



Canada Employment Insurance
Commission (CEIC)

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

2018/2019

Employment Insurance Monitoring and Assessment Report

2018/2019 Employment Insurance Monitoring and Assessment Report

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March 2020

The Honourable Carla Qualtrough, P.C., M.P.
Minister of Employment, Workforce Development and Disability Inclusion
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 2018/2019 Employment Insurance Monitoring and Assessment Report, to be laid by you before Parliament. This report is the twenty-third in a series of annual reports submitted by the Canada Employment Insurance Commission.

This report, which covers the period from April 1, 2018 to March 31, 2019, analyzes the overall effectiveness of Employment Insurance (EI) income benefits, active measures and service delivery. In particular, the report focuses on the responsiveness of the EI program in a period characterized by a slowdown in growth in Canada's economy and labour market, but marked by a historically 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 you will find the report informative.

The original version was signed by:

Graham Flack, Chairperson

Lori MacDonald, Vice-chairperson

Judith Andrew, Commissioner for Employers

Pierre Laliberté, Commissioner for Workers



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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
CAWS	Citizen Access Workstation Services
CCAJ	Connecting Canadians with Available Jobs
CCB	Canada Child Benefit
CCDA	Canadian Council of Directors of Apprenticeship
CEIC	Canada Employment Insurance Commission
COLS	Community Outreach and Liaison Service
CSO	Citizen Service Officer
CPI	Consumer Price Index
CPP	Canada Pension Plan
CRA	Canada Revenue Agency
CRF	Consolidated Revenue Fund
CUSMA	Canada-United States-Mexico Agreement
CX	Client Experience
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
FLMM	Forum of Labour Market Ministers
FY	Fiscal Year
G7	Group of Seven
GDP	Gross Domestic Product
HCCS	Hosted Contact Centre Solution
HRSDC	Human Resources and Social Development Canada

IQF	Individual Quality Feedback
IVR	Interactive Voice Response
LFS	Labour Force Survey
LMDA	Labour Market Development Agreements
LMI	Labour Market Information
LMP	Labour Market Partnerships
MIE	Maximum Insurable Earnings
MSCA	My Service Canada Account
NAICS	North American Industry Classification System
NAFTA	North American Free Trade Agreement
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
OAS	Old Age Security
OECD	Organization for Economic Co-operation and Development
PPEs	Clients who are Premiums Paid Eligible
P/Ts	Provinces and Territories
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
SDP	Service Delivery Partner
SEPH	Survey of Employment, Payrolls and Hours
SIN	Social Insurance Number
SIR	Social Insurance Registry
SME	Small and medium sized enterprises
SO	Scheduled Outreach
SST	Social Security Tribunal
STDP	Short-term disability plan
SUB	Supplemental Unemployment Benefit
UV	Unemployed-to-job-vacancy ratio
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, 2018 and finishing on March 31, 2019 (referred to as the reporting period or FY1819). The highlights below relate to this period or reflect changes between FY1718 and FY1819.

FY1819 marked a slowdown in growth in Canada's economy and labour market and a historic low in the national unemployment rate.

- Real gross domestic product grew by 1.8% in FY1819, down from the 3.0% growth seen in the previous year.
- Canadian employment growth (+1.4%) was slightly lower than growth from the previous year (+1.8%). However, it was the third highest among G7 countries in FY1819.
- The national unemployment rate decreased to 5.8%—the lowest level recorded since FY7677. The unemployment rate went down in all provinces and territories, except Manitoba and Northwest Territories where it increased slightly from last year.
- In 2019, the EI premium rate for employees was set at \$1.62 per \$100 of insurable earnings, a decrease of four cents from the 2018 rate of \$1.66 per \$100 of insurable earnings. Employers contribute EI premiums at 1.4 times the rate of employees.

The number of new EI regular claims established remained relatively unchanged while the amount of EI regular benefits paid decreased significantly over the previous year.

- In FY1819, 1.29 million new EI regular claims were established in Canada, similar to the 1.30 million claims established in FY1718. Notable declines include Quebec (-14,600 claims) and Ontario (-9,500 claims), which were offset by increases in Alberta (+14,700 claims) and Newfoundland and Labrador (+4,500 claims).
- Total amount paid in EI regular benefits decreased by 15.6% over the previous year to \$10.7 billion in FY1819. This is mostly attributable to continued favourable labour market conditions and the conclusion of the temporary extension measure for workers affected by downturn in commodity prices.

Working While on Claim provisions became permanent in August 2018 and were extended to maternity and sickness benefits.

The eligibility rate for EI regular benefits reached its highest level over the past 10 years.

- Among unemployed individuals who had contributed EI premiums in the past 52 weeks and had a valid job separation, 87.4% were eligible to receive EI regular benefits in 2018, up 3.1 percentage points from 84.3% in 2017.
- The eligibility rate increased for both men and women in 2018.

A new pilot project came into effect in August 2018 to provide additional weeks of EI regular benefits to eligible seasonal workers.

- Eligible seasonal claimants in 13 EI regions who establish a claim on or between August 5, 2018 and May 30, 2020 could receive up to five additional weeks of EI regular benefits.

Through Skills Boost, introduced in August 2018, EI claimants who are long-tenured workers and wish to participate in training may request permission directly from Service Canada to continue receiving EI benefits during their training.

- Between August 5, 2018 and March 31, 2019, Service Canada referred 900 claimants to continue receiving EI benefits while on training.

The number of new claims and total amount paid increased for EI special benefits, with family caregiver benefits for children continuing to report the largest year-over-year percentage growth among all special benefits.

- The number of new claims established for EI special benefits increased to 606,500 (+1.6%) in FY1819, and the total amount paid in EI special benefits rose to \$5.8 billion (+0.9%) in FY1819.
- The number of new claims established for EI sickness benefits increased to 420,840 (+2.2%) in FY1819, and the total amount paid in EI sickness benefits increased to \$1.8 billion (+3.4%) in FY1819.
- The number of new claims established for family caregiver benefits for children increased to 5,475 (+11.3%) in FY1819. The total amount paid increased to \$36.8 million (+20.9%) in FY1819.
- In FY1819, the first full year that the family caregiver benefit for adults was in effect, 10,100 claims were established, and the total amount paid was \$48.3 million.
- Parents can choose between receiving standard or extended parental benefits. In FY1819, the first full year during which the extended parental benefit was available, 32,000 (or 16.0%) parental benefit claimants opted for the extended parental benefit duration.

- The parental sharing benefit, which came into effect on March 17, 2019, offers additional weeks of parental benefits to eligible parents when parental benefits are shared. Parents can receive an extra five weeks of standard parental benefits, or an extra eight weeks of extended parental 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 695,610 clients (-2.8%) participated in approximately 1,067,991 interventions (-0.3%) across Canada.
- Effective April 1, 2018, eligibility for Employment Benefits (e.g., training, wage subsidies) was expanded to include all unemployed individuals who have made minimum EI premium contributions. With the expanded eligibility, a new client group — known as Premium Paid Eligible (PPE) — was created to report on the unique characteristics of this clientele. In addition, eligibility for Employment Assistance Services was expanded to include all Canadians, whereas previous access was limited to unemployed Canadians.
 - The number of active EI claimants declined by 8.9% year over year, to a total of 286,197, while former EI claimants dropped by 12.1%, to a total 101,848.
 - Non-insured client counts also declined, by 16.0%, to a total of 240,075.
 - The drop in the non-insured client count can be in part attributed to PPEs, who represented 9.7% of all clients, or a total of 67,490 persons in FY1819.
- In FY1819, a total of 859,051 Employment Assistance Services interventions were delivered, a decrease of 7.6% year-over-year. However, Employment Benefit interventions totalled 164,442 a significant increase of 16.0% compared to the previous reporting period.
 - With strong labour market conditions and a decline in EBSM interventions, the rise of Employment Benefits suggests provinces and territories have focused more on longer-term training and skills development interventions than in recent years, as opposed to short terms interventions.
- There is also evidence that Labour Market Development Agreements (LMDAs) provide active claimants the means to succeed in the job market and reduce poverty, through active employment programs.
 - Participation in LMDA-funded programs provides tools to help overcome labour market challenges in local economies. For instance, they help active claimants recover from job loss and leave poverty. This is particularly true, where income after program participation not only recovers, but surpasses the previous highest income level prior to job loss.

Building on last year's accomplishments, Service Canada implemented a series of measures to further improve services to EI clients and enhance their overall client experience:

- Continued the investment of Budget 2016 through Budget 2018 to further improve EI clients access to EI call centres agents:
 - Agents accessibility increased to 65.5% from 61.6% the previous year, well above the FY1516 pre-investment level of 30.6%.
 - Although it took slightly longer on average to speak to an agent (7.5 minutes versus 6.2 the previous year), wait times continue to be well below the pre-investment level of 13.6 minutes.

- Moved the Employer Contact Centre to a modern telephone platform to provide employers with 100% accessibility to call centres (from 90.7%) and more informative self-serve options.

- Conducted Web optimization projects to make online information more accessible and easier to understand for EI clients. This includes in web sites such as Caregiving benefits, Maternity and parental benefits, and Social Security Tribunal.

- Introduced the Maternity and Parental Benefits Estimator to help EI claimants better understand the impact of their parental benefits choice on their payment.

- Launched the Job Bank Mobile App to make job search more convenient for EI claimants.

- Promoted diversity by including a non-binary X option on the EI application form.

- Enabled the fishing industry employers to submit electronic Records of Employment.

- Implemented the action plan of the Social Security Tribunal Review to make the Appeal process more accessible and client-centric:
 - Reduced the wait for an EI first level of appeal from 227 days to 56 days
 - Allowed EI clients to choose the hearing type they prefer
 - Changed the requirements to start an appeal to reduce the burden on appellants and speed up the process.



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 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 circumstances (such as sickness, pregnancy, providing care to a newborn or newly adopted child, providing care and support to a critically ill family member or providing end-of-life care to a family member with significant risk of death).

Canada's employment insurance system dates back to the 1940 creation of the Unemployment Insurance Commission, the precursor of 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 Benefits¹. EI Part II provides Employment Benefits and Support Measures, including those offered under the Labour Market Development Agreements (LMDAs) and Aboriginal Skills and Employment Training Strategy (ASETS).

¹ 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 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 optimal employment transitions.

EI regular benefits provide temporary income support to partially replace lost employment income for eligible claimants while they search for work or upgrade their skills. 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".² 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.

² Part II, section 56 of the *Employment Insurance Act*.

Recent changes to the Employment Insurance program

Budget 2019 introduced a number of reforms to the EI program, including:

- The EI Training Support Benefit, as part of the Canada Training Benefit, which will provide income support for up to four weeks of paid leave every four years. This benefit will provide workers with the flexibility to train when it works best for them.
- The EI Small Business Premium Rebate, which will provide a rebate to any business that pays employer premiums equal to or less than \$20,000 per year, which will offset the cost of EI premiums resulting from the introduction of the EI Training Support Benefit.
- Investing \$253.8 million over five years starting in FY1920, with \$56.7 million per year ongoing to make the EI, CPP and OAS recourse process easier to navigate and more responsive to Canadians.
- Allocating a permanent annual funding of \$7.4 million to implement activities designed to strengthen the integrity of the EI Program.

Other changes to the EI program in 2019 include:

- Expanding eligibility under EI Part II for Employment Benefits (e.g. skills development, wage subsidies) to include unemployed individuals who have made minimum 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 also expanded to include the employed (these services were previously only available to the unemployed). Eligibility for Employer-Sponsored Training, under the Labour Market Partnerships Support Measures, was also broadened to increase flexibility for provinces and territories to support employers. These changes will allow a broader range of clientele to access EI-funded programs and services;
- Making available additional time-limited targeted funding under the LMDAs, to support workers and communities affected by duties and tariffs imposed by the United States on Canadian softwood exports, as well as steel and aluminium products. Additional targeted funding was also offered to provinces and territories under the LMDAs to assist workers in seasonal industries. For FY1819, nearly \$75 million was available to provinces and territories under these three measures (\$20.5M for workers in seasonal industries, \$25M for workers affected by the steel and aluminium trade dispute and \$29.1M for workers affected by the softwood lumber trade dispute).

These changes, however, will not be reflected in this report since they were not implemented during FY1819 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 FY1920.

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 Employment, Workforce Development and Disability Inclusion (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. Employment and Social Development Canada (ESDC) and Service Canada carry out EI program operations on behalf of the CEIC.

In another key role, the CEIC contributes to the financial transparency of the EI program. Annually, it commissions and 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 FY1819. 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 supports provided under EI Part II to eligible individuals in the form of 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 the overall economic situation and key labour market developments in Canada during the fiscal year beginning on April 1, 2018 and ending on March 31, 2019 (FY1819), the period for which this Report assesses the Employment Insurance (EI) program.¹ Section 1.1 provides a general overview of the economic situation for FY1819 as well as a historical context. Section 1.2 summarizes key labour market developments in the Canadian economy.² Section 1.3 discusses trends in non-standard employment in Canada, and the socio-demographic and labour market characteristics of individuals working in such work arrangements.

1.1 Economic overview

The size of real gross domestic product (GDP) in Canada reached \$2.07 trillion³ in the fiscal year beginning on April 1, 2018 and ending on March 31, 2019 (FY1819)—an increase of 1.8% compared to the previous fiscal year (see Chart 1). The real GDP growth slowed down in the reporting year after reaching the highest year-over-year growth observed last year since FY1011. On a quarterly basis, growth in real GDP was almost flat (+0.2%) in the last two quarters of FY1819, the slowest pace observed since the first quarter of FY1617. The slowdown in FY1819 is attributable to the weaker growth in household final consumption expenditure (+1.8% in FY1819, compared to +3.8% observed in FY1718) and the decline in business investments (gross fixed capital formation declined by \$3.1 billion in the reporting fiscal year compared to the previous fiscal year). However, growth in exports of goods and services increased to +3.3% in FY1819, from the moderate growth observed in the previous fiscal year (+1.6%),⁴ despite the uncertainty regarding the new Canada-United States-Mexico Agreement (CUSMA) that is set to replace the existing North American Free Trade Agreement (NAFTA).⁵

By industry classification,⁶ all industries experienced growth in terms of real GDP in FY1819 compared to the previous fiscal year, except for the Construction industry, which shrank by 1.2%. The Professional,

¹ The period analyzed in this Report consists of the fiscal year of the Government of Canada, which began on April 1, 2018 and ended on March 31, 2019. Alternatively, data are provided on the basis of calendar years (that is, starting on January 1st and ending on December 31st) in some sections where data were not available on the basis of fiscal years. Reported annual data are averages of seasonally unadjusted monthly data, unless otherwise stated. Totals may not always add up due to rounding.

² Due to certain revisions made to data by Statistics Canada, figures for previous years published in past Employment Insurance Monitoring and Assessment Reports have been restated as applicable.

³ In 2012 constant prices.

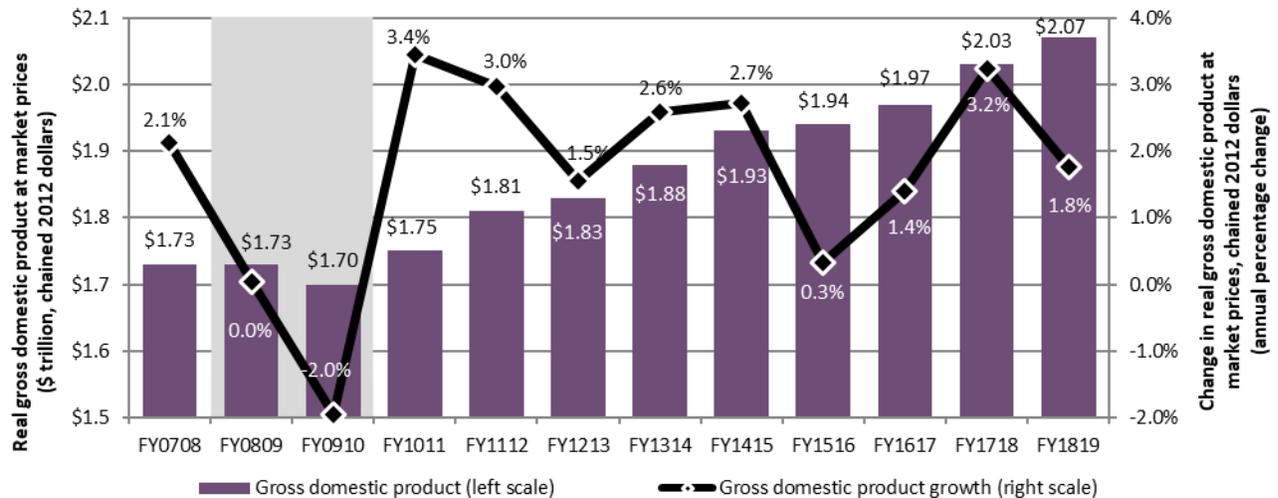
⁴ Statistics Canada, National Gross Domestic Product by Income and by Expenditure Accounts, Table 36-10-0104-01.

⁵ Canada, the United States and Mexico signed CUSMA on November 30, 2018 to replace NAFTA.

⁶ GDP by industry is measured at basic prices, which is different from the expenditure-based GDP where it is measured at market prices. The market price measure represents the value of GDP as paid for by final consumers, whereas the basic price measure includes production taxes and excludes production subsidies available on the commodity.

scientific and technical services industry saw the largest growth in terms of real GDP (+3.5%), followed by the Health care and social assistance industry (+3.3%) and Public administration industry (+3.1%) (see [Annex 1.3](#) for change in real GDP by industry in FY1819 from the previous fiscal year).

Chart 1 – Real gross domestic product, Canada, FY0708 to FY1819



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

When compared to other Group of Seven (G7) countries—a group consisting of the world’s major industrialized and advanced economies—Canada ranked third in terms of real GDP per capita (approximately USD 45,800 in FY1819 using the fixed Purchasing Power Parity⁷), behind United States and Germany.⁸ However, Canada’s real GDP per capita grew only 0.3% in FY1819 compared to the previous fiscal year—the lowest among all G7 nations during this period.⁹

While the real GDP per capita, when measured in the same currency, is often used as a measure of standard of living among countries, it is not an adequate measure of well-being of individuals as it does not reveal any information on the distribution of income or wealth at different segments of the population. A measure of income inequality, on the other hand, shows the relative gap between the richest and the rest of the population. Rising income inequality has been found to have negative effects on long-term economic growths and improved social outcomes.¹⁰ Chart 2 illustrates the income inequality¹¹ in Canada and other G7 countries (except Japan, due to lack of available data) from 2001 to 2016. Canada ranks third in terms of equal distribution of income among its population, behind Germany and France in 2016 (the most recent available year). Over the years, the income inequality in Canada has remained steady while it declined to the lowest level observed in 2016 within this period.

⁷ For 2015 base year.

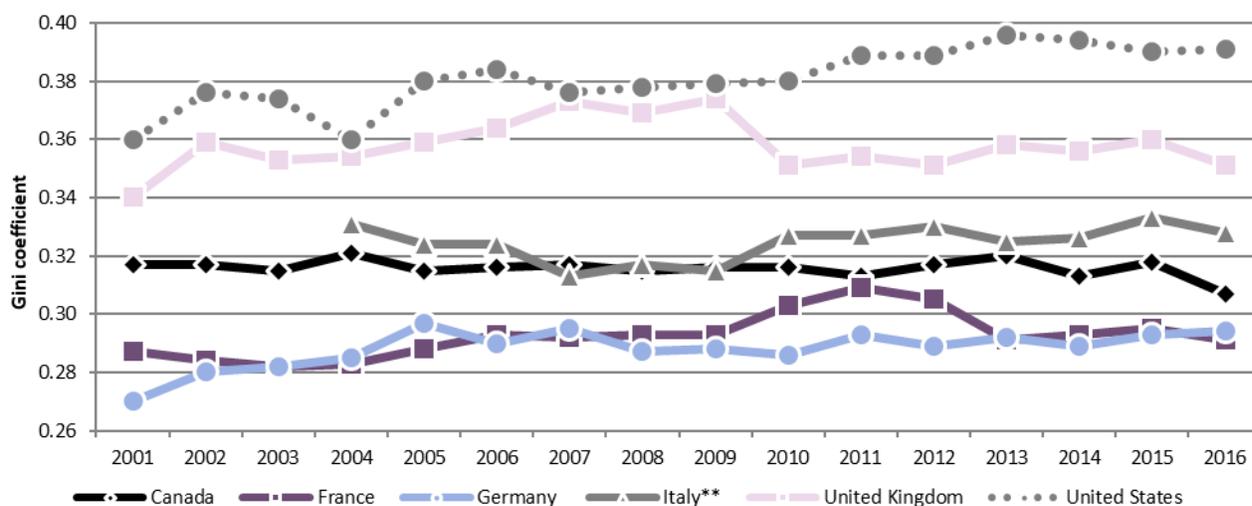
⁸ Organization for Economic Co-operation and Development, National Accounts, February 2020.

⁹ Organization for Economic Co-operation and Development, National Accounts, February 2020.

¹⁰ Federico Cingano, “Trends in income inequality and its impact on economic growth”, OECD Social, Employment and Migration Working Papers, No. 163, OECD Publishing, Paris, 2014. <https://doi.org/10.1787/5jxjncwvx6j-en>

¹¹ As measured by the Gini coefficient. The Gini coefficient is based on the Lorenz curve, where the cumulative share of income is plotted against the cumulative share of individuals ranked from the lowest to the highest incomes. The Gini coefficient ranges from 0 to 1, where 0 means perfect equality and 1 means perfect inequality.

Chart 2 – Income inequality measured by the Gini coefficient*, G7 countries (except Japan), 2001 to 2016



* Based on household disposable income, post taxes and transfers.
 **Data not available for Italy from 2001 to 2003.
 Source: OECD, Social and Welfare Statistics, Income distribution, August 2019.

1.2 The Canadian labour market in FY1819

The size of Canada’s labour force¹² grew to 19.9 million in FY1819, up from 19.7 million in the previous fiscal year (+207,600 or +1.1%).¹³ All provinces during this period experienced positive change in the size of their labour force except Newfoundland and Labrador, where the labour force shrank by 0.2%.¹⁴ The most prominent increase in the size of labour force was observed in Ontario (+1.8%), followed by Prince Edward Island (+1.7%), Manitoba (+1.3%) and British Columbia (+1.1%). Growth in the remaining provinces were relatively modest.

In the reporting fiscal year, there were 18.7 million employed persons in Canada, up from 18.5 million in FY1718 (+1.4%). The growth in employment weakened slightly in FY1819 compared to the one observed in FY1718 (+1.8%), attributable to the slow down in growth of full-time employment (+1.7% growth in FY1819 compared with +2.2% growth in FY1718)—see [Annex 1.2](#) for key labour market statistics in the past 5 years. Canada ranked third among G7 nations in terms of employment growth in the reporting fiscal year, behind Japan (+1.7%) and United States (+1.5%). During this period, growth in part-time employment in Canada remained relatively unchanged (+0.3% growth in FY1819 compared with +0.4% growth in FY1718). By class of worker,¹⁵ job creation in terms of the number of employees in FY1819

¹² 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](#).
¹³ Statistics Canada, Labour Force Survey, Table 14-10-0017-01. Figures for Canada’s labour force, employment, unemployment rate and participation rate exclude the territories, while figures for job vacancies and job vacancy rate include all provinces and territories.
¹⁴ Notably, Newfoundland and Labrador’s population also declined by 0.6% in FY1819 compared to the previous fiscal year—the only province in Canada that had a negative population growth during this period.
¹⁵ Class of worker refers to whether a person is an employee or is self-employed, as defined by Statistics Canada.

<https://www23.statcan.gc.ca/imdb/p3VD.pl?Function=getVD&TVD=114430>

was higher in the public sector (+1.7%) compared to the private sector (+1.4%), while the number of self-employed person in Canada had a moderate increase during this period (+0.9%).¹⁶

By enterprise size,¹⁷ small-medium-sized and large-sized firms had similar employment growth in FY1819 (+2.1% and +2.7%, respectively), while it was higher in medium-large-sized firms (+3.7%).¹⁸ Small-sized firms, on the other hand, had the lowest employment growth in FY1819 (+0.6%) compared to the previous fiscal year. Both small-sized and small-medium-sized firms accounted for around one-fifth (19.6%) of the total number of employees while medium-large-sized firms had the lowest share (15.5%) in FY1819. Large-sized firms continued to have the highest share of all employees in Canada (45.3%), relatively unchanged over recent years.

The employment rate,¹⁹ which can be used as a measure of the extent to which available labour resources are being utilized, was 61.7% in FY1819—relatively unchanged in the past 10 fiscal years. Historically, the employment rate for men has been higher than that for women—in the reporting fiscal year, the employment rate for men was 65.4%, compared to 58.0% for women. By age groups, the employment rate was the highest for core-aged workers (aged 25 to 54) at 82.9%, and the lowest (35.9%) for older workers (aged 55 and over). Notably, the employment rate for older workers has been rising steadily over the past two decades, from 23.2% in FY9899 to 35.9% in FY1718 and FY1819. Educational attainment also plays an important role in employability—in FY1819, individuals with an education level above the bachelor’s degree had an employment rate of 74.0%, whereas those with primary education or lower²⁰ had an employment rate of 20.0%. This contrast in employment rates can be explained by the over-representation of older individuals among people with lower educational attainment—in FY1819, the employment rate for older individuals with primary education or lower was 11.7%, compared to 50.9% for core-aged individuals with the same educational level. Similarly, core-aged workers are over-represented among people with education level above bachelor’s degree—the employment rate for core-aged individuals in this case was 87.3% in FY1819, compared to 48.2% for older individuals. Another metric used to estimate labour market conditions is the participation rate, which measures the total labour force relative to the size of the working-age population.²¹ The overall participation rate in FY1819 in Canada was 65.5%, relatively unchanged from the rate observed in the previous fiscal year (65.7%). The participation rate has been on a downward trend particularly over the past decade—down from 67.5% in FY0809—indicative of an aging population.²² The participation rate for men has been historically higher than that for women; however, this gap has been shrinking over the past four decades, especially among core-aged and older individuals (see Chart 3). The increase in participation rate is particularly evident for core-aged women (from 52.7% in FY7677 to 83.5% in

¹⁶ Statistics Canada, Labour Force Survey, Table 14-10-0288-01.

¹⁷ Innovation, Science and Economic Development Canada defines the size of enterprises 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. https://www.ic.gc.ca/eic/site/cis-sic.nsf/eng/h_00005.html#

¹⁸ Statistics Canada, Survey of Employment, Payrolls and Hours (SEPH), Table 14-10-0214-01.

¹⁹ The employment rate is the number of persons employed expressed as a percentage of the population 15 years of age and over. A more comprehensive definition is provided under [Annex 1.1](#).

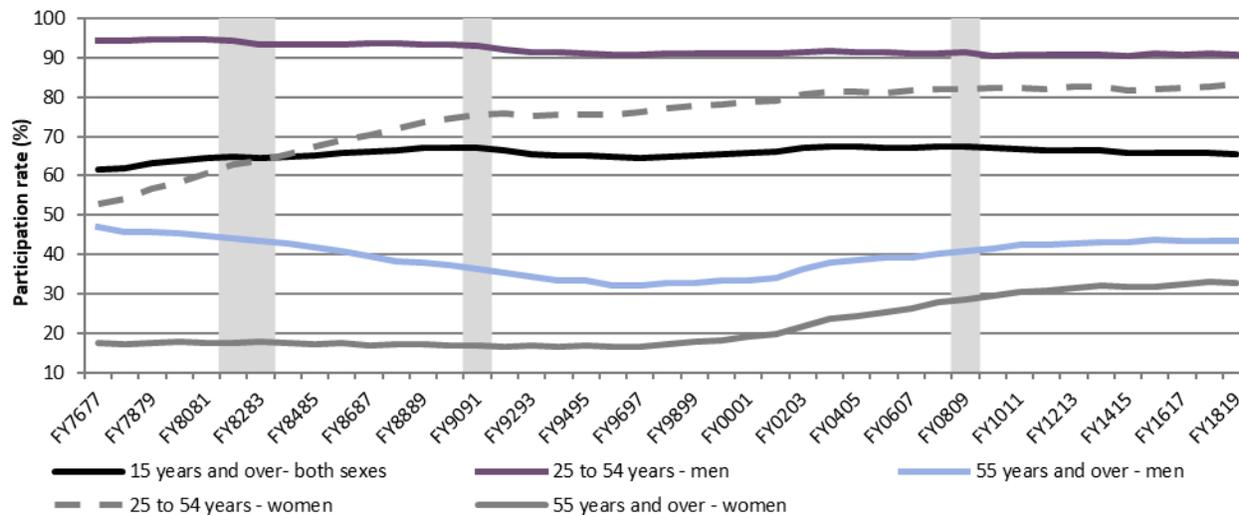
²⁰ Grade 8 or lower; in Quebec, secondary II or lower.

²¹ The participation rate is defined as the labour force expressed as a percentage of the population 15 years of age and over. A more comprehensive definition is provided under [Annex 1.1](#).

²² 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. Statistics Canada Catalogue no. 75-006-X.

FY1819), while for older women it almost doubled over this period (from 17.6% in FY7677 to 32.8% in FY1819).

Chart 3 – Participation rate by gender and age groups, Canada, FY7677 to FY1819



Note: Shaded areas correspond to recessionary periods in Canada's economy.

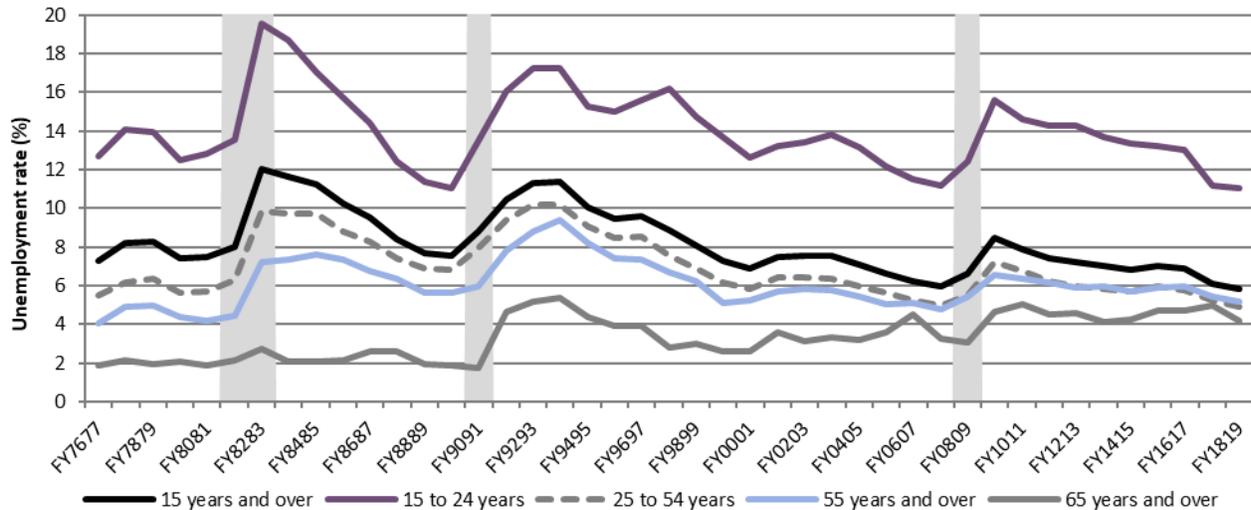
Source: Statistics Canada, Labour Force Survey, Table 14-10-0017-01.

On average, there were 47,000 fewer (-3.9%) unemployed individuals (aged 15 years and over) in Canada in FY1819 compared to the previous fiscal year. This decline in the number of unemployed persons was for the third consecutive year—translating into the lowest level of unemployment rate (5.8%) observed since FY7677 (see Chart 4). Among G7 countries, Canada's unemployment rate was the third highest in FY1819, behind France and Italy.^{23,24} By age groups, the unemployment rate among younger individuals (aged 15 to 24) was the highest (11.0%) in FY1819, while the lowest (4.2%) was among seniors (aged 65 and over)—lower than the unemployment rate among core-aged workers (4.9%) and older workers aged 55 and over (5.2%). As illustrated in Chart 4, the overall unemployment rate, as well as the unemployment rate for the youth (aged 15 to 24) and core-aged workers (aged 25 to 54) reached its lowest mark in 42 years in FY1819. In terms of the eligibility for EI regular benefits, a lower unemployment rate translates into a higher required number of hours of insurable employment within the qualifying period—which is one of the core eligibility requirements (see [section 2.2](#) for details on eligibility for EI regular benefits). Regional variations of the unemployment rate are discussed in detail in [subsection 1.2.1](#).

²³ Source: Organization for Economic Co-Operation and development, Short-term Labour Market Statistics, August 2019.

²⁴ It should be noted that although countries use internationally recognized methods and indicators to measure the performance of the labour market, there are differences in the concepts and methods by which each country calculates its unemployment rate. For example, the Canadian unemployment rate is reduced by approximately 1 percentage point when adjusted to the U.S. concepts. Source: Constance Sorrentino, "International unemployment rates: how comparable are they?", Monthly Labour Review, June 2000. Bureau of Labour Statistics.

Chart 4 – National unemployment rate by age group, Canada, FY7677 to FY1819



Note: Shaded areas correspond to recessionary periods in Canada's economy.

Source: Statistics Canada, Labour Force Survey, Table 14-10-0017-01.

The number of job vacancies (unoccupied positions for which employers are actively seeking workers) increased substantially in FY1819 (+15.7%) compared to the previous fiscal year, reaching 537,800 vacant positions, up from 464,600 vacant positions in FY1718.²⁵ Of the total number of vacant positions in the reporting fiscal year, a little less than three-quarters (72.5% or 389,600 positions) were for full-time jobs. Close to two-thirds (62.5%) of the total vacant jobs required high school diploma or less. On that same note, the job vacancy rate (the number of job vacancies expressed as a percentage of all occupied and vacant jobs) rose to 3.3% during the reporting period, up from 2.9% observed in the previous fiscal year (+0.4 percentage points). The highest job vacancy rate in FY1819 was in the Agriculture, forestry, fishing and hunting industry (6.0%), while the lowest was in the Educational services industry (1.1%). Notably, the job vacancy rate rose in all industries in FY1819 compared to the FY1718, except for the Mining, oil and gas extraction industry and the Finance and insurance industry where the job vacancy rate remained unchanged from the previous fiscal year.²⁶ The duration of job vacancies also continued to rise in FY1819, for the second year in a row, which suggests that it took more time for employers to fill their vacant positions in FY1819 compared to the previous fiscal year. The proportion of positions that were vacant for a longer period of time (three months or more) increased by 0.8 percentage points in FY1819 compared to FY1718, reaching 12.3% of all vacant positions. The growing proportion of vacant positions with longer durations, along with the increased job vacancy rate, points to stronger labour demand that has continued in the reporting period from the past year.

²⁵ Statistics Canada, Job Vacancy and Wage Survey, Table 14-10-0328-01.

²⁶ Statistics Canada, Job Vacancy and Wage Survey, Table 14-10-0326-01.

Labour market condition of Indigenous peoples and persons with disability

While this chapter outlines the overall labour market conditions in Canada, it is also important to focus on the specific segments of the population who may be vulnerable. Two such population groups are Indigenous peoples²⁷ and persons with some degree of disability.²⁸

Generally, the Indigenous population in Canada have less desirable labour market outcomes than the non-Indigenous population. In the reporting year, the employment rate among the Indigenous population in Canada was 58.1%, compared to 63.0% for the non-Indigenous population. The participation rate among the Indigenous population (64.6%) was also lower than that of the non-Indigenous population (66.6%), suggesting that the available labour resources in the Indigenous population are being utilized at a comparatively lower rate. Consequently, there was a stark difference between the unemployment rates for the Indigenous and non-Indigenous population groups—in FY1819, the unemployment rate among Indigenous individuals was 10.0%, whereas it was 5.3% for the non-Indigenous individuals. In contrast to the generally lower employment and participation rates observed for the Indigenous population compared to the non-Indigenous population, they were higher for the Indigenous population among older individuals (see Table 1).

Table 1 – Labour market characteristics of Indigenous and non-Indigenous population by gender and age group, Canada, FY1819

Gender	Employment rate (%)		Participation rate (%)		Unemployment rate (%)	
	Indigenous	Non-Indigenous	Indigenous	Non-Indigenous	Indigenous	Non-Indigenous
Men	60.6%	67.7%	68.6%	71.8%	11.6%	5.8%
Women	55.7%	58.6%	60.8%	61.6%	8.3%	4.8%
Age						
15 to 24 years old	47.8%	58.9%	58.2%	65.7%	17.9%	10.2%
25 to 54 years old	71.8%	85.2%	78.5%	89.0%	8.5%	4.3%
55 years old and over	36.8%	35.9%	40.0%	37.9%	8.1%	5.1%
Canada	58.1%	63.0%	64.6%	66.6%	10.0%	5.3%

Note: Non-Indigenous population includes individuals who identified themselves as not belonging to any of the following groups: North American Indian, Inuit or Métis; and excludes those who did not respond to this survey question. Estimates presented in this subsection exclude persons living on reserves.

Source: ESDC calculations using Statistics Canada, Labour Force Survey master files, April 2018 to March 2019.

An estimated one in five Canadians (22% or 6.2 million) aged 15 and over had one or more disabilities in 2017.²⁹ Persons with disabilities remain less likely to be employed than those without disabilities,³⁰ both in Canada and other parts of the world.³¹ Based on the Canadian Survey on Disability in 2017, almost three in five (59%) persons with disabilities were employed compared to four in five (80%) without disabilities among those aged 25 to 64 years. It was also found that the employment rate was even

²⁷ Includes First Nations, Inuit and Métis peoples in Canada.

²⁸ Includes physical, sensory, cognitive or mental health-related disabilities.

²⁹ Statistics Canada, Canadian Survey on Disability, 2017.

³⁰ Matthew Till, Tim Leonard, Sebastian Yeung and Gradon Nicholls, "A profile of the labour market experiences of adults with disabilities among Canadians aged 15 years and older, 2012", Ottawa: Statistics Canada, Canadian Survey on Disability Reports, 2015. Statistics Canada Catalogue no. 89-654-X2015005.

³¹ Jones, Melanie K, "Disability and the labour market: a review of the empirical evidence." Journal of Economic Studies, 2018. Vol. 35, no. 5. p. 405-424.

lower for persons with more severe disabilities—ranging from 76% among those with mild disabilities to 31% among those with very severe disabilities.³²

Employment rates also varied based on demographic factors and the degree of disability—for example, employment rate was higher for men with milder disabilities for all age groups except those who were 25 to 34 years old; however, this reversed among those with more severe disabilities as the employment rate was higher for women for all age groups, except those who were 55 to 64 years old. Individuals with more severe disability were also more likely to work part-time (defined as less than 30 hours per week). Regardless of the level of severity of disability, persons with post-secondary education had higher employment rate compared to those with high school graduation or less—this is consistent with the results found for individuals with no disability.

1.2.1 Canada's regional labour markets

Canada's continued strong labour market performance in FY1819 was evident in all provinces and territories, as all of them had a positive growth in employment from the previous fiscal year. Employment growth was at or above the national level in Newfoundland and Labrador, Prince Edward Island, Nova Scotia, Ontario, Alberta, British Columbia and Nunavut. The participation rate, on the other hand, remained relatively unchanged in most provinces and territories, except Yukon and Nunavut, where it decreased slightly in FY1819 compared to the previous fiscal year (-1.6 and -1.1 percentage points, respectively)—see [Annex 1.4](#) and [Annex 1.5](#) for information on employment and participation rates by provinces and territories in the past 5 years. Together, as discussed earlier, an increase in the level of employment, with unchanged or a decline in the participation rate, is indicative of an aging population in the provinces and territories. In terms of the number of job vacancies, as outlined in Table 2, all provinces and territories except Saskatchewan had an increase in FY1819 on a year-over-year basis. The job vacancy rate, however, was higher in all provinces and territories in FY1819 compared to the rate observed in the previous year, indicating a higher demand for labour in each of the provinces and territories.

³² Stuart Morris, Gail Fawcett, Laurent Brisebois and Jeffrey Hughes, "A demographic, employment and income profile of Canadians with disabilities aged 15 years and over, 2017", Ottawa: Statistics Canada, Canadian Survey on Disability Reports, 2018. Statistics Canada Catalogue no. 89-654-X2018002.

Table 2 – Participation rate, employment and job vacancy level and growth, and job vacancy rate, by province or territory, Canada, FY1718 to FY1819

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	59.0%	227.3	+1.7%	4.0	+14.7%	2.0%
Prince Edward Island	66.4%	76.1	+2.4%	2.3	+36.4%	3.6%
Nova Scotia	61.8%	459.0	+1.9%	11.0	+10.8%	2.7%
New Brunswick	61.4%	354.8	+0.5%	9.3	+21.4%	3.0%
Quebec	64.5%	4,273.0	+0.7%	116.7	+30.9%	3.2%
Ontario	64.6%	7,288.8	+1.9%	205.9	+11.0%	3.2%
Manitoba	67.2%	650.9	+0.9%	15.1	+7.6%	2.5%
Saskatchewan	68.7%	572.2	+0.9%	10.0	-0.5%	2.2%
Alberta	71.8%	2,333.0	+1.5%	55.8	+8.2%	2.8%
British Columbia	65.1%	2,512.1	+1.4%	105.7	+17.6%	4.6%
Yukon	74.4%	21.2	+0.1%	0.8	+13.9%	4.5%
Northwest Territories	71.2%	21.4	+0.5%	0.7	+17.6%	3.3%
Nunavut	62.8%	13.6	+2.2%	0.4	+16.8%	3.4%
Canada	65.5%	18,747.1	+1.4%	537.7	+15.7%	3.3%

Note: Figures for Canada's participation rate and employment exclude the territories, while figures for job vacancies and job vacancy rate include all provinces and territories. Percentage change is based on unrounded numbers.

Sources: Statistics Canada; Labour Force Survey, Table 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).

Table 3 outlines the unemployment rate and duration of unemployment in the provinces and territories in the reporting fiscal year and the previous fiscal year. The unemployment rate decreased notably in all provinces and territories except Manitoba and Northwest Territories, led by Newfoundland and Labrador (-1.7 percentage points) and Nova Scotia (-1.1 percentage points). Among the provinces, British Columbia continued to record the lowest unemployment rate (4.7%) for the third consecutive year in FY1819, while Quebec and Ontario had unemployment rates below the national average for the second consecutive year. The Atlantic provinces continued to post unemployment rates well above the national average, led by Newfoundland and Labrador (13.0%). Among the territories, Yukon had the lowest unemployment rate (3.2%), lower than the national average and significantly lower than Northwest Territories (7.3%) and Nunavut (14.2%).³³

In FY1819, the average duration of an unemployment spell in Canada was 18.1 weeks, down from 19.1 weeks observed in FY1718 (-1.0 week). The variation in the unemployment duration was mixed among the provinces, suggesting contrasting labour market developments in the reporting period. Among the provinces, the highest unemployment duration was in Alberta (21.9 weeks), despite a decline of 0.8 weeks from the record level observed in that province in the previous fiscal year. On the other hand, the lowest level of unemployment duration was observed in Prince Edward Island (14.2 weeks).

³³ Statistics Canada, Labour Force Survey, Table 14-10-0292-01. Unemployment rates for the territories in the fiscal years are calculated based on three-month moving average, seasonally unadjusted monthly data.

Table 3 – Unemployment rate and duration of unemployment spells, by province or territory, Canada, FY1718 to FY1819

Province or territory	Unemployment rate			Unemployment spells duration (weeks)		
	FY1718	FY1819	Change (% points)	FY1718	FY1819	Change
Newfoundland and Labrador	14.7%	13.0%	-1.7	18.7	19.8	+1.1
Prince Edward Island	9.9%	9.3%	-0.6	16.1	14.2	-2.0
Nova Scotia	8.3%	7.2%	-1.1	17.7	18.0	+0.3
New Brunswick	8.0%	7.9%	-0.1	18.4	16.2	-2.3
Quebec	5.9%	5.4%	-0.4	18.6	18.6	0.0
Ontario	5.8%	5.7%	-0.1	18.6	17.1	-1.5
Manitoba	5.5%	5.8%	+0.3	15.9	16.6	+0.7
Saskatchewan	6.1%	6.0%	-0.1	18.7	21.2	+2.5
Alberta	7.4%	6.7%	-0.7	22.7	21.9	-0.8
British Columbia	5.0%	4.7%	-0.3	18.3	15.4	-2.8
Yukon	3.4%	3.2%	-0.2	not available	not available	not available
Northwest Territories	6.9%	7.3%	+0.3	not available	not available	not available
Nunavut	14.5%	14.2%	-0.3	not available	not available	not available
Canada	6.1%	5.8%	-0.3	19.1	18.1	-1.0

Note: The unemployment rates and the average unemployment spell durations shown for Canada exclude the territories.

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

Unemployment rate and the probability of finding a job

A recent departmental study* examined factors influencing the ability of unemployed individuals to find a job. Using Labour Force Survey data from 2006 to 2018, the study found that the probability of finding a job increases with educational attainment, but decreases as the unemployment spell lengthens. It also varies significantly across occupations. In addition, after accounting for occupation and EI economic region, neither gender nor age seemed to affect the probability of finding a job.

The study also found that the probability of finding a job varies across EI economic regions with similar unemployment rates, suggesting that the unemployment rates do not fully reflect the probability of finding a job. The same result still holds when involuntary part-time workers and discouraged job searchers are included in the analysis.

*ESDC, Factors that influence the probability of finding jobs in EI regions. (Ottawa: ESDC, Labour Market Information Directorate, 2020).

Trends in temporary layoffs and recall expectations

A recent departmental study* examined the trends in temporary layoffs in Canada, as well as the trends and the characteristics of workers experiencing temporary layoffs with recall expectations from their employers, using different data sources.

Based on the Labour Force Survey (LFS), the total layoff rates** (permanent and temporary layoffs combined) in Canada have declined from around 4.0% in 1976 to 2.5% in 2018. Considering the three recessionary periods over that time, the average temporary layoff rates increased during those periods but to a lesser extent in recent recessions, going from 0.8% in 1980-1984, 0.7% in 1990-1994

to 0.5% in 2008-2011. During the period examined, women had lower average rates of temporary layoffs than men.

The study found that there was also a decline in the expected recall rate^{***} over time, going from 32% in 1996 to 25% in 2018, as measured by the LFS data. However, over the same period, the actual recall rate, estimated with Record of Employment and Tax data, increased. In 2016, about 60% of laid-off employees were recalled by their former employer, compared to 47% in 1999.

In terms of characteristics of laid-off employees with recall expectations, men, workers with less than a bachelor degree and workers from the Atlantic provinces were over-represented compared to their relative share of employment in Canada.

*ESDC, Trends in Temporary Layoffs and Recall Expectations. (Ottawa: ESDC, Labour Market Information Directorate, 2020).

** Layoff rates are the numbers of layoffs expressed as a proportion of employment.

*** Expected recall rates are the numbers of laid-off employees expecting to be recalled by their former employer expressed as a proportion of all laid-off employees.

The average weekly nominal and real³⁴ earnings in FY1819 and the previous fiscal year in the provinces and territories are outlined in Table 4. In the reporting fiscal year, the territories continued to have the highest average nominal weekly earnings, followed by Alberta (\$1,147) and Newfoundland and Labrador (\$1,041). The lowest average nominal weekly earnings, on the other hand, was in Prince Edward Island (\$843)—well below the national average of \$1,005.³⁵ All provinces and territories experienced an increase in the average nominal weekly earnings in FY1819 compared to the previous fiscal year; however, in real terms, the average weekly earnings actually declined in five provinces and in the Northwest Territories (see Table 4). The national average weekly earnings in real terms remained virtually unchanged (+0.1%) in FY1819 compared to the previous fiscal year.

³⁴ Measured in 2002 dollars.

³⁵ The change in average nominal 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 in the number of employees in lower paying industries relative to those employed in higher paying industries).

Table 4 – Nominal and real weekly earnings by province or territory, Canada, FY1718 to FY1819

Province or territory	Average nominal weekly earnings (\$)*			Average real weekly earnings (\$)***		
	FY1718	FY1819	Change (%) FY1718 to FY1819	FY1718	FY1819	Change (%) FY1718 to FY1819
Newfoundland and Labrador	1,034	1,041	+0.7%	759	754	-0.7%
Prince Edward Island	828	843	+1.9%	618	618	0.0%
Nova Scotia	863	878	+1.8%	648	647	-0.2%
New Brunswick	893	916	+2.6%	677	682	+0.7%
Quebec	912	938	+2.8%	716	724	+1.2%
Ontario	1,000	1,026	+2.6%	754	757	+0.4%
Manitoba	917	944	+3.0%	698	702	+0.5%
Saskatchewan	1,011	1,017	+0.6%	747	738	-1.3%
Alberta	1,139	1,147	+0.8%	826	812	-1.6%
British Columbia	950	973	+2.4%	755	753	-0.3%
Yukon	1,091	1,135	+4.0%	852	866	+1.6%
Northwest Territories	1,401	1,423	+1.6%	1,045	1,038	-0.7%
Nunavut	1,343	1,385	+3.2%	1,064	1,067	+0.3%
Canada	983	1,005	+2.2%	750	751	+0.1%

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

** Based on 2002 dollars.

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).

As discussed above, FY1819 marked the lowest unemployment rate (5.8%) since FY7677, indicating a relatively lower number of individuals looking for work in excess of those who were already employed during the reporting period. On the other hand, the increased number of job vacancies in FY1819 suggests that the unmet labour demand has continued rising during the reporting period. One very important aspect of an efficient labour market is how easily and efficiently workers find jobs and employers find skilled labour for available positions. The unemployment-to-job vacancy (UV) ratio shows the number of unemployed people for every vacant position—a measure of how tight or slack the labour market is. A low UV ratio corresponds to a lower number of unemployed people relative to the total job vacancies, which may indicate that unemployed workers are able to find jobs more efficiently and there is lower skills mismatch.³⁶ A lower UV ratio indicates a more tight labour market. Table 5 outlines the UV ratios by province from FY1516 to FY1819. The UV ratio declined in all provinces in FY1819 for the second consecutive year, except Manitoba and Saskatchewan where it remained unchanged, indicating increased tightness in the Canadian labour market. During the reporting period among provinces, the UV ratio ranged from 0.9 in Yukon to 8.6 in Newfoundland and Labrador. A larger UV ratio can occur when there is a larger share of unemployed person relative to their share of job openings. For example, in FY1819 Newfoundland and Labrador accounted for 2.9% of the total unemployed population but had only 0.7% share of the total job vacancies. Similarly, in FY1819 Nova Scotia had 3.1% share of the total unemployed population while accounted for only 2.0% of the total number of job vacancies, which reflect the slack labor market conditions in these provinces.

³⁶ Skills mismatches occur when the skills wanted by employers differ from the available skills in the labour pool.

Table 5 – Unemployment-to-job vacancy (UV) ratio by province, Canada, FY1516 to FY1819

Province	FY1516	FY1617	FY1718	FY1819	Change FY1718 to FY1819
Newfoundland and Labrador	7.8	10.3	11.1	8.6	-2.5
Prince Edward Island	5.9	6.6	4.8	3.4	-1.5
Nova Scotia	4.3	4.7	4.1	3.2	-0.9
New Brunswick	5.2	5.6	4.0	3.3	-0.7
Quebec	5.7	4.6	3.0	2.1	-0.8
Ontario	3.2	2.9	2.4	2.1	-0.2
Manitoba	3.1	3.7	2.7	2.6	0.0
Saskatchewan	2.8	4.3	3.7	3.7	0.0
Alberta	2.9	4.8	3.5	3.0	-0.6
British Columbia	2.4	2.0	1.4	1.2	-0.3
Canada	3.5	3.4	2.6	2.2	-0.4

Note: The UV ratios presented in this table are calculated using the number of job vacancies from the Job Vacancy and Wage Survey, and the number of unemployed from the Labour Force Survey, to be consistent with the data provided elsewhere in this chapter. Statistics Canada provides UV ratios using job vacancy statistics from the Survey of Employment, Payroll and Hours in Table 14-10-0226-01, which are different from the estimates presented here, due to sampling and coverage issues.

Sources: Statistics Canada, Job Vacancy and Wage Survey, Table 14-10-0325-01 (for data on job vacancies), and Labour Force Survey, Table 14-10-0017-01 (for data on unemployment).

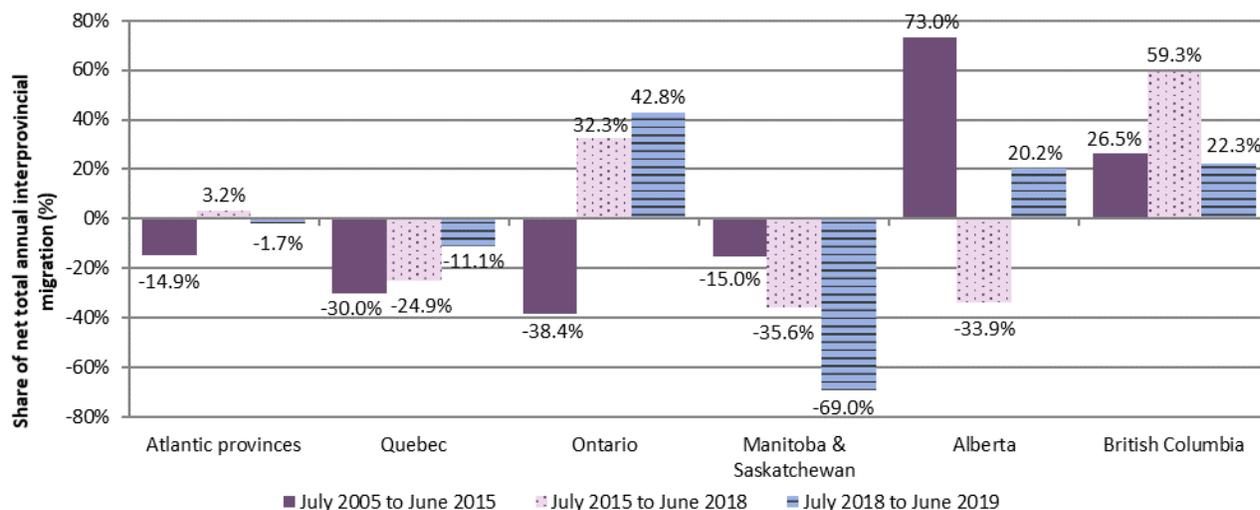
1.2.2 Interprovincial mobility trends

A substantial number of people in Canada relocate across provincial and territorial borders each year. Between July 1, 2018 and June 30, 2019, an estimated 290,500 individuals relocated within Canada. This movement across provinces and territories is partly attributable to emerging employment opportunities or a decline in labour demand, and gives workers the possibility to access labour markets in other jurisdictions and obtain or find a job that may be better suited for their particular skillset. From a national perspective, interprovincial mobility can increase real GDP and aggregate labour productivity growth. It can also improve individual outcomes in terms of finding suitable employment, as workers from provinces with high unemployment and an excess of labor 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 favourable labour market conditions in Alberta, trends have somewhat shifted to Ontario and British Columbia in recent years (see Chart 5).

Labour market developments in Ontario and British Columbia have made these provinces the preferred destination of interprovincial migrants since July 2015 (+11,000 and +16,400 on average per year, respectively). In Alberta, the net migration was on average 23,700 each year from July 2005 to June 2015—a trend that reversed from July 2015 to June 2018 (-11,300 in net migration per year, on average), following the downturn in commodity prices in FY1415. However, between July 2018 and June 2019 Alberta experienced positive net migration (+5,500). Saskatchewan, another oil-producing province, had an average net migration of -7,000 per year over the period July 2015 to June 2019.

Chart 5 – Share of total net annual interprovincial migration by region, Canada, July 2005 to June 2019



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

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

1.3 Trends in non-standard employment in Canada

Labour market developments as discussed in the previous section, such as employment growth, do not distinguish between standard and non-standard jobs. Different types of employment result in varying labour market outcomes, such as hours worked and wage level, which are linked to qualifying for and the amount received in EI benefits. The prevalence of standard employment that emerged in the post-World War II period, which generally refers to the employee “working full-time, year-round for one single employer on the employer’s premises, enjoys extensive statutory benefits and entitlements, and expects to be employed indefinitely,”³⁷ started to decrease due to more non-standard employment pattern in the 1980s.³⁸ Non-standard employment currently makes up a sizeable share of the labour force—36.9% in FY1819, and it has remained fairly stable since the latter half of the 1990s. The evolution of non-standard employment in Canada, types of such employment, as well as the characteristics of individuals who are engaged in such employment patterns are reported in this section.

Non-standard employment is an umbrella term that comprises the following three situations:

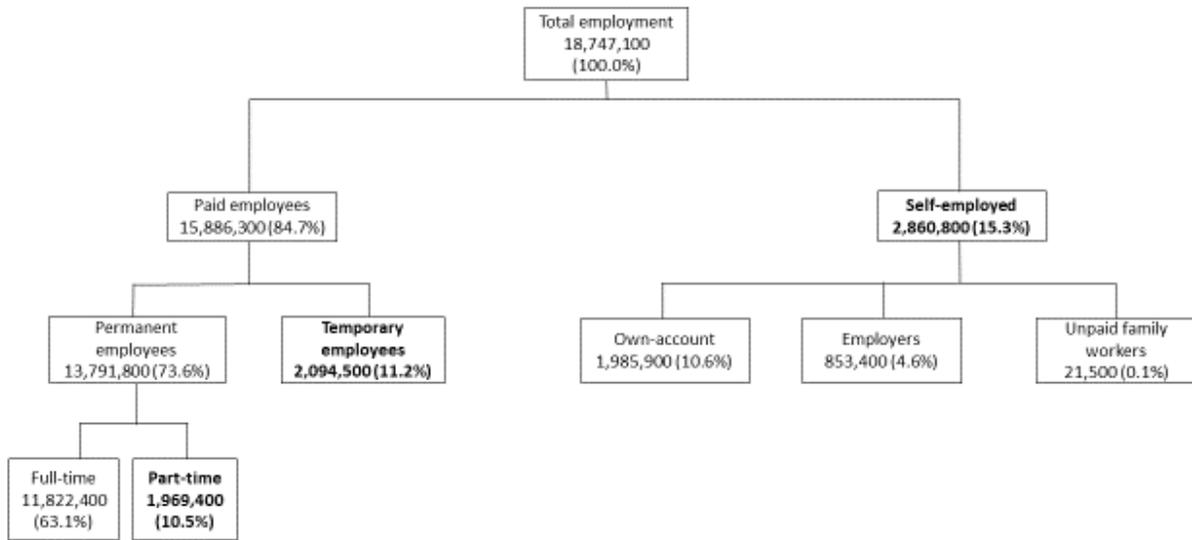
- Permanent part-time employment
- Self-employment (including unpaid family workers), and
- Temporary employment;

Each accounts for 10.5%, 15.3% and 11.2% of total employment in Canada in FY1819 (see Chart 6).

³⁷ Leah F. Vosko, “Legitimizing the triangular employment relationship: emerging international labour standards from a comparative perspective”, *Comparative Labour Law and Policy Journal*, 1997, Vol. 19, p. 43.

³⁸ Cynthia Cranford, Leah F. Vosko and Nancy Zukewich, “Precarious employment in the Canadian labour market: a statistical portrait”, *Just Labour*, 2003.

Chart 6 – Number and share of mutually exclusive employment forms, Canada, FY1819



Source: Statistics Canada, Labour Force Survey, Public Use Microdata File, April 2018 to March 2019.

Precariousness can be a feature of non-standard jobs, but it is not essential to the definition of non-standard employment. The degree of precariousness of an employment form is dependent on multiple dimensions; for example, the uncertainty of continuing employment, the control over the labour process (including working conditions, wages and existence of labour unions), and the degree of regulatory protection and the income level.³⁹ Some full-time full-year jobs can also be precarious in a sense (for example, being in a position with no opportunities for job advancement due to various reasons or for reskilling), and the level of precariousness varies by types of non-standard employment.

There are important differences among the range of non-standard employment situations; for example, the occupation, income profile and job security of workers in temporary employment may be different from that of individuals who are self-employed. Similarly, within the self-employed category, there can be differences between individuals who employ others and those who do not. Also, many workers in non-standard employment could be excluded from collective bargaining law and employment standards legislation.⁴⁰

The rest of this section outlines the evolution of non-standard employment by type (that is, permanent part-time employment, self-employment and temporary employment) in Canada and the characteristics of individuals working in such types of work arrangement.

³⁹ Gerry Rodgers, "Precarious work in Western Europe: the state of the debate", *Precarious jobs in labour market regulation: the growth of atypical employment in Western Europe, 1989*, Belgium: International Institute for Labour Studies p.1-16.

⁴⁰ Judy Fudge, Eric Tucker and Leah Vosko, "The legal concept of employment: marginalizing workers", Ottawa: The Law Commission of Canada, 2002.

Employment instability in Canada's labour market

Not considered as part of non-standard employment, multiple (or “concurrent”) job holders are sometimes considered as a group of workers that have precarious or unstable work. A recent study* by ESDC examined several trends in employment instability, including whether employees concurrently worked for more than one employer within a given year, as well as the average job tenure and earnings instability.

Using data from the Labour Force Survey (LFS) and Canada Revenue Agency (CRA) tax files, the study found mixed evidence on the trend of employment instability (mainly measured by the number of employees holding multiple concurrent jobs) in Canada over time. From the LFS, by identifying individuals who held multiple jobs in any month of the year that they were surveyed, the study found the multiple jobholding rate to be trending upwards, from 9.1% in 2000 to almost 12% in 2018. The rate increased steadily for all age groups during this period, with a more pronounced increase for older workers aged between 45 and 64 years. Women were more likely to hold multiple jobs than men, and this gender gap was found to be more evident among older workers. As well, the study found increases in the multiple jobholding rate in a majority of industries, although there were substantial variations across industries. Notably, multiple job holding increased for some industries dominated by low skilled/low wage jobs as well as for those dominated by high skilled/high wage jobs.

By contrast, from the CRA data, both for all employees and EI recipients, the study found that the multiple jobholding rate has declined over time, although the numbers are markedly lower for EI recipients. Between 1999 and 2015, the rate for all employees declined from 18.0% to 12.0% and for EI recipients, it decreased from about 7% to 4%.

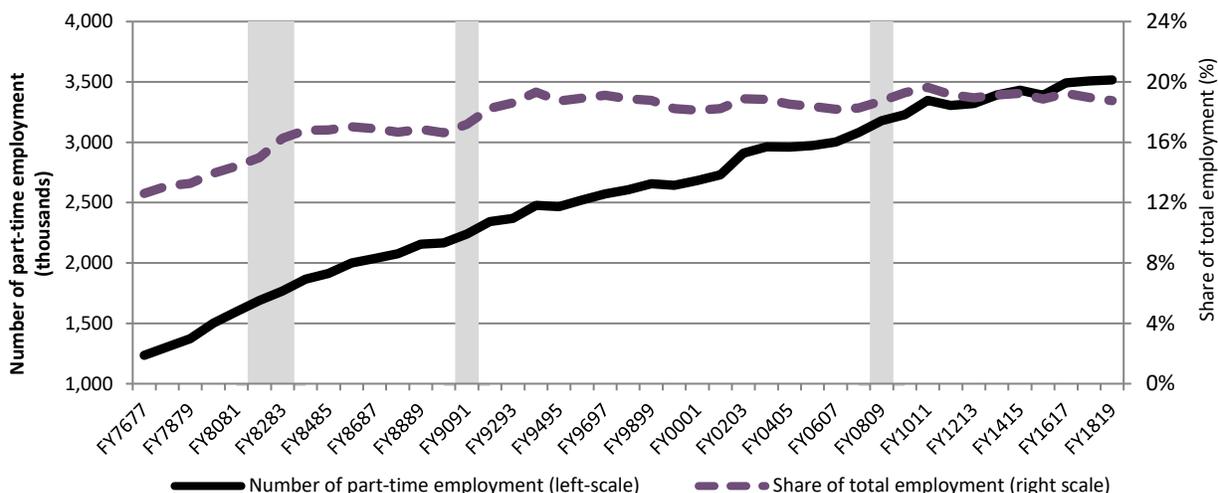
The study also looked at other measures of employment instability, namely the average job tenure and earnings instability. The average job tenure was found to have declined for workers in Canada between 1990 and 2018. This decline was the most pronounced for workers aged between 35 and 54 years. Furthermore, the percentage of employees with earnings instability, indicated by a drop in the real annual income by 2% or more, was found to have increased over time, from 30% in 2000 to 39% in 2015, indicative of greater employment instability from an annual income perspective.

*ESDC, Employment Insurance and the changing stability of employment relationships. (Ottawa: ESDC, Labour Market Information Directorate, 2020).

1.3.1 Profile of permanent part-time employees

Over time, the prevalence of part-time employment (both permanent and temporary), which consists of work usually less than 30 hours per week at the main or only job, grew consistently until the end of 1980s, and remained stable since then (see Chart 7).

Chart 7 – Long-term trends in the number and share of part-time employment*, Canada, FY7677 to FY1819



Note: Shaded areas correspond to recessionary periods in Canada's economy.

* This chart is based on both permanent and temporary part-time employment, and not only permanent part-time employment.

Source: Statistics Canada, Labour force Survey, Table 14-10-0050-01.

This following subsection only focuses on permanent part-time employment; temporary part-time employment is included in [subsection 1.3.3](#) as part of temporary employment.

Permanent part-time employment does not have a specified end-date. In the past decade, the share of individuals with permanent part-time employment among the total employed has gone down slightly. Notably, women are over-represented in this type of employment, representing 69.3% of these workers in FY1819. Within the last decade, however, the share of men among workers with permanent part-time employment has been increasing, from 28.1% in FY0809 to 30.7% in FY1819 (see Table 6).

Table 6 – Number and distribution of individuals with permanent part-time employment and share of total employment, by gender and age, Canada, FY0809 to FY1819

Gender	FY0809		FY1819	
	Number (thousands) and share (%) of permanent part-time employment	Share of total employment (%)	Number (thousands) and share (%) of permanent part-time employment	Share of total employment (%)
Men	531.8 (28.1%)	6.0%	603.8 (30.7%)	6.2%
Women	1,358.9 (71.9%)	16.9%	1,365.5 (69.3%)	15.3%
Age				
15 to 24 years	767.9 (40.6%)	29.6%	727.8 (37.0%)	29.6%
25 to 54 years	827.5 (43.8%)	7.1%	824.6 (41.9%)	6.7%
55 years and over	295.3 (15.6%)	11.1%	417.0 (21.2%)	10.3%
Canada	1,890.7 (100.0%)	11.2%	1,969.4 (100.0%)	10.5%

Source: Statistics Canada, Labour Force Survey, Public Use Microdata File, April 2008 to March 2019.

By age groups, a higher share of youth (29.6%) work in permanent part-time employment, compared to individuals in other age groups (6.7% of core-aged workers and 10.3% of older workers) in FY1819. This is attributable to the fact that a large share of youth are students who chooses part-time employment to better reconcile study with work. However, over the last decade, older workers accounted for a growing part of part-time employees, from 15.6% in FY0809 to 21.2% in FY1819.

It should be noted that some workers choose part-time employment over full-time employment due to the flexibility it offers. A recent study by Statistics Canada⁴¹ found that nearly three-quarters (73%) of youth working part-time chose to do so because of schooling, while among older workers the main reason was personal preferences. Childcare was an important factor for core-aged women, which also explains the relatively higher share of women in part-time employment. Based on the Labour Force Survey in FY1819, 21.1% of part-time employees worked involuntarily in such employment arrangement.⁴²

While 79.0% of all Canadian employees worked in the service-producing sector in FY1819,⁴³ permanent part-time workers are overrepresented in this sector, representing 95.1% of total part-time workers in FY1819. Notable industries include the Wholesale and retail trade industry (28.2% of total part-time workers), Accommodation and food services industry (18.1% of total part-time workers) and Health care and social assistance industry (17.6% of total part-time workers). This trend has not changed much in the past 10 years (see [Annex 1.6](#)).

Permanent part-time workers tend to experience more employment interruptions, thus are less likely to pay EI premiums in the year prior to unemployment. As a result, the proportion of these workers covered by the EI program is lower than that for permanent full-time workers. On the other hand, working fewer hours per week means that the part-time workers would be less likely to accumulate sufficient hours to qualify for EI benefits. In addition, these workers, on average, could also have a lower wage rate compared to full-time workers, which may lead to a lower EI weekly benefit rate.⁴⁴

1.3.2 Profile of the self-employed

Self-employment refers to working owners of a business, farm or professional practice, whether employer (that is, incorporated) or own-account (that is, unincorporated). It also includes unpaid family workers who work without pay on a farm or in a business or professional practice owned and operated by another family member living in the same dwelling (see Chart 6 for breakdown of self-employed categories).

Among all forms of non-standard employment in Canada, self-employment has the largest share of the employed individuals (15.3% in FY1819). Over the years, the share of self-employed among total employed has increased from 12.2% in FY7677 to 17.2% in FY9798 and FY9899, to reach 15.3% in FY1819 (see Chart 8).

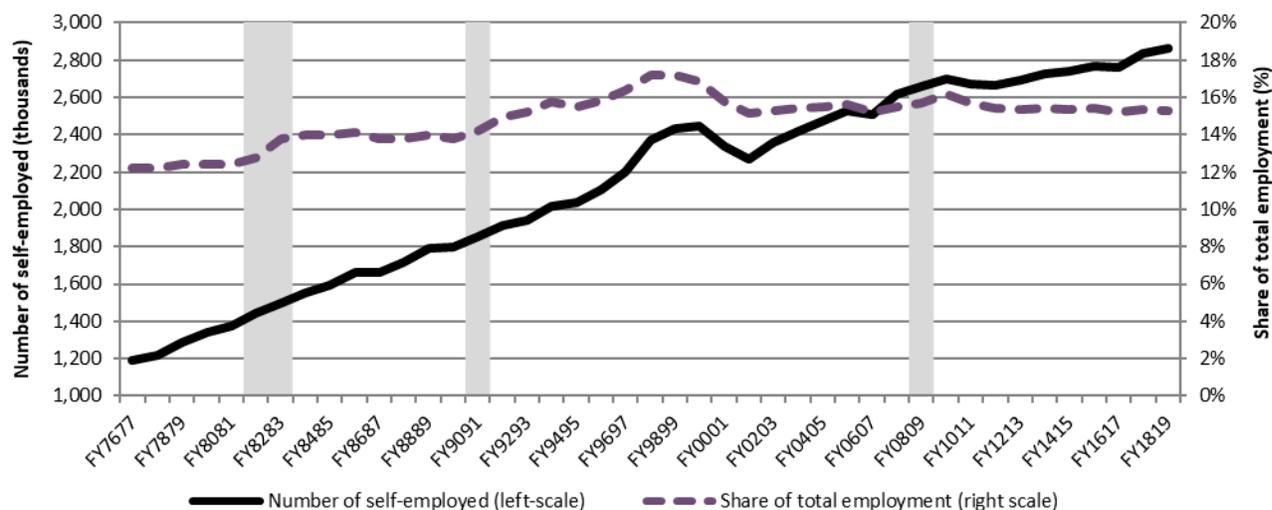
⁴¹ Martha Patterson, "Who works part time and why?", Ottawa: Statistics Canada, 2018.

⁴² Statistics Canada, Labour Force Survey, Table 14-10-0028-01. The involuntary reasons for part-time employment include business conditions and not being able to find full-time employment.

⁴³ Statistics Canada, Labour Force Survey, Table 14-10-0071-01.

⁴⁴ In FY1819, part-time workers on average worked 17.2 hours per week at their main job and received a wage rate of \$19.50 per hour, while full-time workers worked on average 39.8 hours per week at their main job and received a wage rate of \$28.70 per hour. Source: Statistics Canada, Labour Force Survey, Table 14-10-0042-01 (for actual hours worked) and Table 14-10-0063-01 (for hourly wage rate).

Chart 8 – Long-term trends in the number and share of self-employment, Canada, FY7677 to FY1819



Note: Shaded areas correspond to recessionary periods in Canada’s economy.
 Source: Statistics Canada, Labour Force Survey, Table 14-10-0026-01.

Although we have seen increases in the share of self-employed workers during economic downturns, there is no evidence that economic necessity is a determinant factor for people in choosing this type of work arrangement.⁴⁵ As is the case with part-time employment, many Canadians choose to be self-employed due to the flexibility it provides. Based on the Labour Force Survey of September 2018, around one-third of the respondents (33.5%) who were self-employed in their main job during the 12 months prior to the survey responded independence and freedom to be the main reasons for choosing self-employment. Around 15% of the respondents reported that they were self-employed because of the nature of their job (such as physicians, dentists and veterinarians), while only 5% respondents were self-employed as they could not find suitable employment.⁴⁶ The survey also showed that older workers (aged 55 and over) were more likely to be self-employed than younger (aged between 15 and 24 years) and core-aged (aged between 25 and 54) workers (26%, 3% and 14%, respectively).

In FY1819, almost two-thirds (62.4%) of the self-employed were men. However, within the past decade, growth in the number of self-employed women (+1.6% on average every year) outpaced the growth in the number of self-employed men (+0.3% on average every year); consequently, the share of women in total self-employed population has steadily increased (see [Annex 1.7](#)).

By industry classification, there were more self-employed workers in the goods-producing sector (16.7% of total employed in those industries) than in the service-producing sector (14.9% of total employed in those industries) in FY1819—see Table 7 for the incidence of self-employment by industry. The share of self-employed individuals in the goods-producing sector has been declining steadily for the past decade, mostly due to their decrease in the Agriculture industry, while it remained stable in the service-

⁴⁵ Christopher Dawson, Andrew Henley and Paul Latreille, “Why do individuals choose self-employment?”, *Forschungsinstitut zur Zukunft der Arbeit – Institute for the study of labour*, IZA discussion paper no. 3974, January 2009.

⁴⁶ Lahouaria Yssaad and Vincent Ferrao, “Self-employed Canadians: who and why?”, Ottawa: Statistics Canada, 2019.

producing sector. The industries with the highest share of self-employed in FY1819 were Agriculture (55.6%), Professional, scientific and technical services (31.7%) and Construction (27.1%) industry.

Table 7— Share of self-employed workers in total employment by industry, Canada, FY0809 to FY1819

Industry	FY0809	FY1819
Goods-producing industries	18.6%	16.7%
Agriculture	62.7%	55.6%
Forestry, fishing, mining, quarrying, oil and gas	14.1%	11.3%
Utilities	n/a*	n/a*
Construction	30.6%	27.1%
Manufacturing	5.4%	4.3%
Service-producing industries	14.8%	14.9%
Wholesale and retail trade	11.2%	9.1%
Transportation and warehousing	16.8%	18.5%
Finance, insurance, real estate, rental and leasing	16.8%	18.6%
Professional, scientific and technical services	34.0%	31.7%
Business, building and other support services	24.5%	25.7%
Educational services	4.7%	6.2%
Health care and social assistance	12.5%	13.1%
Information, culture and recreation	16.9%	17.2%
Accommodation and food services	8.2%	8.3%
Other services (except public administration)	30.2%	28.8%
Public administration	n/a*	n/a*
Canada	15.7%	15.3%

* Data not available.

Source: Statistics Canada, Labour Force Survey, Table 14-10-0026-01.

Self-employed workers are not eligible for EI regular benefits, but they can opt in to EI special benefits (see [subsection 2.6.7](#) for detailed discussion).

Informal (“gig”) work in Canada

The term “gig work” (also known as informal work) has been gaining popularity in recent years to describe the evolution of non-standard work. Gig work tends to involve jobs with relatively short durations, variable hours and earnings, with the absence of employment continuity with a single employer but rather with contracts for a specific period of time or task for which a negotiated amount of money is paid. In that sense, gig workers could fall under the “self-employed” category. In recent years, the prevalence of gig work has been associated with the availability of online platforms and crowdsourcing marketplaces; however, not all gig workers make use of these platforms.

In the Canadian context, research and data on gig economy continue to grow. Consequently, difference in definitions and data sources used to identify gig workers could lead to varied estimates and outcomes. Two Canadian studies on this topic has been undertaken recently.

A recent study by Statistics Canada* identified gig workers using administrative data. It defined gig workers as unincorporated self-employed workers (sole proprietors) aged 15 and over; who reported business, professional or commission self-employment income; and whose future business activity was uncertain or expected to be minor or occasional. The study estimated that during the period 2005 to 2016, the share of gig workers out of all workers rose from 5.5% to 8.2%.

The Statistics Canada study also found that there was a higher share of female gig workers (9.1%) than males (7.2%), and a lower share of youth aged 24 and less than the other age groups, which is contrary to the notion that younger workers are overrepresented in gig work. In addition, gig work was found to be more prevalent among immigrants. The study also estimated that income from gig work was low; that for roughly half of the gig workers, this type of work was only a temporary activity; and that an increasing share of workers do gig work in addition to their main job.

Another paper by Bank of Canada** looked at informal (gig) work by using a broader definition*** than the Statistics Canada study. The study measured the size and characteristics of informal work in Canada using the Canadian Survey of Consumer Expectations, and found that around 30% of the respondents participated in such type of work during the period from April 2018 to December 2018.

* Sung-Hee Jeon, Hujun Liu and Yuri Ostrovsky, "Measuring the gig economy in Canada using administrative data", Ottawa: Statistics Canada, 2019.

** Olena Kostyshyna and Corinne Luu, "The size and characteristics of informal ("gig") work in Canada", Ottawa: Bank of Canada, Staff Analytical Note, 2019.

*** The Bank of Canada paper defines informal (gig) work as having engaged in certain side jobs or informal activities for pay over the past two years, excluding activities for which income is generated from physical capital (for example, selling goods or renting properties) rather than labour and survey-taking.

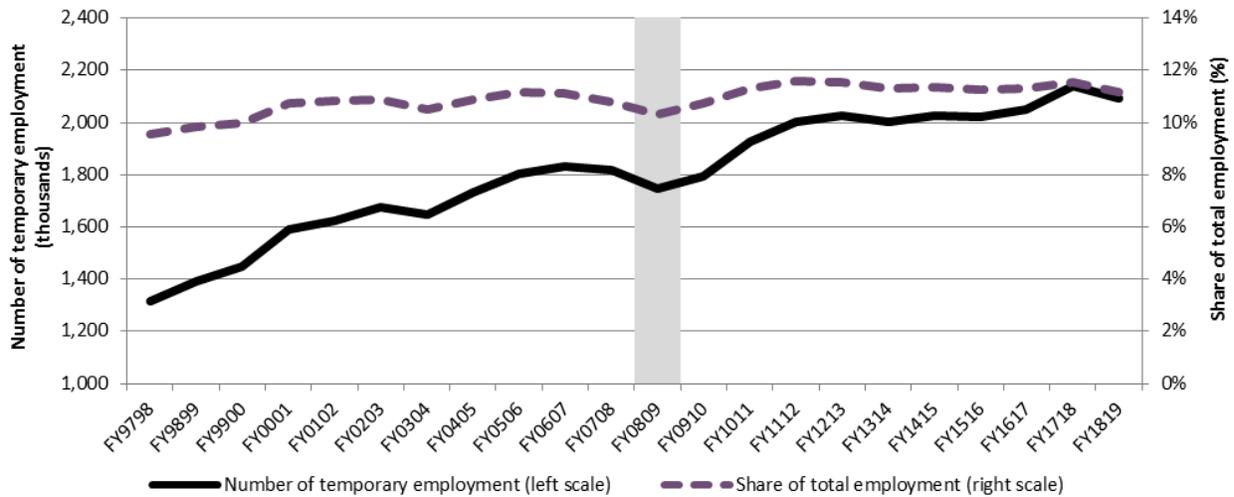
1.3.3 Profile of individuals in temporary employment

A temporary job has a predetermined termination date, or ends upon the completion of a project or the attainment of a goal. While there is a degree of uncertainty associated with temporary employment, such work arrangement can also provide employees with flexibility, experience, and enable them to acquire new skills and diversify existing knowledge.

Over the past 20 years, the share of individuals with temporary employment among all workers increased, from 9.5% in FY9798 to 11.2% in FY1819 (see Chart 9). Notably, the number and share of temporary employed individuals went down significantly during the recession in FY0809, as the demand for temporary staff generally goes down during economic downturns.⁴⁷

⁴⁷ Jamie Peck and Nik Theodore, "Flexible recession: the temporary staffing industry and mediated work in the United States", Cambridge Journal of Economics, 2006, Vol. 31(2), p.171-192.

Chart 9 – Number and share of temporary employment, Canada, FY9798 to FY1819



Note: The shaded area corresponds to a recessionary period in Canada’s economy.
 Source: Statistics Canada, Labour Force Survey, Table 14-10-0071-01.

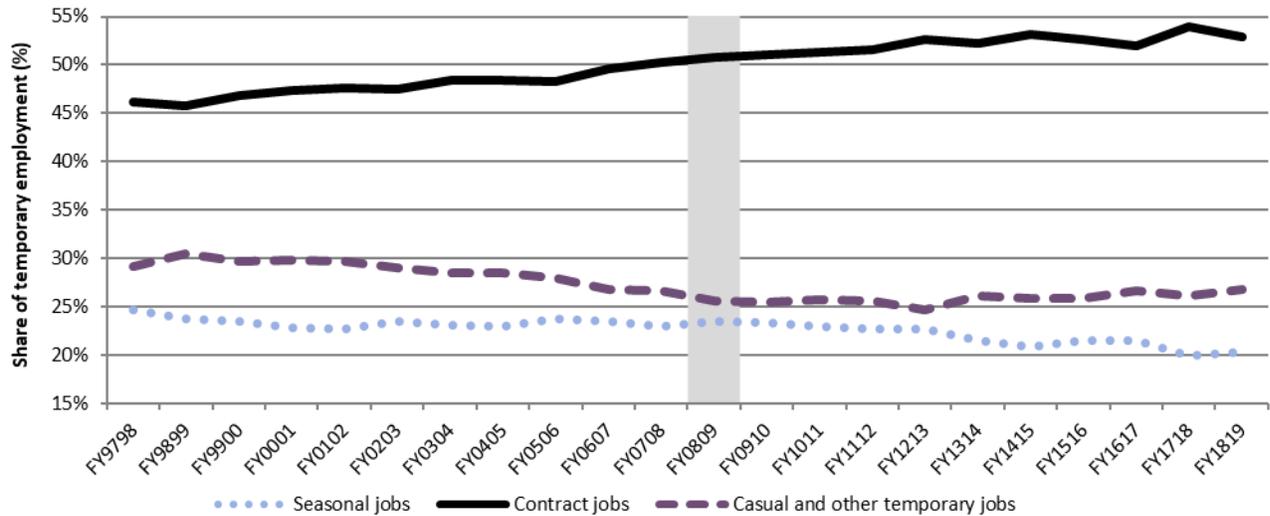
The Labour Force Survey divides temporary employment into three categories: seasonal jobs, contract jobs and casual jobs. Seasonal jobs last for a limited period(s) at the same time every year—they are structured by the annual labour demand patterns of industries that have varying labour demand during specific season(s) in a year. Contract jobs are defined by the employer prior to hiring, and are to be terminated at a specific date or at the completion of a specific task or project.⁴⁸ Lastly, casual jobs have work hours that vary substantially from one week to the next, with no pre-arranged schedules and no pay for the time not worked, and limited prospects for regular work in the long-term.⁴⁹

Chart 10 illustrates the distribution of each type of category in temporary employment in Canada over the past two decades. Between FY9798 and FY1819, the share of individuals with contract jobs increased from 46.1% to 52.8%, while it decreased for casual jobs (from 29.2% to 26.8%) and seasonal jobs (from 24.7% to 20.4%).

⁴⁸ The category “work through temporary help agency” is included in the contract jobs category in the Labour Force Survey.

⁴⁹ Other unidentified temporary jobs that are not seasonal are also included in the profile of casual jobs.

Chart 10 – Evolution of temporary employment by type, Canada, FY9798 to FY1819



Note: The shaded area corresponds to a recessionary period in Canada's economy.

Source: Statistics Canada, Labour force Survey, Table 14-10-0071-01.

In FY1819, Newfoundland and Labrador had the highest share (21.0%) of temporary jobs in Canada, followed by Prince Edward Island (17.9%), New Brunswick (14.3%) and Nova Scotia (13.5%). The share of women with temporary jobs (12.2%) was slightly higher than the share of men (10.2%), while the prevalence of temporary jobs was much higher among youth (aged between 15 and 24 years) compared to individuals in other age groups (see [Annex 1.8](#)). This is attributable to the fact that a large share of youth are students, who may use temporary employment as a stepping stone to permanent employment.

In the reporting year, temporary employment represented 11.2% of all employment. When breaking down by categories, contract jobs accounted for 5.9% of all employment in Canada, while the share of casual and seasonal jobs were much lower (3.0% and 2.3%, respectively). The share of contract and casual jobs was higher among women compared to men, but this reversed for seasonal jobs. While the shares of all types of temporary jobs were higher among youth, a notably higher proportion of core-aged workers was employed in contract jobs (5.3%) than the other two types of temporary employment (see Table 8).

Table 8— Share of temporary workers in total employment by gender and age, Canada, FY1819

Gender	Contract jobs	Casual jobs	Seasonal jobs	Temporary jobs
	Share of total employment (%)			
Men	5.2%	2.2%	2.8%	10.2%
Women	6.7%	3.8%	1.7%	12.2%
Age				
15 to 24 years	13.0%	10.5%	7.1%	30.5%
25 to 54 years	5.3%	1.7%	1.4%	8.3%
55 years and over	3.4%	2.5%	2.1%	8.1%
Canada	5.9%	3.0%	2.3%	11.2%

Source: Statistics Canada, Labour Force Survey, Table 14-10-0071-01.

By industry classification, 8.9% of workers in the goods-producing sector had temporary employment in the reporting year, compared to 11.8% in the service-producing sector. In the goods-producing sector, the Agriculture industry and the Construction industry had the highest share of temporary jobs (11.6% for both industries) in FY1819. The majority of these were seasonal jobs. On the other hand, in the service-producing sector, the Educational services industry had the highest share of temporary jobs (24.8%, mostly composed of contract jobs), followed closely by the Information, culture and recreation industry (22.0%, mostly composed of seasonal and contract jobs)—see [Annex 1.8](#).

Lower earnings and fewer hours of work are generally associated with temporary employment.⁵⁰ Even after controlling for differences in individual and job characteristics (for example, skills proficiency, education, industry and occupation), there is still a wage gap associated with temporary employment.⁵¹ As applicants for EI regular benefits need a minimum number of hours of insurable employment to be eligible for benefits, workers who previously held temporary employment, in general, have a lower eligibility rate than those who had permanent employment.⁵²

However, the coverage rate of EI regular benefits for those who occupied temporary employment is generally higher than those who held permanent employment. This is due to the high proportion (40.0%) of seasonal workers among the unemployed who previously held temporary employment and to the fact that seasonal workers are more likely to have paid EI premiums in the year prior to unemployment given their cyclical employment pattern over a year.

1.4 Summary

In FY1819, the Canadian economy was marked by a slowdown in real GDP growth, attributable to declines in business investments and modest growth in consumption expenditure. Despite disruptions in global trade and ongoing efforts to conclude a revised Canada-United States-Mexico Agreement (CUSMA) on trade, Canada's exports of goods and services rebounded in FY1819 compared to the previous fiscal year.

⁵⁰ In 2018, the average hourly wage rate for temporary employees was \$21.80, compared with \$27.71 for permanent employees. Temporary employees also worked fewer hours on average per week in 2018 (27.8 hours compared with 33.3 hours for permanent employees). Sources: Statistics Canada, Labour Force Survey, Table 14-10-0066-01 (for hourly wage rate); and Statistics Canada, "Temporary employment in Canada", The Daily, May 2019 (for actual hours worked).

⁵¹ Organization for Economic Co-operation and Development, "OECD Employment Outlook 2013", OECD Publishing, Paris, 2013.

⁵² See [subsection 2.2.2](#) for detailed discussion on coverage and eligibility for EI regular benefits by type of employment.

The Canadian labour market, on the other hand, continued its strong performance in FY1819, as the national unemployment rate reached the lowest level (5.8%) since FY7677. Growth in employment, however, was modest in the reporting year compared to the previous fiscal year, mainly due to a slowed down growth in full-time employment.

In FY1819, a little more than 1 in 3 employed individuals in Canada worked in non-standard employment. Variations by gender, age group, industry and geographic location are evident among different types of non-standard employment. For example, permanent part-time jobs are mostly occupied by women and youth, which is largely due to the flexibility of such type of employment and personal preferences. On the other hand, men are overrepresented in self-employment, and this type of employment is more prevalent in Agriculture, Construction and Professional, scientific and technical services industries. Lastly, temporary employment is more prevalent in the Atlantic provinces and among youth.

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 I 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 completed¹ 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 provides the basis for deeper analysis of coverage, eligibility and access of EI benefits for unemployed people. Throughout the chapter, data for the FY1819 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 2019.

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

¹ 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, providing care to a newborn or newly adopted child, providing care and support to a critically ill family member or providing end-of-life care to a family member with significant risk of death).

In this chapter, EI benefits refer to regular benefits, special benefits, fishing benefits and Work-Sharing benefits (see Table 1). 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 a benefit rate of 55% of average weekly insurable earnings up to the maximum weekly benefit rate, 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	14 to 45 weeks, depending on insurable employment and regional unemployment rate ¹
Fishing	Self-employed fishers without available work	Value of a catch between \$2,500 and \$4,200 depending on the Variable Entrance Requirement	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 ²
Special ³			
Maternity	Unavailable to work because of pregnancy or has recently given birth	600 hours	15 weeks
Parental	Caring for a newborn or a newly adopted child	600 hours	Standard parental: 35 weeks plus 5 additional weeks when benefits are shared ⁴
			Extended parental (at a lower replacement rate ⁵): 61 weeks plus 8 additional weeks when benefits are shared ⁴
Sickness	Unavailable to work because of illness, injury or quarantine	600 hours	15 weeks
Family caregiver for children (formerly Parents of Critically Ill Children) ⁷	Providing care or support to a critically ill or injured child under the age of 18	600 hours	35 weeks ⁶
Family caregiver for adults	Providing care or support to a critically ill or injured person 18 years or older	600 hours	15 weeks ⁶
Compassionate care	Providing care to a person of any age who requires end-of-life care	600 hours	26 weeks ⁶

¹ 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).

² Temporary Work-Sharing special measures were announced to support employers affected by the downturn in the forestry sector and the steel and aluminum sector. These measures extend the duration of Work-Sharing agreements across Canada from a maximum of 38 weeks to 76 weeks. The temporary special measure for the forestry sector came into effect on July 30, 2017 and will continue until March 28, 2020. The temporary special measure for the steel and aluminum sector came into effect on August 19, 2018 and will continue until March 27, 2021.

³ 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 \$6,947 for claims established in 2018 and \$7,121 for claims established in 2019.

⁴ Since March 17, 2019, the EI parental sharing benefit provides 5 additional weeks to standard parental benefits and 8 additional weeks to extended parental benefits when parental benefits are shared between eligible parents.

⁵ 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.

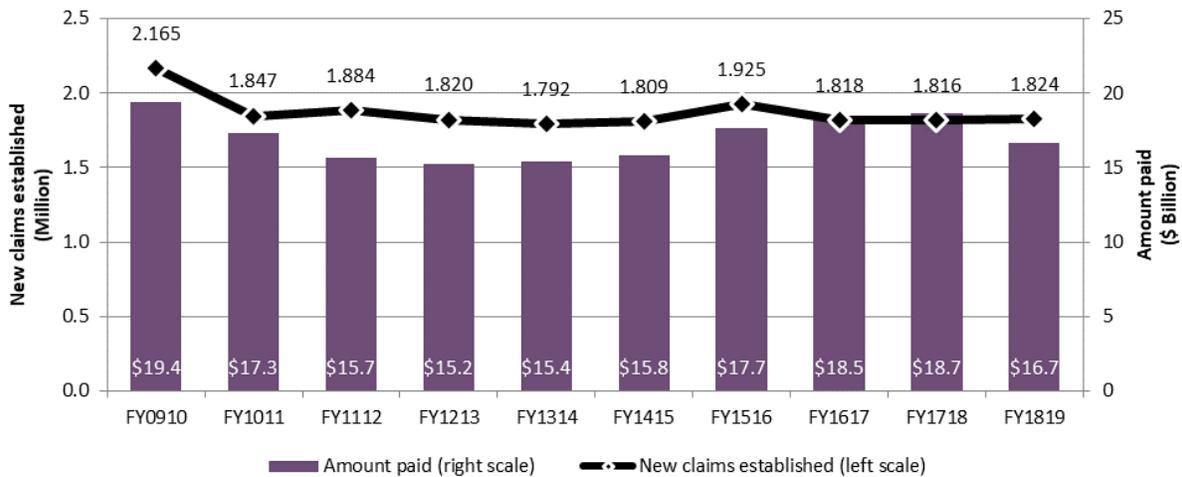
⁶ Benefits can be shared between eligible claimants (i.e. parents or family members).

⁷ As of December 3, 2017 benefits for Parents of Critically Ill Children were improved and renamed "the family caregiver benefit for children". Since then child's parents and any qualifying members of the immediate and extended family who are eligible can claim the family caregiver benefit for children. Prior to that date, only parents could receive those benefits.

2.1.1 Employment Insurance claims, amount paid and level of benefits

For the period beginning April 1, 2018, and ending March 31, 2019 (FY1819), the number of new EI claims edged up 0.5% (+8,790) to just over 1.8 million new claims. Total EI benefit payments decreased by nearly \$2 billion, or -10.6%, to \$16.7 billion. This was the lowest level recorded since FY1415 (see Chart 1). This decline is partly due to generally improving labour market conditions and relatively low unemployment rates.

Chart 1 – Employment Insurance claims established and amount paid, Canada, FY0910 to FY1819



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 717,600 beneficiaries receiving EI benefits on average each month in FY1819, a decrease of 7.5% from 775,800 beneficiaries during the previous reporting period.²

The average weekly benefit rate increased by 2.6% from \$454 in FY1718 to \$465 to FY1819.^{3,4} The proportion of claimants receiving the maximum weekly benefit increased from 46.5% in FY1718 to 48.0% in FY1819.

New Employment Insurance claims established

The slight increase in the number of new EI claims observed during the reporting period is largely due to an increase in claims for sickness and parental benefits, which was partially offset by a decrease in the number of claims for regular, compassionate care and maternity benefits (see Table 2).

² 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 15th 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.

³ 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 2019 Actuarial Report on the Employment Insurance Premium Rate (Ottawa: Office of the Superintendent of Financial Institutions Canada, Office of the Chief Actuary, 2018). The MIE was \$51,700 in 2018 and \$53,100 in 2019. Accordingly, the maximum weekly benefit rate was \$547 in 2018 and \$562 in 2019.

⁴ These results exclude extended parental benefits, which are paid at a lower benefit rate (33% of average weekly insurable earnings) than other types of benefits. See [Section 2.6](#) for average extended parental benefit rates.

Table 2 – Employment Insurance claims and amount paid by type of benefits, Canada, FY1718 to FY1819

Type of Employment Insurance benefit	New claims established			Amount paid (\$ millions)		
	FY1718	FY1819	Change # and %	FY1718	FY1819	Change (%)
Regular	1,299,710	1,292,710	-7,000 (-0.5%)	\$12,640.5	\$10,673.8	-15.6%
Fishing	30,055	30,367	+312 (+1.0%)	\$300.2	\$297.7	-0.8%
Work-Sharing	3,708	3,815	+107 (+2.9%)	\$12.5 ^{r1}	\$5.7	-53.9%
Special	597,090	606,540	+9,450 (+1.6%)	\$5,739.7 ^r	\$5,792.7	+0.9%
Maternity	171,470	170,010	-1,460 (-0.9%)	\$1,150.3	\$1,164.1	+1.2%
Parental	198,050	200,030	+1,980 (+1.0%)	\$2,778.1	\$2,728.0	-1.8%
Sickness	411,870	420,840	+8,970 (+2.2%)	\$1,712.0	\$1,769.6	+3.4%
Family caregiver for children	4,921 ^r	5,475	+554 (+11.3%)	\$30.4 ^r	\$36.8	+20.9%
Family caregiver for adults	2,671 ^{r,*}	10,106	n/a [*]	\$7.8 ^{r,*}	\$48.3	n/a [*]
Compassionate care	11,010	8,385	-2,625 (-23.8%)	\$61.1	\$45.8	-25.0%
Canada	1,815,540	1,824,330	+8,790 (+0.5%)	\$18,654.7	\$16,685.3	-10.6%

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.

^{r1} Data has been revised, given that the amount paid in Work-Sharing benefits is now based on a 100% sample of EI administrative data.

^r Revised data.

^{*} EI family caregiver benefits for adults came into effect on December 3, 2017. Given the short period during which benefits for family caregivers for adults were offered in FY1718, few claims were made. Consequently, the data from FY1819 are not comparable to the previous year's data.

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, Work-Sharing and compassionate care benefits as well as claims for fishing benefits (100%).

Most provinces and territories experienced modest declines in the number of new EI claims established between FY1718 and FY1819. However, Alberta (+18,600 or +10.9%), Newfoundland and Labrador (+4,980 or +6.1%), Saskatchewan (+2,960 or +5.8%) and Manitoba (+2,580 or +4.2%) recorded increases over the reporting period (see Table 3).

Table 3 – Employment Insurance claims and amount paid by province or territory, gender and age, Canada, FY1718 to FY1819

Province or territory	New claims established			Amount paid (\$ millions)		
	FY1718	FY1819	Change (%)	FY1718	FY1819	Change (%)
Newfoundland and Labrador	81,090	86,070	+6.1%	\$1,185.2	\$1,022.9	-13.7%
Prince Edward Island	22,720	22,480	-1.1%	\$248.1	\$231.1	-6.9%
Nova Scotia	85,300	84,570	-0.9%	\$892.2	\$845.1	-5.3%
New Brunswick	91,130	89,820	-1.4%	\$954.0	\$869.6	-8.9%
Quebec	482,990	473,060	-2.1%	\$3,558.2	\$3,106.0	-12.7%
Ontario	562,570	556,900	-1.0%	\$5,657.7	\$5,240.4	-7.4%
Manitoba	61,440	64,020	+4.2%	\$631.3	\$619.2	-1.9%
Saskatchewan	51,250	54,210	+5.8%	\$700.9	\$624.7	-10.9%
Alberta	170,270	188,870	+10.9%	\$2,655.3	\$2,171.0	-18.2%
British Columbia	200,820	198,240	-1.3%	\$2,089.5	\$1,878.1	-10.1%
Yukon	2,200	2,310	+5.0%	\$27.8	\$25.0	-9.8%
Northwest Territories	2,420	2,310	-4.5%	\$30.9	\$31.1	+0.9%
Nunavut	1,340	1,470	+9.7%	\$23.6	\$21.0	-11.1%
Gender						
Men	974,660	988,250	+1.4%	\$9,678.0	\$8,416.6	-13.0%
Women	840,880	836,080	-0.6%	\$8,976.6	\$8,268.7	-7.9%
Age category						
24 years old and under	172,810	170,480	-1.3%	\$1,443.0	\$1,284.6	-11.0%
25 to 44 years old	876,270	882,780	+0.7%	\$9,908.0	\$9,038.7	-8.8%
45 years to 54 years old	363,410	352,640	-3.0%	\$3,431.5	\$2,883.7	-16.0%
55 years old and over	403,050	418,430	+3.8%	\$3,872.1	\$3,478.3	-10.2%
Canada	1,815,540	1,824,330	+0.5%	\$18,654.7	\$16,685.3	-10.6%

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.

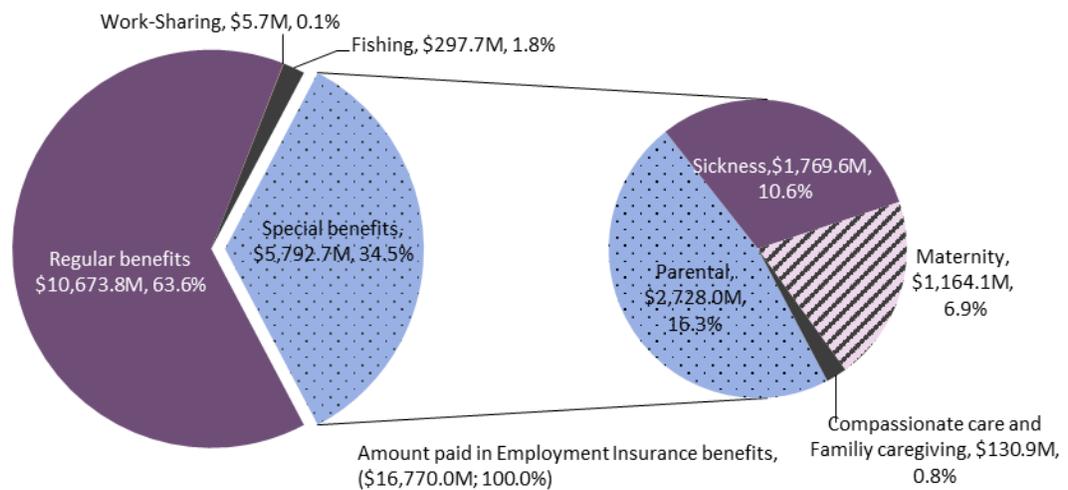
The number of new claims established by men increased slightly during FY1819, while it decreased for women. Men established 54.2% of all new claims. Levels of new EI claims decreased for young workers aged 24 years old and under and for workers aged 45 to 54 years old.

Total amount paid in Employment Insurance benefits

The amount paid for all types of EI benefits combined reached \$16.7 billion in FY1819, a decrease of \$2 billion or -10.6%. This decline was largely attributable to the decrease in the amount paid in EI regular benefits (\$2 billion or -15.6%).

The share of EI benefits paid by benefit type remains relatively unchanged compared to the previous reporting period. However, the share of regular benefits fell slightly between FY1718 and FY1819 from 67.6% to 63.6%, while the share of special benefits climbed from 30.7% to 34.5%. Fishing and Work-Sharing benefits represented less than 2.0% of total EI benefits paid (see Chart 2).

Chart 2 – Amount paid in Employment Insurance benefits*, by benefit type, Canada, FY1819



*The total amount paid reported in Chart 2 does not correspond to the total reported in Tables 2 and 3 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 Work-Sharing, family caregiver and compassionate care benefits (100%).

The amount paid in EI benefits decreased in all provinces and territories, except for Northwest Territories. Alberta (-18.2%), Newfoundland and Labrador (-13.7%) and Quebec (-12.7%) recorded the largest declines in benefits paid (see Table 3).

EI benefits received by both men and women declined from the previous fiscal year, with men having experienced a greater decline than women. The amount paid in EI benefits also decreased for each age group.

Levels of benefits

For all claims, excluding those for extended parental benefits,⁵ the average weekly benefit rate increased by 2.6% nationally to \$465 over the reporting period (see [Annex 2.3.2](#)). This rise is comparable to the 2.7% increase in maximum insurable earnings between 2018 and 2019 (see [Section 2.7](#)). All provinces and territories recorded increases, with the exception of Nunavut. Northwest Territories continued to have the highest average weekly benefit rate (\$520), while Prince Edward Island and Nova Scotia posted the lowest average rates (\$437 each).

Northwest Territories also had the highest proportion of claimants receiving the maximum weekly benefit rate (79.4%) for FY1819, while Prince Edward Island and New Brunswick had the lowest proportions of claimants receiving the maximum rate (35.1% and 35.4%, respectively).

The average weekly benefit rate increased for male and female claimants to \$492 and \$433, respectively. Men (59.5%) were proportionally more likely to receive the maximum weekly benefit rate compared to women (33.9%) in FY1819.

The average weekly benefit rate also increased for all age groups compared to FY1718. Claimants aged 25 to 44 still received the highest average weekly benefit rate (\$478) and were more likely to collect the maximum weekly benefit rate (52.7%). Claimants under 25 years of age received, on average, the lowest amount of weekly benefits (\$421), and only 30.0% of them received the maximum weekly benefit rate in FY1819.

Calculating the weekly benefit rate: Variable Best Weeks (VBW)

Since April 7, 2013 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.

⁵ Extended parental benefits are excluded because they are paid at a lower benefit rate (33% of average weekly insurable earnings) than other types of benefits. See [Section 2.6](#) for average extended parental benefit rates.

Impacts of Variable Best Weeks on benefit amounts

Prior to the implementation of the Variable Best Weeks (VBW) in April 2013, two methods for calculating the weekly benefit rate were in place: the Small Weeks provision and the Best 14 Weeks pilot project. The VBW method aims to strengthen incentives to accepting available work.

A recent departmental study* examined the impacts of the April 2013 change, among other things, on benefit rates by comparing benefits rates based on the VBW method with hypothetical rates that would have been obtained if the two previous methods had still been in effect. The analysis covered the period from April 2013 to August 2018.

The results of the study indicate that of the 9.7 million of claims established during the period covered by the study, 75.4% were not impacted by the change (because they would have received the same weekly benefit amounts if the old calculation methods had still been in effect), while 6.8% (0.7 million of claims) resulted in a lower benefit rate, and 17.8% (1.7 million of claims) received a higher benefit rate.

For claims established in regions that were subject to the Best 14 Weeks pilot project and negatively affected by the change, the benefit rate would have been higher by an average of \$13 to \$19 per week with the Best 14 Weeks method. This represents a decrease of about 5% of the benefit rate following the implementation of Variable Best Weeks.

For claims established in regions that were subject to the Small Weeks Provision and benefited from the change, the benefit rate would have been lower by an average of \$43 to \$49 per week if the previous Small Weeks method had still been in effect. This represents an increase of about 11% of their benefit rate following the implementation of Variable Best Weeks.

In general, claims established by claimants aged 15 to 24, men and claimants with less than 700 hours of insurable employment, and claims from the goods-producing industries, were the most impacted by the change in the benefit rate calculation method, both for claims established in the Best 14 Weeks pilot project regions and for those established in the Small Weeks provision regions.

* ESDC, Impacts of Variable Best Weeks on benefit amounts (ESDC, Employment Insurance Policy Directorate, Ottawa, 2020)

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.⁶

In FY1819, low-income families received a total of \$77.0 million in additional benefits through the Family supplement provision. A total of 72,900 claims received the family supplement in FY1819, a decrease of 4.0% from FY1718. The number of EI claims receiving the family supplement has now decreased for 17 consecutive years from a high of 187,300 claims in FY0102. Women (79.5%) and claimants aged 25 to 44 (72.2%) continue to be the main demographic groups benefitting from the Family supplement provision. The average weekly family supplement was \$44 in FY1819 and has remained relatively unchanged over the years (see [Annex 2.23](#) for more statistics on the Family Supplement provision).

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.⁷ 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. Pure claims represented 81.8% of all completed claims in FY1819 (see Table 4).

Table 4 – Completed pure and combined Employment Insurance claims by type of benefits, Canada, FY1819

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	1,423.8	1,242.0	87.2%	181.8	12.8%	Sickness (93.3%)
Fishing	30.2	26.1	86.5%	4.1	13.5%	Sickness (85.0%)
Work-Sharing	3.3	2.3	68.9%	1.0	31.1%	Regular (76.7%)
Maternity	166.2	2.5	1.5%	163.6	98.5%	Parental (98.1%)
Parental**	196.3	31.1	15.8%	165.2	84.2%	Maternity (97.2%)
Sickness	439.6	236.8	53.9%	202.8	46.1%	Regular (83.7%)
Compassionate care	10.0	5.8	58.5%	4.1	41.5%	Sickness (61.4%)
All claims***	1,891.3	1,546.7	81.8%	344.6	18.2%	n/a

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. The sum of claims by benefit type for the “Total claims” and “Combined claims” columns does not add up to the total because more than one benefit type can be part of the same claim. This does not apply to pure claims that include only one benefit type.

*Excludes Family Caregiver Benefits for children and adults.

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

*** The total number of claims is based on claims completed during the fiscal year. This explains why the total number of claims here is different from the total numbers of claims in Tables 2 and 3 which are based on established claims.

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

Women were more likely to claim more than one type of EI benefit (28.0%) than men (10.1%) mostly due to their high probability of claiming both maternity and parental benefits.

In fact, maternity benefits were the benefits most often combined with other types of benefits, usually parental benefits. However, a significant proportion also claimed sickness benefits with maternity benefits (17.4%), resulting in the claimant starting her leave before becoming eligible for maternity

⁶ For more information on the Family supplement provision, see [section 34 of the Employment Insurance Regulations](#).

⁷ 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.

benefits (available twelve weeks prior to the child's expected date of birth).⁸ The combination of maternity, parental and sickness benefits was the most common among claims with three or more benefit types (26,900 claims representing 16.2% of completed claims for maternity benefits in FY1819).

Claims for parental benefits were combined at a slightly lower rate than maternity, as only 11.4% of men who claimed parental also received another benefit payment. Of those male claimants, 86.9% received regular benefits and 17.4% claimed sickness benefits. Among women, virtually all (99.5%) who combined parental benefits with other types of benefits combined them with maternity 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 (71.3%), maternity (27.7%) and parental benefits (26.3%). Sickness also represented the greatest share of combined regular claims.

When combined, compassionate care benefits are most often shared with sickness benefits (61.4%) or regular benefits (52.2%). Men tended to combine compassionate care benefits with regular benefits (63.3%) more often than women (47.2%). Women were most likely to combine compassionate care benefits with sickness benefits (67.5%) compared to men (47.7%).

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

While fishers do have the possibility of sharing fishing benefits with other benefit types (under some restrictions), only 13.5% of fishing claims were combined claims. Of those claims, 85.0% were combined with sickness benefits. No fishing claims were shared with maternity, parental, compassionate care or Work-Sharing benefits during the reporting period.

2.1.3 Benefits-to-Contributions ratios

The benefits-to-contributions ratio (B/C ratio) is a measure of EI 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 examines two different ratios: the total benefits-contributions ratio (total B/C ratio) and the regular benefits-contributions ratio (regular B/C ratio) for 2017.⁹ 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.¹⁰

⁸ As of December 3, 2017, pregnant workers could receive maternity benefits as early as 12 weeks before the expected date of childbirth (prior to that date, it was up to 8 weeks).

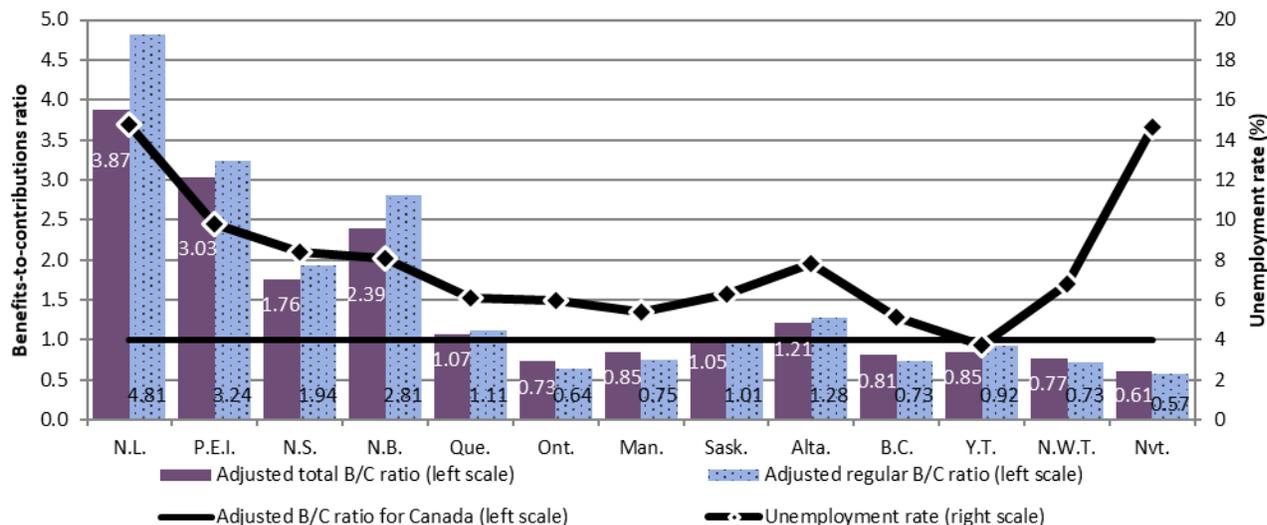
⁹ The B/C ratios are based on the latest tax data available at the time of preparing this report (calendar year 2017) from the Canada Revenue Agency.

¹⁰ 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

This subsection presents adjusted ratios that are normalized, with Canada’s ratio set at 1.0. This provides a benchmark for examining the ratios based on certain sociodemographic characteristics. 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.

Provinces¹¹ with high numbers of seasonal claimants generally exhibit adjusted total B/C ratios that are above the national average. In 2017, Newfoundland and Labrador, Prince Edward Island, Nova Scotia and New Brunswick received more in EI benefits than they contributed, when compared to the national 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, 2017



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 Survey, Tables 14-10-0287-01 and 14-10-0292-01 (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 2017, women continued to receive more in EI benefits than they contributed in premiums compared to male claimants, with adjusted total B/C ratios of 1.03 and 0.97 respectively (see Table 5). Women aged 25 to 44 in particular receive more in benefits than they contribute with an adjusted total B/C ratio of 1.42, compared to women aged 45 to 54 with the lowest ratio (0.65) among women. 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 0.65.

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.

¹¹ 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.

Table 5 – Adjusted benefits-to-contributions (B/C) ratios by gender and age, Canada, 2017

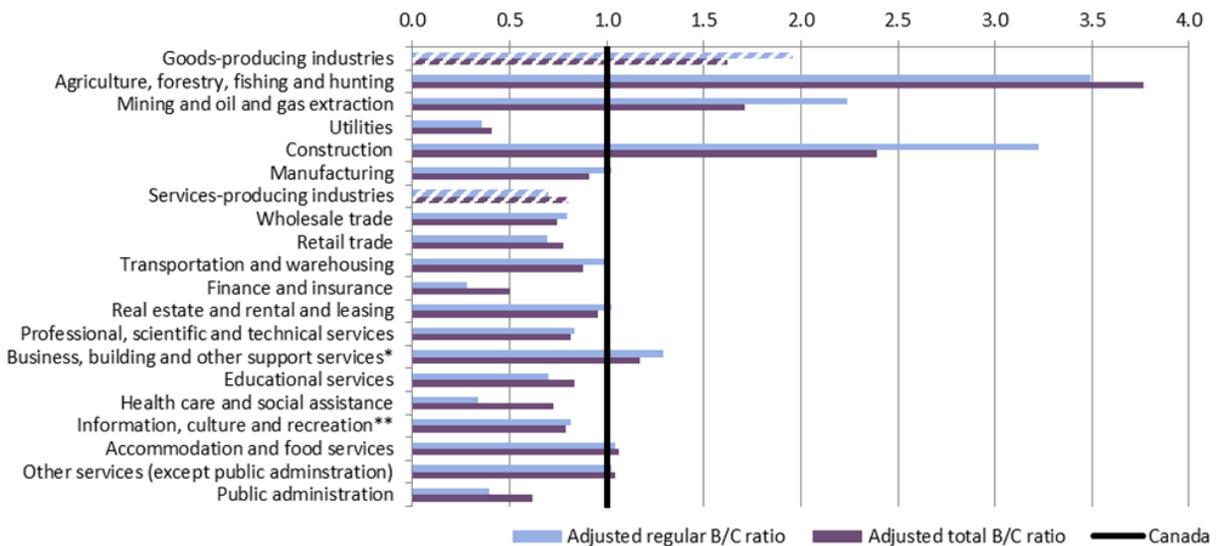
Age category	Adjusted total B/C ratio			Adjusted regular B/C ratio		
	Men	Women	Total	Men	Women	Total
24 years old and under	1.26	0.84	1.08	1.55	0.50	1.09
25 to 44 years old	0.90	1.42	1.13	1.13	0.65	0.92
45 to 54 years old	0.89	0.65	0.78	1.15	0.78	0.98
55 years old and over	1.12	0.70	0.93	1.46	0.85	1.19
Total	0.97	1.03	1.00	1.23	0.71	1.00

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.

With respect to regular B/C ratios, the gender gap is reversed: men (ratio of 1.23) received more EI regular benefits than they contributed compared to women (ratio of 0.71). This is true for all age groups.

In 2017, claimants working in goods-producing industries were net beneficiaries of EI benefits with adjusted B/C ratios above the national average, while those in service-producing industries were, overall, net contributors (see Chart 4). The greater use of EI regular benefits by workers in goods-producing industries compared to those in service-producing industries may be related to the higher proportion of seasonal employment in these industries, particularly the construction and the agriculture, forestry, fishing and hunting industries. The difference between the adjusted B/C ratios of goods-producing industries compared to those of service-producing industries is smaller for the total B/C ratio. This may be explained in part by the fact that certain industries, such as the health care and social assistance industry and the educational services industry, have a large proportion of female workers who can claim maternity or parental benefits.

Chart 4 – Adjusted benefits-to-contribution ratios by industry, Canada, 2017



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

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

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 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).

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

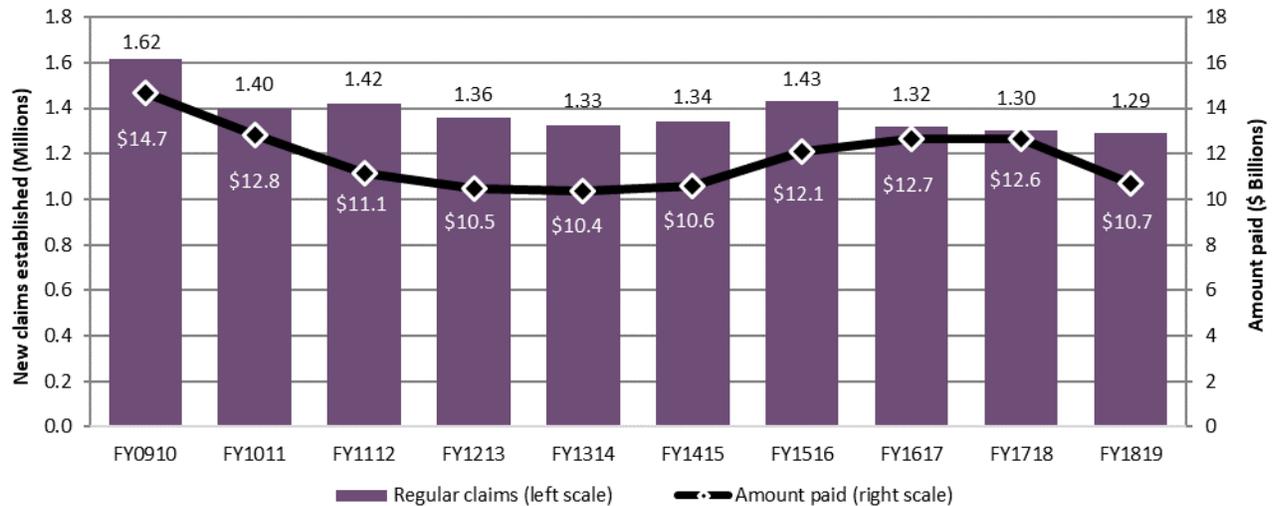
2.2.1 Employment Insurance regular claims and amount paid

As shown in Chart 5, the number of new EI regular claims established in FY1819 remained relatively stable at 1.29 million from 1.3 million in FY1718, representing a slight decrease of 0.5%. This decline was largely attributable to the notable decline in new claims established in Quebec (-14,580 claims) and Ontario (-9,510 claims), offsetting the increases in Alberta (+14,690 claims) and Newfoundland and Labrador (+4,510 claims).

Over the same period, the total amount of EI regular benefits paid significantly decreased by 15.6% from \$12.6 billion in FY1718 to \$10.7 billion in FY1819, which is close to the total amount paid prior to FY1516. This decrease follows a two year downward trend in total amount paid, and is attributable in part to many factors, including a continued employment growth, a decrease in the national unemployment rate and the number of beneficiaries receiving EI regular benefits, the conclusion of the extension of EI regular benefits for workers in regions affected by the downturn in commodity prices,¹² a decrease in the average duration of EI regular weeks paid (-2 weeks) and a lower exhaustion rate.

¹² Temporary measure that provided additional financial support to displaced workers in 15 EI economic regions that were hit the hardest in late 2014 by the global downturn in commodities prices. Through this measure, all eligible EI claimants who had established a claim between January 4, 2015 and July 8, 2017 and remained unemployed had their EI regular benefit weeks extended by 5 weeks, while long-tenured workers received up to 20 weeks of EI regular benefits in addition to that.

Chart 5 – Employment Insurance regular claims and amount paid, Canada, FY0910 to FY1819



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.

The number of new claims established tends to be influenced by labour market conditions and overall economic cycles. 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—over the last decade, the number of new claims established was highest at 1.6 million in FY0910 following the recession in FY0809. As discussed in Chapter I, the Canadian economy experienced a moderate growth in FY1819 as GDP increased by 1.7% compared to the previous year, while the labour force increased by 1.1% during the same time period. The national unemployment rate slightly decreased from 6.1% in FY1718 to 5.8% in FY1819 as the number of unemployed individuals moderately declined by 3.9% during the same time period, leading to the corresponding slight decrease in the volume of new claims established for EI regular benefits (-0.5%) in FY1819.

In FY1819, on average, the number of people receiving EI regular benefits each month significantly decreased by 11.4% to 453,400, down from 511,800 in the previous year and continuing the downward trend that began in FY1617.¹³ FY1819 marks the first time since the recession of FY0809 that the number of EI regular beneficiaries has dropped below 500,000.

As the number of monthly beneficiaries is related to the number of new claims established previously, these two measures tend to move in similar directions, with the count of monthly beneficiaries usually lagging behind the number of new claims established when there are changes in the average duration of benefits or a sudden and significant increase or decrease in new claims. 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 monthly beneficiaries will increase following the increase in new claims. However, the count

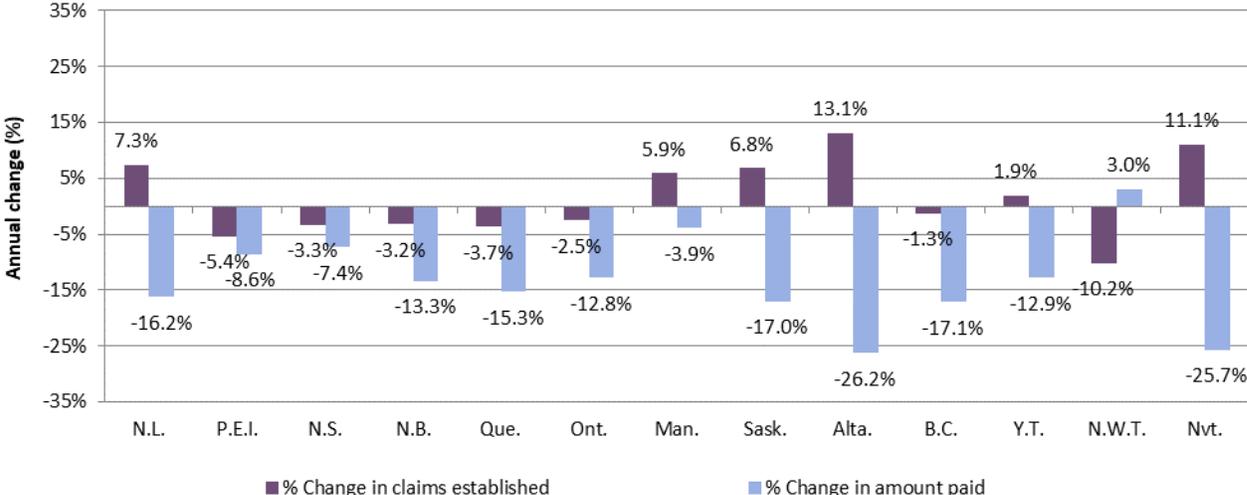
¹³ Source: Statistics Canada, monthly Employment Insurance statistics release, Table 14-10-0010-01. The beneficiary count represents the number of EI claimants who received at least \$1 of EI regular benefits during the reference period (usually the week of the 15th day on a given month), and is affected 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.

of monthly beneficiaries can still remain elevated even after the volume of new claims established has subsided once the labour market conditions improve, as payments continue to be made on previously established new claims until benefits are exhausted or the claimants have found employment.

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

As illustrated in Chart 6, on a year-over-year basis, 7 out of 13 provinces and territories experienced a decline in the number of new claims established for EI regular benefits, including Northwest Territories (-10.2% or -180 claims), Prince Edward Island (-5.4% or -890 claims), Quebec (-3.7% or -14,580 claims), Nova Scotia (-3.3% or -2,080 claims), New Brunswick (-3.2% or -2,290 claims), Ontario (-2.5% or -9,510 claims) and British Columbia (-1.3% or -1,550 claims). These decreases partly offset the significant increases in Prairies provinces.

Chart 6 – Percentage change in Employment Insurance regular claims and amount paid by province or territory, Canada, FY1718 to FY1819



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 FY1819, it decreased in all provinces and territories (see Chart 6) except in the Northwest Territories as compared to the previous year. The largest percentage decreases in the amount of EI regular benefits paid were observed in Alberta (-26.2%), followed by Nunavut (-25.7%), British Columbia (-17.1%), and Saskatchewan (-17.0%).¹⁴ The percentage decreases in terms of EI regular benefits payments in Ontario and Quebec were lower than the national percentage decrease, and these two provinces continued to account for half (50.2%) of the total of all EI regular benefits paid in FY1819.

Table 6 outlines the number of new EI regular claims established and the total amount paid by gender and age groups. The number of new claims established by men remained relatively stable, while new claims established by women decreased slightly in the reporting period compared to the previous year

¹⁴ The large decrease in the total amount paid in these provinces can be attributed to the conclusion of the temporary EI measure that provided additional financial support to workers impacted by the global downturn in commodity prices.

(+0.3% and -1.8%, respectively). The share of claims established by gender remained stable year-over-year.

In terms of the total amount paid in EI regular benefits, the share of benefits paid to both men and women remained stable in FY1819 compared to the previous year, men accounted for 66.0% and women 34.0% of the total benefits paid.

Table 6 – Employment Insurance regular claims and amount paid by gender and age, Canada, FY1718 to FY1819

Gender	Number of claims			Amount paid (\$ million)		
	FY1718	FY1819	Change (%)	FY1718	FY1819	Change (%)
Men	788,880	791,220	+0.3%	\$8,359.3	\$7,072.5	-15.4%
Women	510,830	501,490	-1.8%	\$4,281.2	\$3,601.3	-15.9%
Age category						
24 years old and under	118,750	113,780	-4.2%	\$1,076.1	\$922.7	-14.3%
25 to 44 years old	571,930	568,800	-0.5%	\$5,449.7	\$4,585.2	-15.9%
45 to 54 years old	289,420	278,900	-3.6%	\$2,876.7	\$2,335.9	-18.8%
55 years old and over	319,610	331,230	+3.6%	\$3,238.0	\$2,830.0	-12.6%
Canada	1,299,710	1,292,710	-0.5%	\$12,640.5	\$10,673.8	-15.6%

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 new EI regular claims established decreased for all age groups, except individuals aged 55 years old and over, while at the same time the total amount paid for all age groups decreased during the reporting period compared to the previous year. Like in the previous year, claimants who were between 25 and 44 years old continued to account for the largest shares of new regular claims and total amount paid in FY1819, while the smallest shares were 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 21.4% of the labour force in FY1819, up from 21.1% in FY1718 (+0.3 percentage points).¹⁵

Employment Insurance regular claims and amount paid by industry

As outlined in Table 7, there is a slight increase in the number of new claims established for EI regular benefits for the goods-producing industries (+3,120 claims or +0.6%), while for the service producing industries the number of new claims remained stable. Among the goods-producing industries, the Construction industry accounted for more than half (57.9%) of all new claims established, and had an increase of +1.3% compared to the previous year. On the other hand, the largest relative increase was observed in the Mining and oil and gas extraction industry where the number of new claims increased by 17.1%. Among the services-producing industries, the Educational services industry accounted for the largest share of claims in FY1819 (21.3%). On a year-over-year basis, the largest percentage decrease in the number of new claims established in the services-producing sector was observed for the Finance

¹⁵ Statistics Canada, Labour Force Survey, Table 14-10-0017-01.

and insurance industry (-15.9%), while the largest increase was for both Transportation and warehousing, and Other services (excluding Public administration) industry, with 4.1% increase for both.

Table 7 – Employment Insurance regular claims and amount paid by industry, Canada, FY1718 to FY1819

Industry	Number of claims (% share of all claims)			Amount paid - \$ Million (% share of total amount paid)		
	FY1718	FY1819	Change (%)	FY1718	FY1819	Change (%)
Goods-producing industries	502,080 (38.6%)	505,200 (39.1%)	+0.6%	\$5,343.6 (42.3%)	\$4,473.4 (41.9%)	-16.3%
Agriculture, forestry, fishing and hunting	53,760 (4.1%)	52,440 (4.1%)	-2.5%	\$578.2 (4.6%)	\$496.8 (4.7%)	-14.1%
Mining and oil and gas extraction	21,340 (1.6%)	24,980 (1.9%)	+17.1%	\$310.0 (2.5%)	\$274.2 (2.6%)	-11.5%
Utilities	4,150 (0.3%)	4,150 (0.3%)	0.0%	\$48.2 (0.4%)	\$36.4 (0.3)	-24.6%
Construction	288,870 (22.2%)	292,720 (22.6%)	+1.3%	\$3,113.4 (24.6%)	\$2,640.3 (24.7)	-15.2%
Manufacturing	133,960 (10.3%)	130,910 (10.1%)	-2.3%	\$1,293.7 (10.2%)	\$1,025.7 (9.6%)	-20.7%
Services-producing industries	764,150 (58.8%)	764,220 (59.1%)	0.0%	\$6,998.6 (55.4%)	\$5,995.6 (56.2%)	-14.3%
Wholesale trade	39,790 (3.1%)	38,920 (3.0%)	-2.2%	\$492.3 (3.9%)	\$402.6 (3.8%)	-18.2%
Retail trade	79,090 (6.1%)	69,330 (5.4%)	-12.3%	\$763.4 (6.0%)	\$620.9 (5.8%)	-18.7%
Transportation and warehousing	60,190 (4.6%)	62,640 (4.8%)	+4.1%	\$533.3 (4.2%)	\$466.0 (4.4%)	-12.6%
Finance and insurance	15,020 (1.2%)	12,630 (1.0%)	-15.9%	\$193.9 (1.5%)	\$155.0 (1.5%)	-20.0%
Real estate, rental and leasing	17,720 (1.4%)	18,270 (1.4%)	+3.1%	\$207.3 (1.6%)	\$175.4 (1.6%)	-15.4%
Professional, scientific and technical services	52,690 (4.1%)	50,950 (3.9%)	-3.3%	\$601.1 (4.8%)	\$479.4 (4.5%)	-20.2%
Business, building and other support services*	86,380 (6.6%)	88,130 (6.8%)	+2.0%	\$871.4 (6.9%)	\$768.8 (7.2%)	-11.8%
Educational services	157,110 (12.1%)	163,030 (12.6%)	+3.8%	\$850.0 (6.7%)	\$774.6 (7.3%)	-8.9%
Health care and social assistance	46,590 (3.6%)	45,870 (3.5%)	-1.5%	\$424.0 (3.4%)	\$349.6 (3.3%)	-17.5%
Information, culture and recreation**	39,080 (3.0%)	40,250 (3.1%)	+3.0%	\$377.7 (3.0%)	\$324.7 (3.0%)	-14.0%
Accommodation and food services	63,840 (4.9%)	63,280 (4.9%)	-0.9%	\$559.9 (4.4%)	\$487.2 (4.6%)	-13.0%
Other services (excluding Public administration)	40,340 (3.1%)	42,010 (3.2%)	+4.1%	\$421.5 (3.3%)	\$371.7 (3.5%)	-11.8%
Public administration	66,310 (5.1%)	68,910 (5.3%)	+3.9%	\$702.7 (5.6%)	\$619.7 (5.8%)	-11.8%
Unclassified***	33,480 (2.6%)	23,290 (1.8%)	-30.4%	\$298.4 (2.4%)	\$204.8 (1.9%)	-31.4%
Canada	1,299,710 (100.0%)	1,292,710 (100.0%)	-0.5%	\$12,640.5 (100.0%)	\$10,673.8 (100.0%)	-15.6%

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).

*** For some claims, this information was not available in the data.

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

The total amount of benefits paid to claimants in both the goods-producing sector and the services-producing sector decreased by \$870.2 million (-16.3%) and \$1,003 million (-14.3%), respectively, in the

reporting period compared to the previous year. The decline in the total amount paid to claimants in the goods-producing industries was mainly attributable to the large decrease in the Construction industry (-\$473.1 million or -15.2%) and in the Manufacturing industry (-\$268.1 million or -20.7%). As for the services-producing sector, the decrease in total amount paid was in most part driven by the declines in the Retail trade industry (-\$142.5 million or -18.7%), the Professional, scientific and technical services industry (-\$121.7 million or -20.2%), and the Business, building and other support services industry (-\$102.6 million or -11.8%).

Benefit repayments in the 2017 tax year*

EI benefit payments are taxable income, regardless of the type of benefits. In accordance with the *Employment Insurance Act*, claimants must repay a percentage of EI benefits they have received if their net income** in a given year exceeds 1.25 times the maximum yearly insurable earnings. In the 2017 taxation year, claimants whose net income exceeded \$64,125*** were required to repay 30% of the lesser of:

- the net income in excess of \$64,125
- the total regular benefits, including regular fishing benefits, paid in the 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 benefit repayment requirement.

In the 2017 taxation year, around 189,200 EI claimants repaid a total of \$285.5 million in EI benefits. On average, each EI claimant subject to the benefit repayment provision repaid \$1,509 in 2017, while they received \$6,373 in EI benefits in the same year. Compared to the previous year, the increases in both the number of claimants who repaid benefits (+19,900 or +11.8%) and the total amount repaid (+\$34.9 million or + 13.9%) were substantial in 2017. However, the average amount of benefit repaid (+\$29 or +1.9%) and the average benefit received (-\$8 or -0.1%) by these EI claimants remained relatively unchanged in 2017 compared to 2016.

In 2017, 2 out of 3 (66.7%) claimants who repaid benefits lived in Quebec, Ontario and Alberta. Together, these claimants accounted for 58.4% of the total amount repaid in EI benefits. In comparison, Atlantic provinces represented 16.3% of the total number of claimants who repaid benefits, accounting for 25.7% of the total amount repaid.

Benefit repayments also vary by industry. In 2017, around two-thirds (66.5%) of claimants who repaid benefits had worked in the goods-producing industries, unchanged from 2016. These claimants accounted for 67.2% of the total amount repaid. On the other hand, services-producing industries accounted for 28.9% claimants who repaid benefits and 29.7% of total amount repaid. These proportions have remained stable since 2011.

* The most recent taxation year for which data are available is 2017.

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

*** The maximum insurable earnings in 2017 was \$51,300.

Employment Insurance regular benefits and firms

According to the 2017 tax data¹⁶ available from the Canada Revenue Agency (CRA), the number of firms operating in Canada slightly increased (+1.0%) compared to 2016. Among the 1.21 million of firms, 309,100 (representing 25.5% of all firms) employed at least one employee who had received EI regular benefits.

Table 8 outlines the number of firms, employment and EI regular claimants by size¹⁷ 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, 20.0% of small-sized firms in 2017 had at least one former employee who received EI regular benefits, compared to 74.3% of small-to-medium sized firms, 95.1% of medium-to-large sized firms and 99.4% 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 8, smaller firms accounted for 21.5% of the total workforce while they represented 26.6% of the total EI regular benefit claimants in 2017. Similarly, employees in the small-to-medium sized firms were also over-represented among EI regular claimants—these firms accounted for 19.8% of the total employees and 24.3% 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 2017 but accounted for only 31.6% 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.¹⁸

¹⁶ The data sources used in this section for the analysis on firms are EI and Canada Revenue Agency (CRA) administrative data. The 2017 CRA data is the most recent tax year available and are subject to change.

¹⁷ 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.

¹⁸ For example, employees in the Construction and Agriculture industries working in small-sized firms accounted for 49.1% and 64.0%, respectively, of the total workers in those industries in 2017. Source: Statistics Canada, Labour Force Survey, Table 14-10-0068-01.

Table 8– Firms, employment and Employment Insurance regular claimants by size of firms*, Canada, 2017

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	1,096,760	219,460	21.5%	26.6%
Small-medium	95,710	71,080	19.8%	24.3%
Medium-large	16,120	15,340	16.1%	17.5%
Large	3,240	3,220	42.6%	31.6%
Canada	1,211,830	309,090	100.0%	100.0%

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 2017.

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 9 outlines the number of new claims established for EI regular benefits and total amount paid by EI claimant category.¹⁹ In FY1819, both the number of new claims established by and the total amount paid to long-tenured workers decreased by 5.0% and 26.2%, respectively, compared to the previous year. On the other hand, the number of new claims established by occasional claimants remained relatively unchanged (+0.2%) in FY1819, while the total amount paid decreased by 12.2% compared to the previous year. Lastly, the number of new claims established by frequent claimants had a moderate increase (+2.5%) in the reporting period; while the total amount paid to the claimants in this category fell by 10.7% from FY1718.

In FY1819, long-tenured workers accounted for 22.8% of all new regular claims established while they received 23.1% of the total amount paid. Occasional claimants, on the other hand, proportionally benefited less—they accounted for 54.2% of all new claims established in FY1819 but received 51.6% of the total amount paid. Frequent claimants accounted for 23.0% of total new regular claims in the reporting year and received 25.3% of the total amount paid.

¹⁹ See [Annex 2.1](#) for definitions of the EI claimant categories.

Table 9 – Employment Insurance regular claims and amount paid by claimant category*, Canada, FY1718 to FY1819

Claimant category	Number of claims (% share of all EI regular claims)			Amount paid - \$ million (% share of total amount paid for EI regular benefits)		
	FY1718	FY1819	Change (%)	FY1718	FY1819	Change (%)
Long-tenured workers	310,270 (23.9%)	294,820 (22.8%)	-5.0%	\$3,343.6 (26.5%)	\$2,467.4 (23.1%)	-26.2%
Occasional claimants	699,370 (53.8%)	700,580 (54.2%)	+0.2%	\$6,272.5 (49.6%)	\$5,505.2 (51.6%)	-12.2%
Frequent claimants	290,070 (22.3%)	297,310 (23.0%)	+2.5%	\$3,024.4 (23.9%)	\$2,701.2 (25.3%)	-10.7%
Canada	1,299,710 (100.0%)	1,292,710 (100.0%)	-0.5%	\$12,640.5 (100.0%)	\$10,673.8 (100.0%)	-15.6%

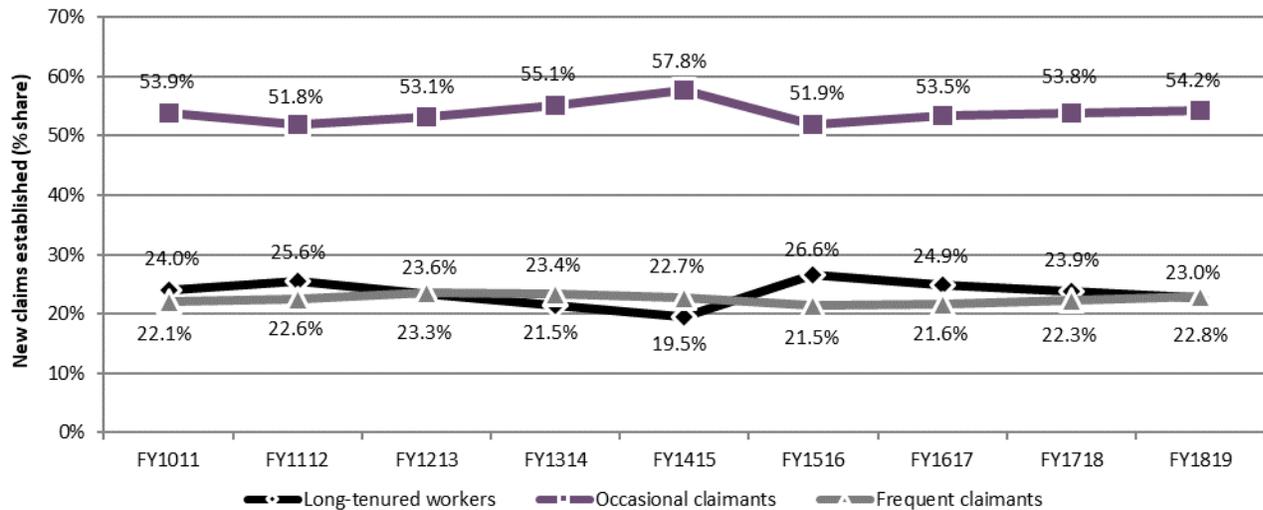
Note: Data may not add up to the total due to rounding. Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI regular benefits was paid.

* 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 7 and Chart 8 show the share of new EI regular claims established and the share of total amount paid by claimant categories from FY1011 to FY1819.

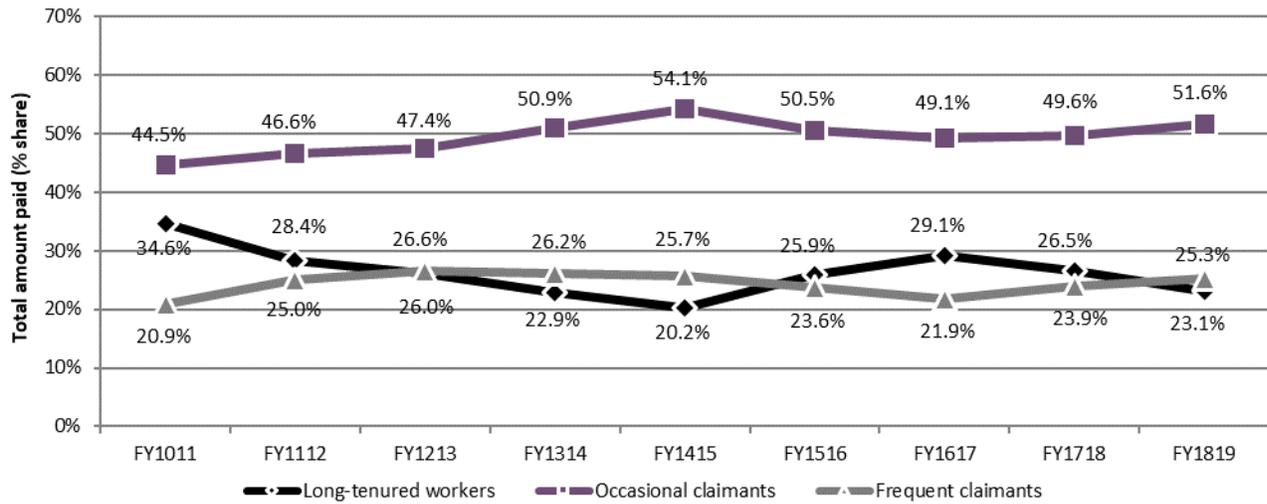
Chart 7 – Shares of new Employment Insurance regular claims by claimant category, Canada, FY1011 to FY1819



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.

Chart 8 – Share of total amount paid in Employment Insurance regular benefits by claimant category, Canada, FY1011 to FY1819



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.

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 claimant resides and is 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 claimant resides. As outlined below, a higher regional unemployment rate corresponds to a lower required number of hours of insurable employment.

<u>EI Regional Unemployment rate</u>	<u>Variable 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 10 outlines the distribution of EI regular claims for the past 5 years by the number of hours of insurable employment used to qualify for EI regular benefits. Consistent with previous years, claimants who accumulated more than 1,820 hours of insurable employment accounted for the largest share (25.0%) of total new EI regular claims established in FY1819. 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 (4.7%), decreasing by 0.4 percentage points compared to the previous year. All of the categories shown in Table 10 experienced a change in their share in FY1819 that was less than 1.0 percentage point compared to the previous year.

Table 10 – Number and share of Employment Insurance regular claims by hours of insurable employment, Canada, FY1415 to FY1819

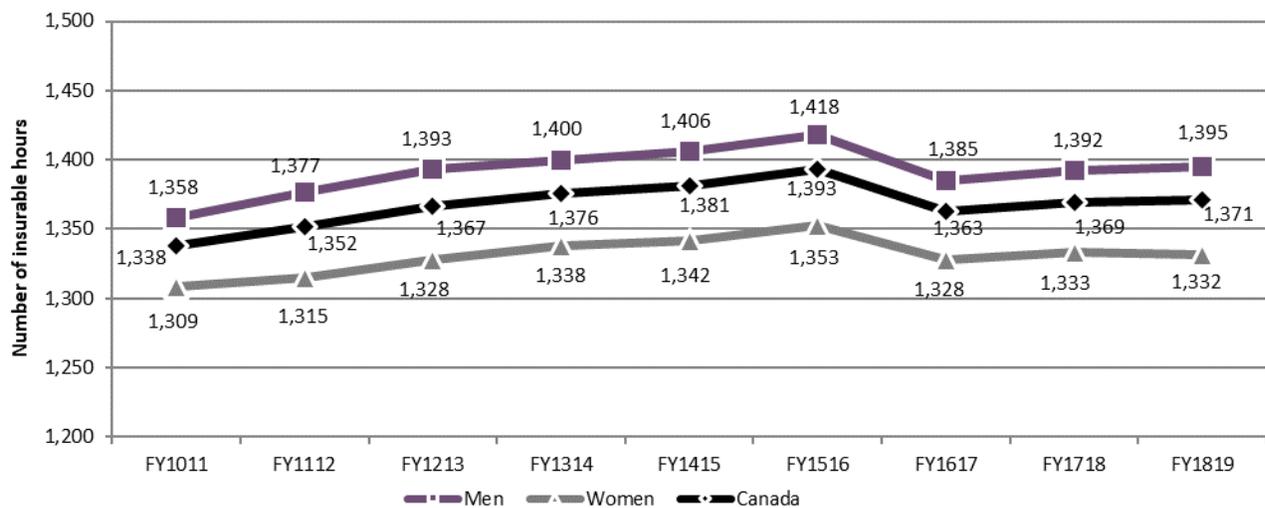
Number of hours of insurable employment in the qualifying period	FY1415	FY1516	FY1617	FY1718	FY1819
Less than 700 hours	64,390 (4.8%)	67,170 (4.7%)	76,340 (5.8%)	66,150 (5.1%)	60,150 (4.7%)
700 to 979 hours	203,690 (15.2%)	207,610 (14.5%)	216,650 (16.4%)	215,600 (16.6%)	212,640 (16.4%)
980 to 1,259 hours	256,210 (19.1%)	264,500 (18.5%)	242,610 (18.4%)	234,850 (18.1%)	239,650 (18.5%)
1,260 to 1,539 hours	245,530 (18.3%)	260,870 (18.2%)	239,030 (18.1%)	239,600 (18.4%)	243,490 (18.8%)
1,540 to 1,819 hours	218,840 (16.3%)	235,120 (16.4%)	207,440 (15.7%)	211,880 (16.3%)	213,480 (16.5%)
1,820 hours and more	353,950 (26.4%)	395,820 (27.7%)	339,060 (25.7%)	331,630 (25.5%)	323,300 (25.0%)
Canada	1,342,610 (100.0%)	1,431,090 (100.0%)	1,321,130 (100.0%)	1,299,710 (100.0%)	1,292,710 (100.0%)

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 9 shows the average number of hours of insurable employment per claim receiving EI regular benefits from FY1011 to FY1819 by gender. In the reporting period, on average in Canada, claimants had accumulated 1,371 hours of insurable employment during their qualifying period, up from 1,369 hours in FY1718. The difference between the average number of hours of insurable employment for men and women has stayed around 60 hours over the years. In FY1819, men on average had 63 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 9 – Average number of hours of insurable employment for regular claims by gender, Canada, FY1011 to FY1819



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 FY1819, claimants who were aged between 25 and 44 years accumulated the highest number of hours of insurable employment during their qualifying period (1,406 hours), followed by those who were 45 to 54 years old (1,395 hours). Older claimants (i.e. 55 years old and above), on the other hand, accumulated the lowest number of hours of insurable employment (1,308 hours) in FY1819, closely followed by younger claimants aged less than 25 years (1,315 hours).

Furthermore, the average number of hours of insurable employment per claim during the qualifying period in FY1819 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 (1,126 hours), followed by Nunavut (1,180 hours), Prince Edward Island (1,182 hours) and New Brunswick (1,236 hours). On the other hand, the highest average hours of insurable employment per claim in FY1819 was observed in Alberta (1,462 hours), followed by Ontario (1,436 hours) and British Columbia (1,403 hours).

Table 11 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 (+80,450 claims) in FY1819 compared to previous fiscal years. This increase can be mainly attributable to the increase in the number of EI regular claims established in EI economic regions of Alberta (+71,990 claims) and Newfoundland and Labrador (+ 15,080 claims) where the unemployment rate thresholds were less than or equal to 7%. Table 11 also shows that, in FY1819, EI regular claims established and the unemployed population were similarly spread across regional unemployment rate categories.

Table 11 – Number and share of Employment Insurance regular claims by regional unemployment rate*, Canada, FY1415 to FY1819

Unemployment rate	Employment Insurance regular claims established (,000) (% share of total claims)					Labour force (,000) (% share of labour force)	Number of unemployed (,000) (% share of unemployed)
	FY1415	FY1516	FY1617	FY1718	FY1819	FY1819	FY1819
0.1% to 6%	273.4 (20.4%)	218.0 (15.2%)	171.4 (13.0%)	384.2 (29.6%)	411.2 (31.8%)	8,222.6 (40.9%)	411.7 (31.9%)
6.1% to 7%	158.1 (11.8%)	363.7 (25.4%)	363.2 (27.5%)	425.6 (32.7%)	479.0 (37.1%)	8,389.4 (41.7%)	533.4 (41.3%)
7.1% to 8%	329.9 (24.6%)	279.0 (19.5%)	299.0 (22.6%)	134.8 (10.4%)	129.4 (10.0%)	1,735.0 (8.6%)	129.1 (10.0%)
8.1% to 9%	236.5 (17.6%)	216.3 (15.1%)	169.3 (12.8%)	110.9 (8.5%)	40.8 (3.2%)	527.7 (2.6%)	43.8 (3.4%)
9.1% to 10%	78.5 (5.8%)	75.7 (5.3%)	65.5 (5.0%)	31.7 (2.4%)	13.9 (1.1%)	175.9 (0.9%)	16.7 (1.3%)
10.1% to 11%	56.0 (4.2%)	50.4 (3.5%)	35.4 (2.7%)	8.0 (0.6%)	37.0 (2.9%)	378.6 (1.9%)	40.2 (3.1%)
11.1% to 12%	44.4 (3.3%)	16.7 (1.2%)	21.4 (1.6%)	60.1 (4.6%)	49.0 (3.8%)	174.6 (0.9%)	20.0 (1.5%)
12.1% to 13%	7.7 (0.6%)	43.9 (3.1%)	35.3 (2.7%)	13.4 (1.0%)	4.1 (0.3%)	32.7 (0.2%)	4.2 (0.3%)
13.1% to 14%	0.5 (0.0%)	16.9 (1.2%)	11.4 (0.9%)	28.2 (2.2%)	7.0 (0.5%)	28.8 (0.1%)	3.8 (0.3%)
14.1% to 15%	25.9 (1.9%)	23.7 (1.7%)	38.2 (2.9%)	24.0 (1.8%)	17.9 (1.4%)	58.0 (0.3%)	8.6 (0.7%)
15.1% to 16%	25.1 (1.9%)	32.0 (2.2%)	25.4 (1.9%)	10.3 (0.8%)	25.0 (1.9%)	75.7 (0.4%)	11.8 (0.9%)
16% or higher	107.0 (8.0%)	94.8 (6.6%)	85.8 (6.5%)	68.6 (5.3%)	78.6 (6.1%)	319.7 (1.6%)	69.0 (5.3%)
Canada	1,342.6 (100.0%)	1,431.1 (100.0%)	1,321.1 (100.0%)	1,299.7 (100.0%)	1,292.7 (100.0%)	20,118.6 (100.0%)	1,292.3 (100.0%)

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 benefits²⁰.

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 departmental evaluation report²¹ 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. These conditions should be considered when comparing the results presented in Table 12.

Table 12 outlines the number of disqualifications and disentitlements related to refusal and failure to search for work in the past 5 years. In FY1819, there were a total of 1,430 disqualifications and disentitlements related to failure to search for work, compared to 1,730 incidents in the previous year. On the other hand, there were a total of 170 disqualifications and disentitlements related to refusal of suitable work in FY1819, compared to 130 incidents in the previous year. However, these two factors represent only a fraction (0.1%) of all disqualifications and disentitlements in FY1819, and do not take into consideration that benefits would generally have been reinstated in some situations once the claimants demonstrated that they were fulfilling their responsibilities.

Table 12 – Number of Employment Insurance disqualifications and disentitlements related to refusal and failure to search for work, Canada, FY1415 to FY1819

Type of disqualification or disentitlement	FY1415	FY1516	FY1617	FY1718	FY1819	Change (%) FY1718 to FY1819
Refusal of suitable work	190	180	170	130	170	+30.8%
Failure to search for work	940	1,020	1,340	1,730	1,430	-17.3%

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

²⁰ For more information on what constitute suitable employment, please refer to the section 3 of the Chapter 9 of Digest of Benefit Entitlement Principles at: https://www.canada.ca/en/employment-social-development/programs/ei/ei-list/reports/digest/chapter-9/suitable-employment.html#a9_3_0

²¹ ESDC, Evaluation of the Connecting Canadians with Available Jobs Initiative. (Ottawa: ESDC, Strategic and Service Policy Branch, 2018)

2.2.2 Coverage, eligibility and access to Employment Insurance regular benefits for the unemployed population

As mentioned at the beginning of section 2.2, there are three eligibility criteria to qualify for EI regular benefits: the claimants must have had insurable employment and paid EI premiums during their qualifying period (defined as either the previous 52 weeks or since the establishment of their last claim, whichever is shorter); they must have a valid reason for job separation according to the *Employment Insurance Act*; and they must have worked a minimum number of insurable hours (ranging from 420 to 700 hours, depending on the regional unemployment rate where they live at the time of the claim) within their qualifying period. This subsection examines the unemployed population from the perspective of these three eligibility criteria in 2018 and presents measures of coverage, eligibility and access to EI regular benefits for the unemployed population. Results are from the Employment Insurance Coverage Survey (EICS)²² published annually by Statistics Canada. The survey provides statistics on the contributors and non-contributors to the EI program among the unemployed individuals, 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 [subsection 2.6.2](#)).

Chart 10 illustrates the distribution of the unemployed population in Canada in 2018 with respect to their eligibility criteria for EI regular benefits. It shows that on average there were 1,108,500 unemployed individuals per month in Canada in 2018. Among them, 36.1% did not pay premiums, because they did not work in the previous 12 months or have never worked, or because they were self-employed or unpaid family workers. On the other hand, 63.9% of all unemployed individuals had paid EI premiums in the 12 months prior to becoming unemployed in 2018, and thus were covered by the EI program. However, a share of those unemployed people who paid premiums were ineligible to receive EI benefits because of an invalid job separation (15.8% of the total unemployed population). For example, some quit their jobs without just cause as per the *Employment Insurance Act*, while others quit to go to school. Therefore, the remaining unemployed individuals who contributed to the EI program and had a valid job separation represented 48.2% of the total unemployed population in 2018. Among those, a portion (6.1% of the total unemployed population) did not accumulate enough hours of insurable employment within their qualifying period to be eligible for EI regular benefits. This is in contrast to an estimated 466,900 unemployed individuals (42.1% of the total unemployed population) that had enough hours of insurable employment within their qualifying period and were eligible to receive EI regular benefits as they met all three requirements of the EI program.

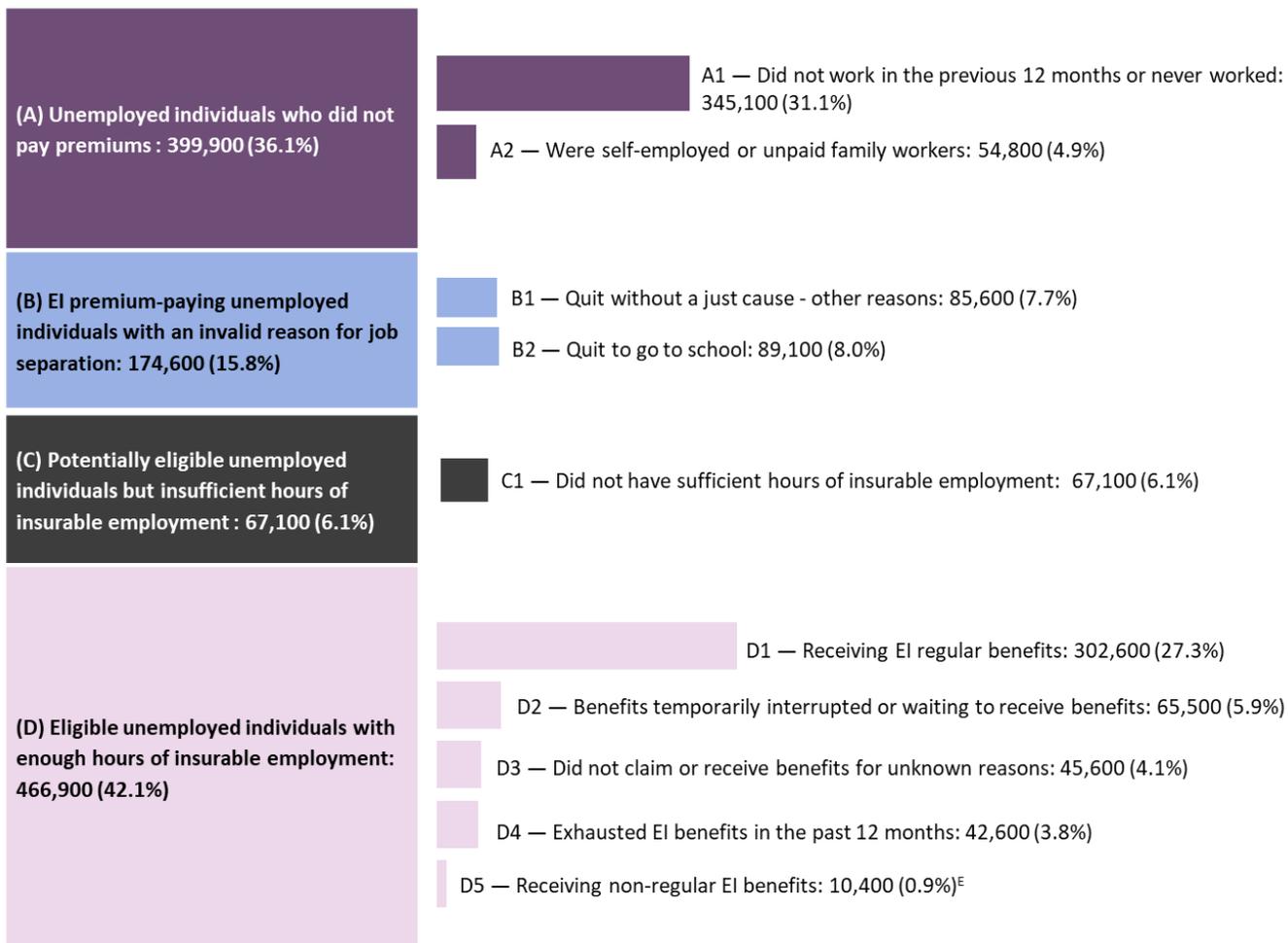
Chart 10 also shows that the majority of the eligible unemployed individuals with enough hours of insurable employment were receiving EI regular benefits at the time they were surveyed in 2018. However, some did not receive benefits, even though they were eligible, for any one of the following reasons: their benefits were temporarily interrupted or they were serving their mandatory waiting

²² 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>

period; they had already exhausted their EI benefits; they were receiving non-regular EI benefits; or they did not claim or did not receive benefits for unknown reasons.

Chart 10 – Distribution of the unemployed population and eligibility for Employment Insurance regular benefits, Canada, 2018

(U) Total unemployed individuals: 1,108,500 (100%)



Note: Data may not add up to totals due to rounding.

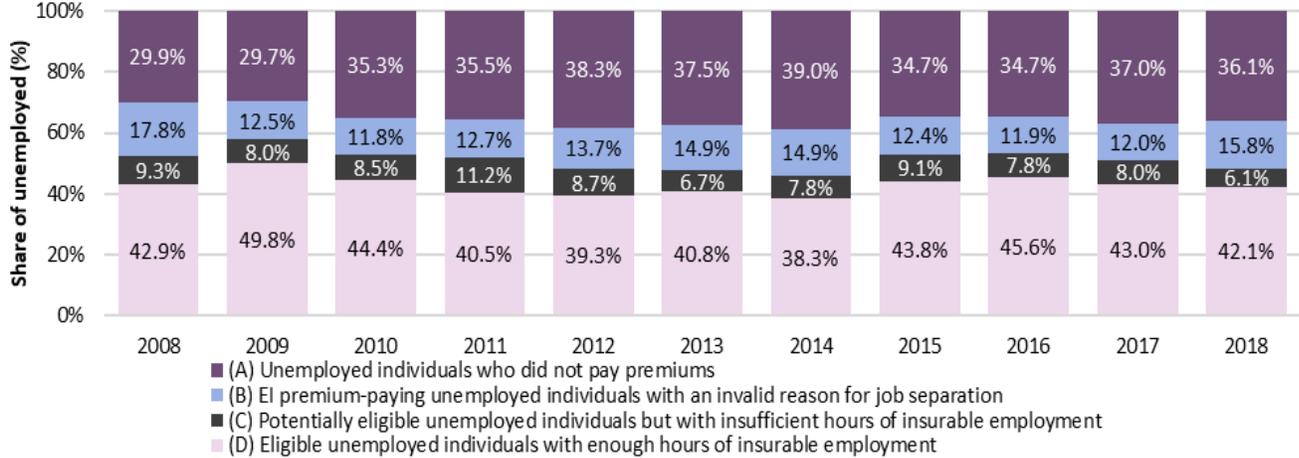
^E Use with caution, as there are high levels of error in this estimate.

Source: Statistics Canada, Employment Insurance Coverage Survey, 2018.

The breakdown of the unemployed population according to their eligibility for EI regular benefits in 2018 remained relatively comparable to 2017 (see Chart 11). Nevertheless, the share of unemployed individuals with an invalid reason for job separation increased by 3.8 percentage points over the previous year mainly due to a larger proportion quitting their jobs to go to school, whereas the proportion of potentially eligible unemployed people with insufficient hours of insurable employment decreased by 1.9 percentage points.

Two main trends in terms of eligibility to EI regular benefits have been observed over the past decade (see Chart 11). First, the share of eligible unemployed individuals who met the three eligibility criteria increases during an economic downturn, as seen following the recession in FY0809 and the downturn in commodity prices in 2015. Second, the share of unemployed individuals who did not contribute to the EI program by paying premiums trends upwards after the recession in FY0809.²³

Chart 11 – Distribution of the unemployed population according to their Employment Insurance regular benefits eligibility, Canada, 2008 to 2018



Source: Statistics Canada, Employment Insurance Coverage Survey, 2008 to 2018.

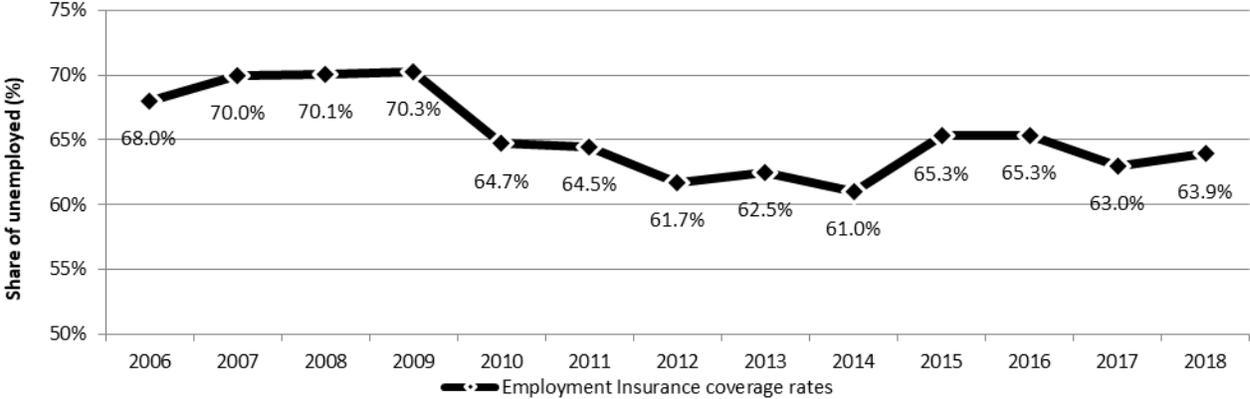
Coverage of Employment Insurance regular benefits

The share of the unemployed population covered by the EI program is represented by the coverage rate of EI regular benefits, which is calculated by dividing the number of unemployed EI contributors (those who had insurable employment and contributed to the EI program by paying premiums within the previous 52 weeks) by the total number of unemployed individuals in Canada. In 2018, the coverage rate was 63.9%, a slight increase from 63.0% in 2017.

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 individuals. The coverage rates within the past decade in Canada peaked in 2008 and 2009, corresponding with the FY0809 recession and rose again during the downturn in commodity prices in 2015 and 2016 (see Chart 12).

²³ The share of self-employed and unpaid family workers (who are included in category A of Chart 11) among the unemployed population remained relatively stable, varying between 3% and 5%, over the last decade.

Chart 12 – Coverage rate of Employment Insurance regular benefits for the unemployed population, Canada, 2006 to 2018



Source: Statistics Canada, Employment Insurance Coverage Survey, 2006 to 2018.

By province, Prince Edward Island posted the highest coverage rate (91.0%) in 2018, while Ontario had the lowest rate (59.6%) (see Table 13). 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.²⁴

²⁴ See the text box “Seasonal workers in the Labour Force Survey” in [subsection 2.2.5](#).

Table 13 – Employment Insurance regular benefits coverage rates for the unemployed population by province, gender, age and previous work pattern, Canada, 2018

Province	Coverage rate
Newfoundland and Labrador	87.3%
Prince Edward Island	91.0%
Nova Scotia	73.0%
New Brunswick	69.7%
Quebec	67.0%
Ontario	59.6%
Manitoba	62.5%
Saskatchewan	70.2%
Alberta	61.7%
British Columbia	61.7%
Gender	
Men	68.3%
Women	58.1%
Age category	
24 years old and under	57.1%
25 to 44 years old	64.4%
45 years old and over	67.5%
Previous work pattern	
Permanent	72.1%
Full-time	74.0%
Part-time	67.1%
Non-permanent	81.1%
Seasonal*	86.9%
Other non-standard**	77.2%
Canada	63.9%

* Seasonal employment is 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. Doesn't include unemployed individuals that were self-employed.

Source: Statistics Canada, Employment Insurance Coverage Survey, 2018.

On the basis of gender, 68.3% of unemployed men contributed EI premiums in 2018, compared to 58.1% of unemployed women. The lower coverage rate among unemployed women can be explained by the fact that women are less likely to have recent insurable employment compared to unemployed men. Coverage rates among unemployed youth tend to be significantly lower than those of unemployed adults because they are more likely to have never worked.

When the unemployed population is categorized by their previous work pattern, it can be seen that a lower share of unemployed individuals who occupied permanent jobs contributed EI premiums (72.1%) than those who were in non-permanent jobs (81.1%). This can be explained by the high coverage rate of unemployed individuals who worked in non-permanent seasonal jobs (86.9%). 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 unemployed individuals who previously held permanent jobs, those who had full-time jobs posted a higher coverage rate (74.0%) than those who had part-time jobs (67.1%).

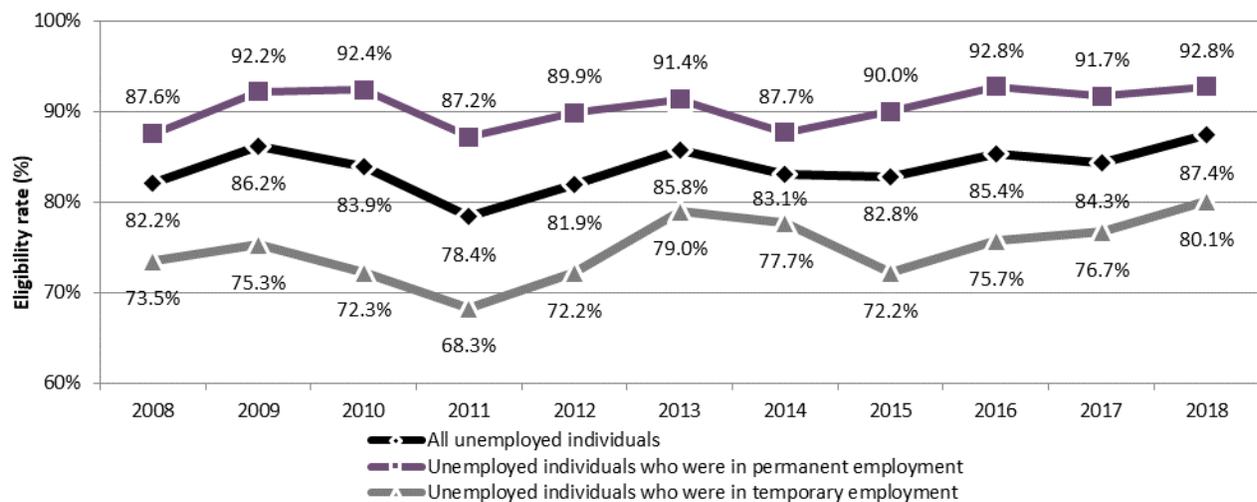
Eligibility for Employment Insurance regular benefits

As mentioned previously, to be eligible for EI regular benefits, unemployed individuals must have paid EI premiums, have had a valid reason for job separation and have accumulated enough hours of insurable employment during their qualifying period. The eligibility rate represents the share of the unemployed

individuals who have accumulated enough hours of insurable employment among those who meet the other two eligibility criteria (paid premiums and had a valid reason for job separation).

As illustrated by the all unemployed individuals line in Chart 13, the eligibility rate for EI regular benefits in Canada has ranged from 78.4% to 87.4% in the past decade. The rate increased from 84.3% in 2017 to 87.4% in 2018, the highest rate over the past 10 years. The overall increase in 2018 was driven particularly by youth and by individuals in Ontario.

Chart 13 – Eligibility rate for Employment Insurance regular benefits, all unemployed individuals and by previous employment characteristics, Canada, 2008 to 2018



Source: Statistics Canada, Employment Insurance Coverage Survey, 2008 to 2018.

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 unemployed individuals are classified based on regional, demographic and previous employment characteristics.

Among all provinces in 2018, the highest eligibility rate was observed in Prince Edward Island (98.2%) while the lowest was in Alberta (79.6%) (see Table 14). Compared with the previous year, the eligibility rate increased in four provinces, notably in Ontario, decreased in three provinces and remained relatively unchanged in the other three provinces in 2018. With the larger demographic weight of Ontario compared to other provinces, the rise of eligibility rate in this province was responsible for much of the overall increase at the national level. Nevertheless, Atlantic provinces continue to have the highest eligibility rate among all provinces in Canada, whereas Ontario and the Western provinces have comparatively lower eligibility rates. An internal analysis²⁵ also found that urban EI economic regions have lower eligibility rate (84%) compared to rural EI economic regions (90%).

²⁵ The internal analysis also looked at a measure of access to EI regular benefits defined as the proportion of EI regular beneficiaries over all unemployed contributors. The access rate to EI regular benefits was higher in rural EI economic regions (60%) than urban EI economic regions (42%).

Table 14 – Employment Insurance regular benefits eligibility rates by province, gender, age and previous work pattern, Canada, 2014 to 2018.

Province	2014	2015	2016	2017	2018	Change (p.p.) 2017 to 2018
Newfoundland and Labrador	94.1%	93.7%	95.9%	96.7%	93.8%	-2.9
Prince Edward Island	93.4%	92.7%	98.5%	94.3%	98.2%	+3.9
Nova Scotia	81.2%	82.3%	93.3%	86.0%	93.8%	+7.8
New Brunswick	90.5%	96.2%	94.6%	93.1%	94.0%	+0.9
Quebec	84.3%	81.5%	86.7%	85.1%	85.5%	+0.4
Ontario	81.0%	84.8%	81.3%	79.6%	88.7%	+9.1
Manitoba	91.4%	82.9%	75.3%	84.9%	83.1%	-1.8
Saskatchewan	85.4%	89.9%	78.9%	69.7%	86.6%	+16.9
Alberta	80.4%	78.6%	84.9%	85.2%	79.6%	-5.6
British Columbia	77.3%	75.2%	87.3%	90.0%	91.0%	+1.0
Gender						
Men	84.0%	82.0%	87.2%	85.8%	88.3%	+2.5
Women	81.3%	84.3%	81.6%	82.1%	86.1%	+4.0
Age category						
24 years old and under	44.0%	54.0%	50.8%	40.7%	60.5%	+19.8
25 to 44 years old	86.9%	82.1%	88.4%	89.4%	90.7%	+1.3
45 years old and over	88.8%	90.7%	94.0%	90.2%	90.5%	+0.3
Previous work pattern						
Permanent	87.7%	90.0%	92.8%	91.7%	92.8%	+1.1
Full-time	90.1%	93.3%	95.3%	94.5%	93.6%	-0.9
Part-time	66.2%	65.8%	62.4%	69.3%	86.0% [‡]	+16.7
Non-permanent	77.7%	72.2%	75.7%	76.7%	80.1%	+3.4
Seasonal*	84.6%	82.6%	87.5%	86.7%	82.0%	-4.7
Other non-standard**	73.0%	64.0%	66.4%	66.8%	78.5%	+11.7
Canada	83.1%	82.8%	85.4%	84.3%	87.4%	+3.1

[‡] As per the EICS release guidelines, this estimate should be used with caution.

* Seasonal employment is 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 work pattern refers to non-permanent paid jobs that were either temporary, term, contractual, casual or other non-permanent (but not seasonal) employment. Doesn't include unemployed individuals that were self-employed.

Source: Statistics Canada, Employment Insurance Coverage Survey, 2014 to 2018.

Unemployed men tend to have higher eligibility rates than unemployed 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 of women work in part-time and/or temporary jobs. In 2018, the eligibility rate for men was 88.3% compared to 86.1% for women.

In terms of age groups, unemployed youth aged 24 years and under had the lowest eligibility rate (60.5%) in 2018, compared to unemployed individuals aged between 25 and 44 years (90.7%) and those aged 45 years and over (90.5%) (see Table 14). The largest variation in eligibility rates in 2018 compared to the previous year was observed for youth²⁶ (+19.8 percentage points) while the eligibility rate of unemployed individuals in the other two age groups showed little change.

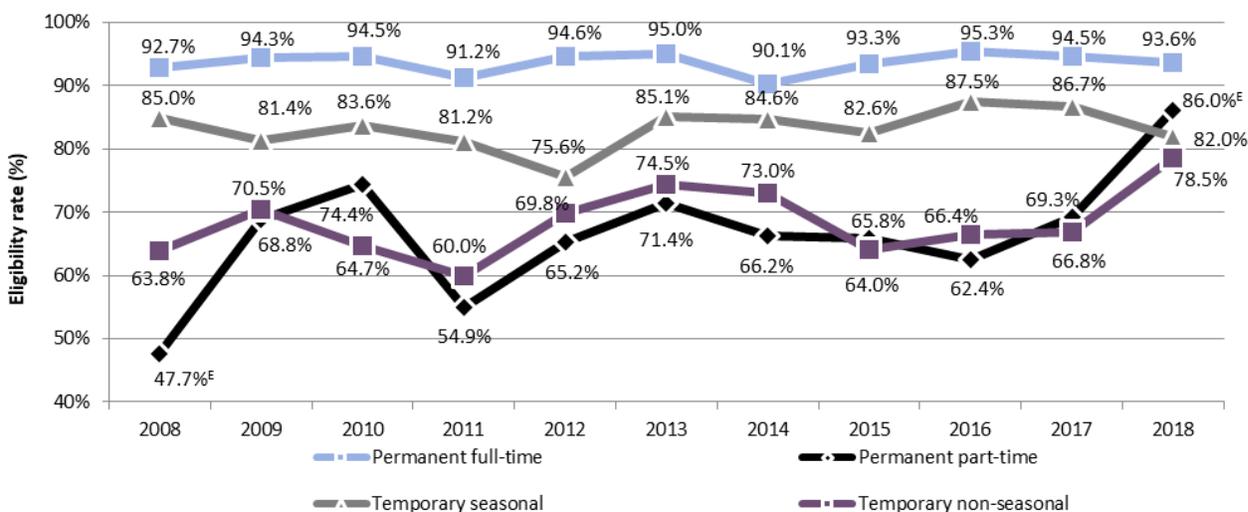
Eligibility rates also vary across different employment characteristics. Intuitively, unemployed individuals who previously held full-time positions would be more likely to have accumulated the required number of hours of insurable employment and have a higher eligibility rate than those in part-time jobs. Similarly, unemployed individuals who previously had permanent jobs would be more likely to post a higher eligibility rate than those who had temporary employment.

²⁶ This figure for youth is subject to a larger statistical uncertainty than other age groups and should be interpreted cautiously, as the number of youth meeting the three EI eligibility criteria and responding to the survey is relatively small.

Chart 13 above shows that the eligibility rate for unemployed people who held permanent positions ranged between 87.2% and 92.8%, while the eligibility rate for those who occupied temporary work ranged between 68.3% and 80.1% over the past decade.

Chart 14 presents the eligibility rates by previous work pattern where permanent employment is further classified in two categories, full-time work and part-time work, and temporary employment is also split between seasonal and non-seasonal jobs.

Chart 14 – Eligibility rates for Employment Insurance regular benefits by previous work pattern, Canada, 2008 to 2018



[£] As per the EICS release guidelines, this estimate should be used with caution.
Source: Statistics Canada, Employment Insurance Coverage Survey, 2008 to 2018.

The eligibility rate for unemployed individuals who held permanent full-time jobs continued to be the highest across the different previous work patterns in 2018 (see Chart 14). The eligibility rate for unemployed individuals who worked in temporary seasonal jobs decreased from 86.7% in 2017 to 82.0% in 2018, lower than the rate of those who were in permanent part-time work. The eligibility rate for this latter group posted a notable rise (+16.7 percentage points) between 2017 and 2018,²⁷ as well as for unemployed individuals who occupied temporary non-seasonal work (+11.7 percentage points). These increases in 2018 may be explained by the fact that a higher proportion of unemployed people whose previous employment fall under these two categories quit their job without a valid reason for separation compared to 2017, excluding them from the denominator of the eligibility rate. These unemployed people are generally youth who are less likely to accumulate sufficient hours of insurable employment.

Eligibility for EI regular benefits has also been estimated in the past using Record of Employment data to estimate the proportion of job separators who met the required number of hours of insurable employment to qualify for EI regular benefits. Results based on this methodology can be found in the [2017/2018 Employment Insurance Monitoring and Assessment Report](#).

²⁷ As per the Employment Insurance Coverage Survey release guidelines, this result should be used with caution.

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 population in helping them transition to new employment. For the purpose of the EI Monitoring and Assessment Report, two ratios are used to measure accessibility to EI regular benefits: the Beneficiary-to-Unemployed (B/U) ratio and the Beneficiary-to-Unemployed Contributor (B/UC) ratio.

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

The Beneficiary-to-Unemployed (B/U) ratio is calculated by expressing the average number of EI regular beneficiaries that comes from Statistics Canada's monthly EI Statistics releases as a share of the overall unemployed population obtained from the EICS.²⁸ 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 individuals outside the scope of the EI program coverage.

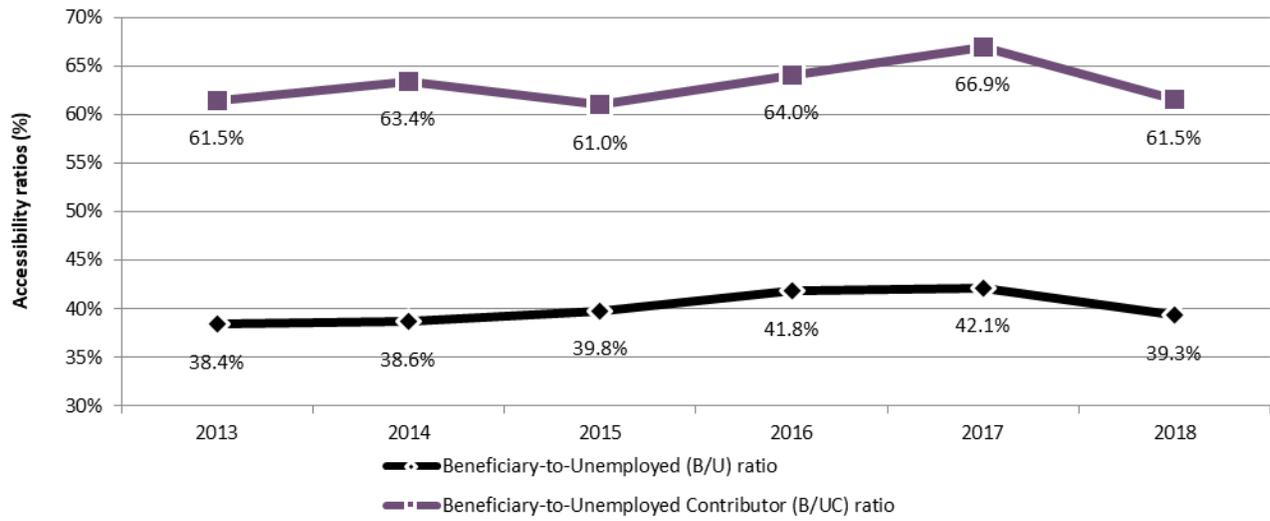
The Beneficiary-to-Unemployed Contributor (B/UC) ratio

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

The B/U and B/UC ratios in 2018 were 39.3% and 61.5%, respectively (see Chart 15). It can be seen that the B/U ratio decreased by 2.8 percentage points compared to the previous year, while the decrease in the B/UC ratio was larger (-5.4 percentage points) during this time. These decreases are attributable to a larger decline in the numerator (B) than in both denominators (U and UC). This is partly due to the continuing decline in the unemployment rate over the past year which resulted in EI claimants generally being entitled to less weeks of regular benefits, and also to a slight decrease in the proportion of regular benefits' weeks used by EI claimants, as well as the end of the temporary measure that provided additional weeks of benefits to certain regions affected by the commodities downturn (see [subsection 2.2.4](#)). These three factors contributed to decreasing the number of EI claimants as beneficiaries over the given time period.

²⁸ 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 data extract on the count of beneficiaries (B) is aligned with the reference week of the EICS (usually the week of the 15th day of the month). 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.

Chart 15 – Employment Insurance regular benefits accessibility ratios, Canada, 2013 to 2018



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

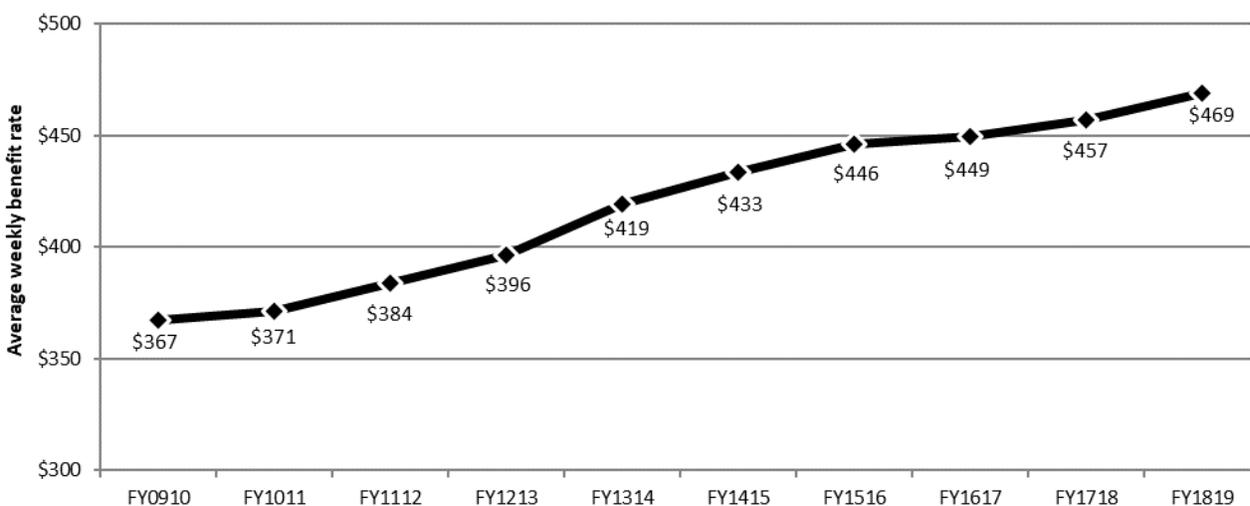
2.2.3 Level of Employment Insurance regular benefits

Under the Variable Best Weeks (VBW) provision, the weekly regular benefit rate that eligible claimants are entitled to receive is calculated as 55% of the average of the claimant's highest (best) weeks of earnings in insurable employment during the qualifying period.²⁹ 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. Therefore, EI benefit rates are based on the claimant's weeks of higher earnings. The maximum rate of weekly benefits paid for all types of benefits under the EI program is based on the maximum insurable earnings (MIE), which was \$53,100 in 2019. As the weekly regular benefit rate is calculated as 55% of average weekly earnings, the maximum weekly regular benefit rate was \$562 in 2019.

In addition to the EI regular benefits, claimants with children (under the age of 18 years) 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 [subsection 2.1.1](#) for detailed discussion). The level of EI regular benefits discussed in this subsection includes Family Supplement top-ups paid to eligible claimants with EI regular benefits.

In FY1819, the average weekly benefit rate for EI regular benefits increased to \$469, up from \$457 observed in the previous fiscal year (+\$12 or +2.7%). This increase is attributable to the increase in the MIE.³⁰ As illustrated in Chart 16, the average weekly regular benefit rate has been rising steadily on a year-over-year basis over the past 10 years.

Chart 16 – Average weekly benefit rate for EI regular benefits, Canada, FY0910 to FY1819



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.

As shown in [Annex 2.5.3](#), the average weekly regular benefit rate increased in FY1819 in all provinces and territories compared to the previous fiscal year, except Northwest Territories and Nunavut (-0.7%

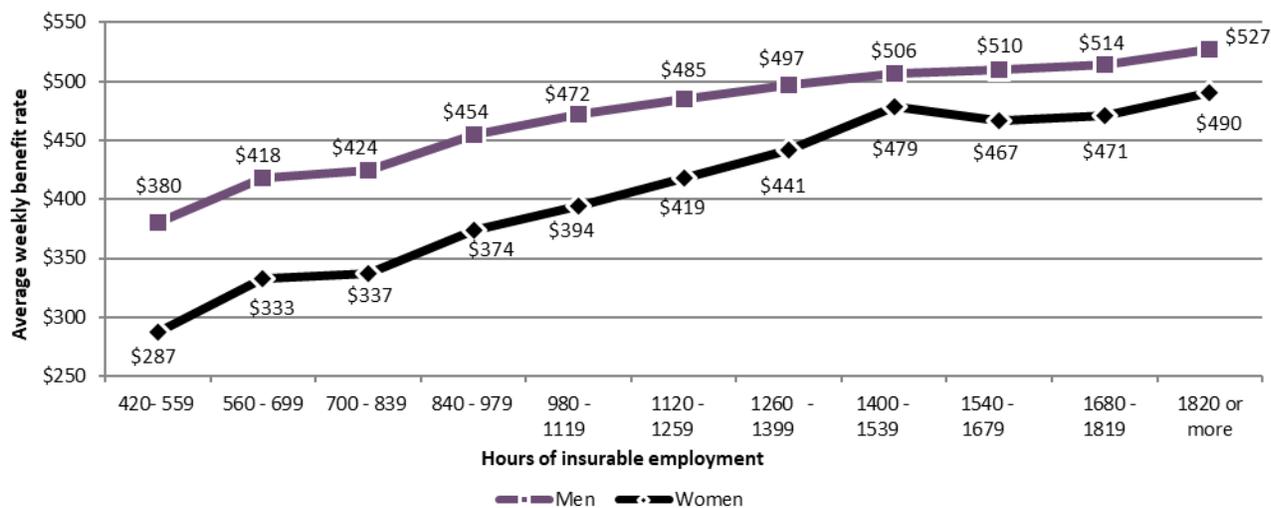
²⁹ See [section 2.1](#) for detailed discussion on the VBW provision.

³⁰ An increase in the MIE increases the maximum weekly benefit rate, and in turn, the average weekly benefit rate. The MIE increased from \$51,700 in 2018 to \$53,100 in 2019 (+2.7%).

and -2.5%, respectively). The highest growth was observed in Yukon (+3.8%), followed by Ontario (+3.2%). The average weekly regular benefit rate varied across provinces and territories—from the highest observed in Northwest Territories (\$523) to the lowest observed in Prince Edward Island and Nova Scotia (\$433). As in previous years, claims from the Atlantic provinces, Quebec and Manitoba continued to receive weekly regular benefit rates below the national average, while claims from Saskatchewan, Alberta and the territories remained well over the national average.

In the past 5 years, the average weekly regular benefit rate for men has been higher compared to that for women, as shown in [Annex 2.5.3](#). Historically, this has also been the case. However, since FY1112 the growth in average weekly regular benefit rate for women has surpassed that for men. This trend continued in the reporting period—the average weekly regular benefit rate for men was \$493 in FY1819, up from \$481 in FY1718 (+2.4%); while for women it was \$432 in FY1819, up from \$419 in FY1718 (+3.1%). This overall gap (in absolute values) 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 indicated by the number of hours of insurable employment (see Chart 17). Among claimants who had the lowest level of labour market attachment with 420 to 559 hours of insurable employment during their qualifying period in FY1819, the average weekly regular benefit rate for women (\$287) was around three-quarters (75.5%) of men’s (\$380). Among claimants with the highest level of labour market attachment with 1820 or more hours of insurable employment, the average weekly regular benefit rate for women (\$490) was approximately 92.9% of men’s (\$527).

Chart 17 – Average weekly regular benefit rate by gender and hours of insurable employment, Canada, FY1819



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 15 outlines the average weekly regular benefit rates by age group for men and women in the current reporting period and the previous year. Claimants who were aged between 25 and 44 years had the highest average weekly regular benefit rate (\$481) in FY1819, up from \$470 in the previous year (+\$11 or +2.3%). However, the highest increase was observed for those who were aged 24 years and

under (+\$17 or +4.1%). When claimants are categorized by age group and gender, it can be seen that men who were aged between 45 and 54 years had the highest average weekly regular benefit rate (\$507) in FY1819, while for women the highest benefit rate was among those who were aged between 25 and 44 years (\$447). The difference in the average weekly regular benefit rate between men and women was the highest for claimants who were aged between 45 and 54 years (\$71 more for men) in the reporting year, down from a difference of \$74 in the previous year.

Table 15 – Average weekly regular benefit rate by age group and gender, Canada, FY1718 and FY1819

Age category	Men		Women		All claimants	
	FY1718	FY1819	FY1718	FY1819	FY1718	FY1819
24 years old and under	\$436	\$452	\$367	\$384	\$416	\$433
25 to 44 years old	\$491	\$502	\$436	\$447	\$470	\$481
45 to 54 years old	\$496	\$507	\$422	\$436	\$463	\$475
55 years old and over	\$471	\$482	\$399	\$414	\$442	\$455
Canada	\$481	\$493	\$419	\$432	\$457	\$469

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.

In FY1819, the average weekly regular benefit rate was the highest for long-tenured workers (\$503), while the lowest was for occasional claimants (\$452).³¹ However, compared to the previous year, occasional claimants' average weekly benefit rate had the highest growth in FY1819 (+3.4%)—see Table 16.

Table 16 – Average weekly regular benefit rate by EI claimant category, Canada, FY1718 and FY1819

EI claimant category	Average weekly regular benefit rate (\$)		
	FY1718	FY1819	Change (%)
Long-tenured workers	\$495	\$503	+1.6%
Occasional claimants	\$437	\$452	+3.4%
Frequent claimants	\$464	\$477	+2.7%
Canada	\$457	\$469	+2.7%

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.

As outlined in Table 17, a little less than half (49.1%) of all claims established for EI regular benefits in FY1819 received the maximum weekly benefit rate, up from 47.3% in the previous fiscal year. The share of claims receiving the maximum weekly benefit rate established by men (60.4%) was almost double the share of such claims established by women (31.3%), which is partly attributable to the fact that a higher proportion of women work in part-time jobs than men, leading to a lower average weekly insurable earnings for them.³² By age group, the share of claims receiving the maximum weekly benefit rate was the highest for claimants aged between 25 and 44 years (53.6%), while the lowest was for those who were aged 24 years and under (33.3%). Long-tenured workers had the highest share of claims (64.5%) receiving the maximum weekly benefit rate in FY1819, followed by frequent claimants (51.5%).

³¹ See [Annex 2.1](#) for definitions of the EI claimant categories.

³² In FY1819, the share of part-time workers among all employed men was 12.4%, compared to 25.8% for women. Source: Statistics Canada, Labour Force Survey, Table 14-10-0050-01.

Table 17 – Share of claims receiving the maximum weekly regular benefit rate by gender, age and claimant category*, Canada, FY1718 and FY1819

Gender	Share of claims that received the maximum weekly benefit rate	
	FY1718	FY1819
Men	58.4%	60.4%
Women	30.2%	31.3%
Age category		
24 years old and under	30.6%	33.3%
25 to 44 years old	51.8%	53.6%
45 to 54 years old	49.8%	51.4%
55 years old and over	43.3%	45.1%
EI claimant category		
Long-tenured workers	63.7%	64.5%
Occasional claimants	39.5%	41.7%
Frequent claimants	48.5%	51.5%
Canada	47.3%	49.1%

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

* See [Annex 2.1](#) for definitions 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.

2.2.4 Employment Insurance regular benefit entitlement

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. This entitlement ranges between 14 and 45 weeks, and is determined by the number of hours of insurable employment accumulated 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).³³

This subsection presents detailed analysis on the duration of EI regular benefits, both maximum entitlement and actual weeks used. Statistics presented in this subsection are based on claims that were completed³⁴ during the fiscal year. Statistics for the reporting fiscal year are preliminary estimates and are subject to revision in the future.

Maximum and actual duration of Employment Insurance regular benefits

As mentioned, the maximum entitlement of EI regular benefits available to an EI claimant is between 14 and 45 weeks. 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. In general, when a region's unemployment rate rises, the entrance requirements are reduced and the maximum entitlement of benefits increases. Therefore, the number of weeks of EI benefits provided adjusts to the changing needs of unemployed individuals in different regions and communities with different labour market conditions.

The maximum entitlement is the maximum number of weeks during which benefits may be paid for a claim, whereas the actual duration of a claim is the number of weeks of benefits an EI claimant actually receives during a claim.³⁵ Average actual duration of EI regular claims is usually lower than the maximum entitlement, 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 and is no longer unemployed, has switched to EI special benefits or became unavailable to work³⁶).

As illustrated in Chart 18, the average maximum entitlement of completed EI regular claims decreased from 32.6 weeks in FY1718 to 30.3 weeks in FY1819 (-2.3 weeks or -7.2%). The average actual duration, on the other hand, decreased from 20.3 weeks in FY1718 to 18.2 weeks in FY1819 (-2.0 weeks or -9.9%). This decline in both durations is attributable, in part, to the continued improvement in labour market condition from last year in several provinces and territories,³⁷ and the conclusion of the temporary EI support measure introduced through the *Budget Implementation Act, 2016, No.1*, which temporarily extended the duration of EI regular benefits for eligible claimants in 15 EI economic regions most

³³ The number of weeks of entitlement does not change even if the claimant moves to another region after the benefit period begins.

³⁴ Completed claims include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

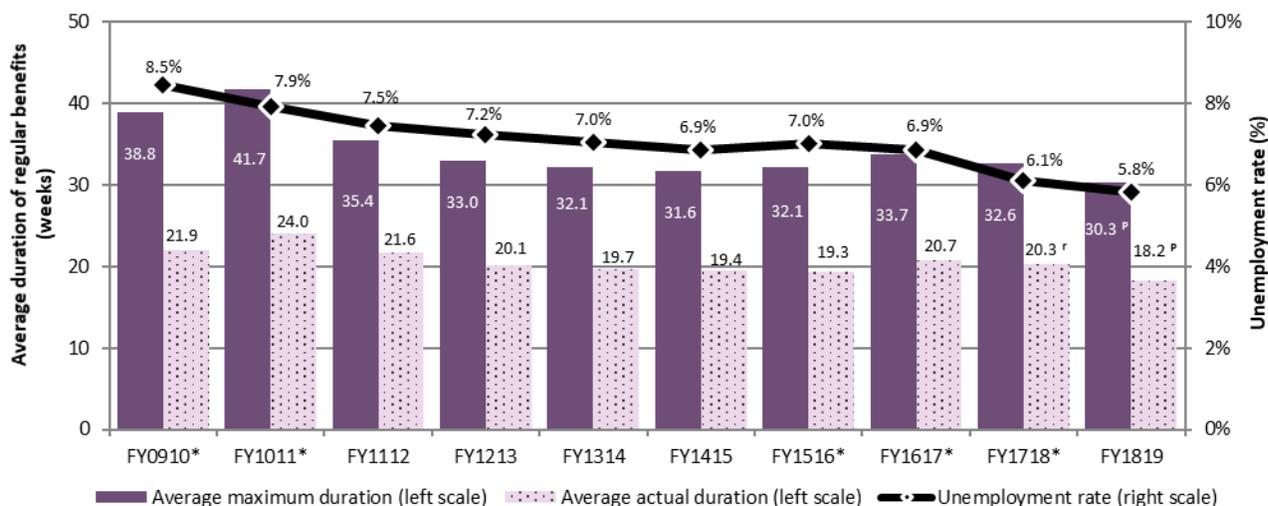
³⁵ See [Annex 2.1](#) for definitions of average actual duration and average maximum entitlement of EI claims.

³⁶ To continue receiving EI regular benefits, claimants need to show that they are ready, willing and capable of working each day.

³⁷ See [Section 1.2](#) for an overview of the Canadian labour market in FY1819.

affected by the downturn in commodity prices observed in late 2014.³⁸ Effects of this measure on EI regular claims are presented later in this subsection.

Chart 18 – Average maximum and actual duration of completed claims for EI regular benefits and unemployment rate, Canada, FY0910 to FY1819



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

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

^p Preliminary data.

^r Revised data.

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

The average maximum entitlement of EI regular claims completed in FY1819 varied significantly across provinces and territories, reflecting differences in regional labour market and labour force characteristics, as outlined in Table 18. As in the previous year, EI regular claims established in Nunavut had the highest average maximum entitlement (42.1 weeks) in the reporting year, followed by Newfoundland and Labrador (39.9 weeks). These significantly higher maximum entitlements compared to the national average can be explained by the high unemployment rate observed in these jurisdictions (the unemployment rate was 14.2% in Nunavut and 13.0% in Newfoundland and Labrador in FY1819).³⁹ In comparison, EI regular claims established in Yukon had the lowest average maximum entitlement (27.1 weeks), followed by Quebec (27.7 weeks), corresponding to the low unemployment rates generally observed in these jurisdictions (the unemployment rate in Yukon and Quebec was 3.2% and 5.4% in FY1819, respectively).⁴⁰

The average maximum entitlement of EI regular claims were higher for men, and those aged between 45 and 54 years in FY1819. Long-tenured workers generally have higher maximum entitlements than occasional and frequent claimants, as they are more likely to accumulate hours of insurable employment well above the minimum requirements for EI regular benefits (see Table 18).

³⁸ 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.

³⁹ Source: Statistics Canada, Labour Force Survey, Table 14-10-0017-01 and Table 14-10-0292-01.

⁴⁰ Source: Statistics Canada, Labour Force Survey, Table 14-10-0017-01 and Table 14-10-0292-01.

Table 18 – Average maximum entitlement and average actual durations of completed claims for Employment Insurance regular benefits by province or territory, gender, age and claimant category, Canada, FY1718 to FY1819

Province or territory	Average maximum entitlement (weeks)			Average actual duration (weeks)		
	FY1718	FY1819 ^P	Change (%)	FY1718	FY1819 ^P	Change (%)
Newfoundland and Labrador	43.5	39.9	-8.2%	32.7 ^f	28.4	-12.9%
Prince Edward Island	34.1	33.7	-0.9%	23.1 ^f	22.2	-3.9%
Nova Scotia	32.5	32.8	+0.9%	22.7 ^f	21.8	-3.8%
New Brunswick	33.4	30.8	-7.9%	22.4 ^f	20.4	-9.2%
Quebec	28.8	27.7	-3.6%	16.8 ^f	15.4	-8.7%
Ontario	30.0	28.6	-4.5%	17.6 ^f	16.7	-5.2%
Manitoba	31.1	30.5	-1.9%	19.3 ^f	18.4	-4.7%
Saskatchewan	40.3	35.5	-12.0%	26.0 ^f	22.5	-13.5%
Alberta	44.4 ^f	34.3	-22.7%	28.5 ^f	21.3	-25.2%
British Columbia	32.3	29.4	-8.9%	19.9 ^f	17.6	-11.1%
Yukon	30.2 ^f	27.1	-10.0%	21.7 ^f	19.4	-10.8%
Northwest Territories	30.9 ^f	33.0	+6.8%	22.3	22.5	+1.2%
Nunavut	45.2 ^f	42.1	-6.9%	32.8 ^f	28.2	-14.1%
Gender						
Men	33.3	30.9	-7.2%	20.5 ^f	18.4	-10.2%
Women	31.5	29.2	-7.2%	19.8 ^f	17.9	-9.6%
Age category						
24 years old and under	30.8	29.3	-4.8%	17.7 ^f	16.3	-8.3%
25 to 44 years old	32.7	30.4	-7.1%	19.3 ^f	17.2	-10.7%
45 to 54 years old	33.5	30.9	-7.7%	20.9 ^f	18.8	-9.9%
55 years old and over	32.3	29.8	-7.5%	22.5 ^f	20.3	-9.7%
El claimant category*						
Long-tenured workers	39.1 ^f	34.2	-12.4%	21.1 ^f	17.7	-15.8%
Occasional claimants	30.6	29.2	-4.8%	19.1 ^f	17.6	-8.1%
Frequent claimants	29.7	28.7	-3.4%	22.1 ^f	20.5	-7.4%
Canada	32.6	30.3	-7.2%	20.3^f	18.2	-9.9%

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

* See [Annex 2.1](#) for definitions of EI claimant categories referenced in this table.

^P Preliminary data.

^f Revised data.

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

Similar to the average maximum entitlement, the average actual duration of EI regular benefits in provinces and territories are also affected by regional labour market conditions, leading to variations across provinces and territories (see Table 18). As the EI program uses the regional unemployment rate as a proxy for availability of work, claims established for EI regular benefits in regions with higher unemployment rates generally have a higher average actual duration than those established in regions with lower unemployment rates. In FY1819, EI regular claims established in Newfoundland and Labrador had the highest average actual duration (28.4 weeks), closely followed by Nunavut (28.2 weeks), attributable to the high unemployment rates observed in these provinces and territories. In comparison, EI regular claims established in Quebec had the lowest average actual duration (15.4 weeks), corresponding to the low unemployment rate observed in FY1819. Notably, the average actual duration of EI regular claims decreased in all provinces and territories in FY1819 compared to the previous year, except for Northwest Territories. Claims established in Alberta had the largest decline on average (-7.2 weeks or -25.2%), attributable to the conclusion of the extension of EI regular benefits for eligible claimants affected by the downturn in commodity prices in late 2014. EI regular claims established in Nunavut and Newfoundland and Labrador also saw significant decreases in their average duration (-4.6 weeks or -14.1%, and -4.2 weeks or -12.9%, respectively).

In terms of industry classification, as outlined in [Annex 2.6.2](#), completed EI regular claims by unemployed individuals from the Finance and insurance industry had the highest average actual duration (23.7 weeks) in FY1819. Notably, the average actual duration decreased in each industry in the reporting year compared to the previous year. This decline was the most significant in the Mining and oil and gas extraction industry (-5.9 weeks or -21.8%), likely attributable to the conclusion of the temporary extension of the duration of EI regular benefits for eligible workers who were affected by commodity prices downturn. As in past years, EI regular claims from the Educational services industry had the lowest average actual duration (11.8 weeks) in FY1819, 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

The average proportion of regular benefit weeks used is defined as the average number of weeks of EI regular benefits received by claimants as a share of their maximum entitlement. As with the duration of EI regular benefits, a few factors may influence the proportion of entitlement used by claimants; for instance, the number of hours of insurable employment and the regional unemployment rates. Claimants with greater hours of insurable employment and those residing in regions with lower unemployment rates are more likely to find employment following a job separation, and thus use a lower proportion of their maximum entitlement for EI regular benefits. Consequently, greater maximum entitlements are generally associated with lower proportions of regular benefits’ weeks used.

As outlined in Table 19, the average proportion of EI regular benefit weeks used was 62.9% in FY1819, down from 64.2% in FY1718 (-1.3 percentage points). This average proportion went down in all provinces and territories in the reporting year compared to the previous year, except Ontario where it remained unchanged. The most significant change was observed in Nunavut (-7.2 percentage points). Across provinces and territories, the average proportion of regular benefit weeks used by claimants varied—from the lowest observed in Quebec (59.8%) to the highest in Yukon (74.6%). Generally, the average proportions of benefit weeks used were above the national average in the Atlantic provinces and in the Territories in FY1819.

In FY1819, the average proportion of regular benefit entitlement weeks used by women and men were identical. In terms of age group, the average proportion of regular benefit entitlement used increased with age—with the older claimants (aged 55 and over) having used the highest proportion of their regular benefit entitlement and the younger claimants (aged 24 years or less) having used the lowest proportion.

Frequent claimants for EI benefits receive relatively shorter entitlements on average compared to long-tenured workers, leading them to use a greater proportion of their entitlement for EI regular benefits.⁴¹ Also, long-tenured workers have stronger labour market attachment, as indicated by the number of hours of insurable employment during the qualifying period, relative to frequent claimants, which explains the difference between their average proportion of regular benefit weeks used as they have a higher average maximum entitlement. This also applies to claimants working while on claim, as they may have a stronger labour market attachment and may also defer weeks of EI regular benefits—leading

⁴¹ See [Annex 2.1](#) for more information on EI claimant categories.

to a lower proportion of their entitlement weeks used compared to claimants who did not work while on claim (see Table 19).⁴²

Table 19 – Proportion of Employment Insurance regular benefits' weeks used by province or territory, gender, age, claimant category and working while on claim status, Canada, FY1415 to FY1819

Province or territory	Proportion of weeks of Employment Insurance regular benefits used (%)					
	FY1415	FY1516	FY1617	FY1718	FY1819 ^p	Change (% points) FY1718 to FY1819
Newfoundland and Labrador	70.8%	69.1%	76.7%	76.3% ^r	72.6%	-3.7
Prince Edward Island	71.6%	73.0%	71.9%	70.8% ^r	68.2%	-2.6
Nova Scotia	70.5%	72.1%	72.4%	72.7% ^r	69.5%	-3.2
New Brunswick	68.0%	69.4%	71.0%	69.9% ^r	69.8%	-0.2
Quebec	63.4%	63.9%	63.7%	62.4% ^r	59.8%	-2.6
Ontario	62.5%	61.8%	62.6%	61.0% ^r	61.1%	0.0
Manitoba	60.2%	61.8%	62.6%	64.0% ^r	62.6%	-1.4
Saskatchewan	58.5%	54.0%	63.2%	66.3% ^r	65.0%	-1.4
Alberta	58.8%	52.4%	58.7%	64.7% ^r	63.8%	-0.9
British Columbia	64.6%	63.4%	64.8%	64.3% ^r	62.9%	-1.4
Yukon	66.2%	66.7%	71.7%	76.2% ^r	74.6%	-1.6
Northwest Territories	58.5%	73.8%	65.2%	75.2%	71.6%	-3.6
Nunavut	76.1%	68.6%	71.2%	73.8% ^r	66.7%	-7.2
Gender						
Men	63.9%	63.4%	64.5%	64.4% ^r	62.9%	-1.4
Women	63.6%	62.6%	64.0%	64.0% ^r	62.8%	-1.2
Age						
24 years old and under	60.0%	59.9%	60.7%	60.2% ^r	58.5%	-1.7
25 to 44 years old	61.0%	60.2%	60.8% ^r	61.1% ^r	59.3%	-1.8
45 to 54 years old	63.9%	63.5%	65.0%	64.1% ^r	63.1%	-1.0
55 years old and over	70.9%	70.1%	72.2% ^r	71.6% ^r	70.5%	-1.2
EI claimant category[*]						
Long-tenured workers	52.9%	50.0%	51.7%	53.3% ^r	52.4%	-0.9
Occasional claimants	63.0%	63.5%	64.9%	64.4% ^r	62.8%	-1.6
Frequent claimants	75.5%	76.2%	78.1%	76.7% ^r	74.2%	-2.5
Working while on claims status						
Not working while on claims	67.0%	66.0%	67.6%	68.3% ^r	66.7%	-1.6
Working while on claim	60.7%	60.4%	61.1%	60.4% ^r	59.0%	-1.3
Canada	63.8%	63.1%	64.3%	64.2%^r	62.9%	-1.3

^{*} See [Annex 2.1](#) for definitions of EI claimant categories referenced in this table.

^p Preliminary data.

^r Revised data.

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

Table 20 outlines the proportion of entitlement used by weeks of entitlement and regional unemployment rate⁴³ in FY1718 and FY1819. The proportion of entitlement used generally fell as entitlement weeks increased, as claimants with shorter entitlements tend to use a greater proportion of their entitlement. Proportion of EI regular benefit weeks used, on the other hand, generally increased with the regional unemployment rate. Regions with higher unemployment rates are often characterized by weaker labour market conditions. This is partly attributable to the greater importance of seasonal employment and the relatively smaller share of permanent employment in these regions, leading to a larger share of frequent EI claimants in these regions relative to those with lower unemployment rates.

⁴² See [subsection 2.2.7](#) for detailed discussion on the Working While on Claim provision.

⁴³ Unemployment rates used for the Employment Insurance (EI) 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. See [Annex 2.29](#) for the unemployment rates for the purpose of the EI program by EI economic regions.

This is reflected in the higher proportion of entitlement used in EI economic regions with relatively higher unemployment rates, as frequent claimants tend to use a greater proportion of their entitlement.

Table 20 – Proportion of entitlement used by weeks of entitlement for EI regular benefits and regional rate of unemployment, Canada, FY1718 to FY1819

Weeks of entitlement for EI regular benefits	Proportion of entitlement used		
	Proportion in FY1718 ^r	Proportion in FY1819 ^p	Change (% points) FY1718 to FY1819
Between 14 and 19 weeks	82.8%	81.3%	-1.5
Between 20 and 24 weeks	74.0%	72.1%	-1.9
Between 25 and 29 weeks	63.3%	61.4%	-1.9
Between 30 and 34 weeks	61.2%	59.3%	-1.9
Between 35 and 39 weeks	54.4%	51.5%	-2.9
Between 40 and 44 weeks	58.4%	55.8%	-2.6
45 weeks or more	59.8%	57.6%	-2.2
Unemployment rate in the EI economic region			
6.0% or less	59.4%	60.8%	+1.3
Between 6.1% and 8.0%	63.4%	60.7%	-2.7
Between 8.1% and 10.0%	66.0%	68.2%	+2.2
Between 10.1% and 13.0%	64.6%	67.2%	+2.6
13.1% or more	72.5%	70.7%	-1.8
Canada	64.2%	62.9%	-1.3

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

^p Preliminary data.

^r Revised data.

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

Conclusion of the extension of Employment Insurance regular benefits for workers in regions affected by the downturn in commodity prices

Following the global downturn in commodity prices in late 2014, the Government of Canada introduced temporary measures to provide eligible workers in 15 EI economic regions that were hit the hardest by this event. Through this measure, all eligible EI claimants who had established a claim between January 4, 2015 and July 8, 2017 and remained unemployed had their EI regular benefit weeks extended by 5 weeks, while long-tenured workers⁴⁴ received up to 20 weeks of EI regular benefits in addition, for a total of up to 25 weeks.⁴⁵ These extended benefits were available for one year, starting from July 3, 2016. In order to claim the additional weeks of EI regular benefits, eligible claimants had their benefit period extended by the number of additional weeks of benefits they were entitled to receive, plus 12 weeks. As the last effective day in order to be eligible for these additional benefits was July 8, 2017, no EI regular claims established in the reporting year was affected by this measure. However, eligible claims, especially those by long-tenured workers, that were established on or near the last effective day of the measure could still receive extended benefits in FY1819.

A total of 354,440 claims that were established between January 4, 2015 and July 8, 2017 received additional weeks of EI benefits because of this measure, representing 45.4% of all potentially eligible claims. Almost half (45.6%) of the total number of claims with additional weeks of benefits were established in Alberta,⁴⁶ followed by Newfoundland and Labrador (18.3%), as the commodity-based

⁴⁴ See [Annex 2.1](#) for the definition of long-tenured workers.

⁴⁵ The long-tenured workers were granted an additional 20 weeks if their EI regular claims 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.

⁴⁶ Out of the 15 EI economic regions targeted by the measure, 4 were in Alberta (Southern Alberta, Calgary, Edmonton and Northern Alberta).

industries in Canada are concentrated in these provinces. Almost two-thirds (62.6%) of the total claims with additional weeks of benefits were established by men, while non long-tenured workers accounted for almost three-quarters (73.2%) of the total claims with additional weeks of benefits through this measure.⁴⁷

While some eligible claimants did not use any additional weeks from the temporary extension measure, they nevertheless benefited from the benefit period extension, as they either claimed weeks of EI regular benefits from their original entitlement or weeks of special benefits during the benefit period extension. Table 21 outlines the average durations and the average amount received by these claims over the course of the measure. Completed EI regular claims that received at least one week of additional benefits and/or at least one week of EI benefits during their extended benefit period received an average of \$16,334 over their entire duration. Excluding the extra weeks of benefits received due to the temporary extension measure, on average these claims received \$12,100 in EI benefits. This increase in the EI benefits received likely prevented a subsequent claim from the same claimant being established or it displaced subsequent EI claim amounts from a subsequent claim. In comparison, claims established in these regions that did not benefit from the temporary extension measure received \$7,839 on average over the same period.

Table 21 – Completed Employment Insurance claims that benefited from the temporary extension measure by type of benefits paid under the measure, Canada

Type of benefits under the temporary support measure	Excluding weeks of benefits paid under the temporary extension measure		Including weeks of benefits paid under the temporary extension measure	
	Average claim duration* (weeks)	Average amount of EI benefits paid per claim*** (\$)	Average claim duration** (weeks)	Average amount of EI benefits paid per claim*** (\$)
Claims with additional regular benefits only	32.2	\$13,867	40.7	\$17,627
Claims with original entitlement weeks or special benefits only during the benefit period extension	17.8	\$8,004	26.8	\$12,095
Claims with weeks of additional regular benefits and weeks of original entitlement or of special benefits during the benefit period extension	28.8	\$12,875	42.5	\$19,135
Canada	27.7	\$12,100	37.2	\$16,334

Note: Includes all claims that benefited from the temporary extension measure.

* Average duration of completed claims that were unaffected by the temporary extension.

** Average duration of completed claims that were affected by the temporary extension.

*** Average amount of EI benefits (regular or special) paid per completed claim that was established for EI regular benefits.

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

As outlined in Table 22, a total of \$2,068.5 million were paid to eligible EI claimants who benefited from the temporary extension of EI regular benefits in these 15 affected EI economic regions. Of this, \$1,253.3 million were paid to eligible claimants who received additional weeks of EI regular benefits because of the temporary extension measure, while the other \$815.2 million were associated with benefit payments to claimants who had qualified for EI regular benefits prior to the implementation of the measure, or special benefits that were paid during their benefit period extension.

⁴⁷ See [subsection 2.2.4](#) of 2017/2018 Employment Insurance Monitoring and Assessment Report for detailed discussion on the claims with additional weeks of EI benefits through the temporary extension measure.

Table 22 – Amount paid to claimants who benefited from the temporary extension measure by types of benefits paid under the measure, Canada, FY1617 to FY1819

Type of benefits paid	Amount paid in FY1617 (\$ million)	Amount paid in FY1718 (\$ million)	Amount paid in FY1819 (\$ million)	Total amount paid under the temporary support measure (\$ million)
El regular benefits paid because of the additional weeks provided under the measure	\$675.0	\$510.3	\$68.1	\$1,253.3
Benefits paid to claimants who had qualified for El regular benefits prior to the implementation of the measure, or El special benefits paid during extension period	\$323.4	\$358.1	\$133.7	\$815.2
Canada	\$998.4	\$868.3	\$201.8	\$2,068.5

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

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

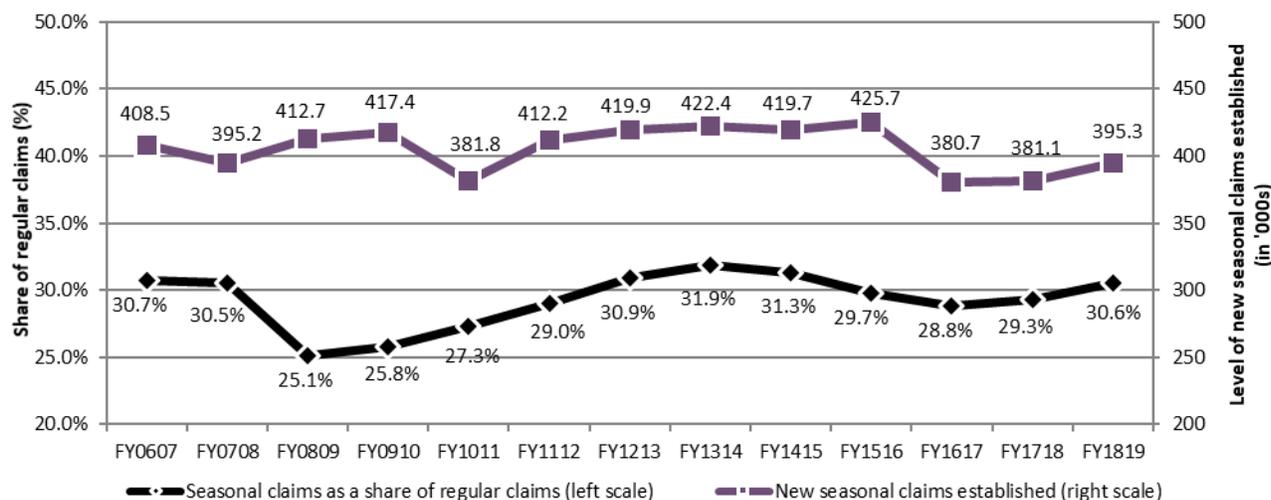
2.2.5 Employment Insurance regular benefits and seasonal claimants

EI claimants who had at least three regular or fishing claims within past five years from 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.⁴⁸ The definition of seasonal claimants is not exclusive of the definitions for other claimant categories.⁴⁹

A total of 425,000 claims were established by seasonal claimants in FY1819, up from 410,500 in FY1718 (+3.5%). Of these, 395,300 claims (93.0%) were for EI regular benefits and the remaining 29,700 claims (7.0%) were for EI fishing benefits.⁵⁰ The analysis presented in this subsection is focused on seasonal regular claims.⁵¹

As illustrated in Chart 19, the share of seasonal regular claims among all regular claims increased for the second consecutive year in FY1819 to reach 30.6%. The number of seasonal regular claims also increased for the second consecutive year in FY1819, since the sharp decline in FY1617.

Chart 19 – Employment Insurance seasonal regular claims, Canada, FY0607 to FY1819



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.

Table 23 outlines the number of seasonal regular claims and the share of seasonal regular claims as a percentage of regular claims⁵² in the reporting year by region, gender, age category and industry. Similar

⁴⁸ 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.

⁴⁹ Seasonal claimants can also be classified as long-tenured, occasional or frequent claimants. See [Annex 2.1](#) for definitions of long-tenured, occasional and frequent claimants.

⁵⁰ The number of EI fishing claims reported here is based on a 10% sample of EI administrative data to be compatible with the reported number of EI regular claims which is also based on a 10% sample. However, the number of EI fishing claims reported in [Section 2.4](#) is based on a 100% sample of EI administrative data, which explains the slight discrepancy between them. See [Section 2.4](#) for more information on EI fishing claims.

⁵¹ Seasonal regular claims referenced throughout this subsection are those claims for which at least \$1 of EI regular benefits was paid, and established by claimants who have had at least three regular 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.

⁵² See [Annex 2.5.1](#) for EI regular claims by provinces and territories, gender and age categories, and [Annex 2.6.1](#) for EI regular claims by industry.

to previous years, the share of seasonal regular claims over total regular claims was the highest in the Atlantic provinces, followed by Quebec. This share was much lower in the Western provinces and in the territories.

Table 23 – Employment Insurance seasonal regular claims by region, gender, age and industry, Canada, FY1819

Region	Seasonal regular claims (number)	Seasonal regular claims as a share of total seasonal claims	Seasonal regular claims as a share of total regular claims
Newfoundland and Labrador	21,170	5.4%	31.7%
Prince Edward Island	8,120	2.1%	52.3%
Nova Scotia	24,640	6.2%	39.9%
New Brunswick	33,650	8.5%	49.3%
Quebec	153,030	38.7%	39.8%
Ontario	99,060	25.1%	27.2%
Manitoba	11,720	3.0%	27.5%
Saskatchewan	6,010	1.5%	16.0%
Alberta	11,980	3.0%	9.4%
British Columbia	25,220	6.4%	20.9%
Territories	680	0.2%	16.5%
Gender			
Men	245,400	62.1%	31.0%
Women	149,880	37.9%	29.9%
Age category			
24 years old and under	7,630	1.9%	6.7%
25 to 44 years old	149,160	37.7%	26.2%
45 to 54 years old	99,610	25.2%	35.7%
55 years old and over	138,880	35.1%	41.9%
Industry			
Goods-producing industries	174,740	44.2%	34.6%
Services-producing industries	216,090	54.7%	28.3%
Unclassified*	4,450	1.1%	19.1%
Canada	395,280	100.0%	30.6%

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

* For some claims, this information was not available in the data.

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

In the reporting year, almost two-thirds (62.1%) of all seasonal regular claims were established by men; however, the share of seasonal claims of total regular claims established by men (31.0%) was similar to the share established by women (29.9%). In terms of age groups, the largest share of seasonal regular claims was established by claimants aged between 25 and 44 years. Notably, the share of seasonal regular claims established by the younger claimants (aged 24 years and less) was particularly low (1.9%). This is because younger individuals are more likely to quit jobs and return to school—this is an invalid reason for job separation under the *Employment Insurance Act* and consequently they do not qualify to receive EI benefits (see [subsection 2.2.2](#) for detailed discussion on coverage, eligibility and access to EI regular benefits). Because of this reason, younger individuals are less likely to meet the condition to be defined as seasonal claimants by having three or more EI regular or fishing claims in the five years preceding the reference year, with at least two of these claims having started at the same time of year as the claim in the reference year.

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, but rather is based on the claimant's recent history of EI regular or fishing benefits usage.

According to the LFS, there were 426,800 seasonal workers in Canada in FY1819*, representing 2.7% of total employment and 20.4% of temporary employment, virtually unchanged from last year. In Atlantic provinces, seasonal workers accounted for 5.7% of total employment. Compared to the previous year, Prince Edward Island had the largest increase in seasonal employment (+21.8%), whereas the largest decrease was observed in Alberta (-13.1%) and New Brunswick (-12.1%).

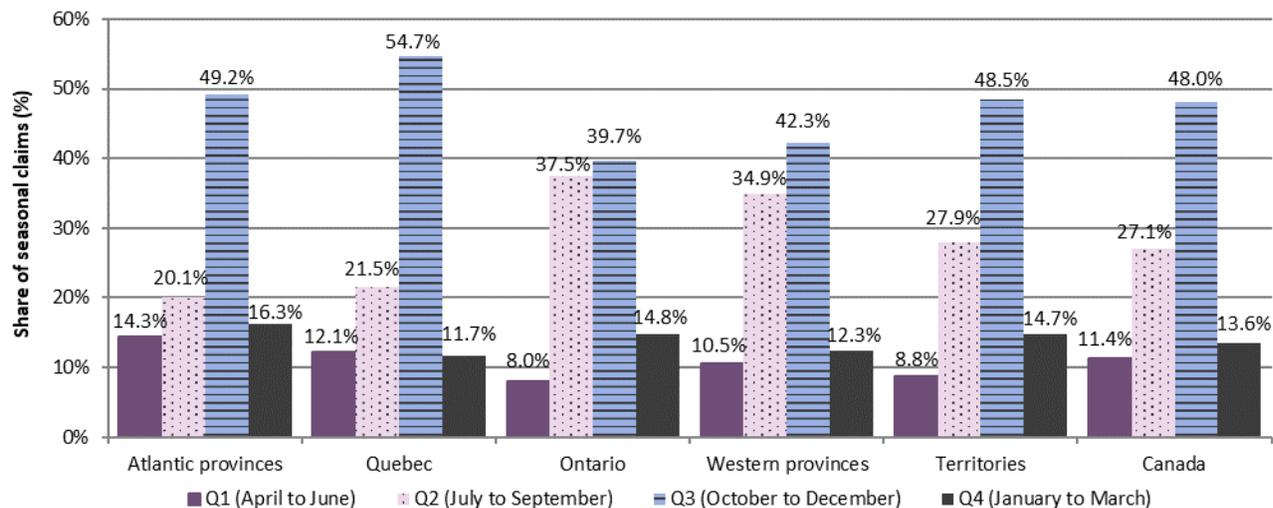
Historically, younger individuals aged between 15 and 24 years are more likely to work in seasonal jobs, attributed to summer employment patterns for students. Similar to the pattern observed for EI seasonal regular claims, men are also over-represented in seasonal employment—in FY1819, they accounted for 63.8% of all seasonal employment.

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

In terms of industry classification, as outlined in Table 23, the services-producing industries accounted for the largest share of seasonal regular claims (54.7%) established in FY1819. However, seasonal claims as a share of total regular claims in the goods-producing industries (34.6%) was higher than the services-producing industries (28.3%). The larger share of seasonal regular claims of total regular claims established in the Atlantic provinces may be attributed to the composition of industries in that region, which contains a large share of goods-producing industries, leading to a much higher proportion of seasonal employment in these industries relative to the rest of the country.

The number of EI seasonal regular claims established throughout the year varies by quarter; for instance, nearly half (48.0%) of all seasonal regular claims established in FY1819 were established in the third quarter (October to December) of the fiscal year, while just over a quarter (27.1%) were established in the second quarter (July to September). The greater number of claims established in the third quarter of the fiscal year corresponds to the slowdown in many seasonal industries during that time of year. As illustrated in Chart 20, the share of seasonal regular claims established in the third quarter was the highest in Quebec, followed by the Atlantic provinces. Notably, the share of seasonal regular claims established in the second quarter of the fiscal year was particularly higher in Ontario and Western provinces relative to the rest of the country.

Chart 20 – Distribution of Employment Insurance seasonal regular claims by quarter and region, Canada, FY1819



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.

When analyzed by gender, seasonal regular claims by men are more likely to be established in the third quarter, while those by women are more likely to be established in the second quarter of the fiscal year. By industry classification, seasonal regular claims are more likely to be established in the third quarter by claimants in the goods-producing industries, while claimants in the services-producing industries are more likely to establish claims in the second quarter of the fiscal year. This is likely due to the summer “off-season” in the Educational services industry, reflecting school closures during that period of the year (see Table 24).

Table 24 – Employment Insurance seasonal regular claims established by gender and industry, Canada, FY1819

Gender	Distribution of seasonal regular claims by quarter (%)			
	Q1 (April to June)	Q2 (July to September)	Q3 (October to December)	Q4 (January to March)
Men	8.7%	13.3%	61.1%	16.9%
Women	15.8%	49.5%	26.6%	8.1%
Industry				
Goods-producing industries	6.3%	12.3%	64.3%	17.1%
Services-producing industries	15.5%	39.2%	34.6%	10.6%
Unclassified*	8.3%	13.9%	58.4%	19.3%
Canada	11.4%	27.1%	48.0%	13.6%

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

* For some claims, this information was not available in the 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 regular benefits among seasonal claimants

The average maximum entitlement⁵³ of seasonal regular claims completed⁵⁴ in the reporting fiscal year was 28.3 weeks, down from 29.8 weeks (-1.5 weeks or -5.2%) in FY1718. In comparison, the average

⁵³ The maximum entitlement refers to the maximum number of weeks during which EI benefits can be paid to a claimant.

⁵⁴ Completed claims include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

maximum entitlement of completed non-seasonal regular claims was 31.1 weeks in the reporting fiscal year, down from 33.8 weeks (-2.7 weeks or -7.9%) in FY1718.

The average actual duration⁵⁵ of seasonal regular claims completed in FY1819 was 16.0 weeks, decreasing from 17.9 weeks (-1.9 weeks or -10.7%) in FY1718. In comparison, the average actual duration of non-seasonal regular claims in FY1819 was 19.2 weeks, decreasing from 21.2 weeks (-2.1 weeks or -9.7%) in FY1718. The average maximum entitlement and the average actual duration of seasonal regular claims are generally shorter than those for non-seasonal regular claims, reflecting the fact that seasonal claimants typically accumulate fewer hours of insurable employment prior to establishing a claim than non-seasonal claimants.

Changing trends in the time period between claims for Employment Insurance regular claims

A recent study by ESDC* examined the changes in time between EI repeat regular claims over the 2001 to 2016 period and the demographic differences associated with time between claims.

The study found that about 47% of EI regular claims were followed by a successive claim for EI regular benefits within one year following the end of the first claim. Overall, the average number of weeks between claims and the average number of weeks worked between claims decreased over time. The average weeks between the start dates of claims remained stable at around 56 weeks, suggesting that the seasonality of a job played an important role among repeat regular claims because seasonal claimants establish their claims at the same time of year.

It was found that approximately 63.5% of repeat regular claims were seasonal claims and this share did not vary over time. Seasonal claimants had a shorter period of time and fewer weeks worked between claims compared to non-seasonal claimants. Non-seasonal claimants, however, had a more consistent share of weeks worked between claims over time compared to seasonal claimants. In addition, the majority of seasonal claimants returned to the same employer in comparison to non-seasonal claimants. The profile of repeat claimants was comparable for seasonal and non-seasonal claims; men, older claimants, those living in Atlantic provinces and those working in goods-producing industries had fewer weeks between claims.

*ESDC. Weeks between repeat regular claims. (Ottawa: ESDC, Employment Insurance Policy Directorate, 2020).

⁵⁵ See [Annex 2.1](#) for the definition of the average actual duration.

Pilot project: Additional weeks of EI regular benefits for seasonal claimants in 13 EI economic regions

Following the commitment made in Budget 2018 to support seasonal workers over the next two years, a new pilot project (no. 21) was introduced in August 2018 to provide additional weeks of EI regular benefits to eligible seasonal claimants in 13 EI economic regions*. Under this pilot project, eligible seasonal claimants in these 13 EI regions who start a benefit period between August 5, 2018 and May 30, 2020 would be eligible for up to five additional weeks of EI regular benefits.

As the pilot project affected eligible seasonal regular claims whose benefit period started on August 5, 2018 in the reporting year, the availability of data to report on the number of affected claims is limited in the extent of this report. Because average maximum entitlements and average actual durations are based on completed claims, the full effect of this pilot project on the maximum entitlement and average durations of EI regular claims by seasonal claimants, as well as the number of affected claims and additional amounts paid over more than a fiscal year will be reported in next year's Employment Insurance Monitoring and Assessment Report, as more mature data becomes available.

* These selected EI economic regions are: Newfoundland-Labrador (excluding St. John's), Charlottetown, Prince Edward Island, Eastern Nova Scotia, Western Nova Scotia, Madawaska-Charlotte, Restigouche-Albert, Gaspésie-Îles-de-la-Madeleine, Central Quebec, North Western Quebec, Lower Saint Lawrence and North Shore, Chicoutimi-Jonquière and Yukon (excluding Whitehorse).

Overlapping definitions of seasonal and frequent claimants

Frequent EI claimants are defined as 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. There is a significant overlap between frequent and seasonal claimants.⁵⁶

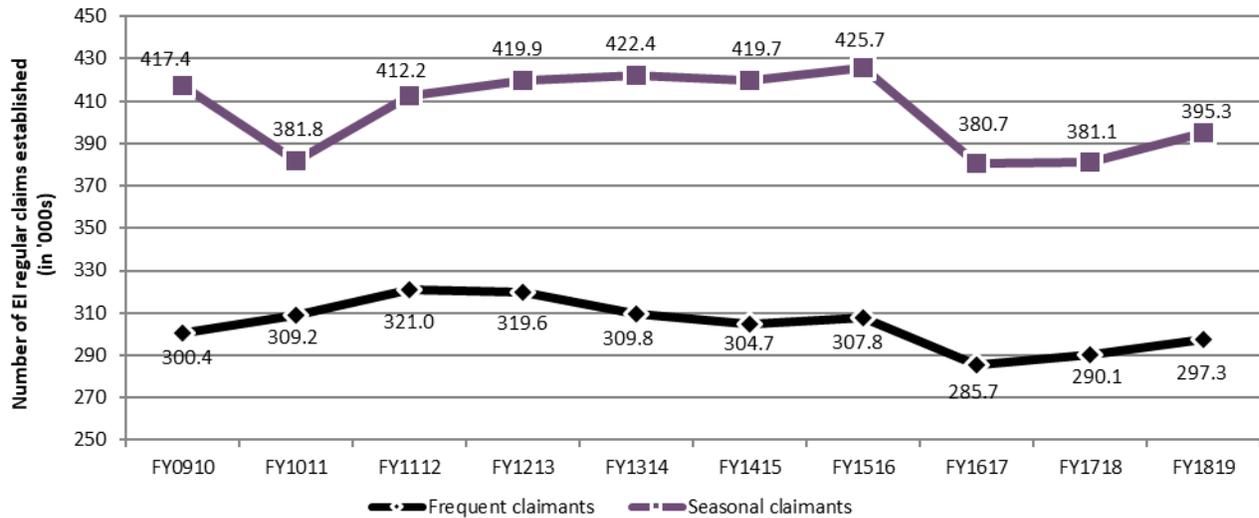
Frequent and seasonal EI claimants differ in two criteria:

- frequent claimants must have received more than 60 weeks of EI regular or fishing benefits, whereas seasonal claimants do not need to have received EI benefits for a specific number of weeks; and
- the timing of establishing claims determines a claimant's status as seasonal, whereas this is not the case for defining frequent claimants.

Chart 21 outlines the number of EI regular claims established by frequent and seasonal claimants in the past 10 years. During this period, in terms of EI regular benefits, the number of seasonal claimants were much higher than the frequent claimants. This suggests that many seasonal regular claimants collect less than 60 weeks of EI regular benefits over the course of five fiscal years, while a large proportion of frequent claimants can also be considered seasonal. This is evident in Chart 22—in FY1819, the number of claims established by seasonal and frequent claimants (235,400) were almost 1.5 times the number of claims established by seasonal claimants that were non-frequent claimants (159,900).

⁵⁶ See [Annex 2.1](#) for more information on EI claimant categories.

Chart 21 – Number of Employment Insurance regular claims from frequent and seasonal* claimants, Canada, FY0910 to FY1819

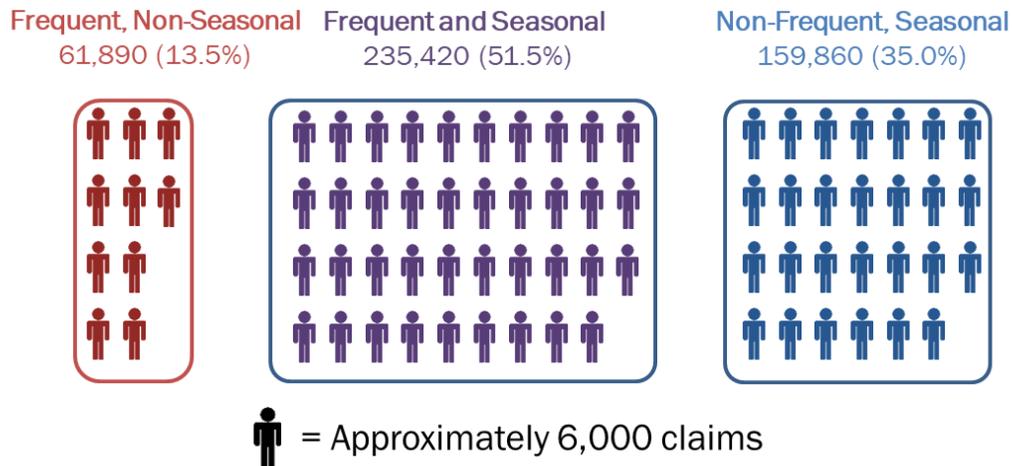


Note: Includes claims for which at least \$1 of EI regular benefits was paid.

* See [Annex 2.1](#) for definitions of frequent and seasonal claimants 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 22 – Distribution of Employment Insurance regular claims established by seasonal and/or frequent* claimants, Canada, FY1819



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

* See [Annex 2.1](#) for definitions of frequent and seasonal claimants 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.

As outlined in Table 25, the two non-overlapping populations by claimant type (that are, the frequent, non-seasonal claimants and the non-frequent, seasonal claimants) had different characteristics in terms of duration, proportion of regular benefits paid and exhaustion rate in FY1819. Frequent non-seasonal claimants were paid, on average, for a much longer duration, used a greater proportion of their regular weeks of entitlement and were more likely to exhaust their entitlement than non-frequent, seasonal claimants. However, once defined as frequent claimants, there are no observed differences in the

proportion of regular weeks paid and the exhaustion rate between non-seasonal and seasonal claimants.

Table 25 – Completed Employment Insurance regular claims by frequent and/or seasonal* claimants, Canada, FY1819

Claimant type	Average duration of EI regular benefits (in weeks) ^p	Proportion of regular benefits paid (%) ^p	Exhaustion rate (%) ^p
Frequent, non-seasonal	23.2	74.0%	34.5%
Frequent and seasonal	19.6	74.3%	33.2%
Non-frequent, seasonal	10.9	40.2%	8.6%

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.

^p Preliminary data.

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

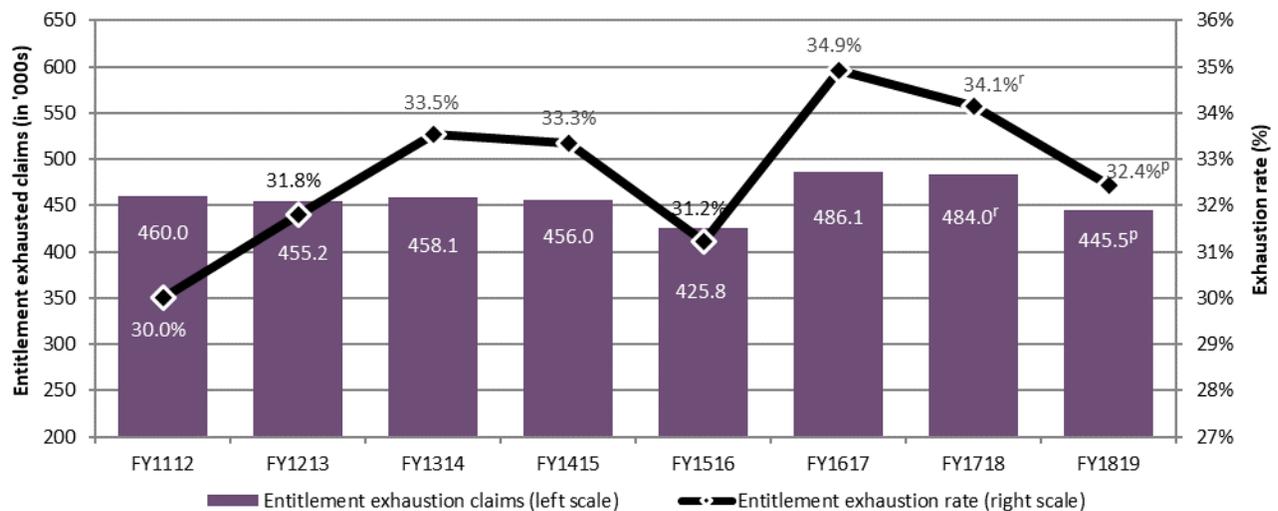
2.2.6 Exhaustion of Employment Insurance regular benefits

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 completed⁵⁷ in order to determine whether the entitlement is exhausted or non-exhausted, the analysis in this section focuses on EI regular claims completed during FY1819, regardless of the claim's start date.

Entitlement exhaustion of Employment Insurance regular benefits

Of the EI regular claims completed during FY1819, 445,500 claims (32.4%) were completed with their regular benefit entitlement exhausted. As shown in Chart 23, the volume of EI regular claims with exhausted entitlement has decreased from 484,000 to 445,500, representing 38,500 claims or -8.0% between FY1718 and FY1819, after remaining relatively stable at around 485,000 over the past two years. This decline can be attributed to an improvement in economic conditions observed in 2018 and during the first quarter of 2019. During the reporting period, the national unemployment rate fell to an average of 5.8%, down from 6.1% in FY1718, the lowest annual rate since 1976. Over the same period, employment continued to strengthen in the second half of 2018 and during the first half of 2019 supported by growth in full-time jobs and among private sector workers – see [Chapter 1](#) for detailed discussion on Canada's labour market in FY1819.

Chart 23 – Employment Insurance regular benefit entitlement exhaustion rate and exhausted claims, Canada, FY1112 to FY1819



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

^r Revised data.

^p Preliminary data.

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

⁵⁷ Completed claims include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

In FY1819, the exhaustion rates decreased in all provinces and territories, except New Brunswick, Ontario and Alberta where they were relatively unchanged. As illustrated in Table 26, the most notable decreases in exhaustion rates were in Newfoundland and Labrador, the territories, Saskatchewan and Nova Scotia. By gender, claims established by women tend to have a higher entitlement exhaustion rate than those established by men. This is due, in part, to women on average qualifying for fewer weeks of EI regular benefit entitlement. Among age groups, claims established by claimants aged 55 years old and over posted the highest exhaustion rate (38.8%), followed by claimants under 25 years old (32.9%). The remaining two age groups had a lower exhaustion rate than the national level.

Table 26 – Entitlement and benefit period exhaustion rates of Employment Insurance regular benefits by province or territory, gender, age and claimant category, Canada, FY1718 to FY1819

Province or territory	Entitlement exhaustion rate			Benefit period exhaustion rate		
	FY1718	FY1819 ^a	Change (ppts)	FY1718	FY1819 ^a	Change (ppts)
Newfoundland and Labrador	45.2% ^f	36.0%	-9.3	19.1%	23.1%	+4.0
Prince Edward Island	34.6% ^f	32.2%	-2.3	28.6%	20.4%	-8.2
Nova Scotia	40.9% ^f	37.6%	-3.4	22.6%	21.0%	-1.6
New Brunswick	34.8% ^f	34.9%	0.0	30.1%	21.2%	-9.0
Quebec	31.6% ^f	29.3%	-2.4	22.8%	20.0%	-2.9
Ontario	32.0% ^f	32.1%	+0.1	15.9%	15.9%	0.0
Manitoba	35.1% ^f	32.5%	-2.7	19.2%	18.9%	-0.3
Saskatchewan	37.8% ^f	33.2%	-4.6	9.8%	16.1%	+6.3
Alberta	35.7% ^f	35.2%	-0.5	7.8%	13.0%	+5.2
British Columbia	35.9% ^f	34.0%	-1.9	12.9%	15.6%	+2.7
Yukon	49.2% ^f	42.5%	-6.6	8.9%	12.6%	+3.7
Northwest Territories	50.6%	45.7%	-4.9	16.7%	16.0%	-0.7
Nunavut	43.9% ^f	39.2%	-4.7	7.3%	8.8%	+1.5
Gender						
Men	33.3% ^f	31.9%	-1.4	19.0%	18.6%	-0.4
Women	35.4% ^f	33.3%	-2.1	16.9%	16.6%	-0.3
Age category						
24 years old and under	33.5% ^f	32.9%	-0.6	14.8%	15.5%	+0.7
25 to 44 years old	31.3% ^f	29.4%	-1.8	16.9%	17.5%	+0.6
45 to 54 years old	32.5% ^f	31.0%	-1.5	20.2%	19.5%	-0.7
55 years old and over	41.3% ^f	38.8%	-2.4	19.9%	17.8%	-2.2
EI claimant category*						
Long-tenured workers	25.6% ^f	26.0%	+0.4	15.6%	18.0%	+2.4
Occasional claimants	36.3% ^f	34.9%	-1.5	16.0%	16.4%	+0.4
Frequent claimants	39.0% ^f	33.5%	-5.5	26.5%	21.1%	-5.5
Canada	34.1%^f	32.4%	-1.7	18.2%^f	17.8%	-0.3

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.

^f Revised data.

^a 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

Claims may also end because their benefit period – the period during which an EI claimant can receive EI benefits⁵⁸ – ends before all potential regular benefit weeks of entitlement have been paid. When this occurs, unless the claimant has stopped filing EI biweekly reports⁵⁹, the claim is considered to have

⁵⁸ The benefit period is usually 52 weeks for a claim with EI regular benefits.

⁵⁹ A claimant who does not file their biweekly reports is not considered to be eligible to receive EI benefits. This usually occurs when a claimant has found a new job.

exhausted its benefit period. Claims that exhausted their benefits periods represented 17.8% of all completed regular claims in FY1819 (see Table 26).

The circumstances that result in benefit period exhaustion are generally different than those associated with entitlement exhaustion. There are many variables that 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 (70.6% in FY1819) compared with claims that were completed by entitlement exhaustion (33.7%) (see Table 27). Claims that exhausted the benefit period through Working While on Claim had, on average, a greater number of weeks worked while on claim (15 weeks in FY1819) compared to claims that exhausted their entitlement (11.5 weeks in FY1819). 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 (69.9% in FY1819 compared to 9.9% for claims that exhausted their entitlement).

Table 27 – Completed Employment Insurance regular claims by exhaustion type, Canada, FY1718 to FY1819

Exhaustion rate	Entitlement exhausted claims		Benefit period exhausted claims	
	FY1718 ^f	FY1819 ^p	FY1718 ^f	FY1819 ^p
	34.1%	32.4%	18.2%	17.8%
Exhaustion rate by seasonality status				
Seasonal claim	26.5%	23.0%	28.9%	23.8%
Non-seasonal claim	37.3%	36.3%	13.7%	15.4%
Exhaustion rate by local unemployment rate at the time the claim was established				
6.0% or less	32.4%	32.1%	11.9%	15.7%
6.1% to 8.0%	33.6%	31.7%	18.6%	17.2%
8.1% to 10.0%	36.0%	35.7%	18.0%	21.1%
10.1% to 13.0%	34.7%	32.8%	14.2%	19.1%
13.1% or above	36.3%	33.6%	28.2%	22.9%
Proportion of claims involving at least one week worked while on claim	35.7%	33.7%	72.2%	70.6%
Requalification rate for EI benefits [*]	11.2%	9.9%	69.3%	69.9%
Average weeks worked while on claim ^{**}	12.1	11.5	16.3	15.0
Average weeks of regular benefits paid	28.8	26.3	19.0	17.8
Share of mixed claims (collected special benefits)	10.6%	11.8%	18.6%	18.4%
Average proportion of regular entitlement used	100.0%	100.0%	56.6%	55.4%

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

^f Revised data

^p Preliminary data

^{*}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.

^{**}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 beneficiary's 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 (11.8%). Claims that exhausted the benefit period were also paid fewer weeks of EI regular benefits (17.8 weeks) compared to claims that exhausted their entitlement (26.3 weeks).

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

Entitlement exhaustion rates for the current reporting year are lower for seasonal claims⁶⁰ (23.0%) than non-seasonal claims (36.3%) (see Table 27). 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.

Claimants who exhaust their entitlement weeks without finding work may go through a period without income from either employment or EI benefits. 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. While this is especially common for seasonal claimants, it can affect non-seasonal claimants as well.

Starting with the FY1718 EI Monitoring and Assessment Report, the definition of gappers was 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. Of the 1.29 million regular claims in FY1819, approximately 83,750 (6.5%) experienced a gap in income. There were 38,100 seasonal claimants and 45,650 non-seasonal claimants (see Table 28) that experienced a gap in income. Of the 83,750 gappers, the average length of their gap was 5.3 weeks.

Table 28 – Number of gappers by seasonality, Canada, FY1718 to FY1819

Claimant type	FY1718	FY1819	Change (%)
Seasonal	33,020 (44.1%)	38,100 (45.5%)	+15.4%
Non-seasonal	41,820 (55.9%)	45,650 (54.5%)	+9.2%
Total	74,840 (100.0%)	83,750 (100.0%)	+11.9%
Average gap length (week)	5.0	5.3	+5.1%

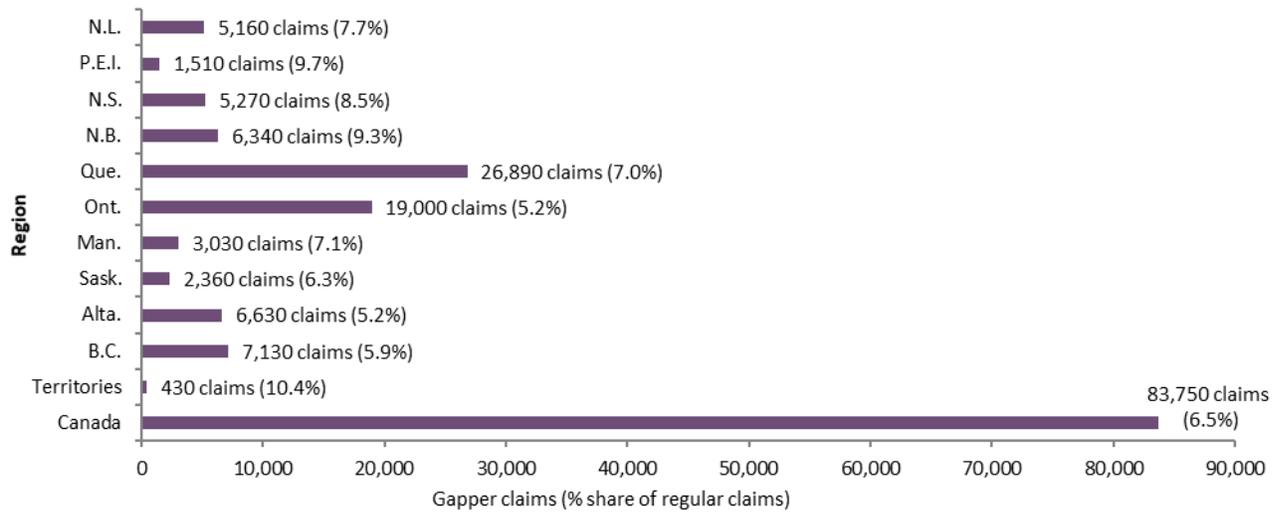
Notes: Includes claims for which at least \$1 of EI regular benefits was paid. Percentage change is based on unrounded numbers.

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 24. All provinces and territories, except Ontario, Alberta and British Columbia, were overrepresented among gappers compared to the overall national share of gappers (6.5%). This is mostly attributable to the composition of the local labour markets.

⁶⁰ Seasonal claimants 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 2.2.5](#) for further analysis on these claims.

Chart 24 – Number of gappers and share among all Employment Insurance regular claims by region, Canada, FY1819



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.

2.2.7 Working while on claim

The purpose of the Working While on Claim (WWC) provision of the *Employment Insurance Act* is to encourage claimants to accept available jobs while receiving EI benefits to enable them to earn additional income while on claim, maintain their skills and remain connected to the labour market. The provision, which existed under legislation or pilot projects, is intended to determine how EI benefits will be adjusted to reflect earned employment income. It allows claimants to keep their total employment earnings and continue to receive a portion of their EI benefits. If benefits are reduced to zero, then the week of entitlement is deferred and can be used later during the benefit period.⁶¹

In FY1819, the effective WWC provision was linked to Pilot Project 20⁶² (in place from August 7, 2016 to August 11, 2018) and to the default earnings rule under this Pilot Project; that is, the “50 cents on the dollar rule” that became a permanent part of the EI program as of August 12, 2018. Under this rule, claimants can keep 50 cents of their EI benefits for every dollar earned while on claim, up to a maximum of 90% of the average weekly insurable earnings used to calculate their weekly benefit rate, before benefits are deducted dollar-for-dollar.⁶³

Some eligible claimants⁶⁴ may choose a temporary alternate earnings rule that allows them to earn \$75 per week or 40% of their weekly benefits, whichever is greater, without their EI benefits being reduced; any amount earned above is deducted from their benefits dollar-for-dollar. This alternate earnings rule is in place for a three-year transition period until August 14, 2021.

Throughout the reporting period, the WWC provision applied to EI claimants receiving regular, fishing, parental, compassionate care and family caregiver benefits for children or adults. Since August 12, 2018, sickness and maternity beneficiaries have also been eligible for the WWC rules.⁶⁵

This subsection focuses on claims and their beneficiaries who reported employment income from part-time or full-time work in at least one week while on claim, regardless of whether the EI benefits paid for those weeks were completed in full, partial or zero. It is important to note that the WWC provisions also apply to many other forms of income, such as pensions or severance pay, which are not included in the results presented.

Number of Employment Insurance regular claims and claimants working while on claim

The use of the WWC provision is presented using two different approaches: one based on claimants who had an active regular claim⁶⁶ during the reporting fiscal year (regardless of the year in which their claim

⁶¹ Some claimants also have the option of deferring a week of entitlement to use it later in the benefit period. Claimants receiving one or more weeks of reduced benefits may request a refusal of payment for any or all of those weeks. If the payment refusal is allowed, then the weeks of EI benefits are deferred and can be claimed later in the benefit period.

⁶² The WWC provision related to Pilot Project 20 allowed claimants to choose between the default earnings rule (the 50 cents for every dollar earned rule) and the alternate earnings rule (\$75 or 40% of weekly EI benefits). Unlike under Pilot Projects 18 and 19 and the new legislation, every claimant could opt for the alternate rule under pilot project 20. However, the alternate rule did not apply to claimants receiving special benefits for self-employed persons.

⁶³ This ensures that claimants do not receive more in pay and benefits than they would have earned by working.

⁶⁴ Eligible claimants for these transitional provisions are those who previously chose the alternate earnings rule when they established a claim under Pilot Project 20 for any benefit period between August 7, 2016 and August 11, 2018, regardless of the benefit type.

⁶⁵ Prior to August 12, 2018, sickness and maternity benefit recipients could earn employment income while on claim, but their benefits were reduced by one dollar for every dollar earned.

⁶⁶ For WWC purposes, an active claim is defined as a claim for which at least \$1 was paid during the reporting period.

was established) and the other based on regular claims completed in the reporting fiscal year. These two approaches provide different but complementary WWC results. The first approach, which focuses on the WWC activity in the fiscal year under review, better reflects the labour market conditions and WWC provisions in effect during the reporting period. The second approach provides a better estimate of the relative incidence of WWC because it is based on the entire duration of the claim (rather than a specific time period as under the first approach).

Of all EI regular benefit claimants with an active claim in FY1819, 730,000 (or 43.1%) worked at least one week while on claim in that fiscal year (see Table 29). In that same period, 49.8% of all completed regular claims included at least one week worked while on claim.

Table 29 — 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, FY1819

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 a claim's life	
	Number	Share (%)	Number ^P	Share (%) ^P
Newfoundland and Labrador	44,970	53.8%	44,280	60.8%
Prince Edward Island	8,790	46.4%	8,610	51.2%
Nova Scotia	38,030	48.3%	35,410	54.5%
New Brunswick	42,820	51.4%	40,240	57.1%
Quebec	247,180	51.0%	230,800	56.4%
Ontario	173,270	36.1%	157,030	41.5%
Manitoba	20,020	35.8%	19,310	43.7%
Saskatchewan	19,280	35.7%	18,960	45.4%
Alberta	67,240	35.9%	65,300	46.2%
British Columbia	66,410	40.4%	61,740	47.9%
Territories	2,160	36.4%	1,920	42.6%
Gender				
Men	431,560	41.6%	407,900	48.5%
Women	298,610	45.3%	275,700	51.8%
Age category				
24 years old and under	62,660	40.8%	62,060	49.4%
25 to 44 years old	344,320	46.1%	325,620	53.9%
45 to 54 years old	181,760	49.7%	171,470	57.1%
55 years old and over	141,430	32.9%	124,450	36.2%
Seasonality*				
Seasonal	N/A	N/A	222,470	56.0%
Non-seasonal	N/A	N/A	461,130	47.3%
Canada	730,170	43.1%	683,600	49.8%

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

^P Preliminary.

* 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 proportion of regular benefit claimants (or completed claims) with at least one week worked while on claim varies by, among other things, region and industry, which may be partly explained by local labour market conditions in the regions where the claimants resided. The greater shares of EI regular benefit claimants who worked at least one week while on claim are related to regions and industries that have a higher proportion of seasonal claimants, such as the Atlantic provinces (50.9%), Quebec (51.0%), and the Educational services (57.7%) and Construction (48.6%) industries. This may be due in

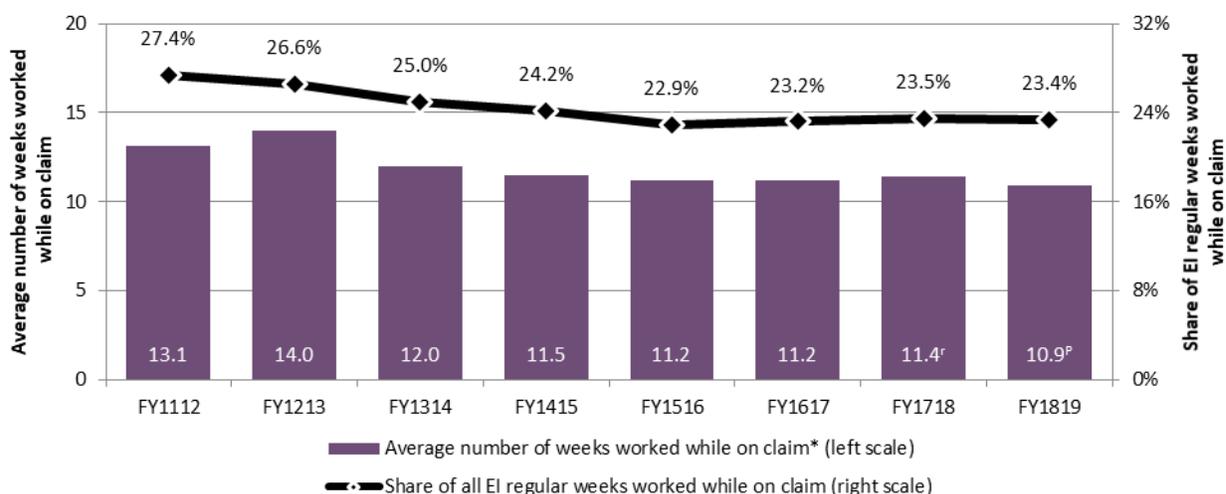
part to limited available hours of work during the “off-peak season” and better opportunities for re-employment should the benefit period of claimants exceed the “off-peak season” duration.

Weeks worked while on claim

This subsection examines the WWC provision in relation to the number of weeks worked while on claim. Specifically, it examines whether 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 proportion of weeks of EI regular benefits worked while on claim (23.4% in FY1819) among weeks for which claimants were entitled to receive EI regular benefits remained largely unchanged from the previous fiscal year, and remained relatively stable over the past four years after declining since early 2010 (see Chart 25). The average number of weeks worked while on claim, which has followed a slight downward trend in recent years, decreased slightly from 11.4 weeks in FY1718 to 10.9 weeks in FY1819.

Chart 25 — Employment Insurance (EI) weeks worked while on claim by EI regular benefit claimants, Canada, FY1112 to FY1819



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

* Based on claims completed during the fiscal year.

^r Revised.

^p Preliminary estimates.

Source: 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 proportion of weeks worked while on claim varied in the same way as the proportion of claimants who worked at least one week while on claim. Seasonal claimants, women, claimants aged 45 to 54, and claimants in the Atlantic and Quebec provinces had higher proportions of weeks worked while on claim than the national average (see Table 30).

Table 30 — Share of Employment Insurance regular weeks worked while on claim by region, gender, age and seasonality, Canada, FY1415 to FY1819*

Region	FY1415	FY1516	FY1617	FY1718	FY1819
Newfoundland and Labrador	27.0%	25.8%	27.4%	25.9%	26.7%
Prince Edward Island	25.9%	25.1%	26.0%	25.2%	23.1%
Nova Scotia	27.8%	26.7%	26.7%	26.6%	26.0%
New Brunswick	32.4%	31.2%	31.7%	32.9%	30.8%
Quebec	31.2%	31.2%	32.5%	32.7%	32.8%
Ontario	17.7%	17.1%	17.1%	16.7%	16.5%
Manitoba	12.7%	12.1%	12.4%	12.8%	12.8%
Saskatchewan	12.9%	12.6%	13.3%	13.5%	12.5%
Alberta	11.8%	10.7%	13.5%	14.5%	14.0%
British Columbia	19.9%	18.7%	19.4%	19.6%	19.0%
Territories	11.1%	12.5%	11.4%	10.5%	11.7%
Gender					
Men	23.1%	21.5%	22.0%	22.5%	22.7%
Women	26.1%	25.6%	25.4%	25.3%	24.6%
Age category					
24 years old and under	22.7%	21.1%	21.4%	22.4%	22.6%
25 to 44 years old	25.0%	23.7%	24.3%	24.9%	25.2%
45 to 54 years old	29.5%	28.2%	28.3%	28.9%	28.6%
55 years old and over	17.7%	16.9%	17.0%	17.1%	16.8%
Seasonality**					
Seasonal	32.1%	31.1%	31.7%	31.3%	29.9%
Non-seasonal	20.5%	19.4%	19.8%	20.5%	20.7%
Canada	24.2%	22.9%	23.2%	23.5%	23.4%

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.

† Revised.

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

Overall, changes to the WWC pilot projects over the years since 2005, combined with changes in economic conditions, have contributed, at various levels, to encouraging claimants to work more while on claim and to changing trends in the number of weeks worked while on claim and in the intensity of work. A 2018 departmental evaluation⁶⁷ of the impact of the various WWC pilot projects confirmed these observations.

The evaluation first examined the effects of Pilot Projects 8, 12 and 17⁶⁸ compared to previous legislative rules. Those pilot projects increased the eligibility threshold of employment income that claimants could earn to \$75 or 40% of the weekly benefit rate (whichever is greater) before benefits were reduced dollar-for-dollar, compared to \$50 or 25% of the weekly benefit under the Act. The evaluation results demonstrated that Pilot Projects 8, 12 and 17 partially met the objective of encouraging claimants to work more while on claim. They increased the likelihood of claimants working, but only for levels of work where claimants could still receive all or part of their benefits. They reduced the probability of working for claimants whose EI benefits were reduced to zero. As a result, the

⁶⁷ ESDC, Evaluation of the Working While on Claim Pilot Projects (Ottawa: ESDC, Evaluation Directorate, 2018).

⁶⁸ Pilot Project 8 took place in 23 EI economic regions where the unemployment rate was 10% or higher from December 11, 2005 to December 6, 2008. Pilot Projects 12 and 17 were launched nationally with the same parameters as Pilot Project 8, from December 7, 2008 to August 6, 2011 for Pilot Project 12, and from August 7, 2011 to August 4, 2012 for Pilot Project 17.

evaluation indicated that the duration of work performed while on claim did not increase under Pilot Projects 8, 12 and 17.

The evaluation also compared the impact of Pilot Projects 8, 12 and 17 to those of Pilot Projects 18 and 19⁶⁹, which had the same parameters as Pilot Project 20 in effect during the fiscal year under review; that is, the “50 cents on the dollar rule”. Unlike previous EI pilot projects where EI benefits were reduced dollar-for-dollar above a set threshold, a claimant’s total income (EI benefits and employment earnings) increased proportionately to the number of hours worked until it reached 90% of weekly insurable earnings under Pilot Projects 18 and 19. The results of the evaluation showed that the latter pilots encouraged claimants not eligible to revert to the alternate earnings rule⁷⁰ (97% of claimants) to work more while on claim for all levels of earned employment income. The greatest impact was observed for levels of work above which claimants received more EI benefits compared to previous pilot projects. The evaluation also found that the number of weeks worked increased by approximately one week under Pilot Projects 18 and 19. However, they discouraged the majority of claimants eligible for the alternate earnings rule (i.e. the remaining 3% of claimants) who were less likely to work than under previous pilot projects.

As a result, the provisions of the most recent pilot projects in effect have likely smoothed the distribution of hours worked by EI claimants, compared to other pilot projects or the legislation, and have contributed to a greater intensity of work.

This increase in work intensity since the implementation of WWC Pilot Project 18 is also reflected in the average weekly earnings (that is, weekly EI regular benefits and employment earnings) of EI regular claimants who worked while on claim. Table 31 shows that the difference, in real terms, between the total weekly income of claimants who work while on claim and those who do not work is larger since the provisions of Pilot Project 18 came into effect in August 2012. This large difference is mainly due to higher real average weekly employment earnings reported during weeks worked while on claim, under the provisions of Pilot Projects 18, 19 and 20 (\$794 in the fiscal year covered in the report). Table 31 also shows that although claimants who worked while on claim had, on average, a higher total weekly income over the entire claim period compared to those who did not work while on claim, they received on average less EI benefits (\$325 per week compared to \$436 for those who did not work while on claim).

⁶⁹ Pilot Project 18 was in effect from August 5, 2012 to August 1, 2015. Pilot Project 19 was conducted from August 2, 2015 to August 6, 2016.

⁷⁰ As of January 6, 2013, Pilot Projects 18 and 19 allowed claimants who had worked while on claim during Pilot Project 17 to return to Pilot Project 17 rules.

Table 31 — Average real weekly income (adjusted in FY1819 dollars*) associated with completed Employment Insurance regular claims by working while on claim status, Canada, FY1112 to FY1819

	FY1112	FY1213	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819
	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	Pilot 20 and legislative change
Claims without working while on claim								
Average real weekly income (EI regular benefits only)	\$399	\$405	\$417	\$428	\$437	\$441	\$436	\$436
Claims with working while on claim (all weeks**)								
Average real weekly EI regular benefits	\$301	\$300	\$303	\$314	\$326	\$332	\$330	\$325
Average real weekly employment earnings	\$279	\$306	\$314	\$316	\$311	\$307	\$311	\$321
Average real weekly income (EI regular benefits and employment earnings)	\$581	\$605	\$617	\$629	\$637	\$640	\$641	\$645
Difference in average real weekly income between claims with WWC and claims without WWC								
Difference	+\$182	+\$201	+\$201	+\$201	+\$199	+\$199	+\$205	+\$210
Employment earnings during weeks worked only***								
Average real weekly employment earnings	\$657	\$684	\$748	\$767	\$784	\$782	\$779	\$794

Note: 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.

* Earnings and EI benefits are adjusted in real FY1819 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 (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 regular claimants who worked while on claim worked for a single employer.

Furthermore, this study found that virtually all claimants (94.8%) who worked while on claim worked for the same employer before or after their claim. In fact, 64.7% worked for the same employer before and after their claim, 19.1% worked for the same employer only before their claim, and 16.2% worked for the same employer only after their claim.

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

2.3 Employment Insurance support while on training

The EI program flexibilities allow unemployed EI claimants to train and get the skills they need to succeed in the workforce. Individuals who qualify for EI regular benefits may pursue training under different scenarios.

A claimant may be referred to training by a designated authority, such as a province or territory. Such training may be funded through provincial and territorial Labour Market Development Agreements (LMDA), or it may be self-funded by the claimant. In either of the circumstances, the provincial or territorial government must agree that the desired training is a reasonable part of the claimant's return-to-work action plan. In such cases, claimants continue to receive EI benefits while they upgrade their skills. See [Chapter III](#) for more information on LMDA.

Alternatively, claimants may choose to undertake training on their own initiative, without being referred to training by a designated authority. To keep receiving EI benefits, claimants must demonstrate that they are capable of and available for work. They must also continue to seek employment to maintain their eligibility for EI benefits, and they must show that attendance at the course has not created impediments to their work availability. These situations are assessed by Service Canada on a case-by-case basis, taking into account the individual circumstances of the claimant.

Finally, through Skills Boost, which was introduced in August 2018, EI claimants who are long-tenured workers and wish to self-fund full-time training at an approved institution can request permission directly from Service Canada to continue receiving EI benefits during training that would otherwise restrict their ability to meet program requirements (i.e. searching and being available for work). Skills Boost also introduced measures that took effect August 1, 2018, to provide enhanced Student Financial Assistance targeted to working or unemployed Canadians looking to return to school to upgrade their skills.

In FY1819, a total of 118,000 claims established received at least \$1 of EI regular benefits while on training.

Subsection 2.3.1 examines support for apprentices and subsection 2.3.2 discusses the training permission provided by Service Canada.

2.3.1 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 to 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 for instance, apprentices generally complete all of their technical training at a college (CEGEP) or at a 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 EI 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, they must meet EI regular benefits eligibility requirements⁷¹, and their respective province, territory or Indigenous organization must have referred them to training under section 25 of the *Employment Insurance Act* for each block of full time technical training that is required as part of their apprenticeship. Employers may also offer their apprentices Supplemental Unemployment Benefit (SUB) plans to increase their weekly income during their periods of technical training, up to 95% of the apprentice's normal weekly earnings.⁷²

Apprentices 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.

To help ensure that 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 departmental study showed that 84.5% of EI apprentices in FY1617 received their first benefits payment within 28 days of filing.⁷³

Apprentices may be entitled to receive financial support under Part II of the *Employment Insurance Act*⁷⁴ which is delivered by the provinces and territories (under the Labour Market Development Agreements) and Indigenous organizations (under the Aboriginal Skills and Employment Training Strategy⁷⁵). 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 benefits and the duration of their benefits. EI claims from apprentices are those referred

⁷¹ Have a valid reason for separation and sufficient insurable hours of employment over the qualifying period.

⁷² The purpose of a SUB plan is to provide employees with supplemental payments to EI benefits during a period of unemployment due to temporary stoppage of work, training, illness, injury or quarantine. Employers must register their SUB plans with Service Canada in order for payments made under such plans to not be considered earnings, which would reduce EI benefits.

⁷³ ESDC, Employment Insurance Support for Apprenticeship Training, (Ottawa: ESDC, Employment Insurance Policy Directorate, 2018).

⁷⁴ EI benefits received under Part II of the *Employment Insurance Act* are not considered in this section. See [Chapter III](#) for more information.

⁷⁵ Indigenous Skills and Employment Training Program beginning on April 1, 2019.

under section 25 of the *Employment Insurance Act* and who received at least one dollar of EI regular benefits during a period of full-time apprenticeship training.

Employment Insurance claims from apprentices and amount paid

In FY1819, apprentices established 50,200 new claims, an increase of 4,300 claims or +9.3% from the previous year. The number of claims increased in all provinces and territories, except Newfoundland and Labrador and New Brunswick. In relative terms, provinces with the largest year-over-year increase were Prince Edward Island (+41.7%), followed by Nova Scotia (+20.0%), Ontario (+18.7%), and British Columbia (+11.6%). The largest decrease was in Newfoundland and Labrador (-20.6%).

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, regular benefits for lack of available work or special benefits for care for a newborn child). The claimant may claim those benefits if he or she meets the eligibility requirements for the relevant EI benefits. Of all claims established by apprentices in the reporting fiscal year, 35.8% (or 18,000 claims) contained at least one week of regular benefits paid outside of periods of full-time training. Meanwhile, 1.3% (or 640 claims) contained at least one week of special benefits paid outside of periods of full-time training, including 560 claims for sickness benefits.

The total amount of EI benefits paid to apprentices rose by +2.5% to \$294.3 million compared to the previous year and the largest relative increase among provinces occurred in Ontario (+23.3%) followed by Prince Edward Island (+18.5%). Of the total of \$294.3 million paid in benefits, \$213.7 million (or 72.6% of the total EI benefits paid to apprentices) were paid while the apprentices attended full-time technical training. EI regular benefits paid outside of periods of full-time training accounted for most of the remaining benefits paid to apprentices (\$73.7 million or 25.1% of the total \$294.3M EI benefits paid), with a small fraction paid in special benefits (\$6.9M or 2.3%).

In FY1819, just over three-quarters of EI claims from apprentices were established in Ontario, Alberta, and British Columbia. Total benefits paid followed a similar distribution.

As in previous years, men established the vast majority of claims from apprentices (95.6% of all claims) and also accounted for the largest share of all EI benefits paid to apprentices (95.3%) in FY1819. 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 (13.6% in 2018).⁷⁶

⁷⁶ Statistics Canada. Table 37-10-0023-01 Number of apprenticeship program registrations

Table 32 – Employment Insurance claims from apprentices and amount paid by region, gender and age, Canada, from FY1718 to FY1819

Region	New claims established			Amount paid (\$ millions)		
	FY1718	FY1819	Change (%)	FY1718	FY1819	Change (%)
Newfoundland and Labrador	1,410	1,120	-20.6%	\$16.4	\$10.9	-33.4%
Prince Edward Island	240	340	+41.7%	\$1.4	\$1.7	+18.5%
Nova Scotia	1,400	1,680	+20.0%	\$9.0	\$9.4	+4.2%
New Brunswick	1,570	1,480	-5.7%	\$9.2	\$8.2	-11.6%
Quebec*	100	110	+10.0%	\$1.0	\$1.2	+18.6%
Ontario	12,510	14,850	+18.7%	\$67.5	\$83.2	+23.3%
Manitoba	3,120	3,110	-0.3%	\$18.4	\$18.4	0.0%
Saskatchewan	2,850	2,950	+3.5%	\$19.1	\$17.6	-7.7%
Alberta	13,100	13,720	+4.7%	\$93.5	\$88.0	-6.0%
British Columbia	9,520	10,620	+11.6%	\$50.6	\$54.2	+7.1%
Territories	120	240	+100.0%	\$0.8	\$1.5	+74.9%
Gender						
Men	43,650	47,990	+9.9%	\$269.2	\$280.4	+4.2%
Women	2,290	2,230	-2.6%	\$17.9	\$13.9	-22.4%
Age category						
24 years old and under	19,990	22,140	+10.8%	\$111.8	\$117.2	+4.8%
25 to 44 years old	24,380	26,580	+9.0%	\$162.3	\$166.0	+2.3%
45 years old and over	1,570	1,500	-4.5%	\$13.1	\$11.0	-15.5%
Canada	45,940	50,220	+9.3%	\$287.1	\$294.3	+2.5%

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.

* The low number of claims from 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.

Claimants aged 25 to 44 years old established the largest share of EI claims associated with apprenticeship programs and full-time technical training (52.9%), followed by those aged 15 to 24 years old who accounted for 44.1%. Claimants aged 45 years and over accounted for almost half of all EI regular claims established, but only 3.0% 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.⁷⁷

⁷⁷ Jungwee Park, Job-related Training of Older Workers (Ottawa: Statistics Canada, Labour Statistics Division, 2012).

Apprenticeships before and after the 2008 recession

A departmental study* analyzed the number of claims, total amount paid, duration of benefits and average benefit amount 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 large 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 after the 2008 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 during the recession. 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)

Similar to previous years, the majority of the apprentice claims established and amount paid were from the Construction sector (61.3% of claims established and 66.4% for amount paid) in FY1819 (see Table 33).

From the occupational grouping perspective, 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 group⁷⁸ (91.2%). These claimants also received 90.7%

⁷⁸ Trades and skilled transport and equipment operators group 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.

of total benefits paid to apprentices. While apprentice claimants from this occupational group were mainly employed in the Construction sector, they were also found in Manufacturing, Other services (excluding Public administration) and Retail trade sectors.

Table 33 – Employment Insurance claims from apprentices and amount paid by sector and occupational grouping, Canada, FY1718 to FY1819

Sector	New claims established			Amount paid (\$ millions)		
	FY1718	FY1819	Change (%)	FY1718	FY1819	Change (%)
Construction	28,400	30,790	+8.4%	\$190.8	\$195.5	+2.4%
Manufacturing	3,140	3,480	+10.8%	\$18.6	\$18.8	+1.4%
Other services (excluding public administration)	3,050	3,760	+23.3%	\$14.8	\$16.9	+14.1%
Other sectors	11,350	12,190	+7.4%	\$62.9	\$63.1	+0.2%
Occupational grouping						
Trades and skilled transport and equipment operators	41,650	45,820	+10.0%	\$258.4	\$266.8	+3.3%
Other occupations	4,290	4,400	+2.6%	\$28.7	\$27.4	-4.4%
Canada	45,940	50,220	+9.3%	\$287.1	\$294.3	+2.5%

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.

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

Level and duration of Employment Insurance benefits for apprentices

During the reporting period, the average weekly benefit rate payable to apprentices increased by +2.2% to \$502. Consistent with previous years, the average weekly benefit rate for apprentices was higher than the average for EI regular claims (\$469) overall.

Similar to the previous year, apprentice claimants from the territories and Alberta received the highest average weekly benefit rate during the reporting period (\$543 and \$523, respectively). On average, the weekly benefit rate received was higher among men (\$503) than women (\$476) and among claimants aged between 25 and 44 years old (\$513) compared to claimants over 45 years old (\$505) and those under 25 years old (\$486).

On a year-over-year basis, the average duration of EI regular claims completed⁷⁹ by EI claimants while on full-time technical training increased by 12.2%, from 8.1 weeks in the previous year to 9.1 weeks during the reporting fiscal year. Claims in Manitoba (9.6 weeks), Alberta (9.4 weeks), and Ontario (9.2 weeks) were above the national average (9.1 weeks). The average duration of EI regular benefits received by men and women while on full-time technical training was almost equal, with 9.0 weeks and 9.3 weeks respectively. Claimants aged 55 years or older received somewhat fewer weeks of benefits (6.8 weeks) relative to claimants under 25 years old (9.1 weeks) and aged between 25 and 54 years old (9.1 weeks).

⁷⁹ In previous EI Monitoring and Assessment Reports, the average number of weeks of EI benefits received by claimants while on full-time technical training was reported based on all claims established during the reporting fiscal year. Starting with this year's report, actual duration estimates of weeks of EI benefits for apprentices 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. It is the same methodology than the one used to estimate actual durations for almost all other types of EI benefits provided in this report. Statistics for the reporting fiscal year (FY1819) are preliminary estimates which are subject to revision in the future.

Characteristics of firms that hire apprentices

A recent ESDC study* examined the characteristics of firms that employ EI-supported apprentices from 2001 to 2016.

The study found that the share of apprentices in a firm's workforce was positively correlated with its productivity, a pattern that has become more apparent since the FY0809 recession. Larger firms (more than 500 employees) are more likely to hire an apprentice every year and are more likely to have hired an apprentice at least once in the study period than other sizes of firms. However, smaller firms hire disproportionately more apprentices; almost one in two apprentices work in a firm with 5 to 49 employees.

On average, four out of five apprentices claimed EI from a single employer from 2001 to 2012. However, apprentices in the construction sector were more likely to make claims from multiple employers. In addition, just under 50% of apprentices stay for more than three years with the firm that trained them.

* ESDC, Characteristics of firms that hire apprentices. (Ottawa: ESDC, Labour Market Information Directorate, 2020)

2.3.2 Training with permission from Service Canada to keep receiving EI

Under Skills Boost, claimants who are long-tenured workers⁸⁰ and wish to self-fund full-time training at an approved institution may request permission directly from Service Canada to continue receiving EI benefits during training that would otherwise restrict their ability to meet program requirements (i.e. searching and being available for work). With regards to training referrals, Service Canada does not provide services normally provided by the provinces and territories such as employment counselling, job search assistance, needs assessments and assistance with the development of return to work action.

Between August 5, 2018 and March 31, 2019, Service Canada gave permission to (or "referred") 900 additional claimants to continue receiving EI benefits in order to train, using the new option available to long-tenured workers under Skills Boost. The largest number of training referrals by Service Canada was in Quebec (30.7%), followed by Ontario (23.4%), and Alberta (21.7%). Men accounted for just over half of referrals (52.1%); and claimants under 44 years old established almost three-quarters of referrals (74.3%). In terms of industry, claimants who worked in Manufacturing industry accounted for the largest share of referrals (12.4%), followed by those from Construction (11.3%) and Retail trade (9.3%) industries.

In FY1819, claimants who had been referred by Service Canada received benefits totalling \$11.5 million. Quebec (29.1%), Ontario (24.1%), Alberta (22.5%) and British Columbia and the territories (13.4%) accounted for 89.1% of the total amount paid in benefits. In terms of gender and age, men and women were evenly distributed for the total amount paid (50.9% and 49.1% respectively) and claimants under 44 years old accounted for 72.9% of the benefits paid. Further, claims associated with Manufacturing

⁸⁰ 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.

industry received the largest share of benefits paid (13.0%), followed by claims established by claimants who worked in the Construction (12.1%), Retail trade (9.1%), and Health care and social assistance (7.3%) industries.

Claimants with a referral to training by Service Canada received an average of \$475 in weekly benefits, which was higher than the average weekly regular benefit rate paid (\$469), but lower than that paid to long-tenured worker regular benefit claimants (\$503). Using a breakdown by gender and age, men had the highest weekly benefit rate (\$491) than women (\$460); and among different age groups, claimants aged 45 years and over had the highest weekly benefit rate (\$479).

Long-tenured workers who returned to school under Skills Boost received, on average, 13.5 weeks of EI benefits while taking a training and 14.3 weeks of EI benefits while looking for a job during their claim.

Claimants from Manitoba and Saskatchewan, on average, received most EI weeks while taking training (16.7 weeks). On average, women received more weeks of EI benefits than men when attending full-time training.

Table 34 – Claims established during which claimants received permission from Service Canada to train, amount paid, average weekly benefit rate and average duration, by region, gender, age and industry, Canada, FY1819

Region	Claims established during which claimants received permission from Service Canada to train	Amount paid (\$ million)	Average weekly benefit rate	Average duration ¹ of benefits while on training ^p (weeks)
Atlantic Canada	36	\$0.5	\$431	13.5
Quebec	276	\$3.3	\$459	12.9
Ontario	211	\$2.8	\$479	14.1
Manitoba and Saskatchewan	63	\$0.8	\$476	16.7
Alberta	195	\$2.6	\$498	14.0
British Columbia and Territories	119	\$1.5	\$481	11.8
Gender				
Men	469	\$5.8	\$491	12.9
Women	431	\$5.6	\$460	14.1
Age category				
44 years old and under	669	\$8.3	\$473	14.0
45 years old and over	231	\$3.1	\$479	12.1
Industry				
Construction	102	\$1.4	\$501	11.6
Manufacturing	112	\$1.5	\$489	16.0
Other goods-producing industries	39	\$0.5	\$521	14.3
Wholesale trade	48	\$0.6	\$477	13.7
Retail trade	84	\$1.0	\$437	12.0
Transportation and warehousing	39	\$0.5	\$481	10.1
Finance and insurance	32	\$0.4	\$495	13.9
Real estate and rental and leasing	23	\$0.3	\$487	11.0
Professional, scientific and technical services	52	\$0.7	\$498	13.2
Business, building and support services [*]	62	\$0.8	\$481	13.9
Educational services	51	\$0.6	\$462	11.4
Health care and social assistance	66	\$0.8	\$456	14.2
Information, culture and recreation ^{**}	44	\$0.5	\$455	14.0
Accommodation and food services	39	\$0.4	\$415	14.4
Other services (except public administration)	30	\$0.4	\$440	17.5
Public administration	63	\$0.8	\$492	14.2
Unclassified ^{***}	14	\$0.2	\$453	23.8
Canada	900	\$11.5	\$475	13.5

¹ Average duration of benefits while on training is based on claims completed during the reporting fiscal year.

^{*} 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).

^{***} For some claims, this information was not available in the data.

^p Preliminary estimates.

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

2.4 Employment Insurance fishing benefits

Employment Insurance (EI) provides fishing benefits to qualifying, self-employed fishers who are actively seeking work. Under the EI Fishing Regulations, a “fisher” is defined as a self-employed person engaged in fishing and includes a person engaged, other than under a contract of service or for their own or another person’s sport:

- in making a catch;
- in doing any work incidental to making or handling catch;⁸¹ or
- in the construction of a fishing vessel for their 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 EI 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 have accumulated enough in insurable earnings to qualify.⁸² Unlike EI regular benefits, qualification for EI fishing benefits are based on earnings, rather than hours of insurable employment.⁸³ Claimants must be ineligible for EI regular benefits and must have earned between \$2,500 and \$4,200 from insurable self-employed fishing activities, depending on the regional unemployment rate where they live at the time their claim is established (see Table 35). A fisher’s weekly benefit rate is calculated by dividing the fishing insured earnings by the divisor associated with the claimant’s regional unemployment rate. Fishing benefits are subject to the same maximum insurable earnings threshold as other types of EI benefits (a maximum benefit of \$547 per week in 2018 and \$562 in 2019).

Table 35 – Minimum insurable earnings needed to qualify for EI fishing benefits and earnings divisor used to calculate benefits, by regional unemployment rate

Regional unemployment rate	Required insurable earnings	Earnings divisor
6.0% or lower	\$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.

Fishing benefits can be paid in two defined benefit periods (winter and summer). The benefit period for a winter claim can start as early as the week of April 1 and must end no later than the week of December 15, whereas the benefit period for a summer claim can start as early as the week of

⁸¹ This type of 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.

⁸² 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.

⁸³ A fundamental requirement to qualify for a fishing claim is that a fisher must not be able to qualify for a regular benefits claim. If sufficient hours of insurable employment from non-fishing employment allow for the establishment of a regular benefits claim, a regular benefits claim must be established.

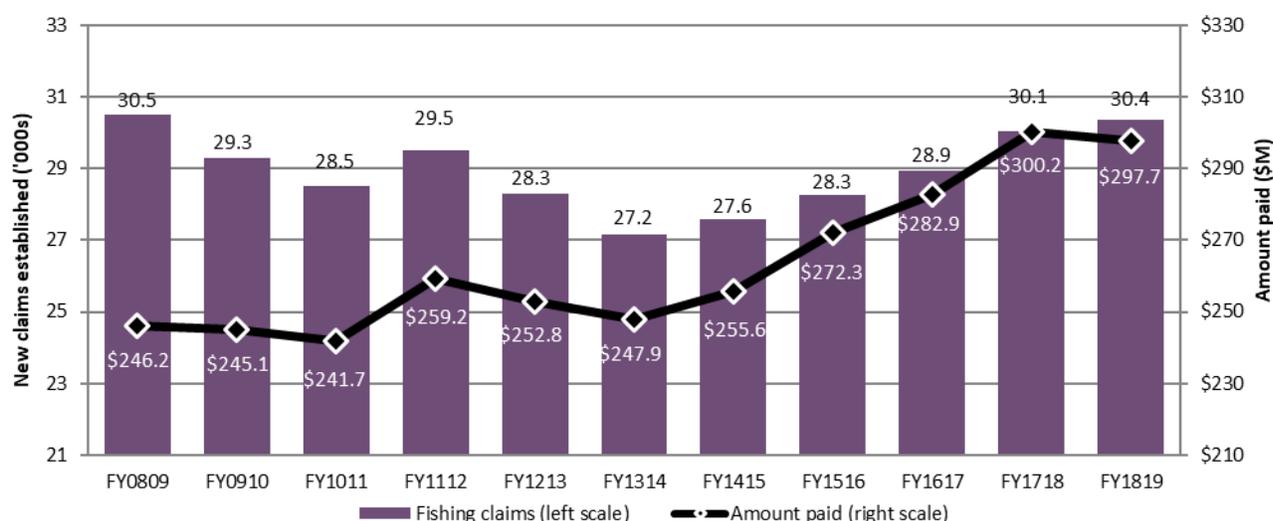
October 1 and must end no later than the week of June 15.⁸⁴ These weeks of benefits may be received consecutively or intermittently, but are limited by the fixed start and end dates of the benefit period. Claimants who qualify for EI fishing benefits are eligible to receive a maximum entitlement of 26 weeks per claim within the benefit period. Claimants may establish two claims per year and can, in some cases, defer earnings from one season to the other.

For the purpose of this section, EI fishing claims refer to 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 EI fishing claims increased for the fifth consecutive year to reach 30,400 in FY1819, up by 1.0% from FY1718. The total amount of EI fishing benefits paid decreased slightly (-0.8%) in the reporting year to \$297.7 million (see Chart 26). The total amount of EI fishing benefits paid represents 1.8% of the total amount paid for all EI benefit types.

Chart 26 – Employment Insurance fishing claims established and amount paid, Canada, FY0809 to FY1819



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 on claims are based on a 100% sample of EI administrative data, while data on amount paid are based on a 10% sample.

Six provinces in Canada (Newfoundland and Labrador, Prince Edward Island, Nova Scotia, New Brunswick, Quebec and British Columbia) have a significant fishing industry due to their geographic locations. As outlined in Table 36, on a year-over-year basis, the number of new fishing claims in FY1819 increased in Newfoundland and Labrador, Nova Scotia and Prince Edward Island, while it decreased in British Columbia, New Brunswick and Quebec. Historically, Atlantic Canada accounts for the largest share of EI fishing claims and this reporting year was no exception—81.9% of the total fishing claims established in FY1819 were from Atlantic Canada. Within that region, Newfoundland and Labrador had the largest share of claims (41.8%), followed by Nova Scotia (18.8%), Prince Edward Island (10.8%) and

⁸⁴ The qualifying period for summer fishing benefits cannot start earlier than the week of March 1, while 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.

New Brunswick (10.5%). Atlantic Canada accounted for 81.1% of the total amount of EI fishing benefits paid in FY1819. Newfoundland and Labrador had the largest share (39.8%) of the total amount of EI fishing benefits paid, followed by Nova Scotia (20.1%), New Brunswick (11.5%) and Prince Edward Island (9.8%).

Table 36 – Employment Insurance fishing claims and amount paid by region, gender and age, Canada FY1718 to FY1819

Region	Claims established			Amount paid (\$ millions)		
	FY1718	FY1819	Change (%)	FY1718	FY1819	Change (%)
Newfoundland and Labrador	12,278	12,682	+3.3%	\$121.4	\$118.4	-2.5%
Prince Edward Island	3,258	3,278	+0.6%	\$29.5	\$29.1	-1.3%
Nova Scotia	5,633	5,701	+1.2%	\$59.8	\$59.9	+0.2%
New Brunswick	3,310	3,203	-3.2%	\$34.7	\$34.1	-1.6%
Quebec	1,412	1,408	-0.3%	\$11.2	\$12.0	+7.2%
British Columbia	2,942	2,843	-3.4%	\$30.4	\$29.8	-2.1%
Other provinces and territories	1,222	1,252	+2.5%	\$13.3	\$14.5	+8.9%
Gender						
Men	24,015	24,319	+1.3%	\$241.0	\$238.9	-0.9%
Women	6,040	6,048	+0.1%	\$59.2	\$58.8	-0.6%
Age category						
24 years old and under	1,564	1,535	-1.9%	\$14.8	\$16.4	+10.8%
25 to 44 years old	8,683	8,556	-1.5%	\$90.1	\$89.9	-0.2%
45 to 54 years old	8,217	8,095	-1.5%	\$82.0	\$78.4	-4.4%
55 years old and over	11,591	12,181	+5.1%	\$113.3	\$113.0	-0.2%
Canada	30,055	30,367	+1.0%	\$300.2	\$297.7	-0.8%

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.

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.

As in previous years, fishing claims were predominantly established by men (80.1%). The number and share of claims established by women remained relatively unchanged in FY1819 from the previous year. The shares of amount paid in EI fishing benefits to both men and women were proportional to their shares of claims established.

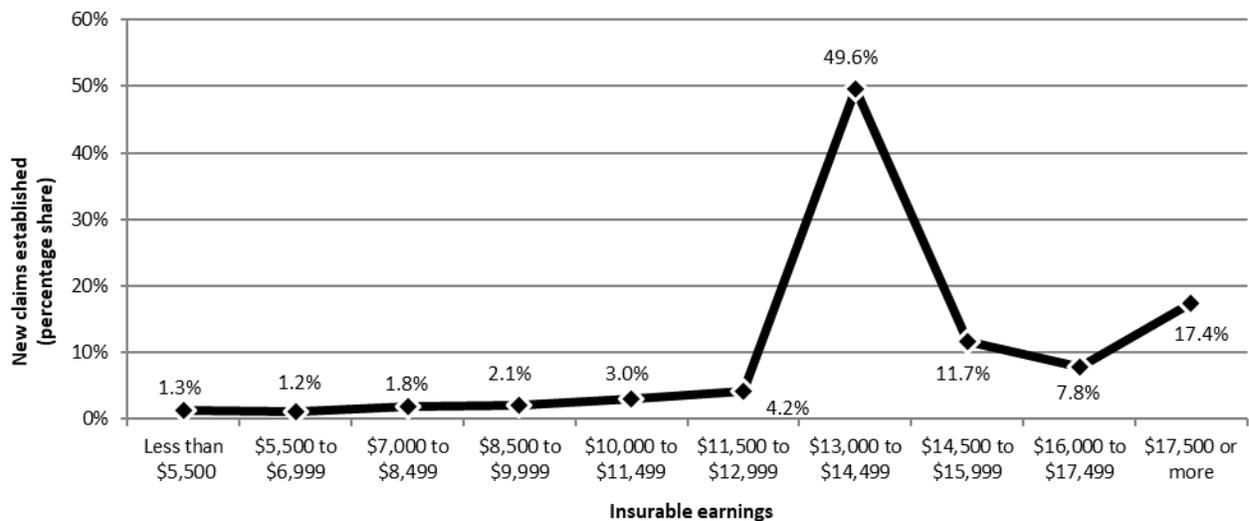
In FY1819, the number of fishing claims established decreased for all age categories except those who were 55 years old and over (+5.1%). Notably, claims established by younger claimants (aged 24 years and under) decrease slightly (-1.9%) in FY1819 compared to the previous year but the amount of EI fishing benefits paid to them increased substantially (+10.8%). This may be attributable to the growth in average weekly benefit rate—claims established by younger claimants had the highest growth rate in average weekly benefit rate (+2.2%) in FY1819 compared to claims established by individuals in other age groups.

The average weekly fishing benefit rate increased from \$510 in FY1718 to \$514 in the reporting period (+1.0%). As in previous years, this rate was above the average weekly regular benefit rate in FY1819 (\$469). The weekly fishing benefit rate increased in all provinces with a significant fishing industry in FY1819 compared to the previous year, except for Prince Edward Island where it decreased slightly (-\$4 or -0.7%). The average weekly fishing benefit rate was the highest in Quebec (\$538), while it was the lowest in British Columbia (\$475). The average weekly fishing benefit rates in Atlantic Canada were above the national average. The average weekly fishing benefit rate for men (\$518) was higher than that

for women (\$499). Claimants who were aged between 45 and 54 years had the highest weekly fishing benefit rate (\$522) (see [Annex 2.10.3](#)).

The proportion of fishing claims that received the maximum benefit rate remained relatively unchanged in FY1819 (74.1%) compared to the previous fiscal year (74.2%). This proportion, however, is still higher than the proportion of EI regular claims that received the maximum benefit rate for regular benefits in the reporting period (49.1%).⁸⁵ This is partly attributable to the fact that more than half (57.8%) of the total fishing claims in FY1819 were established in EI economic regions where the unemployment rates were higher than 13% (minimum divisor of 14) and required \$14,296 in insurable earnings over their qualifying period to receive the maximum weekly benefit rate of \$562. As illustrated in Chart 27, a significant number of fishing claims established in the reporting year had insurable earnings at, or very close to, the amount required to obtain the maximum benefit rate.

Chart 27 – Employment Insurance fishing claims by insurable earnings, Canada, FY1819



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.

2.4.2 Seasonal component of Employment Insurance fishing benefits

EI fishing benefits are available for two fishing seasons per year (winter and summer), allowing eligible claimants to establish more than one claim in a year. The 30,400 new fishing claims established during the reporting period were established by 21,500 fishers—of them, 12,600 had established a single claim while the rest (8,900 fishers) had established two claims.

Table 37 outlines the number of fishers that established claims by season of establishment for the past 5 years. Overall, the number of fishers who established a fishing claim during the reporting period remained relatively unchanged from the previous year. The number of fishers who established a single claim also remained relatively unchanged during this period, while the number of fishers with two claims increased (+2.4%).

⁸⁵ See [subsection 2.2.3](#) for detailed discussion.

Table 37 – Number of fishers by season of establishment, Canada FY1415 to FY1819

Season of establishment	FY1415	FY1516	FY1617	FY1718	FY1819	Change (%) FY1718 to FY1819
One season	11,880	11,996	12,398	12,709	12,611	-0.8%
Winter	2,596	2,605	2,720	3,031	3,145	+3.8%
Summer	9,284	9,391	9,678	9,678	9,466	-2.2%
Two seasons	7,852	8,132	8,267	8,667	8,876	+2.4%
Canada	19,732	20,128	20,665	21,376	21,487	+0.5%

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

In FY1819, fishers who established a single claim received an average of \$11,256 in EI fishing benefits. On the other hand, those who had established two fishing claims received an average of \$9,601 for the first claim and an average of \$8,420 for the second claim, for a total average of \$18,021 received in EI fishing benefits in FY1819. These amounts have not changed much within the past 5 years. In comparison, the average EI regular benefit paid to claimants in FY1819 was \$7,075.

2.4.3 Duration of Employment Insurance fishing benefits

Regardless of the local labour market conditions in a claimant's region of residence, the maximum entitlement of a claim established for EI fishing benefits is 26 weeks. In FY1819, the average duration of a fishing claim was 19.7 weeks, down from 19.9 weeks (-0.2 weeks or -1.2%) from the previous fiscal year. Among the provinces with a significant fishing industry, claims established in British Columbia have historically had the highest average duration in fishing benefits and this reporting year was of no exception—the average duration in FY1819 was 23.3 weeks. On the other hand, the average duration of EI fishing benefits in Atlantic Canada has historically been lower than the national average (19.7 weeks in the reporting year)—in FY1819, they ranged between 18.8 weeks in Prince Edward Island and 19.1 weeks in both Newfoundland and Labrador and New Brunswick. Claims established in Quebec had the lowest average duration at 17.1 weeks in FY1819 (see [Annex 2.10.2](#)). The lower average duration of claims in Atlantic provinces and Quebec may be attributable to the fact that a greater share of fishers in these regions establish two claims per year compared to those in other regions who mostly establish a single claim per year. For example, within the past 5 years, 48.0% fishers in the Atlantic provinces and 67.8% fishers in Quebec had established two claims on average per year, whereas the share of fishers with two claims during this period was 1.8% in British Columbia and 10.8% in all other provinces and territories combined.

Table 38 outlines the average duration of fishing benefits by fishers. During the reporting period, fishers who established a single fishing claim received an average of 23.0 weeks, relatively unchanged from the previous fiscal year. Fishers who established two claims received an average of 18.4 weeks for their first claim and 16.2 weeks for their second claim, for a total average of 34.6 weeks for the whole year in FY1819, down slightly (-0.5 weeks or -1.3%) from FY1718.

Table 38 – Average duration of Employment Insurance fishing benefits by fishers, Canada, FY1718 to FY1819

Season	Average duration (weeks)		Change (%) FY1718 to FY1819
	FY1718	FY1819	
One season/one claim	23.1	23.0	-0.6%
Two seasons/two claims	35.1	34.6	-1.3%
First claim	18.7	18.4	-1.4%
Second claim	16.4	16.2	-1.2%

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 avoid layoffs of all or a number of a firm's employees when there is a temporary reduction in the 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 temporarily reduced work week while their employer recovers. The goal of the program is for all participating employees to return to normal working hours by the end of the Work-Sharing agreement. The employer and the employees must agree to participate in a work-sharing agreement and must apply together.

To be eligible for a Work-Sharing agreement, employers must be in operation year-round in Canada for at least two years, must be a publicly-held company, private business or a not-for-profit organization experiencing temporary shortages of work and reductions in business activity that are beyond their control, and the shortage of work is not a cyclical or recurring slowdown.⁸⁶ 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 employees and Service Canada. Furthermore, the employer must demonstrate a recent decrease of approximately 10% or more of its business activity and must 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 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.⁸⁷ They must be eligible to receive EI regular benefits; and must agree to a reduction of their normal working hours and to share equally the available work among all members of their Work-Sharing unit over a specified period of time. This reduction in work activity of the employees' regular work schedule can vary depending on available work, as long as the work reduction on average over the life of the agreement is between 10% and 60%.

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 EI Work-Sharing benefits for the days they are not working. Also, within a Work-Sharing period the employers are required to maintain all existing employee benefits.

Employer initiated training activities, whether on-the-job training or off-site courses, may take place during the period of the Work-Sharing agreement. Depending on the cause of the work shortage, the

⁸⁶ A reduction in revenue levels alone would not meet the Work-Sharing eligibility criteria.

⁸⁷ 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.

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. Training could take place during the non-working days/hours for which the participating employees are in receipt of EI Work-Sharing benefits; 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 apply for EI regular benefits and receive 55% of their weekly income (\$423). 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 EI 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 original earnings, keep their jobs, and retain their skills and employee benefits for the duration of the Work-Sharing agreement (for example, health/dental insurance, pension benefits, vacation, group disability, etc.). At the same time, the firm is able to retain its skilled and experienced workforce.

Work-Sharing agreements must have a duration between 6 and 26 weeks. The duration 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.

Work-Sharing temporary special measures

To avoid layoffs and retain skilled workers in some firms affected by the downturn in the forestry sector and the steel and aluminum industries, the Government of Canada has put in place Work-Sharing temporary special measures to assist employers experiencing reduced business activity.

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 forest sector. Effective July 30, 2017 to March 28, 2020, these temporary special measures extend the maximum duration of Work-Sharing agreements from 38 weeks to 76 weeks, and waive the mandatory waiting period between agreements and ease Recovery Plan requirements. These special measures apply to employers which had a Work-Sharing agreement that ended between October 30, 2016 and July 29, 2017; have an agreement that will be signed between July 30, 2017 and March 28, 2020; or have an agreement that will begin or end between July 30, 2017 and March 28, 2020.

For employers affected by the downturn in the steel and aluminum industries, the Government of Canada also announced the extension of the maximum duration of Work-Sharing agreements up to 76 weeks and waive the mandatory waiting period between expired and new agreements. Effective August 19, 2018 to March 27, 2021, these special measures apply to employers which were affected by the downturn in steel and aluminum sectors, and had a Work-Sharing agreement that ended between November 25, 2017 and August 18, 2018; have a Work-Sharing agreement that will be signed between August 19, 2018 and March 27, 2021; or have an agreement that will begin or end between August 19, 2018 and March 27, 2021.

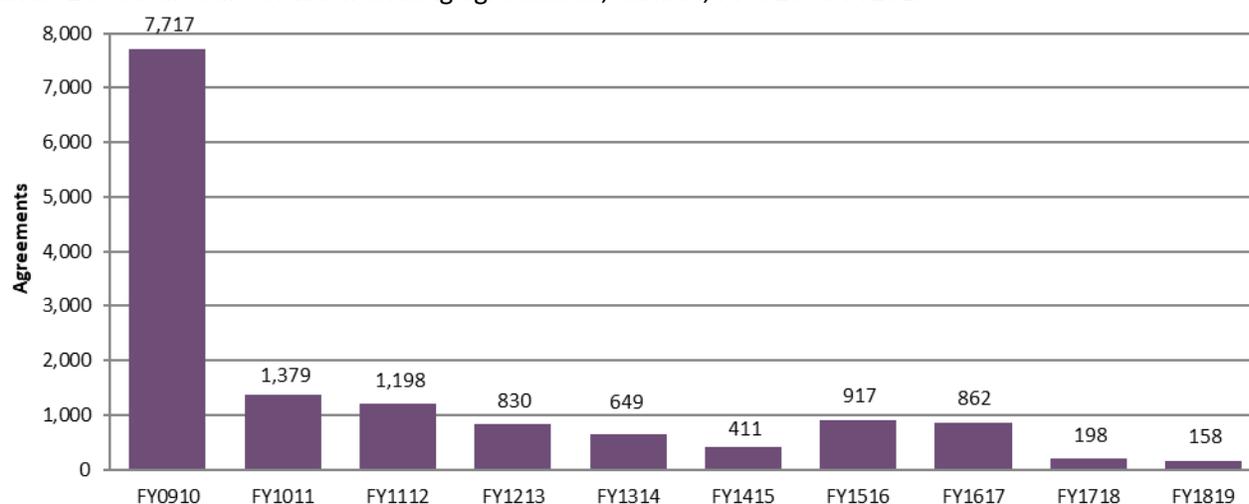
For the purpose of this section, EI Work-Sharing claims refers to any claims for which at least one dollar of Work-Sharing benefit was paid.

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 28).

For the third year in a row, the total number of Work-Sharing agreements decreased from 198 agreements established in FY1718 to 158 agreements in FY1819, 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, except Saskatchewan and Manitoba, with the largest decrease reported in British Columbia (-52.9%), followed by Nova Scotia (-40.0%), and New Brunswick (-33.3%). In absolute terms, the number of agreements dropped more in Ontario (-16 agreements), British Columbia (-9 agreements) and Alberta (-8 agreements). The highest number of Work-Sharing agreements was established in Ontario (55 agreements), representing 34.8% of all agreements, followed by Quebec with 50 agreements (31.6% of all agreements).

Chart 28 - Total count of Work-Sharing agreements, Canada, FY0910 to FY1819



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 (79.7%) of all Work-Sharing agreements established in FY1819 (see Table 39).

Table 39 - Number and percentage share of Work-Sharing agreements by industry, Canada, FY1415 to FY1819

Industry	FY1415	FY1516	FY1617	FY1718	FY1819
Goods-producing industries	267 (65.0%)	638 (69.6%)	606 (70.3%)	130 (65.7%)	126 (79.7%)
Mining, quarrying, and oil and gas extract	6 (1.5%)	53 (5.8%)	90 (10.4%)	3 (1.5%)	4 (2.5%)
Construction	28 (6.8%)	52 (5.7%)	86 (10.0%)	14 (7.1%)	11 (7.0%)
Manufacturing	227 (55.2%)	526 (57.4%)	426 (49.4%)	109 (55.1%)	106 (67.1%)
Services-producing industries	144 (35.0%)	279 (30.4%)	256 (29.7%)	68 (34.3%)	32 (20.3%)
Wholesale trade	34 (8.3%)	80 (8.7%)	65 (7.5%)	14 (7.1%)	4 (2.5%)
Retail trade	17 (4.1%)	21 (2.3%)	26 (3.0%)	12 (6.1%)	4 (2.5%)
Professional, scientific and technical services	55 (13.4%)	84 (9.2%)	66 (7.7%)	25 (12.6%)	11 (7.0%)
Rest of services-producing industries	38 (9.2%)	94 (10.3%)	99 (11.5%)	17 (8.6%)	13 (8.2%)
Canada	411 (100.0%)	917 (100.0%)	862 (100.0%)	198 (100.0%)	158 (100.0%)

Source: Employment and Social Development Canada, Common System of Grants and Contributions.

When assessed by firm size, small-sized enterprises (with fewer than 50 employees) comprised 69.6% of all Work-Sharing agreements in the fiscal year examined, down from 76.8% reported in the previous fiscal year. Combined, small and medium-sized enterprises (SMEs) with fewer than 500 employees accounted for 99.4% of all Work-Sharing agreements in FY1819, which is quite similar to the level in the previous fiscal year (99.5%). The number of Work-Sharing agreements involving large-sized enterprise (with 500 employees or more) remained stable from FY1718 to FY1819, with only one agreement. 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.

2.5.2 Employment Insurance Work-Sharing claims and amount paid

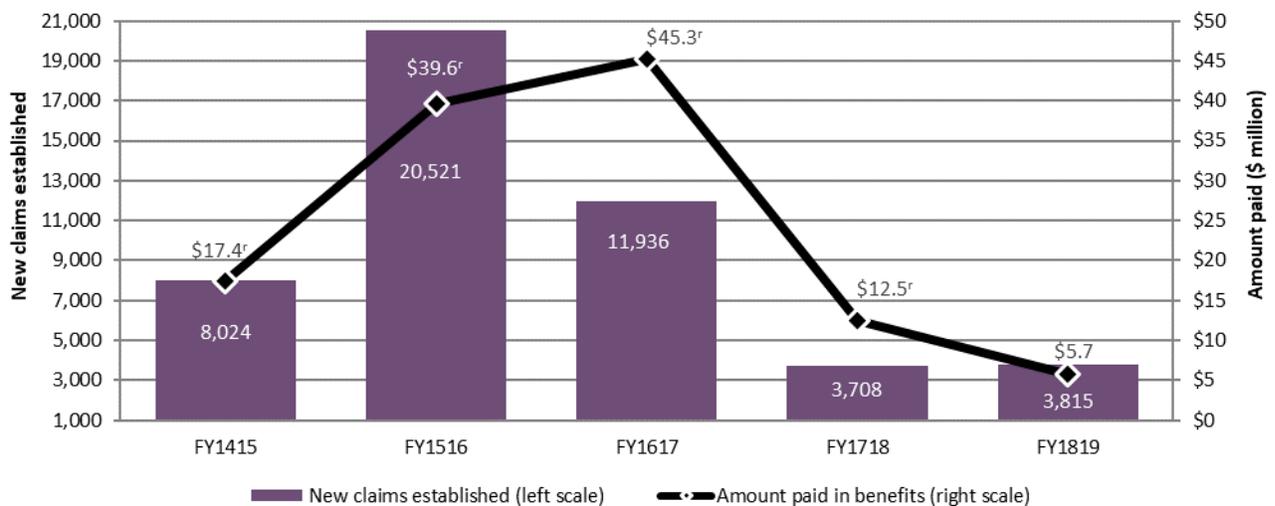
The use of Work-Sharing benefits is linked to the trends observed in Work-Sharing agreements, and is countercyclical to economic conditions (similar to the number of new claims established and amounts paid under EI regular benefits). As with the number of Work-Sharing agreements, the total number of 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 29 illustrates the number of Work-Sharing claims and benefits paid from FY1011 to FY1819.

In FY1819, the number of Work-Sharing claims established increased slightly, from 3,708 claims in FY1718 to 3,815 in FY1819 (+2.9%). This is the first increase since FY1516. It was in part attributable to the increase in the number of claims established by firms whose main activities consist of manufacturing wood products (from 108 claims in FY1718 to 494 claims in FY1819).

Unlike the number of new claims, the total amount paid in Work-Sharing benefits decreased from \$12.5 million in FY1718 to \$5.7 million in FY1819, representing a decrease of 53.9%.

Chart 29 - Employment Insurance Work-Sharing claims and benefits paid*, Canada, FY1415 to FY1819



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

* In previous EI monitoring and assessment reports, amounts paid for Work-Sharing benefits were based on a 10% sample of EI administrative data. Starting in FY1819, amounts paid are based on a 100% sample. Consequently, statistics reported for previous years have been revised.

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

Employment Insurance Work-Sharing claims and amount paid, by region, gender, age and industry

As outlined in Table 40, the most notable decline in the number of claims was in Ontario (-398 claims), followed by Atlantic Canada (-205 claims), the largest increase was in Manitoba (+428 claims), followed

by Alberta (+197 claims) and Saskatchewan (+127 claims). Like in the previous year, claimants from Ontario established the largest share of total new claims (35.1%), followed by claimants from Quebec (26.2%) and Alberta (15.7%); however, in terms of amount paid, claims established in Quebec received the largest share of total amount paid with 32.1%, followed by claims established in Ontario (25.9%) and Alberta (19.0%) in FY1819. There were no claims established in the territories.

Table 40- Number and percentage share of Employment Insurance Work-Sharing claims and amount paid, by region, gender, age and industry, Canada, FY1718 to FY1819

Region	New claims established		Amount paid (\$ millions)	
	FY1718	FY1819	FY1718 [†]	FY1819
Atlantic provinces	231 (6.2%)	26 (0.7%)	\$0.6 (4.7%)	\$0.0 (0.8%)
Quebec	941 (25.4%)	1,001 (26.2%)	\$3.2 (25.3%)	\$1.8 (32.1%)
Ontario	1,737 (46.8%)	1,339 (35.1%)	\$2.8 (22.7%)	\$1.5 (25.9%)
Manitoba	111 (3.0%)	539 (14.1%)	\$0.6 (4.4%)	\$0.5 (8.4%)
Saskatchewan	85 (2.3%)	212 (5.6%)	\$0.9 (7.2%)	\$0.5 (8.9%)
Alberta	403 (10.9%)	600 (15.7%)	\$4.1 (32.7%)	\$1.1 (19.0%)
British Columbia	200 (5.4%)	98 (2.6%)	\$0.4 (3.0%)	\$0.3 (5.0%)
Gender				
Men	2,487 (67.1%)	2,721 (71.3%)	\$9.2 (73.7%)	\$4.3 (74.1%)
Women	1,221 (32.9%)	1,094 (28.7%)	\$3.3 (26.3%)	\$1.5 (25.9%)
Age category				
24 years old and under	151 (4.1%)	235 (6.2%)	\$0.6 (4.6%)	\$0.3 (4.5%)
25 to 54 years old	2,478 (66.8%)	2,489 (65.2%)	\$8.8 (70.6%)	\$3.7 (65.2%)
55 years old and over	1,079 (29.1%)	1,091 (28.6%)	\$3.1 (24.8%)	\$1.7 (30.3%)
Industry				
Goods-producing industries	3,031 (81.7%)	3,461 (90.7%)	\$9.1 (72.6%)	\$4.9 (85.3%)
Manufacturing	2,855 (77.0%)	3,258 (85.4%)	\$8.0 (64.3%)	\$4.6 (80.3%)
Rest of goods-producing industries	176 (4.7%)	203 (5.3%)	\$1.0 (8.3%)	\$0.3 (5.0%)
Service-producing industries	633 (17.1%)	352 (9.2%)	\$3.4 (27.4%)	\$0.8 (14.7%)
Wholesale trade	180 (4.9%)	63 (1.7%)	\$1.1 (8.5%)	\$0.2 (3.4%)
Professional, scientific and technical services	282 (7.6%)	64 (1.7%)	\$1.2 (9.3%)	\$0.2 (3.7%)
Rest of service-producing industries	171 (4.6%)	225 (5.9%)	\$1.1 (9.2%)	\$0.4 (7.6%)
Canada	3,708 (100.0%)	3,815 (100.0%)	\$12.5 (100.0%)	\$5.7 (100.0%)

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.

[†] In previous EI monitoring and assessment reports, amounts paid for Work-Sharing benefits were based on a 10% sample of EI administrative data. Starting in FY1819, amounts paid are based on a 100% sample. Consequently, statistics reported for previous years have been revised.

Source: Employment and Social Development Canada, EI administrative data. Data for claims and amount paid are based on a 100% sample of EI administrative data.

Men continue to be more likely to make use of the Work-Sharing program—a trend that has been persistent over the years. In FY1819 men accounted for 71.3% of new Work-Sharing claims and 74.1% of total benefits paid. Workers aged 25 to 54 years accounted for 65.2% of all new Work-Sharing claims and benefits. Similar to previous years, youth were under-represented among new Work-Sharing claims established (6.2%) and benefits paid (4.5%) compared with their total share of employment (13.1%) in FY1819.⁸⁸

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 the largest share of new EI Work-Sharing claims (85.4%) established in FY1819, up from 77.0% in the previous fiscal year. These workers received the largest share of the total EI Work-Sharing benefits paid (80.3%), up from 64.3% in FY1718 (see Table 40), which was disproportionate to their share of total employment (which was around 9.4% in recent years).⁸⁹

Among the services-producing industries, workers in the Wholesale trade and in the Professional, scientific and technical services industries each accounted for 1.7% of Work-Sharing claims. In terms of amount paid, workers in the Professional, scientific and technical services industry received 3.7% of total Work-Sharing benefits paid in FY1819, closely followed by workers in the Wholesale trade industry, who accounted for 3.4% of total Work-Sharing benefits paid in FY1819. See [Annex 2.21.1](#) for detailed information on new claims established and [Annex 2.21.4](#) 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 their 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. However, the program 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 10% 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 employees' wage and the degree of reductions in the hours worked (between 10% and 60%), significant variability is also observed across industries in the reported weekly benefit rates.

In FY1819, the average weekly Work-Sharing benefit rate increased by +10.4% to \$121, up from the average weekly benefit rate of \$109 in the previous fiscal year (see Table 41). Similar to the previous years, a high degree of variability can be observed among the average weekly benefit paid in each region in the fiscal year examined. For example, in FY1819, the highest average weekly benefit rate was in British Columbia (\$167), followed by Atlantic provinces (\$152) and Saskatchewan (\$151), while the lowest was in Ontario (\$105). The average weekly Work-Sharing benefit rate for men increased by

⁸⁸ Source: Statistics Canada, Labour Force Survey, Table 14-10-0287-01.

⁸⁹ Source: Statistics Canada, Labour Force Survey, Table 14-10-0355-01.

12.8% to \$129, while the rate for women remained at the same level as the previous year (\$99). The average weekly benefit rate for all age groups increased; the highest average rate was observed for workers aged 25 to 54 years (\$122), followed by those aged below 25 years (\$120) and those aged 55 years and over (\$118).

Table 41 - Employment Insurance Work-Sharing average weekly benefit rate, by region, gender, age and industry, Canada, FY1718 to FY1819

Region	FY1718	FY1819	Change (%)
Atlantic provinces	\$113	\$152	+34.0%
Quebec	\$109	\$127	+15.8%
Ontario	\$102	\$105	+3.2%
Manitoba	\$113	\$110	-2.7%
Saskatchewan	\$160	\$151	-5.4%
Alberta	\$124	\$135	+9.0%
British Columbia	\$118	\$167	+42.1%
Gender			
Men	\$115	\$129	+12.8%
Women	\$99	\$99	+0.5%
Age category			
24 years old and under	\$102	\$120	+17.8%
25 to 54 years old	\$110	\$122	+10.5%
55 years old and over	\$108	\$118	+9.2%
Industry			
Goods-producing industries	\$106	\$119	+12.4%
Agriculture, forestry, fishing and hunting	\$110 ^c	\$180 ^c	+63.5%
Mining and oil and gas extraction			
Construction	\$112	\$130	+16.1%
Manufacturing	\$106	\$119	+11.9%
Service-producing industries	\$123	\$133	+8.4%
Wholesale trade	\$113	\$145	+28.1%
Accommodation and food services	\$108 ^c	\$111 ^c	+2.7%
Other services (excl. public administration)			
Canada	\$109	\$121	+10.4%

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of Work-Sharing benefits was paid.

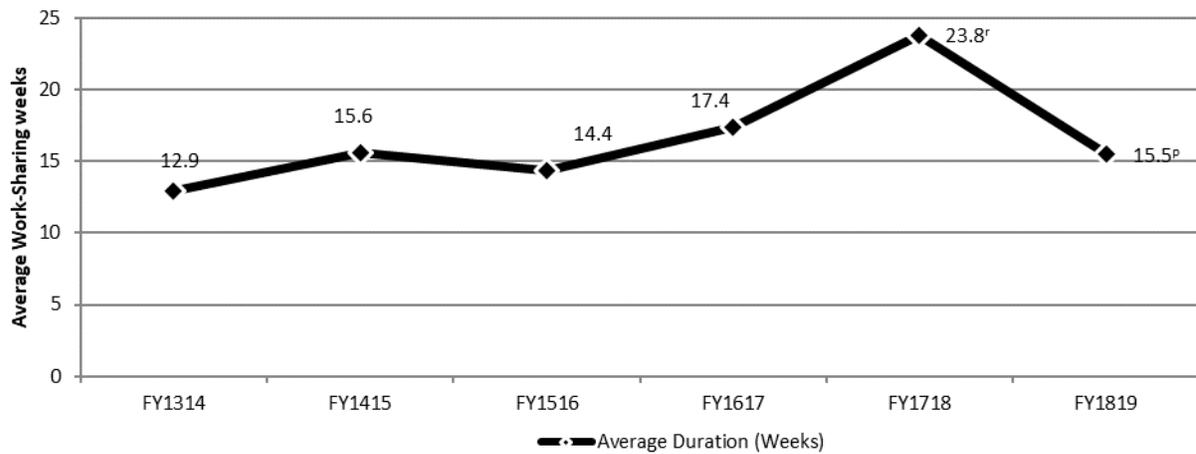
^c Data for some industries have been combined for confidentiality purposes.

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 increased by +12.4% to \$119 in FY1819. The average weekly Work-Sharing benefit rate increased to \$133 from \$123 in service-producing industries. See [Annex 2.21.3](#) for detailed information on average Work-Sharing weekly benefit rate by industry.

The average duration of Work-Sharing claims completed in FY1819 was 15.5 weeks, a decrease of 8.3 weeks from FY1718 (23.8 weeks). This represents the first decline in the average duration of Work-Sharing claims since FY1516 (see Chart 30). This decrease in the duration of claims was driven mainly by the recovery of the economy observed during the reporting period.

Chart 30 - Average duration of completed Employment Insurance Work-Sharing claims, Canada, FY1314 to FY1819



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

^r Revised

^p 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),⁹⁰ 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 just over two-thirds (70%) of firms returned to their normal level of employment.

⁹⁰ If an employee is laid off during or at the end of a Work-Sharing agreement, the employee can apply to transfer their claim to EI regular benefits. That claim duration would be extended by the number of weeks of Work-Sharing.

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 the recession 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 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 include sickness; pregnancy; and providing care to a newborn or newly adopted child, and providing care and support to a critically ill family member or provide end-of-life care to a 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 and paid EI premiums at least one full year prior to claiming benefits, have self-employment income that meets the minimum self-employment eligibility threshold⁹¹ in the calendar year preceding the claim, and meet 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, amount paid and level of benefits. The following subsections examine the EI special benefits by type. 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 benefits for children, 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.⁹²

2.6.1 Employment Insurance special benefit claims overview

In FY1819, there were about 606,500 new special benefit claims established, which represents a 1.6% increase from the previous fiscal year (see Table 42) and the eighth consecutive year-over-year increase in claims established. Over two thirds of those special benefit claims were sickness benefits (69.4%), while 33.0% and 28.0% included parental and maternity benefits, respectively. About 1.7% of all special benefit claims were family caregiver benefits for adults, 1.4% were compassionate care benefits and 0.9% were family caregiver benefits for children.⁹³

⁹¹ This threshold was \$6,947 (2017 earnings) for claims established in 2018 and \$7,121 (2018 earnings) for claims established in 2019. For claims established in 2018 and 2019, self-employed fishers could also qualify for special benefits with fishing earnings of at least \$3,760 in their qualifying period.

⁹² EI administrative data is as of August 2019. The data is 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, family caregiver benefits for adults and children claims.

⁹³ Total share of special benefit types does not add up to 100%, because a claimant can receive multiple benefit types during the reporting period.

Table 42 – Employment Insurance special benefit claims and amount paid according to benefit type, Canada, FY1718 to FY1819

Benefit type	Number of claims			Amount paid (\$ millions)		
	FY1718	FY1819	Change (%)	FY1718	FY1819	Change (%)
Maternity	171,470	170,010	-0.9%	\$1,150.3	\$1,164.1	+1.2%
Parental	198,050	200,030	+1.0%	\$2,778.1	\$2,728.0	-1.8%
Sickness	411,870	420,840	+2.2%	\$1,712.0	\$1,769.6	+3.4%
Compassionate care	11,010	8,385	-23.8%	\$61.1	\$45.8	-25.0%
Family caregiver for adults	2,671 ^{r,*}	10,106	n/a [*]	\$7.8 ^{n,*}	\$48.3	n/a [*]
Family caregiver for children	4,921 ^r	5,475	+11.3%	\$30.4 ^r	\$36.8	+20.9%
Canada	597,090	606,540	+1.6%	\$5,739.7^r	\$5,792.7	+0.9%

Note: Data may not add up to total due to rounding. Percentage change is based on unrounded numbers. Includes all claims for which at least \$1 in EI special benefit was paid. New claims established by benefit type may not sum as claimants can receive multiple benefit types on a single claim.

^r Revised data.

* EI family caregiver benefits for adults came into effect on December 3, 2017. Given the short period during which benefits for family caregivers for adults were offered in FY1718, few claims were made. Consequently, the data from FY1819 are not comparable to the previous year's 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.

In FY1819, compassionate care benefits experienced the largest percentage change with a 23.8% decrease in new claims from the previous fiscal year, while family caregiver benefits for children experienced an increase of 11.3% in new claims from FY1718.

The total amount of special benefits paid increased slightly by 0.9% over the previous fiscal year, totaling \$5.8 billion for FY1819. Amounts paid increased for all benefits, except compassionate care and parental benefits. The decrease in amount of parental benefits paid could be due to the fact that extended parental benefits are paid at a replacement rate of 33% over a 61-week period. In this case, some of the amount paid to extended parental beneficiaries would be paid outside of the reporting period.

As in previous years, almost two thirds of special benefit claims were established by women (63.7%). Women also received the majority of the amount paid in special benefits (80.6%), mainly 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 (47.9%) of all new special benefit claims and received the largest share of total special benefits paid (69.6%). The same age group also received 89.3% and 88.2% of the total amounts paid for maternity benefits and parental benefits, respectively. Claimants aged 40 years old and over received the highest proportion of amounts paid in sickness benefits (63.6%) and in compassionate care benefits (78.4%).

Excluding extended parental benefits, which are paid out at a lower weekly 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 FY1819 jumped 2.3% to \$450. The share of special benefit claims for which the maximum weekly benefit rate was paid was 43.0%, an increase of 1.3 percentage points compared to the previous fiscal year.

Employment Insurance special benefits and firms

According to 2017 tax data, which is the most recent microdata available when writing this report, there were approximately 203,400 firms (16.8% of all firms in 2017) which were associated with the

establishment of an EI special benefit claim as a claimant's current or most recent employer (see Table 43). This is an increase of 3.1% from 2016.

Table 43 – Firms, employment and Employment Insurance special benefit claimants by firm size*, Canada, 2017

Firm size	Number of firms		Employment distribution** (% share)	EI claimant*** (% share)
	All firms	Firms with at least one employee receiving EI special benefits		
Small	1,096,760	117,910	21.5%	18.6%
Small-medium	95,710	66,860	19.8%	21.9%
Medium-large	16,120	15,390	16.1%	18.4%
Large	3,240	3,220	42.6%	41.1%
Canada	1,211,830	203,380	100.0%	100.0%

* 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 would be recorded as 0.5 employees at the first firm and 0.5 employees at the second firm.

*** These figures are based on the number of people receiving EI special benefits in 2017.

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 of EI special benefit claimants is roughly similar by firm size, which is unlike EI regular benefits in that larger firms are typically under-represented ([see section 2.2](#)). For special benefits, the biggest difference between employee and claimant distributions was observed in small-sized firms, with a difference of 2.9 percentage points. 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 is more likely related 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 persons who cannot work because they are pregnant or have recently given birth. EI maternity claimants need to provide Service Canada with a signed statement attesting to their pregnancy and their expected or actual date of delivery.⁹⁴ Qualified claimants may receive up to 15 weeks of maternity benefits per benefit period. Benefits can begin to be paid as early as 12 weeks prior to the expected date of birth and can end as late as 17 weeks after the child's actual birth date.⁹⁵

EI parental benefits are available to eligible parents who take a leave from work to care for a newborn or recently adopted child or children. Applicants must 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, 2017, or later must choose between standard

⁹⁴ 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.

⁹⁵ Prior to December 3, 2017, pregnant workers could 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 earlier, up to 12 weeks before the expected date of childbirth.

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 at a benefit rate of 55% of weekly insurable earnings, to a maximum of \$547 in 2018 and \$562 in 2019.
- Extended parental benefits provide 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 \$328 in 2018 and \$337 in 2019.

Parents can share and use benefits at the same time or different times. Parents must choose the same parental benefits option (standard or extended) when they apply for benefits. The choice of the first parent who completes the application is binding on other parents. When parental benefits are shared by parents, only one parent will need to serve a waiting period. Once parental benefits have been paid out to any eligible parent, they cannot change their duration option but may change how they share the weeks of benefits.

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 salaried workers and self-employed persons with maternity, paternity, parental, or adoption benefits since January 1, 2006.

El 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 share more equally in the work of raising their children. This measure is offered to parents eligible for EI parental benefits, including adoptive parents and same-sex parents, whose children were born or placed for adoption on March 17, 2019 or later and who agree to share parental benefits. Under this measure:

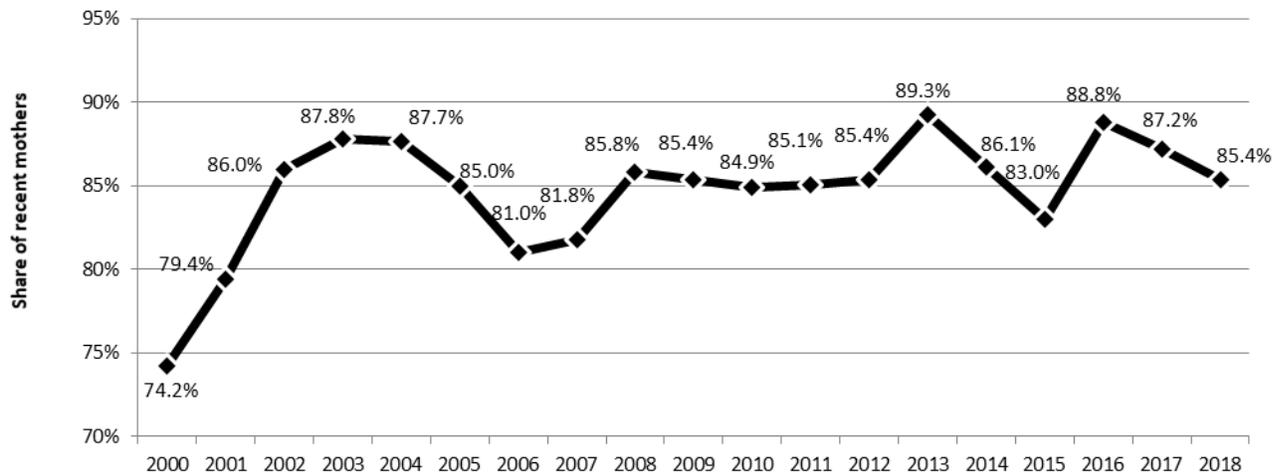
- Parents who share standard parental benefits are eligible for 5 additional weeks of benefits, for a total of 40 weeks. No parent is eligible to receive more than 35 weeks of standard benefits.
- Parents who share extended parental benefits are eligible for 8 additional weeks of benefits, for a total of 69 weeks. No parent is eligible to receive more than 61 weeks of extended parental benefits.

This measure was implemented on March 17, 2019, and as a result, was not in effect during most of the period examined in this report. Preliminary data will be available in the Monitoring and Assessment Report covering FY1920.

Employment Insurance maternity and parental benefits: coverage and accessibility

According to the 2018 Employment Insurance Coverage Survey (EICS), 209,700 recent mothers (those with a child aged 12 months or less) living outside Quebec had insurable employment in 2018, which represents 71.5% of all recent mothers. Among these recent mothers with insurable employment, 85.4% reported having received maternity or parental benefits, which represents a slight decrease of 1.8 percentage points from 2017 (87.2%) (see Chart 31).

Chart 31 – Share of recent mothers with insurable employment who receive Employment Insurance maternity or parental benefits (%), Canada outside of Quebec, 2000 to 2018



Source: Statistics Canada, Employment Insurance Coverage Survey, 2000 to 2018

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 11.9% in 2017 to 15.0% in 2018. In Quebec, a larger share of spouses of recent mothers received parental benefits or intended to receive them (79.6%), 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 the 2018 EICS data, the share of recent mothers with insurable employment in Quebec who received maternity or parental benefits under QPIP (96.5%) is greater than that of persons having received EI maternity or parental benefits in the rest of Canada (85.4%). This situation can be explained by several factors, most notably the lower eligibility requirement based on earnings under QPIP (\$2,000) and the mandatory participation of self-employed persons under QPIP in comparison to the voluntary participation in the EI program.

Employment Insurance maternity claims, amount paid and level of benefits

In FY1819, there were 170,000 new maternity claims established, which represents a slight decrease of 0.9% from the previous fiscal year (see Table 44).

Table 44 – Employment Insurance maternity claims and amount paid by province or territory and age, Canada, FY1718 to FY1819

Province or territory	Number of claims			Amount paid (\$ millions)		
	FY1718	FY1819	Change (%)	FY1718	FY1819	Change (%)
Newfoundland and Labrador	2,730	2,550	-6.6%	\$17.8	\$17.5	-1.4%
Prince Edward Island	900	890	-1.1%	\$6.5	\$5.9	-10.3%
Nova Scotia	5,060	5,410	+6.9%	\$31.4	\$33.3	+6.0%
New Brunswick	4,180	4,350	+4.1%	\$25.1	\$27.7	+10.7%
Quebec	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	83,920	83,500	-0.5%	\$566.4	\$576.3	+1.7%
Manitoba	8,610	8,580	-0.3%	\$55.4	\$55.5	+0.3%
Saskatchewan	8,330	8,340	+0.1%	\$55.4	\$58.1	+5.0%
Alberta	29,470	29,360	-0.4%	\$206.2	\$203.9	-1.1%
British Columbia	27,430	26,110	-4.8%	\$179.9	\$179.5	-0.2%
Yukon	240	280	+16.7%	\$1.9	\$2.1	+11.2%
Northwest Territories	300	380	+26.7%	\$2.3	\$2.5	+10.4%
Nunavut	300	260	-13.3%	\$2.1	\$1.8	-14.8%
Age category						
24 years old and under	15,080	14,120	-6.4%	\$76.1	\$75.6	-0.8%
25 to 39 years old	149,440	148,960	-0.3%	\$1,027.1	\$1,039.6	+1.2%
40 years old and over	6,950	6,930	-0.3%	\$47.1	\$49.0	+4.2%
Canada	171,470	170,010	-0.9%	\$1,150.3	\$1,164.1	+1.2%

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 87.6% of new maternity claims during the reporting period, while women aged 24 and under and those aged 40 years old and over represented 8.3% and 4.1%, respectively. While the number of new claims established by mothers aged 25 to 39 years old has remained stable, the number of claims for mothers 24 years old and under reported a large decrease (-6.4%) compared to the previous year.

The total amount paid out in maternity benefits was nearly 1.2 billion dollars for FY1819, an increase of 1.2% from FY1718. The total amount paid increased in most provinces, notably in Nova Scotia (+6.0%), New Brunswick (+10.7%), Yukon (+11.2%) and Northwest Territories (+10.4%), where number of claims also increased. Notable decreases in amount paid include Prince Edward Island (-10.3%) and Nunavut (-14.8%). Women over 40 years old represented the group with the largest increase in maternity benefit payments (+4.2%).

Maternity benefits are frequently combined in the same claim with other benefit types, particularly parental and sickness benefits; 98.5% of all EI maternity claims completed during FY1819 included another type of EI benefit ([see subsection 2.1.2](#)).

The average weekly maternity benefit rate increased by 2.6% to \$465 in FY1819. About half of all maternity claimants (51.2%) received the maximum weekly benefit rate. On average, the highest weekly maternity benefit rate was for claims established in Yukon (\$506) and the Northwest Territories (\$503) and by mothers aged 40 years old and over (\$482).

Employment Insurance parental benefits, amount paid and level of benefits

The total number of new parental claims established increased by 1.0% over the previous year to reach 200,030 in FY1819 (see Table 45). About 16.0% of all parental claims were for extended parental

benefits and less than 1.0% of all parental claims came from adoptive parents (approximately 1,500). Nova Scotia, New Brunswick, Yukon and the Northwest Territories had the highest relative increases in new claims established.

Table 45 – Employment Insurance parental claims and amount paid by province or territory, gender and age, Canada, FY1718 to FY1819

Type of parental benefit	Number of claims			Amount paid (\$ millions)		
	FY1718	FY1819	Change (%)	FY1718	FY1819	Change (%)
Standard	189,350	168,120	n/a*	\$2,777.1	\$2,511.5	n/a*
Extended	8,700	31,910	n/a*	\$1.0	\$216.6	n/a*
Province or territory						
Newfoundland and Labrador	2,790	2,720	-2.5%	\$42.6	\$38.4	-10.0%
Prince Edward Island	1,000	960	-4.0%	\$15.1	\$14.3	-5.2%
Nova Scotia	5,830	6,190	+6.2%	\$77.1	\$74.0	-4.0%
New Brunswick	4,710	4,960	+5.3%	\$59.8	\$63.3	+5.8%
Quebec	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	97,880	99,620	+1.8%	\$1,375.4	\$1,347.0	-2.1%
Manitoba	10,050	10,220	+1.7%	\$131.0	\$131.6	+0.4%
Saskatchewan	9,290	9,480	+2.0%	\$133.6	\$135.0	+1.0%
Alberta	33,130	33,840	+2.1%	\$495.3	\$477.6	-3.6%
British Columbia	32,250	30,790	-4.5%	\$433.4	\$431.5	-0.5%
Yukon	310	400	+29.0%	\$5.0	\$4.7	-6.6%
Northwest Territories	430	490	+14.0%	\$5.7	\$5.4	-6.0%
Nunavut	380	360	-5.3%	\$4.1	\$5.5	+34.5%
Gender						
Men	30,850	33,600	+8.9%	\$252.4	\$257.4	+2.0%
Women	167,200	166,430	-0.5%	\$2,525.7	\$2,470.6	-2.2%
Age category						
24 years old and under	15,420	14,660	-4.9%	\$176.1	\$169.7	-3.6%
25 to 39 years old	170,170	172,690	+1.5%	\$2,448.6	\$2,404.9	-1.8%
40 years old and over	12,460	12,680	+1.8%	\$153.5	\$153.4	0.0%
Canada	198,050	200,030	+1.0%	\$2,778.1	\$2,728.0	-1.8%

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.

* Given the short period during which benefits for extended parental benefits were offered in FY1718, few claims were made. Consequently, the data on standard and extended parental benefits from FY1819 are not comparable to the previous year's data.

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 benefits, paid at a lower replacement rate). Before December 3, 2017, only standard parental benefits (up to 35 weeks of benefits) were available. The reporting period of this report covers the first full fiscal year during which extended parental benefits were offered. The majority of claimants selected the standard parental benefit duration, while about 32,000 (or 16.0%) opted for the extended parental benefit duration (see [Annex 2.15](#) for a more comprehensive breakdown of extended parental benefits).

As in the past, women established the vast majority of parental claims (83.2%) in FY1819, although they registered a slight decrease (-0.5%). In contrast, men registered an increase in number of claims (+8.9%), which continues to reflect a year-over-year increase in parental claims made by men.

The amount paid in EI parental benefits decreased by 1.8% compared to FY1718, totalling \$2.7 billion in FY1819. All provinces and territories, except New Brunswick, Manitoba, Saskatchewan and Nunavut, observed decreases in their respective amounts paid in parental benefits compared to FY1718.

The benefits paid out in extended parental benefits totalled \$217 million dollars, which represents 7.9% of the total amount paid in parental benefits, and is an increase from \$1 million dollars paid in FY1718. The large increase can be explained by the short period in FY1718 during which parents could receive extended parental benefits (as of December 3, 2017).

As with new claims, the majority of the total amount of parental benefits was paid to women (90.6%). Men experienced an annual increase in total amount paid in parental benefits (+2.0%), while women experienced a decrease in benefits paid (-2.2%). By age, claimants 24 years old and under, and 25 to 39 years old experienced decreases in amounts paid (-3.6% and -1.8%, respectively), while claimants aged 40 years old and over remained stable.

As stated above, weekly parental benefit rates are calculated differently depending on whether the claimant is receiving standard or extended benefits.⁹⁶ The average weekly standard parental benefit reached \$475, an increase of 2.4% from FY1718. More than half (55.2%) of all claimants received the maximum weekly standard parental benefit rate. On average, the weekly benefit rate was higher for standard parental claims established in Yukon (\$523), by men (\$517) and by claimants aged 40 years old and over (\$499).

The average weekly extended parental benefit rate was \$297 in FY1819. More than half (56.9%) of all claimants received the maximum weekly extended parental benefit rate.

Duration of Employment Insurance maternity and parental benefits

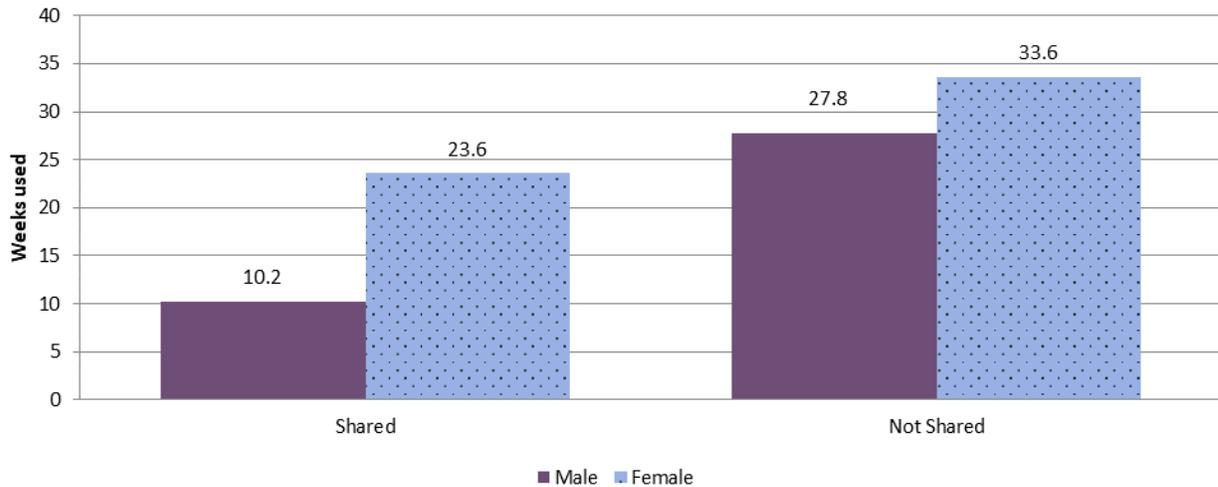
As observed during previous fiscal years, claimants typically use almost all of the EI maternity and parental weeks to which they were entitled to. In FY1819, 90.4% of mothers received maternity benefits during the 15 weeks available to them. The average duration of completed maternity claims was 14.6 weeks during the reporting period.

Statistics on standard parental claims completed⁹⁷ during the reporting period show that when weeks of benefits were shared, women received an average of 23.6 weeks, whereas men received 10.2 weeks (see Chart 32). The average duration of standard parental claims on a family basis was 33.8 weeks for parents who decided to share benefits (see Table 46). For parents who did not share the available weeks of benefits, the average duration of standard parental benefits was 33.2 weeks for claims completed in FY1819.

⁹⁶ 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 \$547 in 2018 and \$562 in 2019. For extended parental benefits, it was \$328 in 2018 and \$337 in 2019.

⁹⁷ It is too early to present the duration of extended parental claims because the benefit was implemented in December 2017 and the benefit duration can last up to 61 weeks. Future Monitoring and Assessment Reports will present results on extended parental benefit duration as more mature data becomes available.

Chart 32 – Average standard parental weeks used per claim by parents who shared vs. parents who did not share entitlement by gender, Canada, FY1819



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

Table 46 – Duration of Employment Insurance maternity and standard parental benefits for completed claims, Canada, FY1415 to FY1819

Type of benefit	FY1415	FY1516	FY1617	FY1718	FY1819 ^P
Maternity	14.6	14.6	14.6	14.7 ^r	14.6
Standard parental, per family					
Shared	33.5	33.2	33.2	33.3 ^r	33.8
Not shared	33.0	32.9	33.0	33.0	33.2
Combined maternity and standard parental benefits, per family (Share of total entitlement used)	47.7 (95.4%)	47.6 (95.1%)	47.6 (95.3%)	47.7 (95.5%)	48.0 (95.9%)

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.

^P Preliminary estimates.

^r 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 48.0 weeks on a family basis or 95.9% of the 50 weeks of maternity and standard parental benefits to which they were entitled (see Table 46). Of these 48.0 weeks, 33.3 were paid in parental benefits and 14.6 were paid in maternity benefits.

2.6.3 Employment Insurance sickness benefits

EI sickness benefits are paid for up to 15 weeks to eligible people who are unable to work because of illness, injury or quarantine, but would otherwise be available to work. The 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 maintaining their attachment to the labour market. Claimants must provide Service Canada with a medical certificate signed by a doctor or approved medical practitioner.

Premium Reduction Program

Employers who offer short-term disability plans to their employees that meet 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 the number of firms affected can be found in [section 2.7](#).

Employment Insurance sickness claims, amount paid and level of benefits

Over FY1819, there were 420,800 new sickness claims established, an increase of 2.2% from FY1718. The number of sickness claims increased in all provinces, except Prince Edward Island, Manitoba and British Columbia (see Table 47).

Table 47 – Employment Insurance sickness claims and amount paid by province or territory, gender and age, FY1718 to FY1819

Province of territory	Number of claims			Amount paid (\$ millions)		
	FY1718	FY1819	Change (%)	FY1718	FY1819	Change (%)
Newfoundland and Labrador	11,070	11,500	+3.9%	\$49.0	\$48.7	-0.7%
Prince Edward Island	6,100	5,960	-2.3%	\$21.1	\$21.4	+1.5%
Nova Scotia	21,060	21,130	+0.3%	\$79.0	\$81.4	+3.1%
New Brunswick	29,440	30,080	+2.2%	\$103.7	\$111.2	+7.3%
Quebec	131,510	134,600	+2.3%	\$490.2	\$507.0	+3.4%
Ontario	111,480	112,990	+1.4%	\$502.3	\$519.7	+3.5%
Manitoba	11,250	11,030	-2.0%	\$47.3	\$48.2	+1.9%
Saskatchewan	7,670	8,200	+6.9%	\$34.6	\$36.4	+5.1%
Alberta	27,750	31,430	+13.3%	\$138.3	\$150.3	+8.7%
British Columbia	53,710	53,190	-1.0%	\$242.3	\$241.5	-0.3%
Yukon	450	300	-33.3%	\$1.9	\$1.8	-6.3%
Northwest Territories	250	280	+12.0%	\$1.5	\$1.4	-6.8%
Nunavut	130	150	+15.4%	\$0.9	\$0.6	-33.0%
Gender						
Men	179,810	184,820	+2.8%	\$797.0	\$830.0	+4.1%
Women	232,060	236,020	+1.7%	\$915.0	\$939.6	+2.7%
Age category						
24 years old and under	29,990	30,250	+0.9%	\$98.6	\$99.5	+0.9%
25 to 34 years old	88,670	90,000	+1.5%	\$340.3	\$356.4	+4.7%
35 to 44 years old	83,000	85,520	+3.0%	\$353.2	\$368.8	+4.4%
45 to 54 years old	96,350	94,980	-1.4%	\$425.7	\$426.4	+0.2%
55 to 64 years old	93,830	98,340	+4.8%	\$407.1	\$426.4	+4.7%
65 years old and over	20,030	21,750	+8.6%	\$87.2	\$92.1	+5.6%
Canada	411,870	420,840	+2.2%	\$1,712.0	\$1,769.6	+3.4%

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.

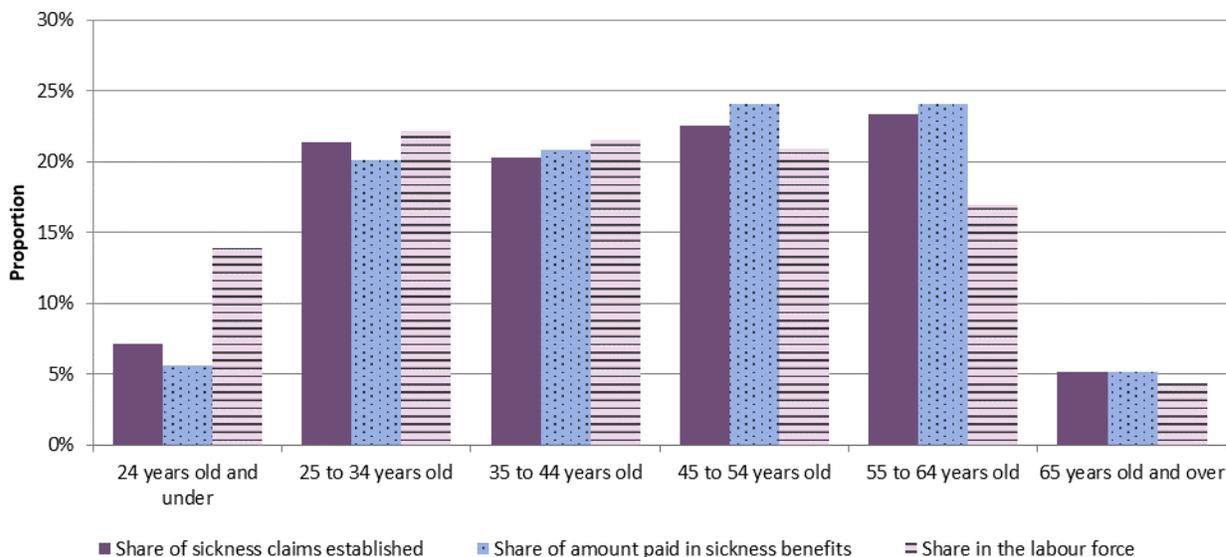
Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

As in the past, a larger share of new EI sickness claims were established by women (56.1%) than men (43.9%). Men and women both recorded increases in the number of sickness claims of 2.8% and 1.7%, respectively.

Claimants aged 45 to 54 and 55 to 64 years old established the largest shares of new sickness claims in FY1819, with 22.6% and 23.4%, respectively. Claimants 65 years old and over experienced the largest

increase in claims (+8.6%), while those aged 45 to 54 years old experienced a decrease in new claims (-1.4%). Relative to their representation in the labour force, people aged 24 years old and under were the most underrepresented, while those aged 55 to 64 were the most overrepresented age group (see Chart 33).⁹⁸

Chart 33 – Proportions of Employment Insurance sickness claims, amount paid and labour force, by age, Canada, FY1819



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, Table 14-10-0017-01.

The total amount paid in sickness benefits went up 3.4% to \$1.8 billion during FY1819. The majority of provinces recorded an increase in sickness benefits paid, with the exception of Newfoundland and Labrador, British Columbia and the Territories (see Table 47).

As with new claims, women received a slightly larger share of the amount paid in sickness benefits than men, with 53.1% and 46.9%, respectively. However, men experienced a larger annual increase in the amount paid than women (+4.1% compared to +2.7%, respectively).

In terms of age, the results observed follow a similar pattern as those observed for the number of claims. Claimants over the age of 45 received a larger share of the total amount of payments for sickness benefits than their share in the labour force, while claimants under the age of 44 received a smaller share (see Chart 33).

By industry, the goods-producing industries were overrepresented among EI sickness claims and total benefits paid, as they accounted for 27.0% of new EI sickness claims and 28.5% of sickness benefits paid, while they represented only 21.0% of workers (see Table 48).

⁹⁸ Statistics Canada, Labour Force Survey, Table 14-10-0017-01

Table 48 – Employment Insurance sickness claims and amount paid, and employment, by industry, Canada, FY1819

Industry	Number of claims '000s (Percentage share)	Amount paid (\$ millions) (Percentage share)	Employment '000s (Percentage share)
Goods-producing industries	113.7 (27.0%)	\$503.7 (28.5%)	3,930.6 (21.0%)
Agriculture, forestry, fishing, hunting, mining and oil and gas extraction	17.8 (4.2%)	\$79.6 (4.5%)	620.4 (3.3%)
Utilities	0.6 (0.1%)	\$3.1 (0.2%)	146.3 (0.8%)
Construction	42.3 (10.0%)	\$199.2 (11.3%)	1,438.5 (7.7%)
Manufacturing	53.1 (12.6%)	\$221.8 (12.5%)	1,725.4 (9.2%)
Services-producing industries	300.7 (71.4%)	\$1,238.4 (70.0%)	14,816.5 (79.0%)
Wholesale and retail trade	68.7 (16.3%)	\$258.3 (14.6%)	2,796.3 (14.9%)
Transportation and warehousing	22.8 (5.4%)	\$107.7 (6.1%)	1,006.4 (5.4%)
Finance, insurance, real estate, rental and leasing	13.1 (3.1%)	\$59.6 (3.4%)	1,176.3 (6.3%)
Professional, scientific and technical services	12.0 (2.8%)	\$54.0 (3.1%)	1,490.0 (7.9%)
Business, building and other support services*	30.7 (7.3%)	\$127.6 (7.2%)	788.6 (4.2%)
Educational services	12.9 (3.1%)	\$47.8 (2.7%)	1,338.4 (7.1%)
Healthcare and social assistance	54.4 (12.9%)	\$234.3 (13.2%)	2,423.8 (12.9%)
Information, culture and recreation**	8.5 (2.0%)	\$34.9 (2.0%)	779.8 (4.2%)
Accommodation and food services	31.6 (7.5%)	\$107.0 (6.0%)	1,232.7 (6.6%)
Other services (excluding public administration)	18.1 (4.3%)	\$72.3 (4.1%)	806.4 (4.3%)
Public administration	27.9 (6.6%)	\$134.8 (7.6%)	977.9 (5.2%)
Unclassified***	6.5 (1.5%)	\$27.5 (1.6%)	n/a
Canada	420.8 (100.0%)	\$1,769.6 (100.0%)	18,747.1 (100.0%)

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 support, waste management and remediation services.

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

*** For some claims, this information was not available in the data

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 data).

The average weekly sickness benefit rate was \$438 in FY1819, an increase of 2.8% from the previous fiscal year. A little more than a third (35.9%) of all sickness claimants received the maximum weekly benefit rate, which represented an increase of 1.2 percentage points compared to FY1718. On average, the highest weekly sickness benefit rate was paid for claims established in Nunavut (\$519), by men (\$475), and by claimants aged 35 to 44 years old (\$453).

Duration of Employment Insurance sickness benefits

A maximum of 15 weeks of EI sickness benefits may be paid, though the number of weeks could be less depending on the claimant's physician's assessment.

The actual average duration of sickness benefits completed during FY1819 remained the same as FY1718 at 9.8 weeks. On average, men and women received 9.4 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 (8.8 weeks), while those aged 55 years old and over registered the longest duration (10.2 weeks).

A little more than one-third (34.3%) of all completed sickness claims used the maximum number of 15 weeks of sickness benefits, which is similar to previous fiscal years. Women (35.6%) were more likely than men (32.6%) to use the maximum number of sickness weeks.

The use of all 15 weeks of benefits appears to be correlated with the age of claimants, with 25.6% of claimants 24 years old and under and 39.2% of claimants 55 years old and over using the maximum number of sickness weeks (see Table 49).

Table 49 – Share of completed Employment Insurance sickness claims that used the maximum period of 15 weeks of benefits by age, Canada, FY1415 to FY1819

Age category	FY1415	FY1516	FY1617	FY1718 ^r	FY1819 ^p
24 years old and under	29.4%	27.0%	28.2%	26.6%	25.6%
25 to 44 years old	32.6%	32.8%	32.2%	31.7%	31.2%
45 to 54 years old	38.2%	37.6%	38.9%	38.2%	36.6%
55 years old and over	41.7%	41.9%	42.7%	40.5%	39.2%
Canada	36.1%	35.9%	36.3%	35.3%	34.3%

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.

^p Preliminary data

^r Revised data

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

Employment Insurance sickness benefits and short-term disability plans (STDP) offered by employers

A departmental study* showed that the number of employers who offered qualifying STDPs (recognized by the Premium Reduction Program) decreased between 2000 and 2015, but this was offset by an increase in large employers (500 or more employees) offering STDPs. Despite the overall decrease in number of employers offering STDPs, the number of employees covered by those plans increased over the same period.

The study also compared the characteristics of EI sickness claims established by claimants who benefitted from a STDP offered by their employer before turning to EI sickness benefits with people who turned directly to EI sickness benefits. 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 (an average of 39.7% compared to 32.0%, respectively, for the period between 2000 and 2015). In 2015, 21.9% of all EI sickness claimants used EI as a second payer, while the remaining 78.1% of EI sickness claimants used EI as a first payer.

The majority of employers offered weekly indemnity plans, which provide benefits for a minimum of 15 weeks. Given that claimants who were covered by a plan offered by their employer had to use all

of their short-term disability insurance benefits before establishing an EI sickness claim, it appears that those who used all 15 weeks of EI sickness 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 to eligible claimants who need to take time away from work to provide end-of-life care to family members who have a serious medical condition with a significant risk of death within 26 weeks.⁹⁹ The benefits may be paid to one caregiver or shared among caregivers, and only one of them needs to serve the waiting period. Claimants must submit a medical certificate issued by the family member's medical doctor or nurse practitioner to Service Canada.¹⁰⁰

Employment Insurance compassionate care claims, amount paid and level of benefits

Over FY1819, there were almost 8,400 new claims established for compassionate care benefits, which represented a decrease of 23.8% over the previous fiscal year. This annual change was greater than the change recorded in FY1617. Less than one in ten claims established in FY1819 had weeks of benefits that were shared among two or more caregivers (7.5%). This proportion has remained stable from FY1718 (6.9%).

All regions experienced a decrease in the number of claims for compassionate care benefits over the reporting period (see Table 50). Both men and women experienced decreases in number of claims, although women experienced a larger decrease (-24.6%). Women still continue to establish the majority of compassionate care claims (70.9%) compared to men (29.1%).

⁹⁹ 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 [Service Canada's website](#) for more information on the term "family members" in relation to individuals who are gravely ill.

¹⁰⁰ 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.

Table 50 – Employment Insurance compassionate care claims and amount paid, by region, gender and age, Canada, FY1718 to FY1819

Province or territory	Number of claims			Amount paid (\$ millions)		
	FY1718	FY1819	Change (%)	FY1718	FY1819	Change (%)
Newfoundland and Labrador	129	92	-28.7%	\$0.8	\$0.5	-34.6%
Prince Edward Island	66	40	-39.4%	\$0.4	\$0.2	-36.9%
Nova Scotia	351	281	-19.9%	\$2.0	\$1.4	-32.4%
New Brunswick	283	193	-31.8%	\$1.5	\$1.1	-28.4%
Quebec	1,808	1,497	-17.2%	\$8.5	\$6.5	-24.3%
Ontario	4,966	3,574	-28.0%	\$27.3	\$20.0	-26.9%
Manitoba	397	346	-12.8%	\$2.2	\$1.8	-16.7%
Saskatchewan	284	219	-22.9%	\$1.8	\$1.4	-19.2%
Alberta	1,032	866	-16.1%	\$6.7	\$5.7	-15.3%
British Columbia	1,658	1,243	-25.0%	\$9.5	\$7.0	-26.4%
Territories	36	34	-5.6%	\$0.3	\$0.2	-19.8%
Gender						
Men	3,120	2,436	-21.9%	\$19.1	\$15.0	-21.8%
Women	7,890	5,949	-24.6%	\$42.0	\$30.9	-26.4%
Age category						
24 years old and under	167	116	-30.5%	\$0.8	\$0.5	-38.8%
25 to 44 years old	3,494	2,723	-22.1%	\$18.9	\$14.4	-23.5%
45 to 54 years old	3,641	2,681	-26.4%	\$20.5	\$15.1	-26.4%
55 years old and over	3,708	2,865	-22.7%	\$21.0	\$15.9	-24.3%
Canada	11,010	8,385	-23.8%	\$61.1	\$45.8	-25.0%

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.

Individuals aged between 25 and 44 years old had established a smaller share of compassionate care claims (32.5%) than their relative weight in the Canadian labour force¹⁰¹ (43.8%). Conversely, people aged between 45 and 54 years old and those aged 55 years old and over established a larger share of claims for compassionate care benefits (32.0% and 34.2%, respectively) than their presence in the Canadian labour force (20.9% and 21.4%, respectively).

The total amount paid in compassionate care benefits was at \$45.8 million in FY1819, which represents a decrease of 25.0% compared to the previous year.

As with new claims, the amount paid in compassionate care benefits during FY1819 decreased in all provinces, including the territories. Both men and women experienced a decrease in amounts received (see Table 50), although women still received over two thirds (67.4%) 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: 31.5% of all benefits paid versus 43.8% of the labour force. Conversely, claimants aged between 45 and 54 years old and those aged 55 years old and over received 32.8% and 34.6% of the total amount of payments for compassionate care benefits, while they represent 20.9% and 21.4% of the labour force, respectively. All age groups reported decreases in the amounts received from the previous year.

¹⁰¹ Statistics Canada, Labour Force Survey, Table 14-10-0017-01.

The average weekly benefit rate for compassionate care benefits increased by 3.1% to \$468 during FY1819. A little less than half (48.0%) 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 (\$496), by men (\$498), and by claimants aged between 25 and 44 years old (\$478).

Duration of Employment Insurance compassionate care benefits

The average duration of EI compassionate care claims completed in FY1819 was 11.5 weeks. While this is a slight decrease from the average recorded in FY1718 (12.0 weeks), it continues to mark significant increase from previous fiscal years (see Table 51). This change can be attributed, in particular, to the change in the maximum number of weeks of compassionate care benefits available since January 3, 2016.

Table 51 – Average duration and share of completed claims that used six weeks of benefits or more, or 26 weeks of benefits, Canada, FY1415 to FY1819

Duration	FY1415	FY1516	FY1617	FY1718	FY1819 ^p
Share (%) of compassionate care claims using:					
6 weeks of benefits or more	57.4%	54.8%	64.5%	64.9% ^f	62.2%
26 weeks of benefits	n/a	n/a	13.8%	20.3% ^f	17.3%
Average duration (weeks)	4.7	4.6	9.8	12.0	11.5

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 year.

^p Preliminary data.

^f 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 FY1819 (11.8 and 11.3 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 around 12 weeks ([see Annex 2.18.2](#)).

Among compassionate care claims completed in FY1819, 62.2% used six weeks of benefits or more. This proportion, which is similar to those recorded over the previous two fiscal years (see Table 51), 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 be in part due to the death of a care recipient. In total, 17.3% of completed compassionate care claims received the maximum number of 26 weeks of benefits during FY1819, a decrease compared to FY1718 (20.3%).

A departmental study¹⁰² updating research results on the use and duration of compassionate care benefits confirmed that claimants who took care of their spouse or lived with the care recipient are most likely to use the entire benefit entitlement. However, one of the main reasons for not receiving or claiming the maximum number of weeks of benefits is related to the death of a care recipient, which would cause benefits to end in the week of the death.

Similar proportions of men and women used six weeks or more of compassionate care benefits, as well as those who used all 26 weeks of benefits, among the claims completed during the reporting fiscal year.

¹⁰² ESDC. Compassionate Care Benefits: Update (2004/2005 to 2015/2016). Ottawa: ESDC, Evaluation Directorate, 2018).

However, claimants aged 55 years old and over were more likely to receive six weeks or more of compassionate care benefits (66.1%) than claimants aged 24 years old and under (57.9%). They were also more likely to use the total 26 weeks of compassionate care benefits than claimants aged 24 years old and under (18.3% and 13.1%, respectively).

2.6.5 Employment Insurance family caregiver benefit for adults

The EI family caregiver benefit for adults was announced in Budget 2017 and came into effect on December 3, 2017. They are offered to any EI eligible person who need to take temporary leave from work to provide care or support to a family member aged 18 or older who is suffering from a critical illness or injury and whose life is at risk. 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. Claimants must provide Service Canada with 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

About 10,100 claims were established for family caregiver benefits for adults during FY1819. Women established over two thirds of these claims (69.2%) (see Table 52). In terms of age, people aged 55 years old and older accounted for about one-third of all claims (37.4%), while claimants 44 and under accounted for 30.9% of all claims.

Table 52 – Employment Insurance claims for family caregiver benefits for adults and amount paid by region, gender and age, Canada, FY1819

Region	Number of claims	Amount paid (\$ thousands)
Newfoundland and Labrador	195	\$966.6
Prince Edward Island	65	\$330.8
Nova Scotia	290	\$1,337.9
New Brunswick	277	\$1,230.1
Quebec	1,772	\$8,192.8
Ontario	4,658	\$22,423.6
Manitoba	332	\$1,513.7
Saskatchewan	232	\$1,190.2
Alberta	899	\$4,617.8
British Columbia	1,234	\$6,058.5
Territories	27	\$155.9
Unknown*	125	\$326.8
Gender		
Men	3,117	\$16,047.8
Women	6,989	\$32,296.9
Age category		
24 years old and under	170	\$630.3
25 to 34 years old	1,066	\$4,938.7
35 to 44 years old	1,887	\$8,803.9
45 to 54 years old	3,201	\$15,657.8
55 to 64 years old	3,206	\$15,549.2
65 years old and over	576	\$2,764.8
Canada	10,106	\$48,344.6

Note: Data may not add up to total due to rounding. Includes claims for which at least \$1 of EI family caregiver benefit for adults was paid. Given the short period during which benefits for family caregivers for adults were offered in FY1718, few claims were made. Consequently, the data from FY1819 cannot be compared to the previous year's data.

* For some claims, this information was not available in the data.

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

During FY1819, the amount paid out in family caregiver benefits for adults totalled \$48.3 million. Similar to the number of claims established, women and claimants aged between 45 and 54 years old, and between 55 and 64 years old received a larger share of benefits paid out compared to men and claimants in other age groups, respectively.

The average weekly benefit rate for family caregiver benefits for adults was \$451. On average, the highest weekly benefit rate was paid for claims established by men (\$490), those living in the Territories (\$535) and by claimants aged 35 to 44 years old (\$463).

Duration of Employment Insurance family caregiver benefits for adults

Under the family caregiver benefit for adults, claimants are provided with up to 15 weeks of benefits that can be shared among eligible caregivers and split into segments over a claimant's 52-week benefit period. Given that FY1819 is the first full fiscal year during which benefits for family caregivers were offered, duration for the current fiscal year is not comparable to the previous year, during which the benefit was only available for four months.

The average duration of EI family caregiver benefits for adults completed in FY1819 was 10.7 weeks. Men and women received 10.6 and 10.8 weeks of family caregiver benefits for adults on average, respectively. The average number of weeks was higher for claimants 65 years old and over (12.0 weeks) and for claimants 55 to 64 years old (11.1 weeks) ([see Annex 2.19.2](#)).

2.6.6 Employment Insurance family caregiver benefit for children

The EI family caregiver benefit for children¹⁰³ offers temporary income support for a maximum period of 35 weeks to eligible workers and self-employed persons who take leave from work to provide care for or support to a critically ill or injured child. Caregivers can include, in addition to the child's parents, any qualifying members of the immediate and extended family. Benefits can be shared among caregivers, who may receive them simultaneously or separately, up to the maximum number of weeks of eligibility.

Claimants need to provide Service Canada with a medical certificate signed by the medical doctor or nurse practitioner of the critically ill or injured child.¹⁰⁴ 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) or other qualifying family members.

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 11.3% compared to FY1718, to 5,500 claims in FY1819. All regions experienced an increase in their number of claims over the reporting period, except for Newfoundland and Labrador (see Table 53).

¹⁰³ 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*.

¹⁰⁴ 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 include medical doctors and nurse practitioners. Before that date, only specialist medical doctors were able to sign medical certificates.

Table 53 – Employment Insurance claims for family caregiver benefits for children and amount paid by region, gender and age, Canada, FY1718 to FY1819

Region	Number of claims			Amount paid (\$ thousands)		
	FY1718	FY1819	Change (%)	FY1718	FY1819	Change (%)
Newfoundland and Labrador	70 ^r	55	-21.4%	\$450.2	\$542.9	+20.6%
Prince Edward Island	18	30	+66.7%	\$133.1	\$171.1	+28.5%
Nova Scotia	92 ^r	104	+13.0%	\$522.9	\$757.5	+44.9%
New Brunswick	94 ^r	101	+7.4%	\$520.0	\$654.7	+25.9%
Quebec	884 ^r	1,050	+18.8%	\$5,761.5	\$6,480.2	+12.5%
Ontario	1,941 ^r	2,089	+7.6%	\$12,006.6	\$14,828.9	+23.5%
Manitoba	182 ^r	208	+14.3%	\$1,090.7	\$1,310.1	+20.1%
Saskatchewan	195 ^r	222	+13.8%	\$1,142.3 ^r	\$1,707.8	+49.5%
Alberta	765 ^r	852	+11.4%	\$4,893.3 ^r	\$5,691.4	+16.3%
British Columbia	628 ^r	708	+12.7%	\$3,707.1	\$4,360.7	+17.6%
Territories	12	18	+50.0%	\$63.8	\$154.4	+142.0%
Unknown*	40	38	-5.0%	\$113.8	\$96.9	-14.9%
Gender						
Men	1,008 ^r	1,151	+14.2%	\$6,332.8	\$8,090.5	+27.8%
Women	3,913 ^r	4,324	+10.5%	\$24,072.4 ^r	\$28,666.0	+19.1%
Age category						
24 years old and under	257 ^r	242	-5.8%	\$1,312.1	\$1,240.3	-5.5%
25 to 44 years old	4,282 ^r	4,684	+9.4%	\$25,978.2	\$30,846.9	+18.7%
45 to 54 years old	341 ^r	478	+40.2%	\$2,796.3	\$4,025.2	+43.9%
55 years old and over	41 ^r	71	+73.2%	\$318.5	\$644.1	+102.2%
Canada	4,921^r	5,475	+11.3%	\$30,405.2^r	\$36,756.5	+20.9%

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 benefit for children was paid.

* For some claims, this information was not available in the data.

^r 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 (79.0%) rather than men (21.0%). However, men and women both recorded an annual increase in the number of new claims.

By age, claimants aged 25 to 44 years old established the largest share of new claims for family caregiver benefits for children (85.5%), while those aged 24 years old and under and 45 years old and over represented 4.4% and 10.0%, respectively.

The amount paid in family caregiver benefits for children reached \$36.8 million during FY1819, representing an increase of 20.9% from the previous fiscal year. As with established claims, women received most of the benefits paid (78.0%), while by age, claimants aged between 25 and 44 received the majority of benefits paid for this benefit type (83.9%).

The average weekly benefit rate paid to family caregivers for children was \$464 for FY1819, which represents a growth of 1.6% from the previous fiscal year. On average, the highest weekly benefit rate was paid for claims established by men (\$500) and for claimants aged between 25 to 44 years old (\$468). By region, the highest average weekly benefit rates were seen in Newfoundland and Labrador (\$486) and the Territories (\$489).

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 over a claimant’s 52-week benefit period.

Individuals receiving family caregiver benefits for children used, on average, 17.0 weeks of benefits over the reporting period, a slight increase of 0.3 weeks compared to FY1718. On average, women received more weeks of benefits than men, with 18.3 weeks and 14.4 weeks respectively. The average number of weeks used was higher for claimants aged 55 years old or older (20.5 weeks) and for those aged 45 to 54 years old (18.7 weeks) ([see Annex 2.20.2](#)).

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 Service Canada;
- pay EI premiums at the same rate as salaried employees for at least one year before they may claim benefits;
- wait for 12 months from the date of their confirmed registration before claiming EI special benefits;
- have earned the minimum number of self-employed earnings during the calendar year preceding the year they apply for benefits;¹⁰⁵
- have reduced the amount of time devoted to their business by more than 40%; and
- meet the eligibility criteria specific to the special benefits being claimed.¹⁰⁶

During FY1819, there were 2,000 additional self-employed persons who entered into a voluntary agreement with Service Canada, bringing the total number of participating self-employed persons to almost 23,300 participants. This represents a growth of 9.6% compared to FY1718 (see Table 54).

Table 54 – Self-employed persons enrolled in the Employment Insurance program, Canada, FY1415 to FY1819

Number of workers	FY1415	FY1516	FY1617	FY1718	FY1819
Net Enrolments	1,448	1,704	1,820	1,874	2,046
New Participants to the Program (Opted in)	1,946	2,338	2,547	2,475	2,627
Registrants who cancelled or terminated participation (opted out)	-498	-634	-727	-601	-581
Cumulative total, at the end of the fiscal year	15,842	17,546	19,366	21,240	23,286

Source: Employment and Social Development Canada, Service Canada administrative data, 100% sample

¹⁰⁵ This threshold was \$6,947 (2017 earnings) for claims established in 2018 and \$7,121 (2018 earnings) for claims established in 2019.

¹⁰⁶ For more information on special benefits for self-employed persons, please visit the [website](#).

A study¹⁰⁷ by Employment and Social Development Canada compared self-employed persons who do not participate in the EI program to participants. The study 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 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 paid 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 self-employment career.

Example: Self-employed participants with some paid 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 to access benefits for self-employed in the future.

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 728 special benefit claims were established by self-employed persons in FY1819, representing a decrease of 2.4% from the previous fiscal year. The benefit types most frequently received by self-employed EI claimants were maternity benefits and parental benefits (see Table 55).

¹⁰⁷ ESDC, Enhance Understanding of Self-Employed Workers' Participation in EI Special Benefits. (Ottawa: ESDC, Evaluation Directorate, 2019).

Table 55 – Employment Insurance special benefit claims for self-employed persons and amount paid by benefit type, region, gender and age, Canada, FY1718 to FY1819

Benefit type	Number of claims			Amount paid (\$ thousands)		
	FY1718	FY1819	Change (%)	FY1718	FY1819	Change (%)
Maternity	566	543	-4.1%	\$2,878.8	\$2,491.7	-13.4%
Parental	598	615	+2.8%	\$6,310.3	\$6,385.9	+1.2%
Other EI special benefits	167	158	-5.4%	\$609.3	\$251.7	-58.7%
Region						
Atlantic	40	52	+30.0%	\$685.7	\$827.1	+20.6%
Quebec	29	19	-34.5%	\$73.4	\$5.2	-92.9%
Ontario	340	310	-8.8%	\$4,756.0	\$3,682.3	-22.6%
Prairies	161	179	+11.2%	\$2,300.6	\$2,401.2	+4.4%
British Columbia and the Territories	176	168	-4.5%	\$1,982.7	\$2,213.4	+11.6%
Gender						
Men	26	37	+42.3%	\$234.2	\$31.4	-86.6%
Women	720	691	-4.0%	\$9,564.2	\$9,097.8	-4.9%
Age category						
29 years old and under	123	118	-4.1%	\$1,418.9	\$1,892.7	+33.4%
30 to 39 years old	526	532	+1.1%	\$7,442.9	\$6,681.9	-10.2%
40 years old and over	97	78	-19.6%	\$936.6	\$554.6	-40.8%
Canada	746	728	-2.4%	\$9,798.4	\$9,129.2	-6.8%

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 on claims are based on a 100% sample of EI administrative data, while data on amounts paid are based on a 10% sample.

Ontario is the region that established the largest number of claims in FY1819, however it did record a decrease, along with Quebec and British Columbia and the Territories. Quebec's under-representation in terms of new claims established (2.6% of all self-employed benefits) reflects the fact that the province offers maternity, parental, adoption and paternity benefits outside the EI program with mandatory participation of self-employed persons under QPIP ([see subsection 2.6.2](#)).

As in the past, women made up the vast majority (94.9%) 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 (73.1%) and also saw the only increase in new claims established compared to FY1718. Claimants aged 29 years old and under and 40 years old and over saw decreases in the number of claims established in FY1819.

The total amount paid in EI special benefits to self-employed persons was at \$9.1 million for the reporting period, a 6.8% decrease from FY1718. Ontario and Quebec accounted for this decrease, which is due in part to shorter duration of claims and lower average weekly benefit rates in these regions. The Atlantic provinces, the Prairies and British Columbia and the Territories experienced increases in amount paid in FY1819.

As observed with claims, women received the largest share of the total special benefits paid to self-employed persons. However, both men and women experienced decreases in total amount received in benefits.

Persons aged 29 years old and under posted an increase in special benefits paid for self-employed workers, whereas those aged 30 to 39 years old and 40 years old and over experienced a decrease in benefits paid.

The average weekly benefit rate¹⁰⁸ for special benefits paid to self-employed persons increased by 3.5% to \$349 per claim. On average, the highest weekly benefit rate was for claims established in British Columbia and the Territories (\$387), by women (\$350), and by claimants aged between 30 to 39 years old (\$359).

¹⁰⁸ 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 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).¹⁰⁹ 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)¹¹⁰ 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

After recording successive deficits in the early 2010s, the EI Operating Account returned to cumulative balance in FY1415 (see Chart 35 in [subsection 2.7.4](#)). 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. Chart 34 shows the EI premium rates for employees and employers¹¹¹ in Quebec and the rest of Canada in the past 10 years.

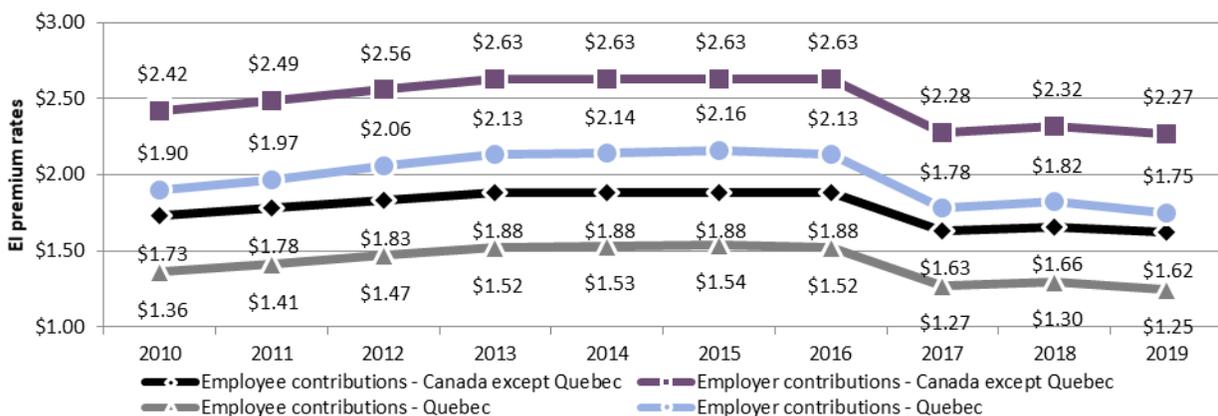
¹⁰⁹ Section 4 of the *Employment Insurance Act* provides for the annual calculation of the MIE, which is indexed to the annual percentage increase in the average weekly earnings of the industrial aggregate in Canada, as published by Statistics Canada, to ensure that the level of insured income maintains its relative value.

¹¹⁰ 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>.

¹¹¹ Different measures were implemented over the past decade to reduce EI premiums paid by certain employers. The Temporary Hiring Credit for Small Businesses, in effect from 2011 to 2013, provided small businesses with a temporary hiring credit of up to \$1,000 against an year-over-year increase in the firm's EI premiums paid. The Small Business Job Credit lowered EI premiums for small businesses, from the legislated rate of \$1.88 to \$1.60 for every \$100 of insurable earnings in 2015 and 2016.

Chart 34 – Employment Insurance premium rates per \$100 of insurable earnings, Canada, 2010 to 2019



Source: Government of Canada, Public Accounts of Canada 2019, Volume I: Summary Report and Consolidated Financial Statements (Ottawa: Receiver General for Canada, 2019) and past year versions of the Public Accounts report.

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.¹¹²

The Senior Actuary’s forecasted EI premiums are calculated based on the forecasted insurable earnings on which premiums are paid. 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 2019, the MIE was \$53,100, increasing by \$1,400 (+2.7%) from the previous year’s MIE of \$51,700.

In 2019, the EI premium rate for employees (who were not covered by a provincial parental insurance plan) was set by the CEIC at \$1.62 per \$100 of insurable earnings, down four cents from the previous year. As a result, the maximum annual premiums paid by employees was \$860 in 2019. 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 \$2.27 for every \$100 of insurable earnings of their employees in 2019, up to a maximum of \$1,204. 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.¹¹³

The EI program grants a reduction in the 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

¹¹² 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.

¹¹³ Self-employed workers (other than fishers) who have opted into EI special benefits must meet a minimum self-employment earnings threshold for the calendar year preceding the claim. The threshold was \$6,947 of self-employed earnings in 2017 for claims established in 2018 and \$7,121 of self-employed earnings in 2018 for claims established in 2019.

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 2019, the EI premium rate for employees in Quebec was set at \$1.25 per \$100 of insurable earnings, while for employers it was \$1.75 per \$100 of insurable earnings of their employees (see Table 56).

Table 56 – Employment Insurance maximum insurable earnings, premium rates* and annual maximum contribution for employees and employers in Canada, 2016 to 2019

Category	Contributor	2016	2017	2018	2019
Premium rates for residents of a province without a provincial parental insurance plan	Employees	\$1.88	\$1.63	\$1.66	\$1.62
	Employers	\$2.63	\$2.28	\$2.32	\$2.27
Premium rates for residents of a province with a provincial parental insurance plan (Quebec)	Employees	\$1.52	\$1.27	\$1.30	\$1.25
	Employers	\$2.13	\$1.78	\$1.82	\$1.75
Maximum insurable earnings	Employees	\$50,800	\$51,300	\$51,700	\$53,100
Annual maximum contribution	Employees	\$955.04	\$836.19	\$858.22	\$860.22
	Employers	\$1,137.06	\$1,170.67	\$1,201.51	\$1,204.31

* Per \$100 of insurable earnings.

Source: Government of Canada, Public Accounts of Canada 2019, Volume I: Summary Report and Consolidated Financial Statements (Ottawa: Receiver General for Canada, 2019) and past year versions of the Public Accounts report.

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 2019 would be \$567 at the premium rate of \$1.62 for every \$100 of insurable earnings. Her employer would contribute \$794.50 in EI premiums on her earnings, for a combined total of \$1,361.50 in contributions made to the EI Operating Account in 2019.

However, if Emily was working and living in Quebec, her annual EI contribution in 2019 would be reduced to \$437.50, and her employer would have contributed \$612.50 in EI premiums on her earnings, for a combined total of \$1,050 in contributions made to the EI Operating Account. At the premium rate of \$0.526 for every \$100 of insurable earnings in 2019, Emily's contribution to the Quebec Parental Insurance Plan (QPIP) would be \$184.10, while her employer's contribution would be \$257.60. Note that QPIP premiums are set by the Quebec Parental Insurance Plan's Conseil de gestion and not 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 in a given calendar year, as they are unlikely to qualify 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, such as those with multiple jobs or those who change jobs during the year. Under these 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 slips¹¹⁴ from employers, there were 915,600 individuals in 2017 (the most recent taxation year for which data is available) that were eligible to receive full EI premium refund under the Premium Refund Provision, representing 5.1% of those with insurable earnings. Of these individuals who were eligible to receive full refund paid on EI premiums, 73.3% had filed income taxes and 64.5% received a full premium refund based on CRA T1 tax filer data. A total of \$8.9 million in premiums were refunded to the eligible individuals in 2017, while on average each person received a refund amount of \$15.10.

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 and encouraged employers to continue to offer them as the EI sickness benefits became available.

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.¹¹⁵ The premium reduction reflects the average savings 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:

¹¹⁴ 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.

¹¹⁵ 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>

- 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 2019, the rates of reduction were 0.21%, 0.36%, 0.35% and 0.39% of insurable earnings for categories 1 through 4, respectively.¹¹⁶ An estimated \$922.3 million in premium reductions were generated by the wage-loss plans in 2017 (the most recent taxation year for which data is available), compared to \$871.2 million in 2016 and \$837.4 million in 2015.¹¹⁷

Based on the most recent departmental study¹¹⁸ on the PRP, there were approximately 27,220 employers receiving EI premium reductions through the PRP in 2015. About 7.8 million of workers were employed in those firms receiving a premium reduction in 2015. The departmental study also shows that, during the period of 2000 to 2015, approximately 89.0% of all employers in the program offered a Category 3 plan with weekly indemnity to their employees. 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 weekly indemnity. These breakdowns have remained stable during the 15 years examined.

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 transactions of the Government for the fiscal year. According to the Public Account of Canada, the total EI revenues were \$22.8 billion in FY1819, an increase of 5.4% from the previous year. The EI expenditures decreased (-3.9%) over the same time period, from \$21.7 billion in FY1718 to \$20.8 billion in FY1819. This generated a net surplus of \$2.0 billion at the end of FY1819 (see Table 57). See [Annex 5](#) for a detailed breakdown of the Account.

¹¹⁶ Source: Office of the Chief Actuary, 2019 Actuarial Report on the Employment Insurance Premium Rate (Ottawa: Office of the Superintendent of Financial Institutions Canada, 2018).

¹¹⁷ Source: Office of the Chief Actuary, 2020 Actuarial Report on the Employment Insurance Premium Rate (Ottawa: Office of the Superintendent of Financial Institutions Canada, 2019).

¹¹⁸ ESDC, Enhance Understanding of the Use of the Premium Reduction Program. (Ottawa: ESDC, Evaluation Directorate, 2019).

Table 57 – Employment Insurance Operating Account revenues and expenditures, FY1314 to FY1819
(\$ million)

Operating Account	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819
Revenues*	\$22,226.9	\$23,014.8	\$23,586.1	\$22,603.3	\$21,614.0	\$22,781.6
Expenditures**	\$18,997.2	\$19,759.3	\$21,192.9	\$22,518.9	\$21,662.0	\$20,817.4
Employment Insurance benefits (Part I)	81.7%	82.2%	83.2%	83.5%	82.4%	81.0%
Employment benefits and support measures (Part II)	10.5%	10.4%	9.7%	9.7%	10.0%	11.1%
Benefit repayments	-1.1%	-1.2%	-1.2%	-1.2%	-1.4%	-1.4%
Administration costs	8.8%	8.4%	7.8%	7.9%	8.7%	8.8%
Bad debts	0.1%	0.3%	0.6%	0.1%	0.3%	0.5%
Annual surplus (deficit)	\$3,229.7	\$3,255.4	\$2,393.2	\$84.4	(\$48.0)	\$1,964.3

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 under federal budgets.

** 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 2019, Volume I: Summary Report and Consolidated Financial Statements (Ottawa: Receiver General for Canada, 2019) and past year versions of the Public Accounts report.

Chart 35 illustrates the financial position of the EI Operating account at the end of fiscal year for the past ten years. On March 31, 2019, the accumulated surplus in the EI Operating Account was \$4.92 billion, an increase of +66.6% from the previous fiscal year. This rise in the accumulated surplus is mainly attributable to the decline (-\$989 million) in EI Part I benefits paid and to the increase (+\$1.2 billion) in EI premiums collected in FY1819 which can be explained in part by the continuing favorable labour market performance observed during the reference period.

Chart 35 – Employment Insurance Operating Account financial position at the end of fiscal year, Canada, FY0910 to FY1819



Source: Government of Canada, Public Accounts of Canada 2019, Volume I: Summary Report and Consolidated Financial Statements (Ottawa: Receiver General for Canada, 2019) and past year versions of the Public Accounts report.

CHAPTER III

Impact and Effectiveness of Employment Benefits and Support Measures (EBSMs—Part II of the *Employment Insurance Act*)

Activities conducted under Part II of the *Employment Insurance (EI) Act* help individuals in Canada prepare for, find and maintain suitable 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, 2018 and ending on March 31, 2019 (FY1819). Section I provides a national overview of EBSM-similar programming delivered under the LMDAs and by agreement holders under the Aboriginal Skills and Employment Training Strategy (ASETS), which transitioned to the Indigenous Skills and Employment Training (ISET) program as of April 1, 2019. 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 an overview of Employment and Social Development Canada's (ESDC's) study of the Job Creation Partnerships program. The section also builds on the well-being analysis presented in the FY1617 MAR with new poverty analysis based on the Market Basket Measure, Canada's new official poverty line. Section IV discusses the results of ESDC's delivery of pan-Canadian activities, and the administration of 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. In this context, the number of interventions for FY1819 may be over-represented nationally. More accurate intervention counts will be provided in future years of this report.
- ii. References to average levels of activity and to highs and lows generally use the 10-year period from FY0809 to FY1819 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 rely 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 2020.

3.1. National overview

3.1.1 Economic and labour market context

According to key indicators, Canada's labour market performed well in FY1819. Overall, the labour force grew by 1.1% to a total of 19.9 million workers, while employment expanded at a faster pace, +1.4%, to a total of 18.7 million. Employment among women grew by 1.5%, while men's level increased by 1.3%. For both women and men, the employment growth was concentrated in full-time work. In sum, Canada's employment rate edged up to 61.9% in FY1819, compared to 61.6% in the previous fiscal year.

Canada's unemployment rate edged down to 5.8% in FY1819, compared to 6.1% in FY1718. The unemployment rate of both women and men declined, with women's unemployment rate registering at 5.5% (compared to 5.7% in the previous year) and men's at 6.1% (compared to 6.5% in the previous year).

Despite this, ongoing challenges in the energy sector had an impact on labour markets in the Prairie provinces. Unemployment rates in Saskatchewan and Alberta remain above the national rate. As well, employment growth in both jurisdictions has been weaker than the national growth. Between FY1617 and FY1819, Canada's employment expanded by 3.3%, while in Saskatchewan and Alberta employment grew by 0.6% and 3.1%, respectively.

Statistics Canada¹ reported 340,000 job vacancies across Canada in FY1819, compared to 287,900 in FY1718 (+18.1% increase year over year). The survey also reported 1.16 million unemployed workers in FY1819, declining by roughly 6% compared to the previous year. Taken together—expressed as the unemployment-to-job vacancies ratio (U/V ratio)—for every job vacancy in FY1819, 3.4 individuals were unemployed. In comparison, Canada's U/V ratio stood at 4.1 in the previous year.

In 2018, Canada's real gross domestic product (GDP) rose by 2.0%, following a 3.0% increase in 2017. Growth varied from 0.8% in New Brunswick to 7.6% in Nunavut. Real GDP increased in every province and territory, with the exception of Newfoundland and Labrador, where real GDP fell by 3.5%. For 2019,

¹ Table 14-10-0226-01. Job vacancies, labour demand and job vacancy rate, three-month moving average, unadjusted for seasonality.

Canada's real GDP was forecast to grow by approximately 1.5%, with economic expansion projected in most parts of the country.

3.1.2 Main results²

Decline in the number of EBSM clients and interventions³

In FY1819, provinces and territories served 670,431 clients under the Labour Market Development Agreements (LMDAs), a decline of 3.7% compared to the previous year. The number of LMDA interventions delivered to clients decreased by 4.5% year over year, to a total of 1,023,493 interventions.

Terminology guide

A **client** is a person who has participated in programs or services 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 in which a client participates. See Section 1.4 and 1.5 for the type of interventions available to clients.

Any reference to participants is the number of interventions, where information on designated groups is collected at the intervention level, rather than individual client.

Combined with programs and services delivered by Indigenous organizations through the Aboriginal Skills and Employment Training Strategy (ASETS), a grand total of 695,610 EBSM clients were served (-2.8%), and 1,067,991 EBSM interventions (-3.6%) were delivered in FY1819.

The overall intervention-to-client ratio edged down to 1.54, compared to 1.55 in the previous year, as the number of interventions declined at a higher rate than the client totals.

Overall expenditures increased significantly by 18.4% to a total of \$2.6 billion.

3.1.3 Client profile and participation

In FY1819, the total number of EBSM clients served declined by 2.8% year over year, with varying declines among the three traditional client groups. The number of active EI claimants declined by 8.9% year over year, to a total of 286,197, while former EI claimants dropped by 12.1%, to a total 101,848, and non-insured clients also declined by 16.0%, to a total of 240,075. The drop in non-insured clients is largely attribute to the creation of a new category for clients. As of April 2018, a new client group—Premiums Paid Eligible (PPE)—represented 9.7% of all clients, or a total of 67,490 in FY1819. See Table 1 for descriptions of the different client types and the box below for details on PPE.

² In 2013/2014, Newfoundland and Labrador implemented a new case management system. In the context of the transition to this new system, FY1819 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 statement 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.

³ Note that the Employment Benefits and Support Measures (EBSMs) clients and interventions reference data collected by provinces, territories and Indigenous organizations. References to LMDA clients and interventions include provincial and territorial data only.

Expanded eligibility under the LMDAs

Effective April 1, 2018, eligibility for Employment Benefits (e.g., training, wage subsidies) was expanded to include all unemployed individuals who have made minimum EI premium contributions. With the expanded eligibility, a new client group—known as *Premiums Paid Eligible (PPE)*— was created to report on the unique characteristics of this clientele. In addition, eligibility for Employment Assistance Services was expanded to include all Canadians, whereas previous access was limited to unemployed Canadians.

PPE represented 9.7% of total clients; with those who were previously non-insured clients largely falling into the new group. Proportionally, Saskatchewan (27.1%), Nunavut (15.9%), Northwest Territories (15.0%) and Ontario (12.1%) had the highest percentage of PPE among their clients. The lowest proportion of PPE were in Newfoundland and Labrador (1.2% of all clients).

At the national level, roughly 54% of PPE clients were women and 46% were men. By comparison, across all client groups, fewer than 43% were women and more than 57% were men. This suggests the expanded eligibility under PPE has enabled more women to access training supports.

By age, most PPE were core-aged (69.4%) clients, followed by youth (16.6%) and workers aged 55 or older (13.8%). The largest cohorts of youth PPE were in New Brunswick (37%), Prince Edward Island (36%) and Saskatchewan (37%). PPE clients aged 55 or older were more prevalent in Nova Scotia and British Columbia, where they represented approximately 19% of all clients in both provinces.

Across Canada, PPE accessed a total of 104,537 interventions, most (82.6%) of which were Employment Assistance Services. With the broadened eligibility, PPE accessed 18,187 Employment Benefit interventions, previously accessible only by active and former EI claimants prior to the current fiscal year. ESDC will continue to monitor and assess PPE trends as data become available.

As a share of all clients, active EI claimants represented 41.4% of total clients, followed by non-insured (34.5%), and former EI claimants (14.6%) in FY1819. Active and former EI claimant client shares among all clients declined by 2.7 and 1.6 percentage points respectively, compared to the previous fiscal year.

Table 1 – Client type descriptions

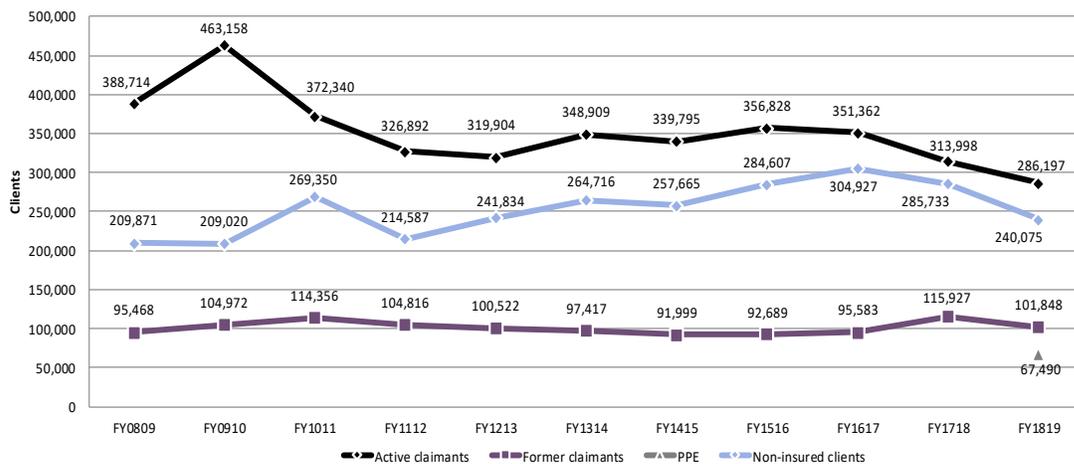
Active claimants are those who had an active EI Part I regular claim when they requested assistance under Part II of the *Employment Insurance Act*. Typically, they have stronger and more recent job attachment. They tend to be able to return to work more quickly than those with weaker ties to employment. 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.

Former claimants 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.⁴ Former claimants do not receive income support under Part I of the *Employment Insurance Act* while they complete an Employment Benefit intervention under EI Part II; however, they may receive Part II income support while completing their return-to-work action plan.

Premiums-paid Eligible are those who have made minimum Employment Insurance premium contributions above the premium refund threshold (i.e. \$2,000 in earnings) in at least five of the last ten years.

Non-insured clients 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.

Chart 1 – EBSM clients by client-type, Canada FY0809 to FY1819



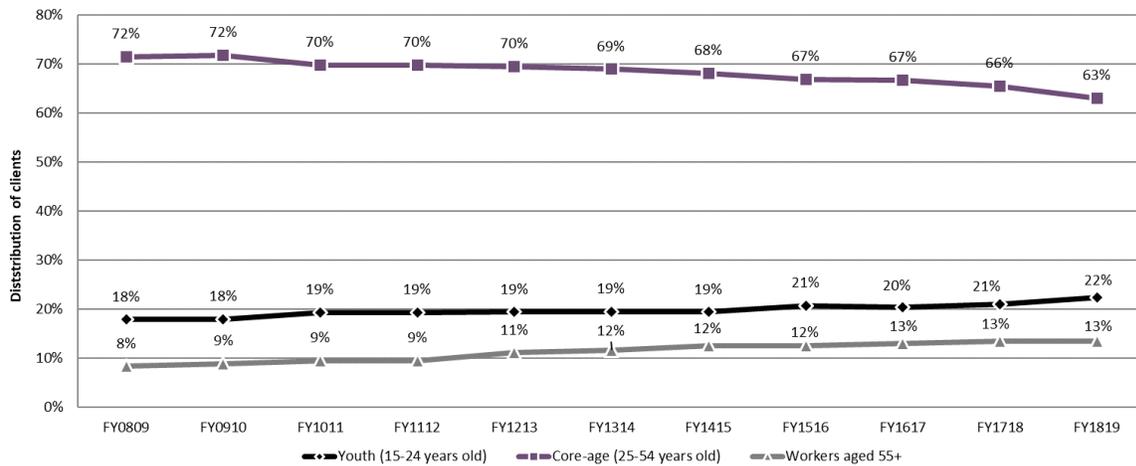
⁴ A detailed definition of former claimants can be found in section 58 of the *Employment Insurance Act*.

Since FY0809, the number of EI active claimants has declined by 26.4%, while former EI claimants and non-insured clients increased by 6.7% and 14.4%, respectively. The drop in active EI claimants is largely attributable to the strong performance of Canada’s labour market, resulting in an overall decline in EI program use among Canadians. In turn, provinces and territories focused on serving clients more removed from the labour market.

Age distribution⁵

In FY1819, most EBSM clients were in their core working years (25 to 54 years old), totalling 406,743 individuals, or 63.1% of all clients. Youth – those aged 15 to 24 years old – represented 22.3% of all clients (143,684), and clients aged 55 or older were the remaining 13.4% of the shares (86,370 clients). Youth clients increased significantly by 8.2%, followed by clients aged 55 or older (+1.7%), compared to FY1718. Core-aged clients declined by 1.6% year over year. The increase in youth clients resulted in their overall shares edging up, with a decline in the share of core-aged. Whereas, clients aged 55 or older remained unchanged at 13.4% of overall client shares.

Chart 2 – Age distribution of clients (%), Canada, FY0809 to FY1819



In the context of an aging labour force, the number of EBSM clients aged 55 or older increased by over 79% compared to FY0809 results. Clients aged 55 or older now represent 13.4% all total clients, compared to 8.5% a decade earlier.

Youth participation in labour market programming also increased (+38.3%) in the past 10 years, as provinces and territories prioritized serving younger people to help counter the effects of an aging population, and developing and maintaining a competitive workforce. This age cohort now represents over 22% of all clients, compared to 17.8% ten years earlier.

⁵ 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.

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 10 years. Core-age workers now represent 63.1% of all clients, compared to 73.3% in FY0809.

Designated groups⁶

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 participants⁷ voluntarily self-identify, annual fluctuations may be due to changes in self-identification rates.

- Women participated in a total of 474,830 EBSM interventions in FY1819, a 1.5% increase year-over-year (45.3% of all interventions delivered to Canadians). Women accessed predominately EAS-only interventions (88.3%); at a higher rate than men (79.4%). Among participants who were women, most were non-insured clients (39.2%), followed by active EI claimants (31.1%) and former EI claimants (18.2%). The remainder of women participants (10.4%) were under the new PPE client category.
- In FY1819, a total of 141,046 participants self-identified as persons with disabilities, an increase of 0.3% year-over-year. Persons with disabilities participated in 13.4% of all interventions delivered in FY1819. The vast majority (90.5%) participated in an EAS-only intervention, compared to 9.5% who participated in Employment Benefits.
- Indigenous peoples participated in 111,515 interventions in FY1819, representing an increase of 27.4% year-over-year. The increase is reflective of a number of jurisdictions prioritizing to serve under-represented groups and improve their employment outcomes, as well as, continued growth observed under ASETS programming. As a share of all EBSM interventions delivered in Canada, Indigenous peoples participated in 10.6% of the total, including programming delivered through ASETS. As in previous years, most Indigenous participants accessed on EAS-only interventions (93.4% of all interventions).
- Members of visible minority groups participated in 73,772 interventions in FY1819, dropping by 5.1% year-over-year. Among all interventions delivered in Canada, members of visible minority groups represented 7.0% of all participants, compared to 7.2% in FY1718. The majority of interventions (91.9%) were EAS-only, compared to 8.6% for Employment Benefits.

Official languages

To foster the full recognition and use of both English and French in Canadian society, and to help ensure that labour market programs and services are delivered in both official languages, all LMDAs contain commitments by provinces and territories to have programs and services delivered in both official languages, where there is significant demand.

⁶ This information is collected at the intervention level and comes from the participant dataset for EBSM programming.

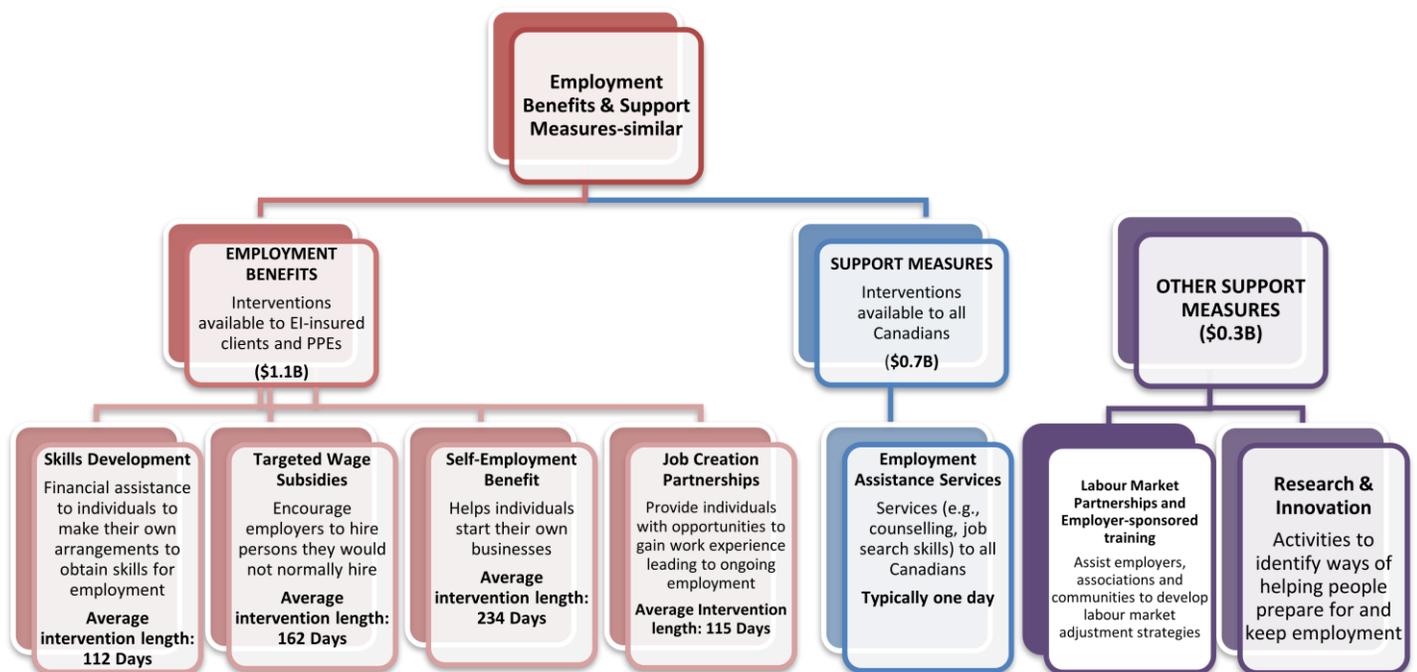
⁷ Note that the number of participants equals the number of interventions for this section.

3.1.4 Interventions: Employment benefits

Employment Benefits are longer-term interventions focused on providing skills or work experience required to regain employment. Under the LMDAs, provinces and territories can provide Employment Benefits similar to the following six benefit 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)**⁸.

In FY1819, Employment Benefit interventions totalled 164,442, a significant increase of 16.0% compared to the previous reporting period. With strong labour market conditions and a decline in EBSM interventions, the rise of Employment Benefits suggests provinces and territories focused on longer-term training and skills development investments. The average length of an Employment Benefit intervention was 125 days in FY1819, on average, longer than the duration observed in previous reporting periods.

Table 2 – Labour Market Development Agreements at-a-glance: Expenditures and length of interventions (FY1819)



SD-R interventions dramatically increased, by 30.5%, to a total of 72,226, while **SD-A** interventions increased by 4.9%, to a total of 65,323 in FY1819. Combined, Skills Development interventions made up

⁸ Targeting Earning Supplements were not offered by any jurisdiction in FY1718.

83.6% of all Employment Benefits, and Skills Development expenditures totalled \$877.7 million, an increase of 5.8%, or \$48.1 million, compared to FY1718 results.

In FY1819, **TWS** interventions shot up by 23.1% year-over-year, to 18,793, and represented 11.4% of all Employment Benefits. Corresponding with this increase, expenditures on TWS programming totalled \$142.4 million, an increase of \$32.5 million in spending compared to the previous fiscal year.

The number of **SE** interventions rose by 1.7%, to 4,978, with their shares among all Employment Benefits representing 3.0%. However, SE expenditures decreased in FY1819; going from \$61.6 million in FY1718, to \$60.6 million in the current reporting year.

Overall, **JCP** interventions totalled 3,122, dropped by 1.7% year over year. JCP expenditures edged up to \$34.0 million, compared to \$37.0 million in the previous year.

Table 3 – Employment benefits, Canada, FY1819

	Interventions	Share of Employment Benefits	Year-over-Year Change	Expenditures (\$000s)	Estimated Cost Per Intervention
Employment Benefits					
Targeted Wage Subsidies	18,793	11.4%	+23.1%	\$142.4	\$7,575
Self-Employment	4,978	3.0%	-13.4%	\$60.6	\$12,180
Job Creation Partnerships	3,122	1.9%	+1.7%	\$34.0	\$10,904
Skills Development-Regular	72,226	43.9%	+30.5%	\$877.7	\$6,381
Skills Development-Apprentice	65,323	39.7%	+4.9%		
Canada	164,442	100%	+16.0%	\$1,114.8	\$6,779

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). Under the 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 Service). However, LMPs and R&I are generally not associated with direct client services, so counts on participants or interventions are not available. 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.

Employment Assistance Services

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, or Individual Counselling.**

In FY1819, a total of 859,051 EAS interventions were delivered, a decrease of 7.6% year-over-year. Total expenditures on EAS increased by 1.6% compared to the previous year, to a total of \$705.4 million,.

Employment Services interventions continued to be the most common EAS intervention type, accounting for 58.8% of all EAS interventions in FY1819. A total of 505,182 Employment Services interventions were delivered, a decrease of 5.9% year-over-year. **Group Services** dropped by 14.1%, for a total of 18,698 interventions delivered. In turn, the share of Group Services among all EAS-type interventions edged down to 2.2%, compared to 2.3% 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 335,171 interventions were delivered in FY1819, declining by 9.7% year-over-year.

Other support measures

The **Labour Market Partnership (LMP)** measure 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. Under LMPs, employer-sponsored training includes assistance to employers to support approved training activities for employees in order to maintain their employment. This may include employees affected by technological or structural changes in the economy. In FY1819, LMP expenditures totalled \$253.4 million, increasing by 47.4% 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 FY1819, R&I expenditures totalled \$94 million, compared to \$320.3 million in the previous year.

Table 4 – Support measures and other support measures, Canada, FY1819

	Interventions	Share of Employment Support Measures	Year-over- Year Change	Expenditures (\$000s)	Estimated Cost Per Intervention
Employment Assistance Services*					
Employment Services	505,182	58.8%	-5.9%		
Group Services	18,698	2.2%	-14.1%	\$705.4	\$821
Individual Counselling	335,171	39.0%	-9.7%		
Total Employment Assistance Services	859,051	100%	-7.6%	\$705.4	\$821
Other Support Measures					
Labour Market Partnerships	N/A	N/A	N/A	\$253.4	N/A
Research & Innovation	N/A	N/A	N/A	\$94.0	N/A
Canada	859,051	100%	-7.6%	\$1,052.8	N/A

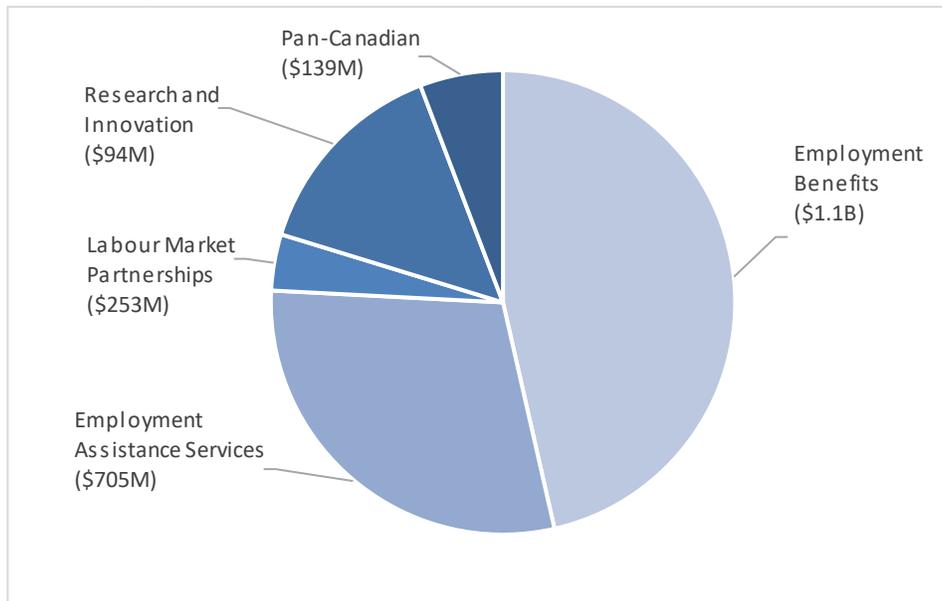
*Expenditures for Employment Assistance Services are reported at the aggregate level by most provinces and territories.

3.1.6 Expenditures

Total expenditures under Part II of the *Employment Insurance Act* were \$2.6 billion in FY1819, which included EBSM programming, and pan-Canadian activities. This represented an increase of 18.4% compared to the previous year.

Under the LMDAs, Employment Benefits remained the largest investment, at \$1.115 billion, representing more than half of expenditures by provinces and territories. Compared to FY1718, spending on Employment Benefits increased by over \$80 million (+7.7%). Employment Assistance Services expenditures increased as well, up 1.6%, to a total of \$705.4 million.

Chart 3 – Total EBSM expenditures, FY1819



Expenditures towards LMPs and R&I measures increased, going from \$320.3 million in FY1718, to \$347.4 million in FY1819 (+8.4%).

Pan-Canadian expenditures increased significantly (+15.6%), increasing from \$120.2 million in FY1718 to \$139.0 million in FY1819. See Section 4 of this chapter for details on Pan-Canadian activities.

Targeted Measures under LMDAs in FY1819

In FY1819, the Government of Canada made available additional time-limited targeted funding under LMDAs to support workers and communities affected by duties and tariffs imposed by the United States on Canadian softwood exports, as well as steel and aluminum products. In addition, Budget 2018 announced additional funding to assist workers in seasonal industries. For FY1819, nearly \$75 million was available to provinces and territories under these three measures: (\$20.5M for workers in seasonal industries, \$25M for workers affected by steel and aluminum trade dispute and \$29.1M for workers affected by the softwood lumber trade dispute. Provinces and territories accessed roughly \$59 million of the total to support workers with LMDA-funding programming. For example, British Columbia used some of the funding towards six projects offering skills training and work experience in communities affected by the softwood lumber downturn.

To support workers, provinces and territories accessed more than \$59M under the three targeted measures.	Of the \$75M made available in FY1819
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SkillsAdvance Ontario supported laid off steel and aluminum workers with training during rotating/temporary plant shutdowns to deal with reduced business, resulting from US-imposed steel tariffs, skilled labour shortages and a surge in imports from non-NAFTA countries.

Newfoundland and Labrador used additional funding for workers in seasonal industries to respond to circumstances such as industry closures and downsizing in fish processing. Through the Fish Plant Worker Program, the Province focused on creating short-term employment with wage subsidy supports for workers impacted by the downturn in the fishing sector.

In Nova Scotia, Workplace Initiatives worked with the Fishery and Tourism industries and other government partners to develop innovative approaches for seasonal workers. This included symposia to understand the needs and challenges in relation to seasonal work in these industries.

More information on the additional targeted funding measures is available in Section II of this chapter.

3.1.7 Key Performance Indicators⁹

FY1819 Employment Benefits and Support Measures Key Facts			
Total Clients Served: 695,610			
El Active, Former, & Premiums-Paid Eligible (LMDA)	Non-Insured Clients (LMDA)	Pan-Canadian ¹	
455,535	240,075	25,179	
Relative Shares			
Active Claimants	Former Claimants	PPEs	Non-Insured
41.1%	14.6%	9.7%	34.5%
Youth clients (15–24) ²	Core Age Workers (25–54) ²	Clients aged 55 or older ²	
22.3%	63.1%	13.4%	
Interventions: 1,067,991			
	FY1819	Year-over-Year Change	
Employment Benefits	164,442	16.0%	↑
Support Measures: EAS	859,051	7.6%	↓
Pan-Canadian	44,498	24.1%	↑
Relative Share			
	FY1819	Year-over-Year Change (p.p.)	
Employment Benefits	16.1%	3.0	↑
Support Measures: EAS	83.9%	3.0	↓
Expenditures³			
	FY1819 (\$ Million)	Year-over-Year Change	
Employment Benefits	\$1,114.8	7.7%	↑
Support Measures: EAS	\$705.4	1.6%	↑
LMPs and R&I	\$347.4	8.4%	↑
Pan-Canadian	\$408.6	240%	↑
Total Expenditures	\$2,618	18.4%	↑
Managing for Results			
Indicator	Total	Year-over-Year Change	
Active Claimants Served	286,197	8.9%	↓
Returns to Employment	190,754	7.6%	↑
Estimated Unpaid Benefits (\$ Million)	\$1,071.0	2.9%	↓

¹ EI Part II Pan-Canadian services to individuals are through the Aboriginal Skills and Employment Training Strategy.

² 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.

³ Totals may not add up exactly due to rounding; accounting adjustments are not included.

⁹ 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;¹⁰
- the number of EI clients who return to employment following an intervention;¹¹ and
- the amount of unpaid EI Part I benefits resulting from returns to employment.

In the context of improving labour market and economic conditions in FY1819 throughout most parts of Canada, the number of active EI claimants served (286,197) dropped by 8.9% year-over-year. Returns to work increased by 7.6% year-over-year, with a total of 190,754 clients finding employment within six months of completing their interventions. Stemming from the declines in active EI claimants, unpaid EI Part I benefits totalled \$1.071 billion, declining by 2.9% 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 solely attributed to the LMDAs.

At the national level, 62.6% of active EI claimants began their first LMDA-funded intervention within 12 weeks after their Benefit Commencement Period (BCP). Compared to FY1718, this is an increase of 3.1 percentage points, where 59.5% of active claimants began within 12 weeks that year. At the provincial/territorial level, most jurisdictions experienced an increase, as well, with results ranging from 76.3% in Quebec, to 32.1% in Newfoundland and Labrador.

In FY1819, Canada's returns to work from interventions among active clients, expressed as a proportion of the country's labour force, was 1.0%. Quebec and the four Atlantic provinces were at or above the national average. At the same time, unpaid EI regular benefits stemming from returns to work, expressed as a proportion of total EI regular benefits paid, was 10.0% at the national level. Quebec, Saskatchewan, Alberta, and British Columbia posted higher proportions than the national figure. Only Quebec registered above the national average for these 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.

¹⁰ Quebec includes former claimants in its key performance indicator for clients served.

¹¹ EI clients include both active claimants and former claimants.

Table 5 – Supplemental indicators for provinces, territories, and Canada, FY1819

Province / Territory	Unemployment Rate (FY1819)	Job Vacancy Rate (FY1819)	EI Active Claimants (%) Beginning EI Part II within 12 Weeks Following their Part I Benefit Period Commencement * (FY1819)	Returns to Work Among Active EI Clients from EBSM Interventions, as a Proportion of the Labour Force (FY1819)	Estimated Unpaid EI Regular Benefits Resulting from EBSM Interventions, as a Proportion of Part I Regular Benefits Paid (FY1819)
Newfoundland & Labrador	13.0%	2.0	32.1%	1.2%	2.0%
Prince Edward Island	9.3%	3.6	60.8%	2.9%	4.2%
Nova Scotia	7.2%	2.7	54.1%	1.0%	4.4%
New Brunswick	7.9%	3.0	54.3%	2.1%	4.0%
Quebec	5.4%	3.2	76.3%	1.7%	11.4%
Ontario	5.7%	3.2	56.3%	0.6%	9.6%
Manitoba	5.8%	2.5	42.6%	0.6%	11.4%
Saskatchewan	6.0%	2.2	45.6%	0.8%	12.5%
Alberta	6.7%	2.8	63.9%	0.7%	15.5%
British Columbia	4.7%	4.6	42.0%	0.8%	13.8%
Northwest Territories	6.9%	3.3	57.3%	0.8%	9.9%
Yukon	3.4%	4.5	40.0%	0.5%	5.0%
Nunavut	14.5%	3.4	37.8%	0.3%	5.5%
CANADA	5.8%	3.3	62.6%	1.0%	10.0%

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.

3.2. Provincial and Territorial EBSM Activities

This section analyzes the provincial and territorial economic environment and EBSM-similar activities in FY1819. It links trends in clients served, interventions and expenditures to local labour market conditions, as well as employment programming priorities.

3.2.1 Context

Under the LMDAs, provinces and territories receive funding to support the delivery of programs and services, similar to the EBSMs established under Part II of the *Employment Insurance Act*.¹² To address unique labour market challenges, provinces and territories deliver employment programming under LMDAs, which were individually negotiated with the Government of Canada. Provinces and territories design and deliver 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 the 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 include unemployed individuals who have made minimum Employment Insurance premium contributions in at least five of the last ten years. In addition, 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 on the [LMDA website](#).

In addition, the amended LMDAs require provinces and territories to consult with employer and employee organizations, as well as stakeholders representing Official Language Minority Communities, as part of their annual planning process. Provinces and Territories are required to provide ESDC with lists of stakeholders consulted, key priorities coming out of the consultations, and linkages with labour market programming priorities.

Budget 2017 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 FY1819, contributing to a decline in the number of clients served and LMDA-funded interventions delivered in most Provinces and territories.

¹² 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 unreliable due to differences in programming and labour market conditions. EBSM administrative data presented in this section do not include pan-Canadian activities.

Despite varying economic and labour market conditions throughout Canada, all jurisdictions prioritized improvements to the labour market attachment of underrepresented groups, such as persons with disabilities, Indigenous peoples, recent immigrants, youth, and older workers; as well as assuring employers ready access to a skilled workforce. An aging workforce and out-migration remain a particular labour market challenges for Atlantic Canada, 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:

- Better employer engagement in setting priorities and design;
- Improved strategies to deliver active employment supports earlier for EI claimants; and
- Innovative approaches in some jurisdictions to Research and Innovation support measures.

3.2.2 Newfoundland and Labrador¹³

In 2018, for a second consecutive year, Newfoundland and Labrador registered the lowest real GDP growth among all provinces and territories, with a contraction of 3.5% compared to 2017. A consensus of private sector banks projects that Newfoundland and Labrador's economic growth has surpassed the national average in 2019, increasing by about 2.0%.

Newfoundland and Labrador: EBSM Key Facts			
Total Clients Served: 9,753			
Insured Clients		Non-Insured Clients	
9,211	↓	542	↓
Total Interventions: 20,933			
Intervention Type	FY1819	Year-over-Year Change	
Employment Benefits	7,246	9.8%	↓
Support Measures: EAS	13,687	26.5%	↓
Relative Share of Interventions			
Intervention Type	FY1819	Year-over-Year Change(pp)	
Employment Benefits	34.6%	4.5	↑
Support Measures: EAS	65.4%	4.5	↓
Total Allocation: \$135.5 million¹			
Total Expenditures	FY1819 (\$ million)	Year-over-Year Change	
Employment Benefits	\$113.3	0.9%	↑
Support Measures: EAS	\$10.1	47.2%	↑
LMP and R&I	\$10.6	8.8%	↑
Total Expenditures ²	\$134.0	4.0%	↑
Estimated Unpaid EI benefits (\$ million)			
FY1718	FY1819	Year-over-Year Change	
\$17.47	\$16.16	7.5%	↓

¹ Newfoundland and Labrador invested \$486,760 of its total allocation towards administration costs, representing almost 6.0% of the Budget 2017 additional funding the Province received in FY1819.

² Totals may not add up due to rounding; does not include accounting adjustments.

Compared to the previous fiscal year, labour market conditions improved slightly in FY1819. Employment increased by 3,700 (+1.7%), all in part-time positions, ending five consecutive years of decline, while the unemployment rate improved from 14.7% to 13.0%, the lowest in the past four years. Employment growth was concentrated in the services-producing sector (+4,400; +2.5%), led by gains in public administration (+2,400; +16.2%), wholesale trade (+1,600; +37.5%), as well as in information, culture and recreation (+1,500; +23.4%). In the goods-producing sector (-700; -1.4%), declines were

¹³ In FY1314, Newfoundland and Labrador implemented a new case management system. In the context of the transition to this new system, FY1819 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 statement and temporary transitional data capturing processes for that period. As such, Newfoundland and Labrador's estimates should be interpreted with caution.

recorded in most industries, led by construction (-1,200; -5.9%). This partially offset the increase in forestry, fishing, mining, quarrying, oil and gas (+1,600; +13.5%).

In an ongoing period of economic adjustment, the Government of Newfoundland and Labrador offered programs and services under its LMDA to improve the skills of residents. The aim was to address labour market demands, support displaced workers impacted by labour force adjustments and company closures, and address new and ongoing challenges and opportunities. Provincial investment priorities for FY1819 included:

- Providing mechanisms to develop a highly educated and skilled workforce;
- Implementing initiatives to support a strong labour supply, with a focus on under-represented groups;
- Continuing development of a comprehensive human resource plan to support sector diversification and a productive and knowledge-intensive economy; and
- Developing a responsive and adaptive workforce, through effective employment and skills training programming, with a focus on unemployed and underemployed individuals from underrepresented groups (women, persons with disabilities, Indigenous groups, youth, and mature workers).

Stakeholder engagement led to the redesign of the Targeted Wage Subsidies Program

The department engaged with stakeholders, including employers, industry, community organizations, post-secondary institutions and individuals to gain a better understanding of their labour market needs and issues. This engagement provided an opportunity to share information that was then taken into account in the redesign and implementation of labour market initiatives with a focus on providing more responsive and timely supports for clients.

As an example, these consultations led to the redesign of the department's JobsNL wage subsidy program. The subsidy amount increased, along with the duration of the subsidy, and completion bonuses were given to employers and individuals who maintained employment ten weeks beyond the intervention completion date. Additionally, the department used information from these consultations to inform the development of other programs supported through labour market transfer agreements with a focus on priority sectors such as forestry, aquaculture, agriculture and others.

3.2.2.1 Managing for results

As one of the conditions of the amended LMDA, Newfoundland and Labrador is working with ESDC to implement the Targeting, Referral and Feedback (TRF) system. Evaluations of the LMDAs demonstrated that clients who accessed services in the first two to three months of their EI Part I claim had better employment and earnings outcomes, and were able to return to work more quickly. LMDA clients who were active EI claimants often did not access programs and services until six months or later into their claim. The TRF system will assist the Province in improving outcomes for LMDA clients. A pilot test started in February 2020.

As noted in the FY1718 Monitoring and Assessment Report, the Province contracted a third-party service provider (Employment Options) to deliver employment counselling and case management to EI-eligible clients in the larger centres of the Province. In FY1819 Employment Options opened its first office in Grand Falls. The company has since expanded and opened offices in St. John's East, St. John's West, and Corner Brook. This increase in capacity aligns with the vision and goals of the Workforce Innovation Centre. The focus was to identify ways to better help people prepare for, find, return to, or

maintain sustainable employment. Employment Assistance Services are still available at the Department's employment centres across the Province. They assist EI-eligible individuals with job searches, resume writing, labour market information, as well as career and employment needs assessments. As part of the Performance Measurement Strategy, changes were made in the Labour Market Programs Support System (LaMPSS) to capture the required reporting fields for ESDC. This increase in capacity, combined with the enhancements in LaMPSS, allowed for improved capture of data and program results. As well, the Province is working with Community Partners to make similar changes to their Accountability Resource Management System (ARMS), to better capture the required fields as outlined in the Performance Measurement Strategy. The schema was provided to the ARMS technical team, who will create xml files for each community partner. This will be sent to ESDC via secure upload. Full implementation is expected for 2020.

The Province also updated its online resources to better assist clients with their career planning and job search needs. Through the Provincial SkillsPass NL Project, targeted online programs help clients secure and maintain employment. This training program will give job searchers the tools and confidence needed to find suitable employment and build their career. Every client training record associated with a client's online profile is secured in an online database allowing the client to demonstrate training completion and credential attainment. The SkillsPass program gives career counsellors the ability to track and monitor the client's progress. Clients can complete up to 22 learning activities related to career planning and job search. The program delivers consistent service in rural and urban areas of the Province, and will increase the number of clients served.

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 FY1819 decreased from 12,867 to 9,753, a 24.2% year-over-year decline. The number of active claimants (-1,674; -17.8%), former claimants (-999; -42.2%) and non-insured clients (-565; -51.0%) dropped.

The new client group – Premiums-Paid Eligible – totalled 124 of all clients served by the Province, and represented 1.3% of all clients. With respect to the shares of the three other client groups, active claimants (79.1%) increased by 6.1 percentage points, while former claimants (14.1%) and non-insured clients (5.6%) fell by 4.3 and 3.0 percentage points respectively. The decline in the proportion of non-insured clients may be attributable to the new PPE category.

The total number of EBSM-similar interventions in Newfoundland and Labrador dropped to 20,933 (-21.5%) in FY1819, with the shares of Employment Benefits and Support Measures representing 34.6% and 65.4%, of all EBSM-similar interventions. A total of 3,055 (+9.3%) insured clients returned to employment after participating in an EBSM-similar program. Unpaid EI benefits decreased from \$17.47 million to \$16.16 million, representing a 7.5% year-over-year drop. EBSM total expenditures advanced by 4.0% to \$134.0 million, including \$7.8 million from the Province's share of the additional \$225.0 million LMDA investment announced in Budget 2017, as well as funding measures provided to support workers in seasonal industries (\$1.6 million), and those affected by trade disputes in the steel and aluminum industries (\$500,000).

The Impacted Fish Plant Worker Program is an example. The targeted program is focused on creating short-term employment for workers from fish plants deemed impacted by the downturn in the fishing sector. The Fish Plant Worker Program is administered by Municipal Affairs and Environment (MAE) as impacted fish plants are identified by the Department of Fisheries and Land Resources (FLR). Once a fish plant is identified by FLR, MAE will make contact with the plant to obtain a plant worker list, as well as, reach out to the community in which the plant is located to secure a sponsor. If another sponsor is needed to accommodate the workers of the impacted plant, then MAE will reach out again and pursue projects in other communities tied to those impacted workers.

Under the Impacted Fish Plant Worker Program, workers can work 420 hours less any insurable hours they have already accumulated in the current year.

Newfoundland and Labrador also supports directly or indirectly impacted steel and aluminum workers through the provision of similar types of supports.

One such example was the Labour Market Partnership with NewCo Metals aimed to address the human resource planning needs of the company. A company was hired to conduct onsite training at the Newco’s newly constructed processing facility at Foxtrap. There were three main components within Newco’s training plan. The first component was provided by Wendt Industries, suppliers of the shredder and the downstream ancillary equipment. This highly specialized equipment enables the secondary processing of metal products, the first and only of its kind in Newfoundland and Labrador.

Chart 4 – Volumes by EBSM client type, FY0809 to FY1819

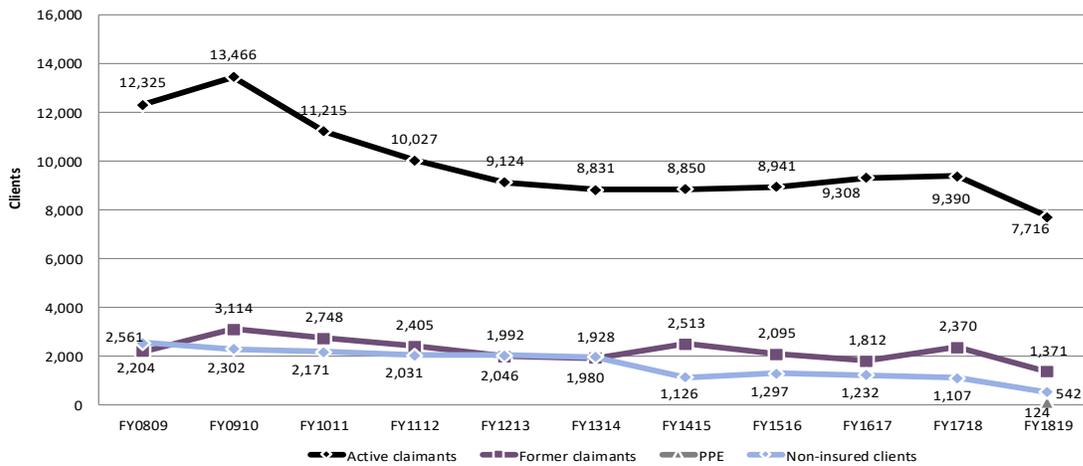


Chart 5 - Volumes by EBSM client age, FY0809 to FY1819

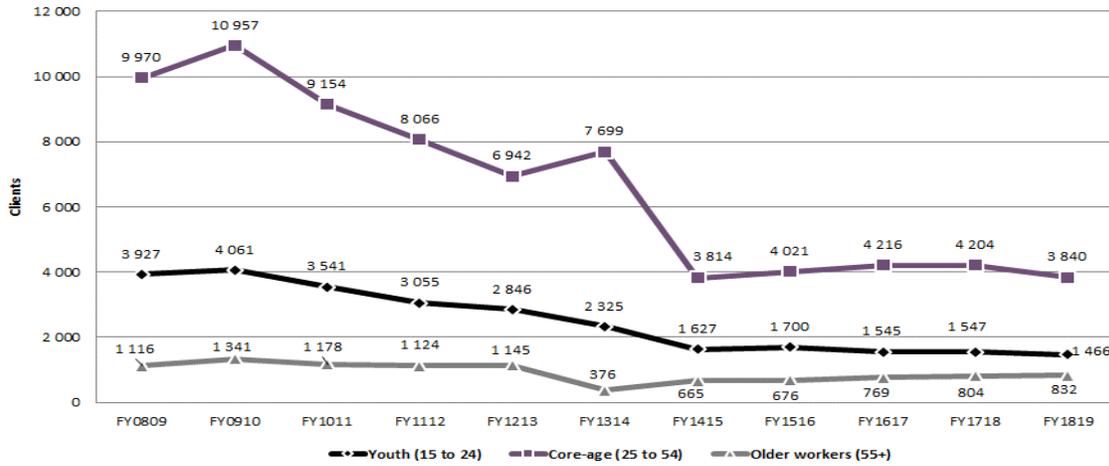


Chart 6 - Key performance indicators, FY0809 to FY1819

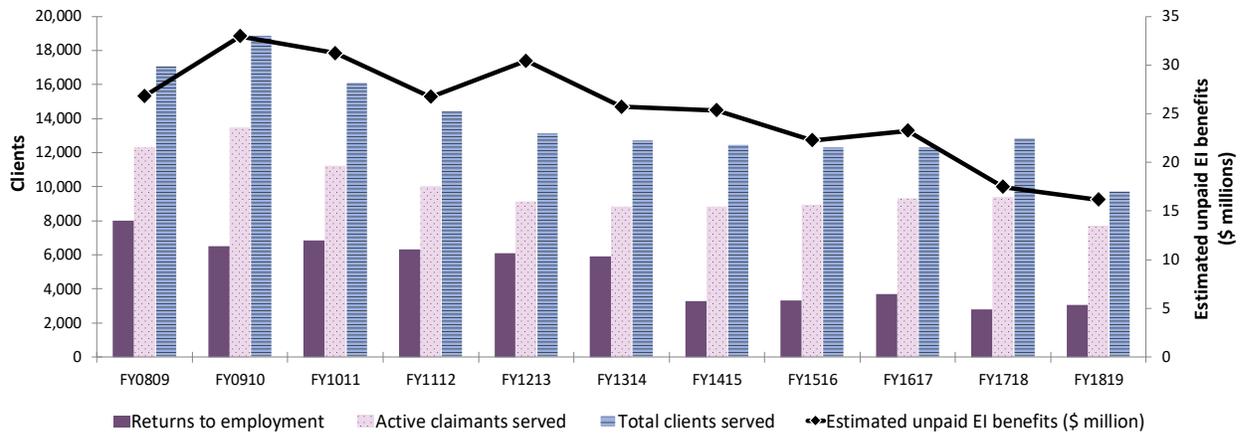


Table 6 – Newfoundland and Labrador: EBSM-similar programming, FY1819

		Interventions	Year-over-Year Change	Expenditures (\$ 000s)
Employment Benefits				
SD-R	Newfoundland and Labrador Skills Development	3,244	-10.1%	90,792
SD-A	Newfoundland and Labrador Skills Development	1,547	-23.1%	
TWS	Newfoundland and Labrador Wage Subsidies	802	-2.2%	7,519
SE	Newfoundland and Labrador Self-Employment Assistance	267	-6.6%	6,507
JCP	Newfoundland and Labrador Job Creation Partnerships	1,386	+5.7%	8,509
Support Measures				
EAS	Newfoundland and Labrador Employment Assistance Services	13,687	-26.5%	10,060
LMP	Newfoundland and Labrador Labour Market Partnerships	N/A	N/A	7,448
R&I	Research and Innovation	N/A	N/A	3,123

3.2.2.3 Employment benefits

The total number of Employment Benefit interventions in Newfoundland and Labrador dropped from 8,037 to 7,246 in FY1819, representing a 9.8% year-over-year decline. With the exception of JCP (+75; +5.7%), all other benefit types dropped: TWS (-18; -2.2%), SE (-19; -6.6%), SD-R (-364; -10.1%) and SD-A (-465; -23.1%). Total expenditures towards Employment Benefits (\$113.3 million) remained relatively stable (+0.9%).

3.2.2.4 Support measures: EAS

After four consecutive years of growth, EAS interventions in Newfoundland and Labrador dropped by 26.5% to 13,687. All EAS types contributed to this decline: Employment Services (-3,311; -39.4%), Group Services (-44; -1.2%) and Individual Counselling (-1,585; -24.1%). Total EAS expenditures advanced by 47.2% to \$10.1 million.

3.2.2.5 Other support measures: LMP and R&I

In FY1819, Newfoundland and Labrador's total funding for LMP and R&I reached \$10.6 million (+8.8%). While funding towards LMP (\$7.4 million) increased by 66.1%, R&I funding (\$3.1 million) declined by 40.3%.

EBSMs in action

Research and Innovation – Newfoundland and Labrador

FY1819 was the second year, of the three-year Workforce Innovation Centre funded Research and Innovation grant, to the Collective Interchange Cooperative and Canadian Career Development Foundation, for their Evidence for Community Employment Services: A Collaborative Regional Approach project. Results from this project have been positive to date with the development and implementation of the PRIME (Performance Recording Instrument for Meaningful Evaluation) front line service delivery recording tool. The initial PRIME application was developed by the Canadian Career Development Foundation. Following an initial period of studying ten years of data and consequently tailoring the PRIME system, the project moved to targeting training and upskilling for practitioners. PRIME was implemented in six significant client service delivery organizations in NL. The following milestones have been achieved. PRIME is a simple tool that supports a more effective approach of tracking incremental meaningful client changes and it collected and enabled analysis of a much wider range of client outcomes and progress indicators. This resulted in information being provided to government, supervisors, frontline workers and the client themselves. Information is being used collaboratively with clients with measurable immediate effects. Based on the feedback that has been produced during the study, the Canadian Career Development Foundation was able to refine the initial PRIME 1.0 with a new release of PRIME 2.0 with a number of enhancements. This study is ongoing and set to be completed by November 2020 with the next big milestone to move further toward using PRIME to foster a culture of evidence-based decision making for services providers, government and clients.

3.2.3 Prince Edward Island

For a fourth consecutive year, in 2018, Prince Edward Island's real GDP growth surpassed the national average, increasing by 2.6%. The latest forecasts from the major banks point to a growth rate of over 2.0% for 2019.

Prince Edward Island : EBSM Key Facts			
Total Clients Served: 6,369			
Insured Clients		Non-Insured Clients	
4,774	↑	1,595	↓
Total Interventions: 10,363			
Intervention Type	FY1819	Year-over-Year Change	
Employment Benefits	3,4753,946	5.6%	↑
Support Measures: EAS	6,888	4.5%	↑
Relative Share of Interventions			
Intervention Type	FY1819	Year-over-Year Change(pp)	
Employment Benefits	33.5%	0.2	↑
Support Measures: EAS	66.5%	0.2	↓
Total Allocation: \$27.8 million¹			
Total Expenditures	FY1819 (\$ million)	Year-over-Year Change	
Employment Benefits	\$21.3	13.7%	↑
Support Measures: EAS	\$4.7	9.2%	↓
LMP and R&I	\$1.7	0.6%	↑
Total Expenditures ²	\$27.7	8.3%	↑
Unpaid EI benefits (\$ million)			
FY1718	FY1819	Year-over-Year Change	
\$7.13	\$6.66	6.5%	↓

¹ Prince Edward Island invested \$75,240 of its total allocation towards administration costs, representing almost 3.5% of the Budget 2017 additional funding the Province received in FY1819.

² Totals may not add up due to rounding; does not include accounting adjustments.

Prince Edward Island enjoyed favourable labour market conditions in FY1819. Employment grew by 1,800 (+2.4%) year-over-year, entirely in full-time positions, to reach 76,100, marking a new high for the Province. Employment in full-time positions increased by 3.9%, from 62,000 to 64,400, while employment in part-time positions decreased by 5.3%, from 12,300 to 11,600. The unemployment rate declined from 9.9% in FY1718 to 9.3% in FY1819, the lowest rate since comparable data became available in FY7677. Employment growth was the strongest in the goods-producing sector (+1,400; +7.6%), with gains in all industries, led by growth in agriculture (+700; +19.6%) and construction (+300; +5.3%). Employment in the services-producing sector advanced by 400 positions on a net basis (+0.7%), with as many industries expanding as those contracting. A notable gain was in accommodation and food services (+600; +10.7%).

Investments in labour market programs were aimed at supporting continued economic growth and prosperity in Prince Edward Island. This was achieved by ensuring that these programs continued to

address labour market demand challenges and meet the needs of job seekers. The Province's investment priorities for FY1819 included:

- Assisting Islanders in developing the necessary skills to prepare for, find and keep employment;
- Continuing support for persons with disabilities to gain and maintain meaningful employment;
- Providing employers with an access to a skilled and diverse workforce; and
- Ensuring that communities in Prince Edward Island are able to respond effectively to their own labour market opportunities and challenges.

3.2.3.1 Managing for Results

Prince Edward Island had a unique advantage when it came to understanding the needs and expectations of its stakeholders. Because of its small geographic size, Prince Edward Island was able to remain connected with industry, sector councils, employers and job seekers. This allowed the Province to respond quickly to labour force changes.

To learn more about labour market issues and opportunities that employers across the Province were facing, the Department of Education and Lifelong Learning consulted directly with key stakeholders; including sector councils and industry associations, Indigenous and Francophone communities, employment assistance providers, chambers of commerce and post-secondary institutions, and various non-profit organizations.

This consultation process provided a forum for partners to discuss labour market issues important to them and to job seekers. The collaborative effort ensured programs and services were responsive, timely, relevant, and aligned with the labour force needs of Prince Edward Island's key economic sectors.

Across the Province employers, industry associations, and sector councils confirmed that a shortage of workers was one of the main areas of concern. Prince Edward Island's traditional sectors such as agriculture, fisheries, seafood processing, aquaculture, and tourism identified the lack of reliable and available labour was affecting their ability to expand their industries. Many of these industries were located in rural areas and demographic changes, such as a declining population and an aging workforce, depleted the labour supply. In response, the Province continued to work closely with these sectors to attract local workers, through a variety of recruitment initiatives, with a focus on underrepresented groups such as newcomers, social assistance recipients, and Indigenous participants.

Newer sectors such as biotechnology, aerospace, advanced manufacturing, and information technology indicated challenges in accessing a skilled workforce. In this context, the Province continued to invest in skills development training, by providing financial assistance to unemployed Islanders to complete training programs, to gain the skills and education necessary to find and maintain long-term sustainable employment.

3.2.3.2 Clients, Interventions and Expenditures

In FY1819, Prince Edward Island served 6,369 clients, a rise of 4.0% year-over-year, and the fourth consecutive year of annual growth. This growth was attributed to an increase in the number of active claimants (+137; +3.9%), combined with the 438 clients served under the new PPE category. The number

of non-insured clients (-257; -13.9%) and former claimants (-72; -9.2%) declined compared to FY1718. The share of active claimants remained unchanged in FY1819, at 56.9% of all clients served. The proportions of former claimants (11.2%) and non-insured clients (25.0%) declined by 1.6 and 5.2 percentage points respectively. The decline in the proportion of non-insured clients may be attributable to the new PPE category, which accounted for 6.9% of all clients served. In prior years, those clients could have been classified in the non-insured category.

For a fifth consecutive year, the number of EBSM-similar interventions in Prince Edward Island grew, reaching 10,363 in FY1819 (+4.8%). A total of 2,470 (+12.2%) insured clients returned to employment after participating in an EBSM-similar intervention. Unpaid EI benefits decreased from \$7.13 million to \$6.66 million, a 6.5% decline year-over-year. EBSM total expenditures reached \$27.7 million (+8.3%). In addition to the Province’s share of the ongoing 1.95 billion dollars in LMDA program funding (\$24.1 million), expenditures included its share of the additional \$225.0 million envelope announced in Budget 2017 (\$2.1 million). Expenditures also included the additional targeted funding provided to support workers in seasonal industries (\$500,000), as well as those affected by the trade disputes in the forest sector (\$500,000), and the steel and aluminum industries (\$500,000).

Investments in targeted funding supported workers directly and indirectly affected by the lumber and steel-aluminum trade disputes to transition to sustainable employment through wage subsidies and training. In addition, the Province received an allocation of \$525,000 to support workers impacted by the seasonal nature of employment in a number of PEI’s key sectors.

Chart 7 – Volumes by EBSM client type, FY0809 to FY1819

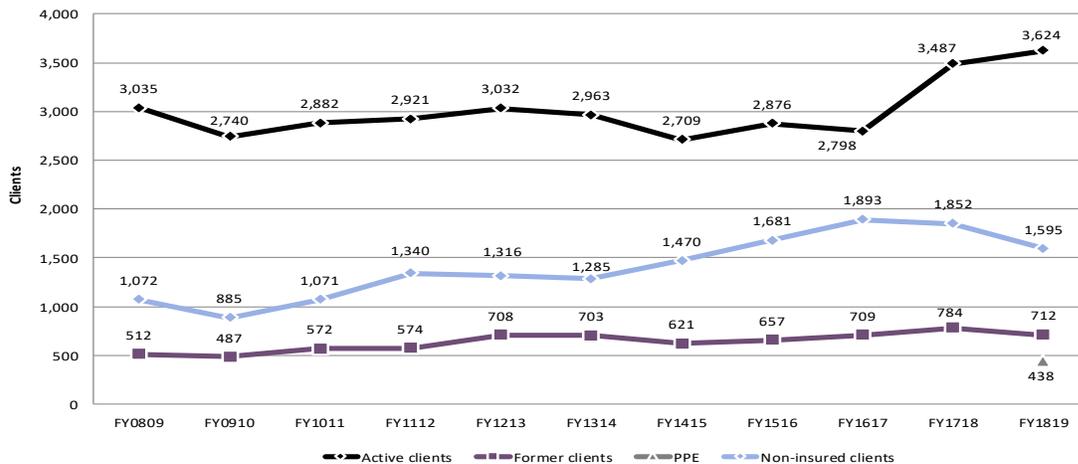


Chart 8 – Volumes by EBSM client age, FY0809 to FY1819

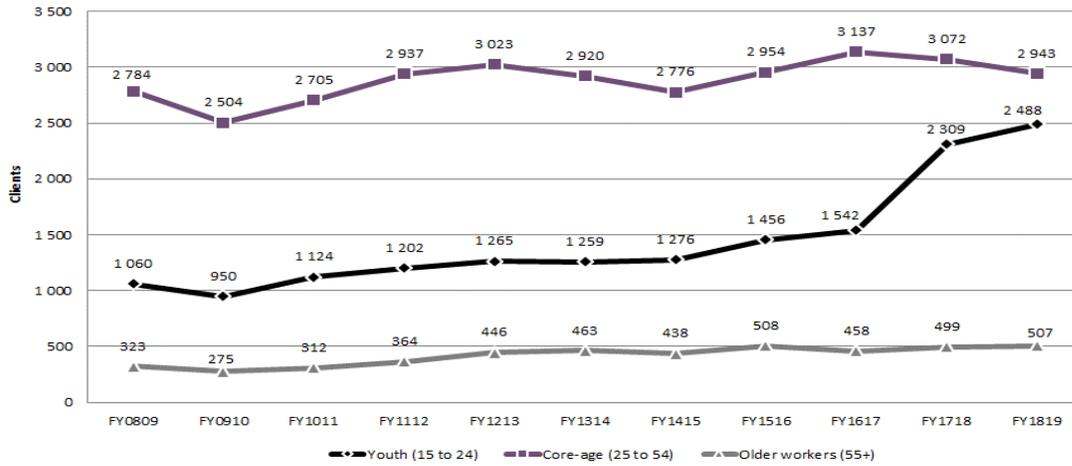


Chart 9 – Key performance indicators, FY0809 to FY1819

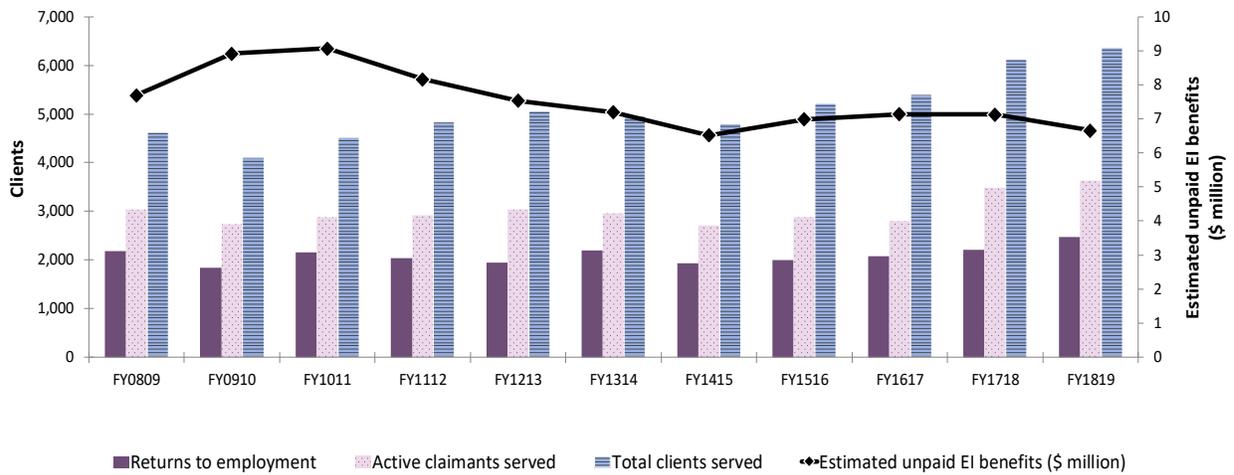


Table 7 – Prince Edward Island: EBSM-similar programming, FY1819

		Interventions	Year-over-Year Change	Expenditures (\$ 000s)
Employment Benefits				
SD-R	Training PEI—Individual	2,398	+13.0%	14,923
SD-A	Training PEI—Apprentice	305	+14.2%	
TWS	Employ PEI	562	-19.3%	3,696
SE	Self-Employ PEI	151	+3.4%	1,986
JCP	Work Experience PEI	59	-1.7%	734
Support Measures				
EAS	Employment Assistance Services	6,888	+4.5%	4,651
LMP	Labour Market Partnerships	N/A	N/A	1,731
R&I	Research & Innovation	N/A	N/A	0

3.2.3.3 Employment benefits

In FY1819, Prince Edward Island delivered 3,475 Employment Benefit interventions, a 5.6% increase over FY1718. While SD-R (+275; +13.0%), SD-A (+38; +14.2%) and SE (+5; +3.4%) increased, TWS (-134; -19.3%) and JCP (-1; -1.7%) decreased. The significant rise in SD-R interventions since FY1718 may be attributed to the implementation of the Career Connect program. This program provides unemployed individuals, who qualified for benefits, an opportunity to continue receiving benefits while attending full-time, post-secondary training within Canada, for the duration of their claim. Expenditures on Employment Benefits increased from \$18.8 million to \$21.3 million, a 13.7% rise over FY1718.

3.2.3.4 Support measures: EAS

The Province delivered 6,888 EAS interventions in FY1819, an increase of 296 (+4.5%) over the previous fiscal year. The number of Individual Counselling interventions in Prince Edward Island sharply increased (+1,314; +122.6%), while the number of Employment Services interventions decreased significantly (-1,018; -18.4%). Expenditures on EAS decreased by \$500,000 (-9.2%) to \$4.7 million.

Prince Edward Island's Prosper Program

The Prosper Program provides life and employability skills training, as well as ongoing employment coaching and mentoring, to clients who received social assistance and to newcomers to Canada. Targeted clients transitioned to entry-level employment opportunities in high demand sectors, that experience shortage of workers.

The Prosper Program delivered two types of training supports for clients to transition into the workforce. Clients could participate in the classroom component, which focused on life and employability skills, followed by job coaching support. For participants who were ready to transition directly to the labour market, a job coach was available to provide coaching and mentoring to assist with the transition to employment.

In the first year of delivery, the program focused on employment opportunities in the agriculture sector. Based on the success of the Prosper Program over the past three years of delivery, the program expanded to also support the construction, tourism, and seafood processing sectors.

3.2.3.5 Other support measures: LMP and R&I

Expenditures on LMP (\$1.7 million) remained relatively stable in FY1819 compared to FY1718 (+0.6%). There were no reported expenditures under R&I in FY1819.

eForcePEI.ca

The program was designed to meet specific needs of rural learners, small to medium enterprises, non-profit groups, and unemployed or under-employed individuals by providing e-learning courseware to better enhance their employability skills.

The intent of the online learning platform was to provide cost-effective and widely accessible training to businesses and individuals to increase their skills and knowledge. eForcePEI used BlueDrop's online learning platform, CoursePark.com, to provide access to courses from leading publishers and subject experts.

The short courses were mainly delivered using audio over text slides and video. The courses were not interactive and the online format was flexible for employers and employees. Course bundles (groups of related courses) covered a variety of topics. The most popular course bundle since the program started in 2013 was Microsoft Office Excel.

Targeted clientele included small and medium-sized businesses, non-profit organizations, as well as individuals interested in improving their skills and knowledge. The number of individual users and learning networks (each learning network represented a business or organization) grew steadily. As of February 2019, there were 7,000 individual users, and over 700 learning networks.

3.2.4 Nova Scotia

Similar to the situation in 2017, Nova Scotia's real GDP growth remained at 1.5% in 2018. The Province's economy is projected to have expanded by about the same rate in 2019. Real GDP growth is projected at 0.8% in 2019 and 0.9% for 2020.

Nova Scotia : EBSM Key Facts			
Total Clients Served: 15,448			
EI Clients		Non-Insured Clients	
12,408	↑	3,040	↓
Total Interventions: 27,368			
Intervention Type	FY1819	Year-over-Year Change	
Employment Benefits	7,136	72.5%	↑
Support Measures: EAS	20,232	24.1%	↓
Relative Share of Interventions			
Intervention Type	FY1819	Year-over-Year Change(pp)	
Employment Benefits	26.1%	12.7	↑
Support Measures: EAS	73.9%	12.7	↓
Total Allocation: \$87.6 million¹			
Total Expenditures	FY1819 (\$ million)	Year-over-Year Change	
Employment Benefits	\$48.3	5.8%	↓
Support Measures: EAS	\$33.4	15.3%	↑
LMP and R&I	\$5.0	113.5%	↑
Total Expenditures ²	\$86.7	5.0%	↑
Unpaid EI benefits (\$ million)			
FY1718	FY1819	Year-over-Year Change	
\$23.91	\$26.43	10.5%	↑

¹ Nova Scotia invested \$833,951.50 of its total allocation towards administration costs, representing 9.7% of the Budget 2017 additional funding the Province received in FY1819.

² Totals may not add up due to rounding; does not include accounting adjustments.

In contrast to the modest economic growth, labour market conditions in the Province improved markedly in FY1819. The employment growth of 8,500 (+1.9%), entirely realized in full-time positions, was Nova Scotia's highest annual net gain since FY0405. The decline in the number of unemployed (-5,100; -12.6%) pushed the unemployment rate down to 7.2%, the lowest since Statistics Canada began reporting these estimates in 1976. Employment growth was concentrated in services-producing industries (+7,000; +1.9%), led by gains in accommodation and food services (+4,400; +14.2%), as well as in wholesale and retail trade (+4,000; +5.2%). These were partially offset by declines in health care and social assistance (-1,500; -2.1%), as well as in finance, insurance, real estate, rental and leasing (-1,200; -5.2%). In the goods-producing sector (+1,500; +1.8%), employment growth was mainly supported by increases in construction (+1,200; +3.6%), and agriculture (+600; +13.3%).

Despite its employment growth, Nova Scotia still faces several labour market challenges moving forward. Shifts that occurred in traditionally dominant industries disproportionately impacted low-skilled

workers, while Nova Scotians living outside the Halifax metropolitan area had fewer employment and education opportunities. Many young people had difficulty attaching to the labour market and filling the vacancies created by retirements. In response, the Province addressed these challenges by ensuring its more vulnerable residents had the skills needed to successfully keep or gain employment. A skilled workforce will generate productivity gains that will mitigate the losses resulting from a declining workforce. Nova Scotia prioritized groups typically underrepresented in employment such as African Nova Scotians, persons with disabilities, visible minorities, persons in gender-non-traditional careers, and new immigrants to Canada.

3.2.4.1 Managing for results

Targeting, Referral and Feedback System

Nova Scotia expects to implement the Targeting, Referral, and Feedback system (TRF) by the end of FY1920. The national system identifies and refers the names of new EI claimants, based on selected targeting criteria chosen by the Province. The Province can then proactively reach out to offer individualized employment services to EI clients. The goal is to help job-ready EI clients return to work sooner in their EI claim, or to assist those at risk of longer term or repeated unemployment, via retraining or other more intensive services. The effect is to identify workers for rapid re-employment in high demand occupations, and to extend greater career services to improve the employability of persons in low demand occupations.

Once the EI client referrals are made to the Province, the current process can be fairly labour intensive to administer. Each referral must be contacted with an invitation to visit an EAS-funded employment centre, to explore programs and services to facilitate returns to work. The dates and results of each contact must be noted, and every step is tracked and collated before it is sent back to ESDC.

With the success of Nova Scotia's Labour Market Programs Support System (LaMPSS) to administer the delivery of LMDA programs, the team from Labour and Advanced Education and LaMPSS Information Technology are examining how to integrate TRF into LaMPSS to mitigate time consuming and labour intensive processes. A project plan was developed to electronically import the referral lists from ESDC into LaMPSS, and either send automated email invitations to clients, or distribute the call list workload to the local Labour and Advanced Education program units across the Province. LaMPSS automatically watches for any client case activity when the referred EI clients register at local EAS-funded Nova Scotia Works offices, and extracts data for the feedback file. With the project plan outlined, development and implementation of system changes to LaMPSS has begun, and the roll out TRF is expected by the end of FY1920.

LaMPSS System Development

The Nova Scotia LaMPSS system is constantly evolving to adapt to new and changing programs and external reporting requirements. The adaptations also increase ease of use, and better user control input at critical junctures in the program and client documentation processes.

There were five software releases in FY1819, implementing almost 150 enhancements targeted to strengthening program administration, and the collection of accountability reporting data. Providing the tools to assist front line delivery staff leads to more accurate and timely documentation, which in turn generates better outcomes for clients.

Accountability Reporting

Aligned with continuous LaMPSS system development is the ongoing advancement of a data warehouse capacity, which allows provincial program staff to create ad hoc reports to support program delivery and development. Programs evolved in response to labour market, social and economic realities. Such information is critical for supporting informed decision making. Nova Scotia's reporting tools made advancements during FY1819 and continue to do so going forward.

Stakeholder engagement

Family Fair Hiring Policy — Job Creation Partnership

During discussions with the Indigenous organizations in Nova Scotia it was raised how some provincial employment benefit program policy, specifically the nepotism policy, can inadvertently create an additional barrier to Indigenous organizations. Indigenous communities often try to hire their members for band related employment opportunities. However, this can sometimes create conflicts with the existing nepotism clauses. Employment Nova Scotia engaged with various Indigenous stakeholders to identify the issue and possible solutions , including:

- The Mi'kmaq Economic Benefits Office (MEBO) in Sydney Nova Scotia,
- The Native Council of Nova Scotia (NCNS); and,
- Internal Stakeholders across Labour and Advanced Education, Youth Strategy, Office of Aboriginal Affairs.

Results / Improvements — Under the new family hiring policy, Labour and Advanced Education (LAE) will provide incentives to employers to support the hiring of immediate family members only where it supports the employment of individuals from certain groups that are underrepresented in the labour market and where the employer has followed a fair hiring process.

Stakeholder engagement

The START wage subsidy program encourages employers to hire unemployed Nova Scotians requiring work experience

LAE Skills and Learning Branch have cycled through each funding program with Lean Six Sigma and/or program evaluations in recent years and in F71819 the START wage subsidy program was targeted.

To better understand how the program is delivered and its impacts on stakeholders, the LAE review project team gathered critical feedback from 8 in-person Lean sessions with Employment Nova Scotia staff, 7 key informant interviews with past /present LAE employees who were central to the START program development/launch, collected 72 on-line surveys of EAS service provider staff that worked with wage subsidy clients, collected on-line surveys from 304 past employer participants and 370 past job seeker participants.

Most Employers and Job Seekers generally felt that the application process was easy and they had the necessary information to apply, but a small minority had challenges in this regard.

- 90% of Job Seekers had a good experience with their EAS case manager,
- 80% of Employers were satisfied or very satisfied with the length of time from application to decision,
- 91% of Employers stated the program met or exceeded their expectations, but challenges were noted in some instances of difficulty filling some vacancies,
- Feedback suggested increasing awareness of the program, extending the duration of the placements, broadening the eligibility criteria, and increasing financial support,
- The project team developed several recommendations for the project sponsor to investigate including:
 - Explore improvements to the on-line application process
 - Develop a marketing strategy for the program
 - Update the LAE website and improve internal communications
 - Develop pre-employment preparation and soft skills training for START job seeker candidates.
 - Revitalize the program intent and player roles/responsibilities.
 - Improve placement monitoring and follow-up.

3.2.4.2 Clients, interventions and expenditures

Nova Scotia served 15,448 clients in FY1819, 438 (-2.8%) fewer than in FY1718. Significant declines in the number of non-insured clients (-1,297; -29.9%) and former claimants (-496; -20.7%) served were partially offset by an increase in the number of active claimants served (+314; +3.4%). Active claimant shares of the total number of clients increased as well. Active claimants (61.3%) advanced by 3.7 percentage points and recorded the highest share since FY0910, while the shares of former claimants (12.3%) and non-insured clients (19.7%) dropped by 2.8 and 7.6 percentage points, respectively. A large portion of the drop in uninsured clients may be attributed to the new PPE category, which consisted of 1,041 clients (6.7% of all clients) in FY1819. Under the previous eligibility rules, these clients would likely have been considered as non-insured clients.

The number of EBSM-similar interventions decreased by 3,423 to 27,368 in FY1819, a year-over-year drop of 11.1%. A total of 5,075 insured clients returned to work after participating in an EBSM-similar program, a decrease of 9.8% over the previous fiscal year. Unpaid EI benefits rose from \$23.91 million in FY1718 to \$26.43 million in FY1819. EBSM total expenditures reached \$86.7 million (+5.0%). In addition to the Province's share of the ongoing 1.95 billion dollars in LMDA program funding (\$77.4 million), some expenditures were also drawn from the additional \$225 million LMDA envelope announced in Budget 2017 (\$8.6 million, of which \$0.8 million was used towards administration costs). The Province also invested the additional targeted funding made available to support workers in seasonal industries (\$1.6 million).

Overall, efforts toward addressing labour seasonality in FY1819 included the following initiatives:

- The provincial government working closely with seasonal industries including tourism, fisheries, and agriculture in recent years to better support their need to address workforce challenges. Through recent workforce studies and available labour market information, it has been determined that the tourism, fisheries, and agriculture sectors all have workers who experience unique challenges due to the cyclical nature of their work. Ongoing work with these sector and discussions with Tourism Nova Scotia, the Department of Agriculture, and the Department of Fisheries and Aquaculture have determined that training is a need.
- Through the LMDA-funded Sector Council Program, the Nova Scotia Tourism Human Resource Sector Council and the Nova Scotia Fisheries Human Resource Sector Council receive core funding to provide support to their respective sectors in the area of Human Resource recruitment, attraction, retention, and training.
- The Federation of Agriculture has also been working closely with the Province in seeking support with their current workforce-related issues and they are currently preparing to submit their application under the Sector Council Program in FY1920.
- The LMDA’s targeted funding will allow for the provision of skills training to those most in need in these sectors and allow them to increase their employability skills, essential skills, and technical skills.

Chart 10 – Volumes by EBSM client type, FY0809 to FY1819

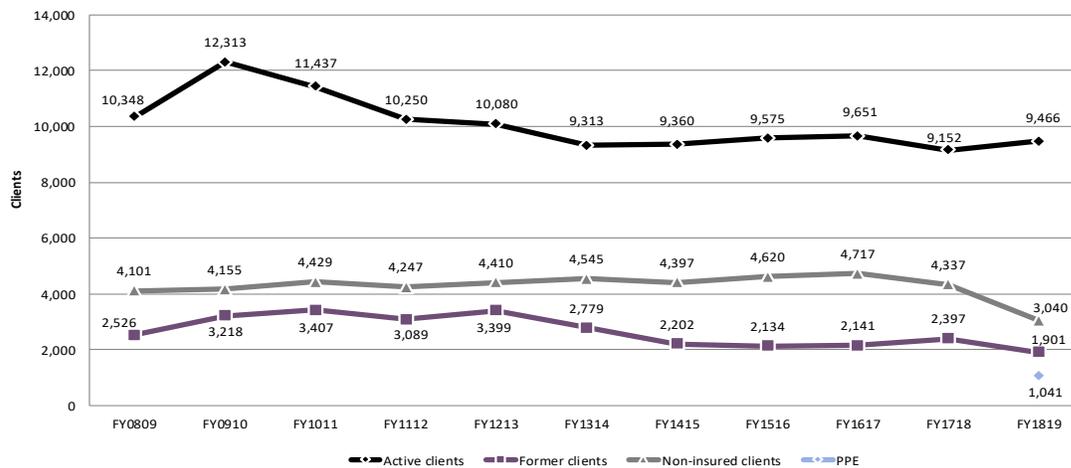


Chart 11 – Volumes by EBSM client age, FY0809 to FY1819

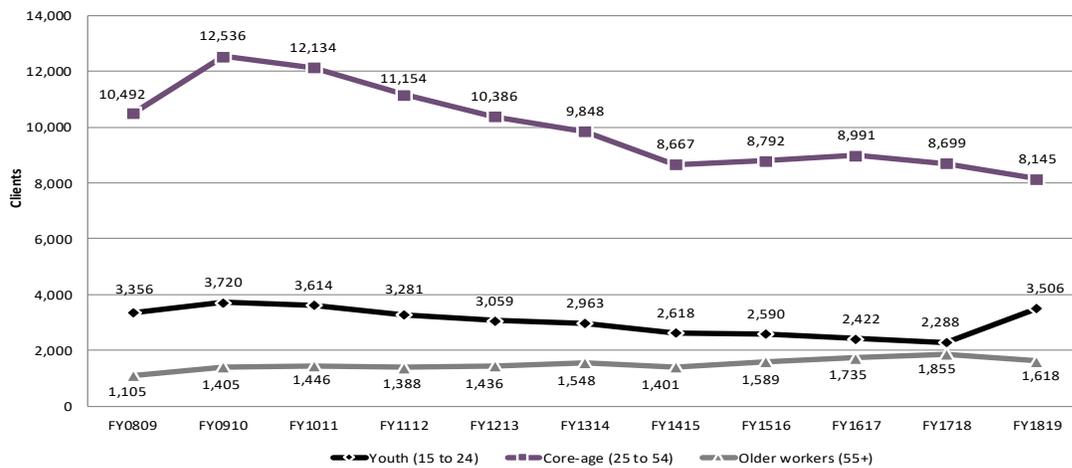


Chart 12 – Key performance indicators, FY0809 to FY1819

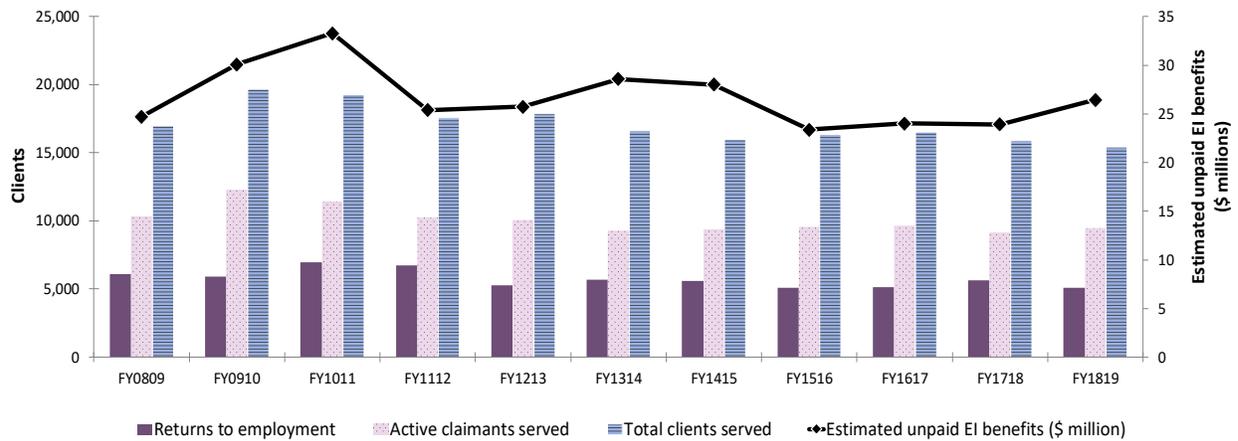


Table 8 – Nova Scotia: EBSM-similar programming, FY1819

		Interventions	Year-over-Year Change	Expenditures (\$ 000s)
Employment Benefits				
SD-R	Nova Scotia Skills Development	3,510	+207.9%	37,942
SD-A	Nova Scotia Skills Development	2,007	+31.4%	
TWS	START	928	+14.7%	3,293
SE	Nova Scotia Self-Employment Benefit	558	+0.5%	6,218
JCP	Nova Scotia Job Creation Partnerships	133	+24.3%	884
Support Measures				
EAS	Nova Scotia Employment Assistance Services	20,232	-24.1%	33,414
LMP	Nova Scotia Labour Market Partnerships	N/A	N/A	4,727
R&I	Research and Innovation	N/A	N/A	267

3.2.4.3 Employment benefits

Nova Scotia delivered 7,136 Employment Benefit interventions in FY1819, 72.5% higher than in FY1718, the highest number in over a decade. All benefit types increased: SD-R (+2,370; +207.9%), JCP (+26; +24.3%), TWS (+119; +14.7%), SE (+3; +0.5%) and SD-A (+480; +31.4%). Expenditures on Employment Benefit interventions declined by almost \$3.0 million (-5.8%) year-over-year, to \$48.3 million in FY1819.

EBSMs in Action

Skills Development – Nova Scotia

In March of 2017, a young woman in her early thirties came into a Nova Scotia Works (NSW) office to discuss applying for the carpentry program at NS Community College (NSCC). Her previous employment included much customer service work in various aspects.

She always had an interest in carpentry and enjoyed doing odd jobs around home. Being a female, she thought that maybe she would not be able to find work and therefore would have difficulties in pursuing this career. After a discussion with an employment counsellor, she decided to apply for the carpentry program.

She also completed her application for Skills Development and was approved for two years funding. She did very well throughout both years of the program, receiving a bronze medal in the NSCC Skills Competition in her second year. In June of 2019, she graduated with Honours and the employer that she worked with during her summer employment and work term hired her for full-time employment upon graduation.

Now the new carpenter is expecting her first child in November and when she is ready to return to work, her job will be there for her.

This is a great success story of “Women in Trades.”

The increase in Employment Benefit interventions, particularly in Skills Development, may be attributed to two factors.

- For several years prior to FY1819, Feepayer participants were not included in the provincial data exchange. By including Feepayers as LMDA participants, the SD-Regular count increased by approximately 2,100 in FY1819;
- In September 2018, the Canada – Nova Scotia accountability data exchange process was overhauled, and a new XML data format was implemented. This appears to have led to some accounting discrepancies and work is still underway to identify the root causes.

A woman with a disability finds a job after Skills Development training

Diana Bond is a deaf woman in her mid 30's. She was displaced from her job as a production worker in Halifax in February 2016. She struggled with seeking another job until she came to TEAM Work for support for employment services. Diana Bond had worked with her uncle occasionally on his food truck and she was interested in starting her own business. She did some research to develop a business plan and met with our self-employment services to review it. Diana Bond felt it wasn't a very reliable career plan and did further exploring on what careers would suit her. In between that time, she also attended some workshops at TEAM Work to gain knowledge on prepping for potential interviews, how to disclose disability and revising her resume. She had always had a dream of working in metal fabrication. It was suggested she apply through Women's Unlimited. She went for her orientation and was fascinated by the program and decided to enter.

She applied to the ENS Skills Development program and was supported to attend the program along with the funding support of interpreters. This accommodation was close to \$60,000 over the course of her program, and without it, she would not have been able to do the program. Her confidence has boosted since she was displaced for her previous job. She completed the Women's Unlimited program and was accepted into NSCC for two years in metal fabrication. ENS also support Diana Bond with accommodations for the classroom, lab, and placements. Around Christmas 2018, Diana Bond had an interview with an employer for a work placement followed by an interview for a job in May 2019. She started the new job on June 18th working in the field in which she trained.

This was the first time Women's Unlimited had a deaf person in the program, and the result is sustainable employment and a new career. Without the Skills Development program, and the collaboration of the NSW, ENS, and NSCC partnerships, she would not have succeeded in her dream career.

3.2.4.4 Support measures: EAS

In FY1819, Nova Scotia delivered 20,232 EAS interventions, a 24.1% decrease over FY1718. All three EAS types dropped: Group Services (-874; -52.0%), Individual Counselling (-406; -18.0%) and Employment Service (-5,141; -22.6%). Overall expenditures on EAS increased by \$4.4 million year-over-year, to \$33.4 million in FY1819.

3.2.4.5 Other support measures: LMP and R&I

Expenditures on LMP more than doubled in FY1819 (\$4.7 million) compared to FY1718 (\$2.0 million), while funding of R&I initiatives declined by 23.4% year-over-year, to \$0.3 million in FY1819.

EBSMs in Action

Research and Innovation – Nova Scotia

Labour and Advanced Education has partnered with the Centre for Employment Innovation at St. Francis Xavier University and the Phoenix Youth Employment Centre to extend the New Opportunities for Work program (NOW) to multi-barriered and under-supported youth.

The NOW Program offers an innovative approach to key labour market challenges, with both short- and long-term impacts. Participants are receiving the training and ongoing supports necessary to flourish in their new work environments, with the hope that current NOW employers will retain the employee past the two years, appreciating the value and experience that the employee now brings. In addition, during the program, the participants will acquire valuable job experience and skills that apply to today's job market that are transferable to other organizations.

Innovative in its design and delivery, New Opportunities for Work allows participating employment service providers to help mold the program, within the given parameters, to best suit the needs of their own clients and communities.

The NOW program also has a robust research component which includes monitoring the program from start to finish through a developmental evaluation. This research will help build capacity within the system by generating evidence-informed solutions that support front-line employment service design and delivery.

This year's investment of \$267,000 will target 10 youth participants.

3.2.5 New Brunswick

Compared to 2017, New Brunswick's real GDP growth (0.1%) remained stable in 2018. The Province's economy is forecasted to have slightly strengthened in 2019, by close to 1.0%.

New Brunswick : EBSM Key Facts			
Total Clients Served: 21,527			
Insured Clients		Non-Insured Clients	
13,977	↓	7,550	↓
Total Interventions: 41,098			
Intervention Type	FY1819	Year-over-Year Change	
Employment Benefits	12,764	9.2%	↑
Support Measures: EAS	28,334	13.1%	↓
Relative Share of Interventions			
Intervention Type	FY1819	Year-over-Year Change(pp)	
Employment Benefits	31.1%	4.7	↑
Support Measures: EAS	68.9%	4.7	↓
Total Allocation: \$98.2 million			
Total Expenditures	FY1819 (\$ million)	Year-over-Year Change	
Employment Benefits	\$78.1	5.1%	↑
Support Measures: EAS	\$7.7	27.4%	↓
LMP and R&I	\$12.4	29.2%	↑
Total Expenditures ¹	\$98.2	3.9%	↑
Estimated Unpaid EI benefits (\$ million)			
FY1718	FY1819	Year-over-Year Change	
\$29.14	\$25.00	14.2%	↓

¹ Totals may not add up due to rounding; does not include accounting adjustments.

Labour market conditions in New Brunswick were relatively steady in FY1819, compared to the previous year. Employment grew slightly (+1,700; +0.5%) at about the same rate as the labour force and working-age population, leaving the participation and employment rates unchanged from the previous year, at 61.4% and 56.5% respectively. The Province's unemployment rate edged down from 8.0% to 7.9%, the lowest in a decade. Employment growth was entirely realized in the services-producing sector (+2,000; +0.7%), while employment in the goods-producing sector declined slightly (-300; -0.4%). On the services-producing side, gains in public administration (+2,100; +9.0%), information, culture and recreation (+1,700; +15.8%), as well as in transportation and warehousing (+1,000; +5.8%), were partially offset by losses in wholesale and retail trade (-3,000; -5.3%), as well as in accommodation and food services (-700; -3.0%). A net increase of 2,800 jobs (+21.2%) in the natural resources industries (comprising agriculture, forestry, fishing, mining, quarrying, oil and gas) were more than offset by losses in construction (-1,600; -6.5%) and manufacturing (-1,400; -4.2%) in the goods-producing sector.

New Brunswick's economy and labour force continued to face on going demographic challenges such as slow population growth, an aging population and out-migration of youth and skilled workers. The Province also continued to experience a high unemployment rate relative to the rest of Canada. Although relatively poor economic and workforce growth is expected over the short-term, high replacement demand stemming primarily from retirements is resulting in a significant number of job vacancies to fill. It is therefore important for the Province to continue to attract, retain and educate a highly skilled workforce. To ensure New Brunswick is responsive to these labour market challenges and opportunities, the Province continued to:

- collaborate with employers and workers to respond and support them in addressing their workforce and training needs;
- promote and increase adult literacy, essential skills and continuous learning;
- increase participation in post-secondary education;
- improve access to and dissemination of relevant labour market information; and
- invest in innovative programs and services including workplace learning, on the job training and upskilling employees.

3.2.5.1 Managing for results

Stakeholder Engagement

In FY1819 the Department of Post-Secondary Education Training and Labour began piloting the Human Resource Support Services program (HRSS). The program assists employers in assessing their human resource needs, recommends options and supports their implementation. This program also helps employers with the management of their human resources within their business, which includes attracting and retaining the right people to meet operational needs. Intervention plans developed with employers identify options/solutions that are adapted and responsive to needs in line with labour market realities. The HRSS program has been beneficial to employers throughout New Brunswick and will be fully launched in FY2021.

New Brunswick's ongoing consultations take place under the Province's HRSS programming. The Province engages with a diverse group of employers, labour market related associations and community organizations.

3.2.5.2 Clients, interventions and expenditures

In FY1819, New Brunswick served 21,527 clients, 1,301 (-5.7%) fewer than in FY1718. Aside from PPE clients, all other client type counts declined: active claimants (-915; -8.1%), non-insured clients (-860; -10.2%) and former claimants (-853; -27.4%). The drop in the number of uninsured clients is mostly attributable to the new PPE category, whose 1,327 clients in FY1819 likely counted towards non-insured clients under previous eligibility rules. As for the shares of the total number of clients served, all client types declined as a result of lower volumes and the new PPE category, which accounted for 6.2% of all clients. Between FY1718 and FY1819, the proportions of active claimants (48.3%), non-insured (35.1%), and former claimants (10.5%) dropped by 1.3, 1.8 and 3.1 percentage points, respectively.

New Brunswick delivered 41,098 EBSM-similar interventions in FY1819, a decline of 7.2% (- 3,209) over the previous year. Following the same trend, the number of insured clients who returned to work after participating in an EBSM-similar intervention declined 8.7% from 8,800 in FY1718, to 8,031 in FY1819. Unpaid EI benefits amounted to \$25.00 million in FY1819, down from \$29.14 million in FY1718. Expenditures on EBSMs rose to \$98.2 million (+\$3.7 million, +3.9%) in FY1819. These expenditures include the Province’s shares of the ongoing \$1.95 billion LMDA program funding (\$89.2 million) and the \$225.0 million envelope in additional funding announced in Budget 2017 (\$9.0 million).

In addition to these expenditures, \$3.7 million in additional targeted funding was made available to support workers in seasonal industries and workers affected by trade disputes in the steel and aluminum industries, and the forest sector, which the Province did not access.

Chart 13 – Volumes by EBSM client type, FY0809 to FY1819

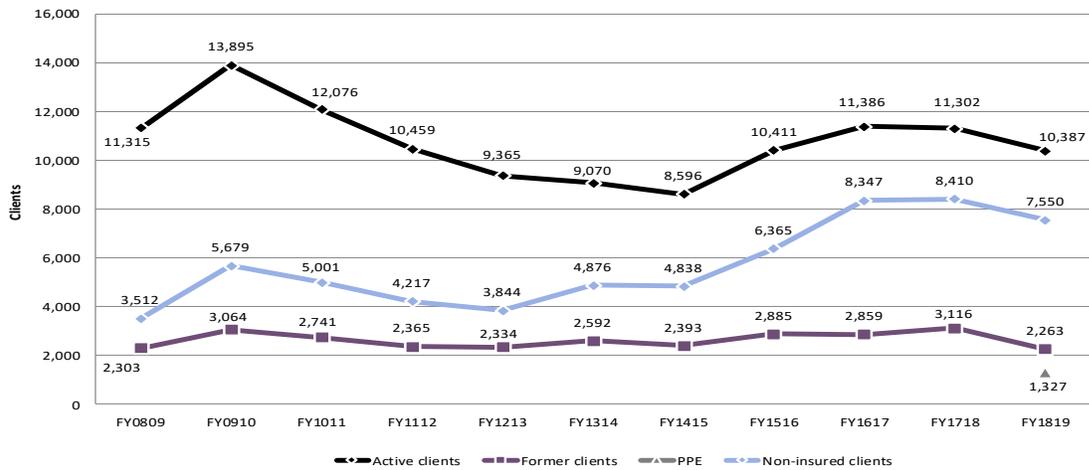


Chart 14 – Volumes by EBSM client age, FY0809 to FY1819

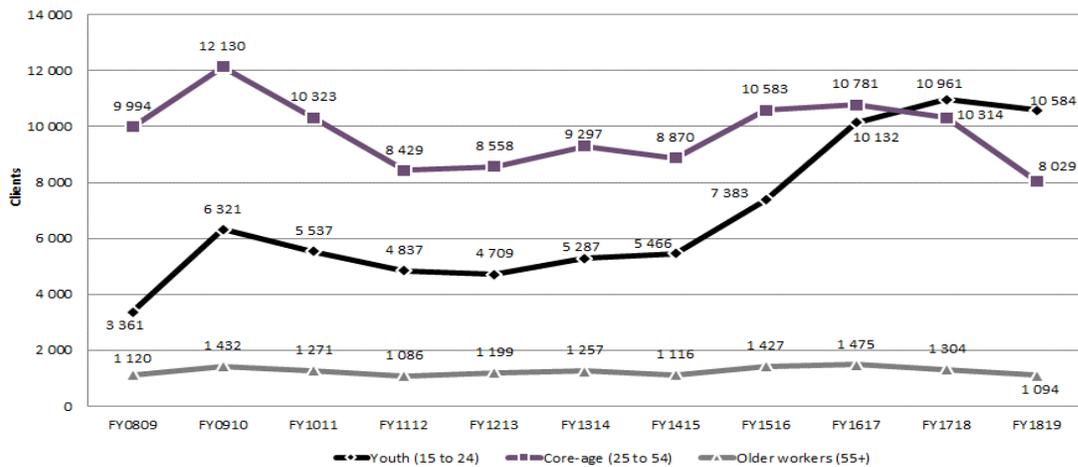


Chart 15 – Key performance indicators, FY0809 to FY1819



Table 9 – New Brunswick: EBSM-similar programming, FY1819

		Interventions	Year-over-Year Change	Expenditures (\$ 000s)
Employment Benefits				
SD-R	Training and Skills Development Program	7,208	+4.8%	56,047
SD-A	Training and Skills Development Program	2,054	-6.9%	
TWS	Workforce Expansion—Employer Wage Subsidy	3,254	+41.9%	16,883
SE	Workforce Expansion—Self-Employment Benefit	248	-21.3%	5,202
Support Measures				
EAS	Employment Assistance Services	28,334	-13.1%	7,656
LMP	Adjustment Services	N/A	N/A	12,073
R&I	Research and Innovation	N/A	N/A	294

3.2.5.3 Employment benefits

The Province delivered 12,764 Employment Benefit interventions in FY1819, 9.2% (+1,072) more than in FY1718 and the highest since FY0910. Increases in TWS (+961; +41.9%) and SD-R (+331; +4.8%) were partially offset by declines in SE (-67; -21.3%), and SD-A (-153; -6.9%). Expenditures on Employment Benefits increased by 5.1% (+\$3.8 million) in FY1819, for a total of \$78.1 million.

3.2.5.4 Support measures: EAS

New Brunswick delivered fewer EAS interventions in FY1819 compared to FY1718, for a total of 28,334 (-4,281; -13.1%). Both intervention types declined year-over-year: Individual Counselling decreased by 15.1% (-3,450) while Employment Services dropped by 8.5% (- 831). The Province spent \$7.7 million on EAS interventions in FY1819, a 27.4% (-\$2.9 million) decline compared to the previous year. This shift was due to funding some EAS contracts through the Workforce Development Agreement that were previously funded under the LMADA.

Youth Employment Fund helps Flo to find a suitable job

Often one of the critical elements for successfully assisting clients to secure employment when they have faced an extended period of difficulty is simply matching the right employee with the right employer. Over a year and a half ago, a young lady named Flo stopped into a provincial office feeling somewhat hopeless of finding meaningful employment. She had plenty of marketable skills and held a degree in Electrical Engineering but had struggled to secure any meaningful employment. She had a very strong resume with work on past projects bolstering her educational experience. Flo seemed to be able to secure the interviews but received no job offers. This had not always been the case, Flo had success in securing jobs just a couple years prior. Flo felt that her recent decision to transition from a man to a woman was having an impact. She felt that the field no longer suited her and just wanted a new start. During a discussion with the provincial office, she realized that she had an interest in MAME Emulators and restoration of old arcade games. She also had some strong computer skills as well as a flare for digital media. It was clear that an IT job with a digital marketing might be a nice fit. The office connected Flo with a local employer who would see the obvious strengths she possessed and assisted her with development of a great pitch for a job with this dual designation of IT & digital marketing. The business was an insurance company and real estate brokerage. The owner Brandon liked the idea and with the option of the Youth Employment Fund to assist with the initial training period for Flo she was able to start a full-time position earning a good wage and it remains a career to this day. Flo was really pleased with the job and loved the staff right from the get go, this position not only provided her with employment but a renewed sense of confidence in her value after a period of self-doubt. These are the ones that make it all worthwhile.

3.2.5.5 Other support measures: LMP and R&I

Expenditures on LMP totalled \$12.1 million in FY1819, the highest the Province spent on this measure, while funding of R&I initiatives was cut by half in FY1819, dropping to \$300,000 from \$600,000 in FY1718.

3.2.6 Quebec

The Quebec economy grew by 2.5% in real terms in 2018, surpassing the national average of 2.0%. Forecasters expect Quebec's real GDP growth to be more moderate in 2019, around 2.0%, which is still above the projected national average of 1.4%.

Quebec: EBSM Key Facts			
Total clients Served : 214,742			
EI clients		Non-insured clients	
156,514	↓	58,228	↓
Total interventions: 270,583			
Interventions type	FY1819	Year-over-Year Change	
Employment Benefits	33,210	7.3%	↑
Support Measures: EAS	237,373	13.6%	↓
Relative share of interventions			
Interventions type	FY1819	Year-over-Year Change (pp)	
Employment Benefits	12.3%	2.2	↑
Support Measures: EAS	87.7%	2.2	↓
Total allocation: \$598.6 million			
Total Expenditures	FY1819 (\$ million)	Year-over-Year Change	
Employment Benefits	\$335.0	3.5%	↑
Support Measures: EAS	\$146.1	1.8%	↓
LMP and R&I	\$117.4	6.3%	↑
Total Expenditures ¹	\$598.6	2.7%	↑
Estimated unpaid benefits (\$ million)			
FY1718	FY1819	Year-over-Year Change	
\$327.62	\$293.92	10.3%	↓

¹ Totals may not add up due to rounding; does not include accounting adjustments.

Compared with the previous fiscal year, Quebec's labour force remained relatively stable at 4,518,500 (+0.3%). Overall, employment (+0.7%) increased somewhat from 4,242,500 to 4,273,000, while the unemployment rate (5.4%) fell 0.4 percentage points.

From one year to the next, employment levels remained relatively stable in the goods-producing sector (+2,600; +0.3%) with net gains in forestry, fishing and mining (+4,200; 11.4%), construction (+3,300; +1.3%) and utilities (+3,100; 12.5%). However, agriculture (-1,100; -1.9%) and manufacturing (-6,800; -1.4%) slowed somewhat. In the service sector, employment increased (+27,900; +0.8%), with growth in transportation and warehousing (+7,900; +3.7%), professional, scientific and technical services (+4,400; +1.3%), business, building and other support services (+11,400; +6.2%), educational services (+5,500; +1.9%) and health care and social assistance (+12,500; +2.1%). This increase was partially offset by net losses in information, culture and recreation (-9,400; -5.1%) and accommodation and food services (-3,800; -1.4%).

As in previous fiscal years, Quebec faced a labour shortage and challenges related to matching training, skills, and jobs in FY1819. This is the result of two factors: the demographic decline in the population aged 15 to 64 and the increase in the number of jobs. Consequently, employers will have difficulty recruiting qualified candidates for available positions in the short term.

To resolve this situation, employers are being asked to adapt their human resources processes with the goal of leveraging the employment potential of the entire available workforce to the fullest extent possible to meet the needs of the labour market. They may moderate their recruitment criteria, improve staff training, emphasize diversity, improve workforce retention or adapt their working conditions, among other things.

Furthermore, in order to maintain the competitiveness of its businesses, Quebec will continue to invest in the training of its workforce to meet current and future labour market needs.

For FY1819, Quebec placed particular emphasis on the integration and participation of people from groups that are under-represented in the labour market: people with low skills, persons with disabilities, people aged 55 and over, recent immigrants, Indigenous persons, youth and people in the justice system.

In order to effectively address the numerous challenges in the labour market, Quebec focused its interventions on five strategic orientations during FY1819:

- Expand knowledge of qualitative and quantitative labour market imbalances;
- Accelerate employment integration for people ready to enter the labour market, in particular through support for skills development;
- Encourage the hiring of members of groups underrepresented in the labour market and clients of social assistance programs, in particular through support for skills development;
- Contribute to structuring and adapting human resources management in companies, encouraging them to improve productivity; and
- Adapt service delivery, in collaboration with all partners, to the evolving context of intervention and to the needs of individuals and businesses.

These tools will enable Quebec to improve the employment rate by hiring people who are unemployed and improving companies' productivity and ability to adapt.

In January 2019, the Ministère du Travail, de l'Emploi et de la Solidarité sociale (MTESS) launched "La Grande corvée" initiative to support businesses experiencing difficulties with filling positions. Quebec plans to support an increasing number of businesses as they face new challenges related to labour shortages. As of March 31, 2019, nearly 4,800 businesses had been proactively contacted by public employment services. Systematic canvassing enabled Quebec to increase the number of businesses that were assisted for the first time during FY1819.

3.2.6.1 Partnership and Managing for Results

To ensure that it can respond adequately and quickly to the needs of the labour market, Quebec has a partnership structure that is unique in Canada. In terms of planning, the Commission des partenaires du marché du travail (CPMT), which brings together employer and union representatives from the education sector and community organizations, works with the MTESS to guide public employment services so that they meet the needs expressed by all partners. This collaboration involves the joint development of an annual action plan for labour and employment.

The management and delivery of public employment services are planned in a decentralized manner to better adapt to the needs of regional labour markets and local clientele. Thus, while complying with the major orientations of Quebec's overall action plan, the regional offices of Services Québec are autonomous in their use of the measures in the range of employment services, the implementation of strategies and the management of their intervention budget. As a result, their use may differ from one region to another, depending on the priorities and characteristics of the territory.

Throughout Quebec, public employment services interventions are delivered according to a results-based management approach. Quebec's overall action plan provides annual targets for targeted results indicators, and regional offices specify their contribution in their regional action plan for employment and labour. This management method makes it possible to deliver effective interventions and assess concrete results, particularly with respect to the return to employment of persons who have benefited from public employment services.

Through the MTESS, Quebec continues to rely on its targeting, referral, and feedback (TRF) system, which enables it to undertake 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 parts of Canada.

Employment interventions are delivered in partnership with organizations specializing in employability development that have signed service agreements with the regional offices of Services Québec and economic development organizations. This complements the activities of public employment services and offers businesses and the public a variety of services based on their needs. The agreements with service provider partners include results-based objectives. These organizations are also instrumental in leading public employment services to innovate their service delivery.

3.2.6.2 Clients, interventions and expenditures

During FY1819, Quebec served a total of 214,742 clients, a decrease of 10.7% year over year. These decreases, which affected the three main types of clients, are mainly explained by the strength of the Quebec labour market in recent years, which has experienced a historically low unemployment rate. For a third consecutive year, the number of active clients declined to 116,261 (-8.9%) in FY1819. Former claimants (23,005) and non-insured clients (58,228) fell by 30.2% and 27.0% respectively. For the first time, Quebec reported the number of "clients with eligibility based on contributions paid" (new PPE category) at 17,248. In terms of the volume of client types in relation to the total number of clients served, the proportion of active clients (54.1%) increased by 1.0 percentage point compared to the previous year.

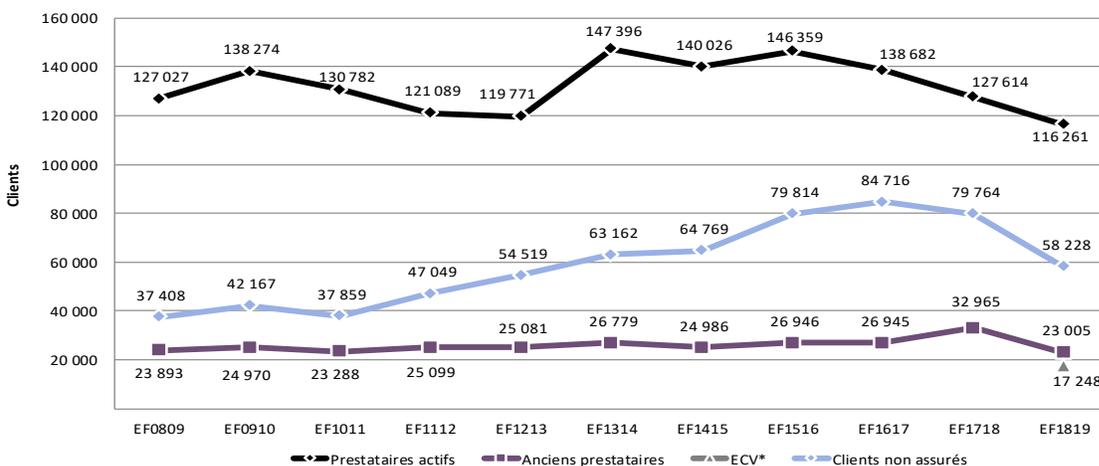
The proportion of former claimants (10.7%) and non-insured clients (27.1%) declined by 3.0 and 6.1 percentage points respectively, year over year. The share of clients with eligibility based on contributions paid was 8.0%. The decline in the proportion of non-insured clients may be attributable to the new PPE category.

The total number of interventions in FY1819, 270,583, decreased by 11.5% compared to FY1718. Although it was the most used of all EBSM interventions, the proportion of Employment Assistance Services (EAS) (87.7%) declined by 2.2 percentage points, while the proportion of Employment Benefits was 12.3% (+2.2 percentage points).

A total of 74,535 clients (+8.3%) found employment after participating in a program similar to EBSM. This was the sixth consecutive year that this number has increased. Unpaid benefits from the EI Operating Account declined 10.3% to \$293.92 million. In total, EBSM expenditures of \$598.6 million were 2.7% higher than the previous fiscal year.¹⁴ This includes \$29.2 million additional targeted funding in Quebec to support workers in seasonal industries (\$8.0 million), as well as those affected by tariffs in the softwood lumber (\$14.7 million) and steel and aluminum (\$6.6 million) sectors.

In order to quickly provide support to laid-off seasonal workers, Quebec and the Federal Government signed the Canada-Quebec Agreement in Support of Seasonal Workers in Quebec in May 2018. A pilot project providing workers with training employed in a company with seasonal activities or are unemployed, and enhanced income support for those who are unemployed was implemented in the spring of 2018. Enhanced funding is also provided to seasonal businesses that train their workers, with a 100% rate of reimbursement of training expenses and salaries to businesses.

Chart 16 – Volumes by EBSM client type, FY0809 to FY1819



¹⁴ Quebec's share of the additional LMMA funding announced in Budget 2017, approximately \$60 million, was not paid to the province, because Agreement No. 7 to amend the Canada-Quebec LMMA was not signed as of March 31, 2019. To avoid penalizing its citizens and businesses that require assistance to meet the challenges of the labour market, Quebec invested an equivalent amount of its own funds.

Chart 17 – Volumes by EBSM client age, FY0809 to FY1819

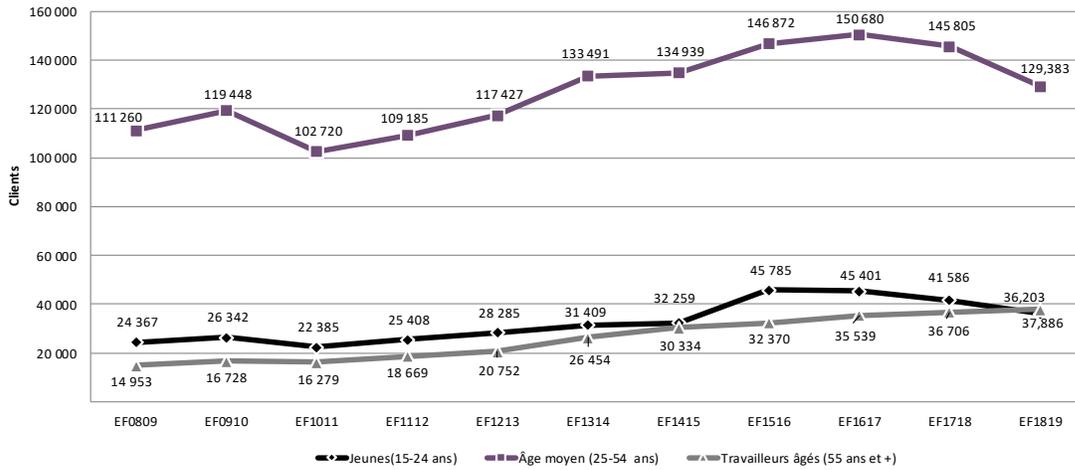


Chart 18 – Key performance indicators, FY0809 to FY1819

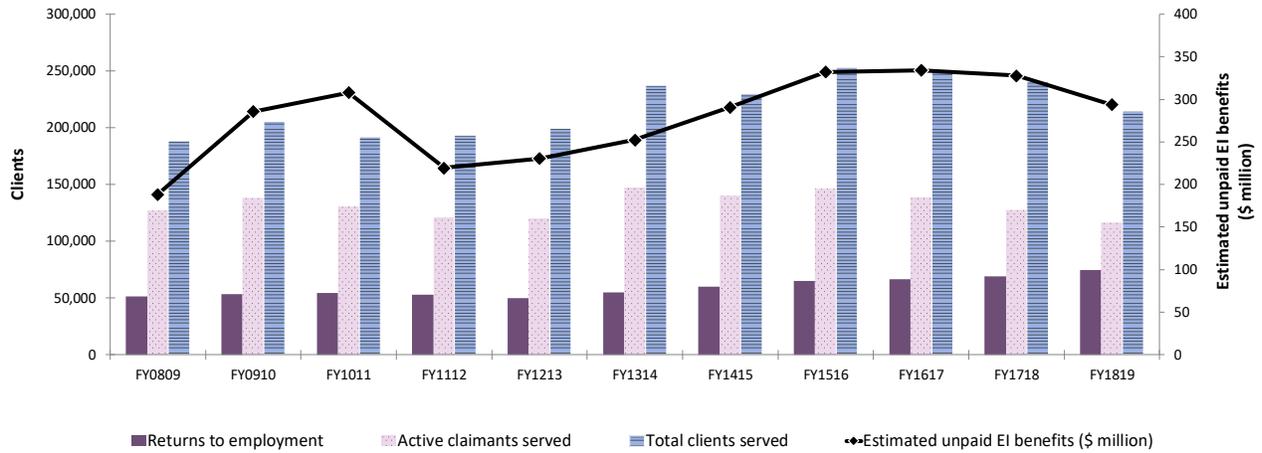


Table 10 – Quebec – ESBM-similar programming, FY1819

		Interventions	Year-over-Year Change	Expenditures (\$ 000s)
Employment Benefits				
SD-R	Manpower Training Measure Job Readiness	23,376	+2.1%	219,180
TWS	Wage Subsidies	8,196	+27.0%	92,844
SE	Support for Self-Employment Measure	1,638	+2.8%	23,022
TES	Return to Work Supplement	0	0	0
Support Measures				
EAS	Labour Market Information Job Placement Job Research and Assistance Services	237,373	-13.6%	146,105
LMPs	Job Cooperation Services Manpower Training Measure for Enterprises	N/A	N/A	112,887
R&I	Research and Innovation Strategy	N/A	N/A	4,521

3.2.6.3 Employment Benefits

In FY1819, Quebec delivered a total of 33,210 Employment Benefit interventions (+7.3%). All types of Employment Benefits contributed to this expansion: Skills Development-Regular (SD-R) (23,376), Targeted Wage Subsidies (TWS) (8,196), and Self-Employment (SE) (1,638) increased by 2.1%, 27.0% and 2.8%, respectively. In total, Quebec spent \$335.0 million (+3.5%) on Employment Benefits.

For FY1819, additional LMDA funding of \$29.2 million was granted to improve support for the softwood lumber, steel and aluminum industries as well as seasonal businesses. Quebec was able to mobilize its partners to invest all of this money and thus consolidate the economic development of its regions as a proactive step against the challenges in these sectors, some of which have been targeted by countervailing duties imposed by the US. Funding for workforce training initiatives (\$4.9 million) enabled workers to acquire relevant skills and meet the ever-evolving needs of their employer. Finally, by encouraging employers to hire people at risk of long-term unemployment, the investment in the wage subsidy (\$4.0 million) helped stimulate employment and provide work experience.

3.2.6.4 Support measures: employment assistance services (EAS)

For a second consecutive year, the total number of EAS interventions decreased, reaching 237,373 (- 13.6%) in FY1819. All EAS intervention-types decreased. Group services (13,929), Individual Counselling (38,836) and Employment Services (184,608) dropped by 12.9% (-2,056), 46.2% (-33,404) and 1.0% (- 1,921), respectively. EAS expenditures, which totalled \$146.1 million, decreased by 1.8%.

3.2.6.5 Other support measures: LMPs and R&I

Compared to FY1718, Quebec spent a total of \$117.4 million on LMPs and R&I, an increase of 6.3%. In contrast to LMPs, where total costs (\$112.9 million) jumped 9.8% year over year, R&I expenditures (\$4.5 million) fell 40.2%. This decrease is due to Quebec's decision to fund its R&I initiatives from other sources of revenue. Quebec's total investment in R&I amounted to \$12.8 million.

The Grande corvée: Public employment services serving companies

In January 2019, the MTESS launched the Grande corvée initiative to meet the needs of businesses. This large-scale measure is aimed at responding to the issue of labour scarcity by meeting the needs of companies. Its goal is to listen to companies and equip them for this issue. This large-scale operation is carried out by more than 200 business advisors from the MTESS in its network of 165 Services Québec offices and local employment centres in Quebec's 17 administrative regions. This initiative is ongoing and offers a new way of communicating and exchanging information with Quebec businesses.

The Grande corvée initiative also enables the MTESS to better monitor the labour market by identifying the needs and issues expressed by business leaders. It closely examines not only the needs of businesses but also their satisfaction with employment services.

Service spécialisé Jeunes: A tailored approach to meet the needs of youth

Given the 136,000 young people who are neither employed nor pursuing education or training, the MTESS has in recent years implemented various levers of intervention for employment for the most vulnerable young people. Thus, during FY1819, the MTESS continued experimenting with a specialized service for young people under the Employment Assistance Service measure. Since July 1, 2016, young people under 30 years of age have benefited from a new experimental project called "Service spécialisé Jeunes." About 2,500 young people benefit from this service, which includes investments of approximately \$13 million to \$14 million annually. The service aims to help young people define a professional objective that will lead them to employment or a return to training, primarily through new support formulas to ensure the success of youth projects, while paying particular attention to those at risk of "dropping out" of employment and training. This measure has a positive impact on the integration and job retention of young people.

3.2.7 Ontario

In 2018, Ontario's real gross domestic product (GDP) grew by 2.2%, down from 2.9% in 2017. According to an average of private sector forecasts, Ontario's real GDP growth is expected to have moderated to 1.6% in 2019, the same rate as the national average.

Ontario: EBSM Key Facts			
Total Clients Served: 205,706			
Insured Clients		Non-Insured Clients	
105,075	↑	100,631	↓
Total Interventions: 232,078			
Intervention Type	FY1819	Year-over-Year Change	
Employment Benefits	31,691	42.4%	↑
Support Measures: EAS	200,387	4.3%	↑
Relative Share of Interventions			
Intervention Type	FY1819	Year-over-Year Change(pp)	
Employment Benefits	13.7%	3.3	↑
Support Measures: EAS	86.3%	3.3	↓
Total Allocation: \$662.0 million			
Total Expenditures	FY1819 (\$ million)	Year-over-Year Change	
Employment Benefits	\$179.4	22.2%	↑
Support Measures: EAS	\$323.0	0.5%	↓
LMP and R&I	\$159.6	11.0%	↑
Total Expenditures ¹	\$662.0	7.6%	↑
Unpaid EI benefits (\$ million)			
FY1718	FY1819	Year-over-Year Change	
\$233.15	\$265.22	13.8%	↑

¹ Totals may not add up due to rounding; does not include accounting adjustments.

Employment in Ontario grew (+133,200; +1.9%) at the same rate as the working-age population, leaving the employment rate unchanged compared to that of the previous year, at 61.0%. The Province's unemployment rate edged down to 5.7% from 5.8% a year earlier, the lowest since FY8990. In contrast to FY1718, employment growth in FY1819 was entirely realized in full-time employment (+136,900; +2.4%) and was more concentrated in the services-producing sector (+121,300; +2.1%). Growth in that sector was led by gains in transportation and warehousing (+39,200; +11.2%) and in educational services (+32,300; +6.5%). In the goods-producing sector (+11,900; +0.8%), losses in manufacturing (-11,900; -1.5%) were more than offset by gains in construction (+11,400; +2.2%) and utilities (+9,700; +20.3%).

Like other jurisdictions, Ontario faces challenges related to a changing global economy and the aging of its population. These include increased demand for specialized skills, workplace transformation from automation and new technologies, rise in non-standard forms of employment and a slowing labour force growth. Such challenges impact individuals entering the labour market as well as established

workers, with youth, Indigenous peoples, persons with disabilities, recent immigrants and other vulnerable workers experiencing less favourable labour market outcomes than the rest of the labour force. Ontario engages with key stakeholders to build awareness and solicit feedback on the Province's employment related challenges.

3.2.7.1 Managing for results

Ontario is currently implementing the Targeting, Referral and Feedback (TRF) system. In this context, Ontario, in partnership with the Government of Canada, will proactively engage EI applicants and assist them to return to employment more quickly. TRF connects new EI applicants to their local Employment Ontario service centres, where they can access employment information, services and supports, while matching their existing skills with local labour market needs.

The Province continues to engage with stakeholders to inform the design, delivery and implementation of ongoing and new initiatives. Engagements in FY1819 included consultations with employment services and social assistance partners, and consultations focused on employer-led coalition's goals of hiring 40,000 not in employment, education or training (NEET) youth into meaningful employment, as well as engaging 60,000 NEET youth in education and training opportunities.

3.2.7.2 Clients, interventions and expenditures

Ontario served 205,706 clients in FY1819, an increase of 13,037 (+6.8%) over FY1718. FY1819 marks the introduction of Premiums Paid Eligibility (PPE) clients, a new category of clients who may have been classified as non-insured clients in previous years. PPE clients in Ontario accounted for 12.3% (25,228) of all clients. All other client type proportions decreased: non-insured (100,631), active claimants (53,221) and former claimants (26,626) declined by 5.5%, 5.8% and 10.4%, respectively. The decline in the proportion of non-insured clients may be attributable to the new PPE category.

The number of total EBSM-similar interventions delivered in Ontario rose for a fourth consecutive year, reaching 232,078 (+8.3%) in FY1819. After six consecutive years of growth, the share of EAS in relation to the total EBSM-similar interventions dropped by 3.3 percentage points to 86.3%. Returns to employment advanced from 39,678 to 47,400, a 19.5% year-over-year increase, and unpaid EI benefits totalled \$265.22 million (+13.8%), compared to \$233.15 million in FY1718. Ontario's total expenditures amounted to \$662.0 million (+7.6%). This sum includes \$71.7 million received by the Province from the \$225.0 million in additional LMDA funding announced in Budget 2017. The Province also received additional targeted funding to support workers in seasonal industries (\$3.5 million), as well as workers impacted by the trade disputes in the forest sector (\$3.3 million) and steel and aluminium industries (\$12.0 million).

Partnerships and opportunities were delivered through SkillsAdvance Ontario to enable laid off workers to train during plant shutdown periods, in response to the rotating/temporary plant shutdowns that were introduced by companies to deal with reduced business as a result of the of US imposed steel tariffs, skilled labour shortages, and a surge in imports from non-NAFTA countries. As well, projects created recruitment opportunities for individuals to participate in a focused sector based skills training

program, including employer paid work placement, with the intent of long-term labour retention and growing the skilled trades.

Partnerships were established to deliver projects through SkillsAdvance Ontario to provide participants, job seekers and incumbent workers, in northwestern Ontario with essential and technical skills training in electrician, millwright, mechanical harvesting, heavy equipment operator, and wood processing, to meet in-demand occupations identified by employer partners.

Additional projects were developed and funded with industry and employment training partners, including the City of Toronto, Prince Edward County Chamber of Tourism and Commerce, Prince Edward Learning Centre and Loyalist College, to support workers in seasonal industries.

Chart 19 – Volumes by EBSM client type, FY0809 to FY1819

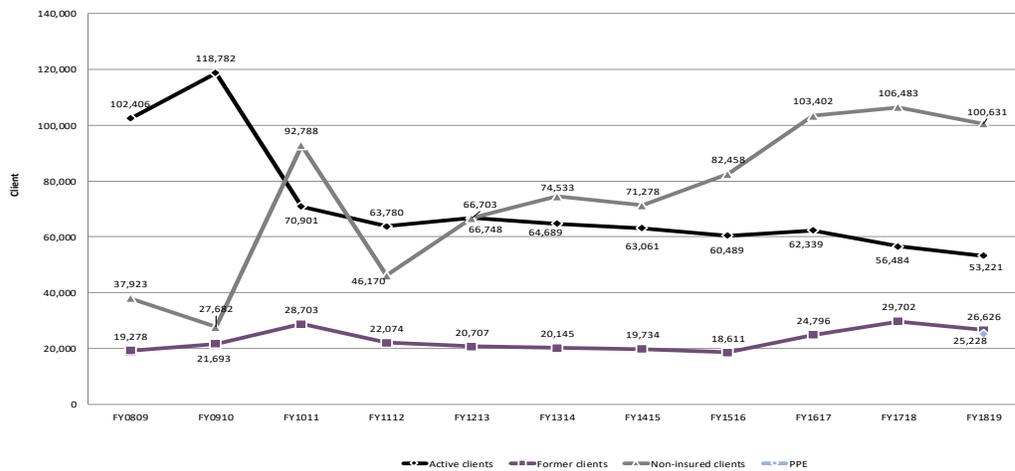


Chart 20 – Volumes by EBSM client age, FY0809 to FY1819

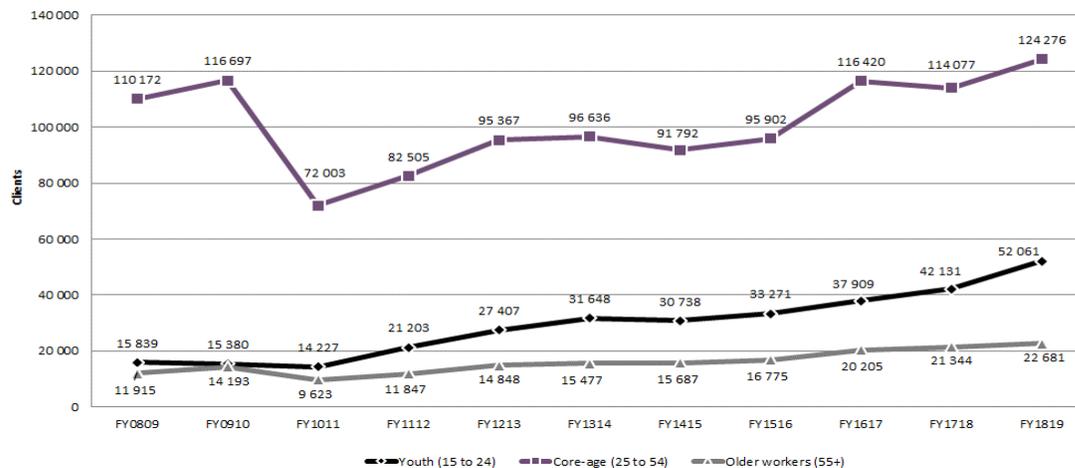


Chart 21 – Key performance indicators, FY0809 to FY1819

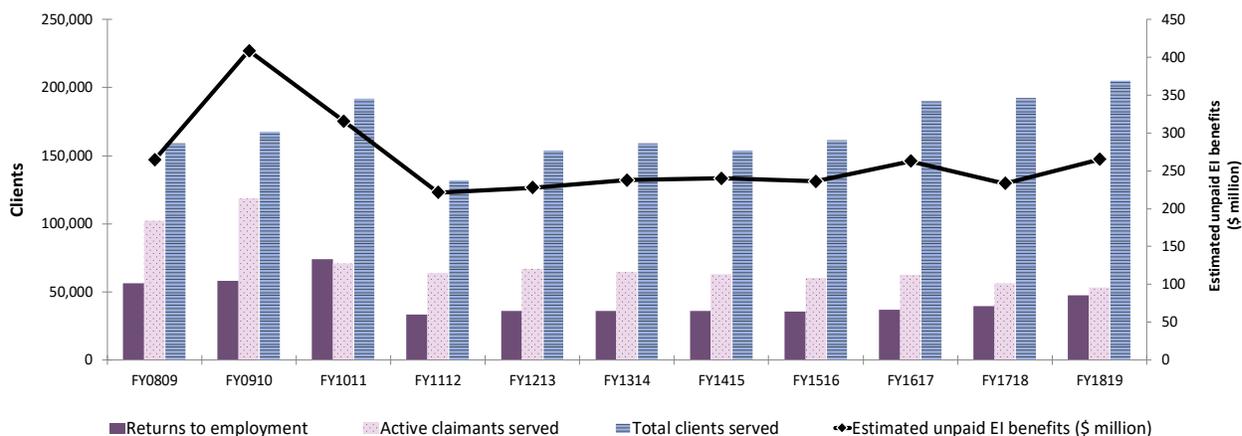


Table 11 – Ontario: EBSM-similar programming, FY1819

		Interventions	Year-over-Year Change	Expenditures (\$ 000s)
Employment Benefits				
SD-R	Second Career, Literacy and Basic Skills	9,564	+103.7%	171,819
SD-A	Skills Development–Apprenticeship	18,692	+21.7%	
TWS	Job Placement with Incentive	3,322	+62.9%	6,258
SE	Ontario Self-Employment Benefit	0	N/A	0
JCP	Ontario Job Creation Partnerships	113	-29.8%	1,281
Support Measures				
EAS	Ontario Employment Assistance Services/ Employment Service	200,387	+4.3%	323,004
LMP	Ontario Labour Market Partnerships	N/A	N/A	90,781
R&I	Research and Innovation	N/A	N/A	68,831

3.2.7.3 Employment benefits

After a seventh consecutive year of decline, the number of Employment Benefit interventions delivered in Ontario grew in FY1819, by 42.4%, to 31,691. With the exception of JCP (-48; -29.8%), all other benefit types increased: TWS (+1,283; +62.9%), SD-R (+4,870; +103.7%) and SD-A (+3,332; +21.7%). For a third consecutive year, SE was not delivered in the Province. For the first time since FY1011, expenditures towards Employment Benefits increased, amounting to \$179.4 million (+22.2%).

Skills Development training helps Maria secure employment

Maria first came to Canada from Mexico in 2013. She had worked in office environments for fifteen years. Since her arrival in Canada, she could not find full-time work in her field. She came to Gateway Centre for Learning in July of 2017 seeking certifications to validate her administrative skillset, improve her math and workplace skills, and prepare for the citizenship exam.

Maria worked full time and actively participated in her learning plan. Her dedication to her learning plan was impressive. She was very organized in her learning strategies. She participated in every type of learning offered: one-on-one tutoring, small group, on-line learning/e-channel, blended, and experiential learning. She worked full-time, studied and volunteered to utilize the skills she had learned and increase her employability to secure work in a different industry. Within six months of starting at Gateway, she secured alternate employment. She is employed as an 'Unregulated Care Provider' and she enjoys her job immensely. Her employer has invested training in her to increase her ability to do more.

3.2.7.4 Support measures: EAS

For a fourth consecutive year, EAS interventions in Ontario rose, reaching 200,387 (+4.3%) in FY1819. Individual Counselling remained the sole delivered EAS type of intervention. The Province spent a total of \$323.0 million (-0.5%) on EAS.

Shelby benefits from Employment Assistance Services

Shelby had a history with crime and behavioural problems when he started the Youth Job Connection (YJC) program. He had been expelled from a school in the Upper Canada District School Board and placed in a home for "at risk youth", when he was referred to the YJC program. The program taught Shelby the importance of working as a member of a team and taught him discipline that set him up for success when he was put on his placement.

Shelby was placed at a campground where he was initially only supposed to work part-time, but he and the supervisor felt he could handle more hours and more responsibility. He returned to the same place of employment in Summer 2018 once again working full-time and has even taken on an additional job helping a local farmer with lawn maintenance. He has also since been reinstated to the UCDSB, as a result of advocacy from the campground supervisor.

3.2.7.5 Other support measures

In FY1819, total funding towards LMP and R&I amounted to \$159.6 million, an 11.0% year-over-year increase. This represents a fifth consecutive year of growth. While expenditures on LMP totalled \$90.8 million (+220.8%), increasing for a third consecutive year, R&I's funding decreased, after six consecutive years of growth, by 40.4%, to \$68.8 million. The respective increase and decrease in LMP and R&I funding is in part the result of the reclassification of some LMDAs programs that had been previously classified under R&I, under LMP.

In FY1819, Ontario supported employer-sponsored training, by delivering the Canada-Ontario Job Grant (COJG) under the Labour Market Partnerships Support Measure (COJG was previously delivered under the R&I stream). This employer cost-shared program helps employers train their labour force and adapt to changing labour market needs. The majority (86%) of COJG participants in FY1819 were in "Tier 1" training, meaning the training will lead to a new or a better job with the sponsoring employer.

EBSM in action: Career Ready Fund (\$30 million)

Launched in FY1718, 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. The Career Ready Fund supports projects through multiple streams:

1. Employer and Regional Partnerships (funded as a Labour Market Partnership)
2. New Graduate Career Bridge
3. University and College Stream
4. Strategic Initiatives Fund
5. Auto Stream (introduced in FY1819)

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.

Now in its third year, Ontario expects that its multi-year investment in the program of \$66.3 million through the LMDA will create 120,000 net new opportunities for students, recent graduates, and apprentices in a wide range of formats such as co-ops, field placements, work 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, under the newly created Auto Stream, employers in the auto and its part and supply industries receive wage subsidies for every work placement position they create to support the career readiness of participants. In addition to supporting the skills training of participants, this funding also supports the talent needs of businesses in this sector.

The Auto Stream was created in late FY1819 to support Ontario’s automotive and broader parts and supply sectors. This stream is helping to build a talent pipeline into the auto industry by creating new experiential learning opportunities for postsecondary students, recent graduates and apprentices.

Student uses Career Ready Fund to springboard his career

Steven Tremblay, an Environmental Studies student at Queen’s University participated in the Queen’s Internship Program and obtained on-the-job experience at the Kingston Environment Department GIS Unit.

The Queen’s Internship Program was supported through the Employer and Regional Partnerships Stream of the Career Ready Fund. This Stream provided seed funding to support the development and expansion of innovative and sustainable local, sectoral, and Province-wide partnerships to create experiential learning opportunities among employers, postsecondary institutions, and other parties. Queen’s University received \$447,894 in funding under this stream, which supported 136 new, incremental opportunities.

Steven noted that: “By participating in my university’s internship program, I found a 12-month job placement that perfectly matched the combination of environmental knowledge and GIS skills I developed during my studies. I worked with the Corporation of the City of Kingston’s Environment and Sustainable Initiatives Department. Both my employers at the city and staff at the university GIS department embraced my active learning as an intern, and the experience helped complement my degree with the workplace experience and skills I needed to transition to employment.”

He went on to note: “My internship gave me a huge leg up for employment after graduation, not only because I understood data and GIS, but because I had lots of experience understanding municipal infrastructure and field operations.”

Steven’s post-graduate employment has included being a GIS assistant with the Ministry of the Environment, and a GIS specialist with a private engineering firm.

3.2.8 Manitoba

Manitoba's real GDP growth slowed down considerably in 2018 (+1.3%) compared to 2017 (+3.2%). In 2019, forecasters expect that the province's economy will have grown at about the same rate as in 2018.

Manitoba: EBSM Key Facts			
Total Clients Served: 24,078			
Insured Clients		Non-Insured Clients	
14,056	↑	10,022	↓
Total Interventions: 60,909			
Intervention Type	FY1819	Year-over-Year Change	
Employment Benefits	6,866	10.3%	↑
Support Measures: EAS	54,043	1.5%	↑
Relative Share of Interventions			
Intervention Type	FY1819	Year-over-Year Change(pp)	
Employment Benefits	11.3%	0.8	↑
Support Measures: EAS	88.7%	0.8	↓
Total Allocation: \$49.7 million			
Total Expenditures	FY1819 (\$ million)	Year-over-Year Change	
Employment Benefits	\$32.7	13.6%	↑
Support Measures: EAS	\$10.1	3.2%	↑
LMP and R&I	\$7.0	11.2%	↓
Total Expenditures ¹	\$49.7	7.2%	↑
Unpaid EI benefits (\$ million)			
FY1718	FY1819	Year-over-Year Change	
\$41.31	\$42.17	2.1%	↑

¹ Totals may not add up due to rounding; does not include accounting adjustments.

Following the same trend as its real GDP growth, Manitoba's labour market in FY1819 improved moderately compared to FY1617 and FY1718. Employment grew by 5,900 (+0.9%), mostly in full-time positions (+5,100; +1.0%). The unemployment rate increased by 0.3 percentage points to 5.8%, as more people joined the labour force in search of work (+8,600; +1.3%). Employment growth in FY1819 was entirely realized in the services-producing sector (+7,200; +1.5%), led by gains in transportation and warehousing (+4,200; +11.4%), health care and social assistance (+2,500; +2.5%), as well as in public administration (+2,500; +7.7%). Notable declines were realized in wholesale and retail trade (-3,400; -3.7%), as well as in finance, insurance, real estate, rental and leasing (-1,900; -5.2%). There was also a slight decline in the goods-producing sector (-1,300; -0.8%). The increase in agriculture (+600; +2.5%) was more than offset by a drop in utilities (-1,500; -17.9%).

Given its labour market context, Manitoba used targeted and innovative approaches to engage those not participating in the labour force, increase the skills of the current and future workforce, improve

outcomes for those who continue to face barriers to participation, and assist individuals to effectively transition to the workforce. During consultations, employers identified the need for workers across a broad range of skills sets.

3.2.8.1 Managing for results

Community stakeholders identified key labour market barriers and opportunities that informed annual planning priorities, and supported employment programming that met Manitoba's labour market needs. Manitoba undertook regular consultations with stakeholders to inform broader government strategies, initiatives, and program priorities. Consultations were not always specific to the LMDA, but supported the identification of issues, needs and opportunities that addressed the agreement over the coming years.

In FY1819, Manitoba delivered many programs and services to job seekers in urban, rural and northern communities. The Province designed and delivered LMDA-funded programming in these locations by working with communities, employers, service providers, and educational institutions to identify local labour market needs, and collaboratively develop programs and services to address them.

3.2.8.2 Clients, interventions and expenditures

In FY1819, Manitoba served 722 fewer clients than in FY1718 (-2.9%), for a total of 24,078. This was the fourth consecutive year during which the Province served fewer clients. Aside from PPE clients, all other client types declined: non-insured clients (-2,257; -18.4%), former claimants (- 644; -17.3%), and active claimants (-339; -3.9%). The decline in the number of non-insured clients is mostly attributable to the introduction of the new PPE category, whose 2,518 clients in FY1819 would have counted towards non-insured clients under previous eligibility rules. As for their shares of the total number of clients served, all client types declined as a result of lower volumes and the new PPE category accounting for 10.5% of all clients. Between FY1718 and FY1819, the proportions of non-insured clients (41.6%), active claimants (35.1%), and former claimants (12.8%) dropped by 7.9, 0.3 and 2.2 percentage points, respectively.

In contrast to the reduced number of clients served, Manitoba delivered 1,439 (+2.4%) more interventions in FY1819 than in FY1718, for a total of 60,909 interventions. The number of insured clients who returned to work after participating in an EBSM-similar program totalled 4,470 in FY1819, almost unchanged (-0.8%) from FY1718. Unpaid EI benefits increased year-over-year, from \$41.31 million in FY1718 to \$42.17 million in FY1819, an increase of 2.1%. Manitoba's total expenditures on EBSMs increased by \$3.3 million (+7.2%) to \$49.7 million in FY1819. These expenditures comprised the Province's shares of the ongoing \$1.95 billion LMDA program funding (\$43.0 million) and its share of the \$225.0 million in additional funding announced in Budget 2017 (\$6.8 million).

On top of these expenditures, \$1.5 million was made available to the Province under the additional targeted funding measures to support workers in seasonal industries and those affected by trade disputes in the steel and aluminum industries, and the forest sector, which the Province did not access.

Chart 22 – Volumes by EBSM client type, FY0809 to FY1819

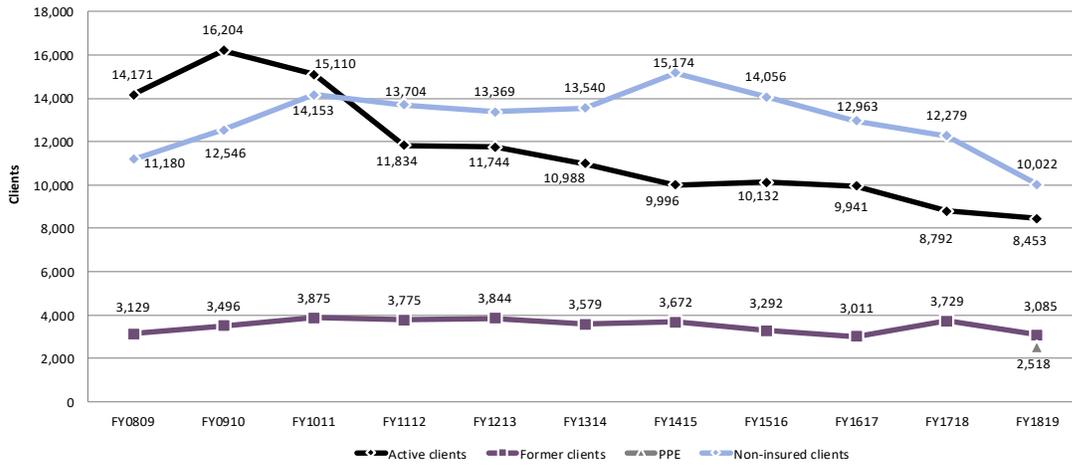


Chart 23 – Volumes by EBSM client age, FY0809 to FY1819

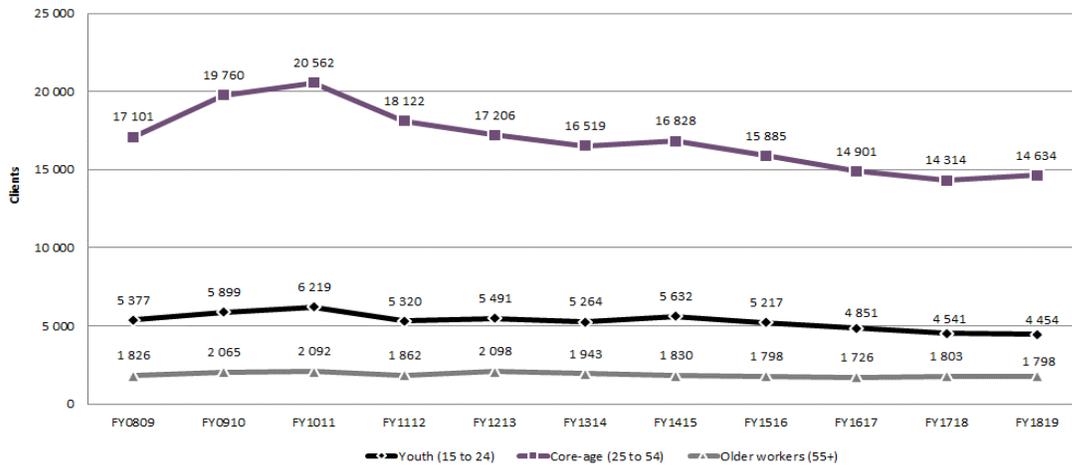


Chart 24 – Key performance indicators, FY0809 to FY1819

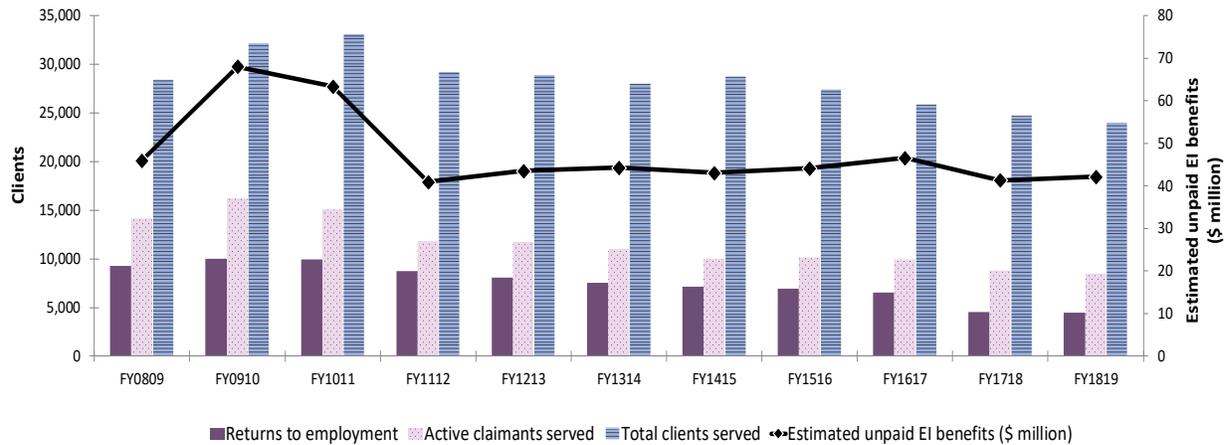


Table 12 – Manitoba: EBSM-similar programming, FY1819

		Interventions	Year-over-Year Change	Expenditures (\$ 000s)
Employment Benefits				
SD-R	Skills Development	2,515	+27.1%	29,620
SD-A	Skills Development-Apprenticeship	3,997	+2.5%	
TWS	Wage Subsidies	31	-13.9%	
SE	Self-Employment	83	-37.6%	
JCP	Employment Partnerships	240	+34.8%	
Support Measures				
EAS	Employment Assistance Services	54,043	+1.5%	10,092
LMP	Labour Market Partnerships	N/A	N/A	5,669
R&I	Research and Innovation	N/A	N/A	1,296

3.2.8.3 Employment benefits

In FY1819, Manitoba delivered 6,866 Employment Benefit interventions, up by 10.3% (+640) over FY1718. Increases in SD-R (+537; +27.1%), SD-A (+96; +2.5%) and JCP (+62; +34.8%) were partially offset by declines in SE (-50; -37.6%) and TWS (-5; -13.9%). Expenditures on Employment Benefits increased by \$3.9 million (+13.6%) in FY1819 over FY1718, reaching \$32.7 million.

3.2.8.4 Support measures: EAS

The Province also delivered more EAS interventions in FY1819 compared to the previous year, reaching 54,043 (+799; +1.5%). While Employment Services increased by 2.5% (+854), for a total of 34,994, Individual Counselling (19,049) remained stable (-0.3%; -55). Manitoba spent \$10.1 million on EAS, an increase of 3.2% over FY1718.

3.2.8.5 Other support measures: LMP and R&I

Expenditures on R&I (\$1.3 million) were \$0.9 million lower (-40.1%) than in FY1718, while spending on LMP (\$5.7 million) remained relatively unchanged over the same period.

Best Practices

R&I

In FY1819, Manitoba worked with an innovative community-based service provider through the Research and Innovation program to adapt their program curriculum into a “Train the Trainer” tool. The curriculum focuses on developing participants’ personal management and resiliency skills. With the development of this new community of practice tool, other service providers and employers can apply these best practices when helping marginalized individuals to enter the labour market. The Train the Trainer tool will increase the confidence and ability of other agencies to deliver effective and proven curriculum and build a repository of knowledge across other organizations serving similar clientele.

LMP

In response to downsizing in northern Manitoba’s natural resource extraction sector, Manitoba has been providing a range of labour adjustment services to employers, employees, and communities experiencing labour disruptions due to layoffs or closures. In addition to supporting affected workers at individual companies, Manitoba worked with the City of Thompson to support labour adjustment activities, retiree retention, economic development and infrastructure development activities in order to ensure the long-term sustainability of the community.

3.2.9 Saskatchewan

Saskatchewan's real GDP expanded by 1.3% in 2018, down from 1.7% in 2017. In 2019, the Province's real GDP growth is projected to reach to about 1.2%.

Saskatchewan: EBSM Key Facts			
Total Clients Served: 25,207			
Insured clients		Non-Insured Clients	
22,680	↑	2,527	↓
Total Interventions: 35,766			
Intervention Type	FY1819	Year-over-Year Change	
Employment Benefits	22,975	84.7%	↑
Support Measures: EAS	12,791	12.5%	↑
Relative Share of Interventions			
Intervention Type	FY1819	Year-over-Year Change(pp)	
Employment Benefits	64.2%	12.0	↑
Support Measures: EAS	35.8%	12.0	↓
Total Allocation: \$43.6 million			
Total Expenditures	FY1819 (\$ million)	Year-over-Year Change	
Employment Benefits	\$30.3	2.6%	↓
Support Measures: EAS	\$10.9	100.9%	↑
LMP and R&I	\$1.9	0.9%	↓
Total Expenditures ¹	\$43.0	12.1%	↑
Unpaid EI benefits (\$ million)			
FY1718	FY1819	Year-over-Year Change	
\$50.38	\$49.07	2.6%	↓

¹ Totals may not add up due to rounding; does not include accounting adjustments.

Labour market conditions improved in Saskatchewan in FY1819 over the previous year. After slightly declining by 1,800 (-0.3%) in FY1718, employment increased by 5,000 (+0.9%) in FY1819, with the majority of the gains in full-time positions (+4,000; +0.9%).

Despite the strengthening in employment aggregates, the unemployment rate edged down by 0.1 percentage point to 6.0%, due to an increase in the workforce size. Employment growth occurred mostly in the services-producing sector (+4,600; +1.1%), led by gains in health care, social assistance (+2,900; +3.9%), and educational services (+2,700; +6.7%). However, losses were recorded in wholesale and retail trade (-3,700; -4.1%), as well as in professional, scientific and technical services (-2,500; -8.7%). Declines in construction (-1,200; -2.4%), forestry, fishing, mining, quarrying, and oil and gas (-1,100; -4.6%) were more than offset by gains in the other industries, led by a net increase of 1,800 positions in agriculture (+5.1%) and the goods-producing sector (+400; +0.3%).

Saskatchewan took a balanced approach to labour market development to meet the immediate needs of employers and workers, while ensuring a future supply of labour equipped to support continued

economic growth and competitiveness. Activities included supporting unemployed workers back to employment, developing sources of labour currently not engaged or under-utilized in the labour force, and supporting employers in training their existing workforce to adapt to current and future challenges. Under-represented groups targeted by programs and services include Indigenous peoples, persons with disabilities, newcomers to Canada (including refugees), youth, women and older workers.

3.2.9.1 Managing for results

Saskatchewan was committed to engaging stakeholders in planning, priority-setting, policy development, program design and service delivery. Saskatchewan's regionally-based labour market delivery system facilitated continuous stakeholder engagement. The Ministry of Immigration and Career Training (ICT) had offices in ten communities across the Province.

For example, these offices were aware of regional layoffs and recruitment challenges. They understood the unique set of education and employment barriers that groups in their regions faced. They heard from community-based organizations; training institutions; employers; job seekers; and agencies representing youth, Indigenous peoples, and individuals who are currently in, or recently released from, custody. Together with stakeholders, ICT identified labour market needs that required focused approaches and/or greater program investments. As a result, ICT launched several new projects:

- New Targeted Initiatives for Older Workers, to increase the employability of older workers;
- Enhanced Career Bridging, to address the needs of under-represented persons in the labour force;
- the Wicehtowak Workforce Development Program, designed to improve the employment rate of Indigenous groups who are currently under-represented and/or facing barriers in the Saskatchewan workforce; and
- the Training Voucher Pilot, to provide funding for unemployed individuals (from specific sectors that have been impacted by changing economic conditions), to attend training to build skills that are in demand in Saskatchewan.

Saskatchewan has completed the technical setup for a new data exchange infrastructure, established catchment areas, and completed training for establishing targets to pilot the Targeting, Referral and Feedback (TRF) initiative. Saskatchewan is currently testing a target group, to establish the internal processes for receiving the referral files, engaging with clients and responding with feedback.

3.2.9.2 Clients, interventions and expenditures

For a sixth consecutive year, Saskatchewan served a growing total number of clients, reaching 25,207 (+35.3%) in FY1819. While the number of active claimants (8,850) and non-insured clients (2,527) dropped by 6.3% and 49.8% respectively, that of former claimants (6,058) advanced by 45.8%. PPE clients, a new category, reached 7,772. As for their proportion relative to the total number of clients, active claimants (35.1%) and non-insured clients (10.0%) fell by 15.6 and 17.0 percentage points, respectively. The share of former claimants increased to 24.0% (+1.7 percentage point) and PPE clients accounted for 30.8% of all clients. The decline in the proportion of non-insured clients may be attributable to the new PPE category.

In FY1819, Saskatchewan delivered a total number of 35,766 interventions, representing a fourth consecutive year of growth. Similar to FY1718, the share of EAS continued to drop, representing 35.8% of all EBSM-similar interventions in FY1819. The share of Employment Benefits grew from 52.2% in FY1718 to 64.2% in FY1819. A total of 5,148 individuals (+5.5% year-over-year) returned to employment after participating in an EBSM-similar program, and unpaid EI benefits declined from \$50.38 million to \$49.07 million, a 2.6% year-over-year decrease. Expenditures for EBSM-similar programming expanded from \$38.4 million to \$43.0 million, representing a year-over-year increase of 12.1%. This included \$6.1 million received by the Province in FY1819, as part of the \$225.0 million in additional LMDA funding from Budget 2017. This also included the Province’s shares of the additional targeted funding to help workers in seasonal industries (\$400,000), and to support workers affected by trade disputes in the forest sector (\$500,000) and the steel and aluminium (\$700,000) industries.

Chart 25 – Volumes by EBSM client type, FY0809 to FY1819

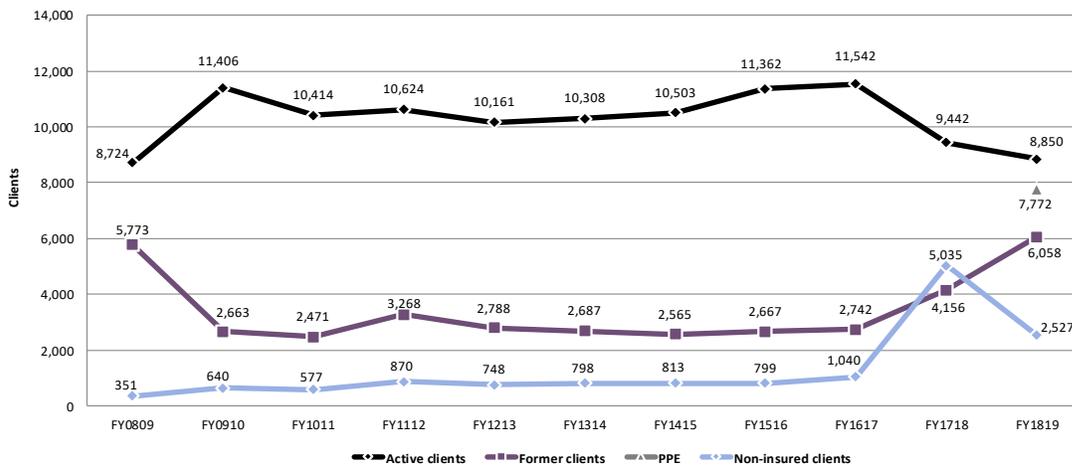


Chart 26 – Volumes by EBSM client age, FY0809 to FY1819

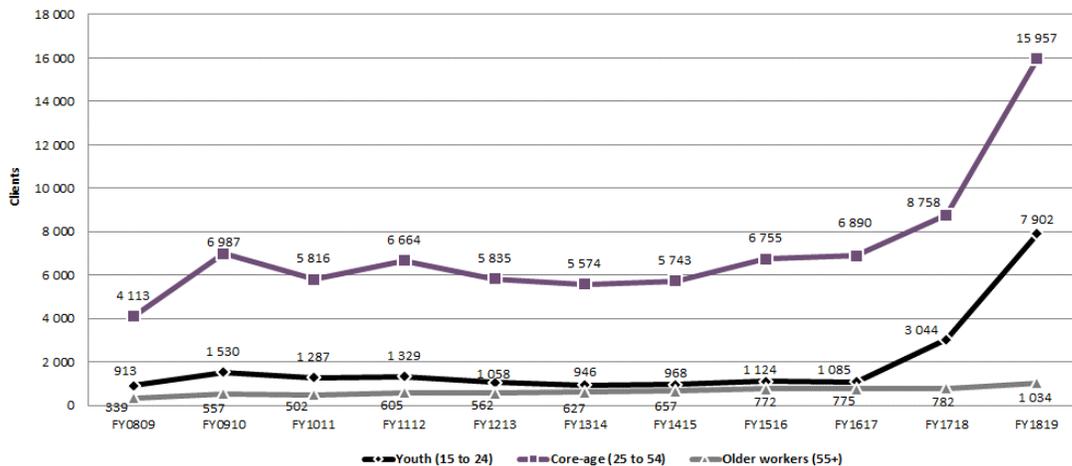


Chart 27 – Key performance indicators, FY0809 to FY1819

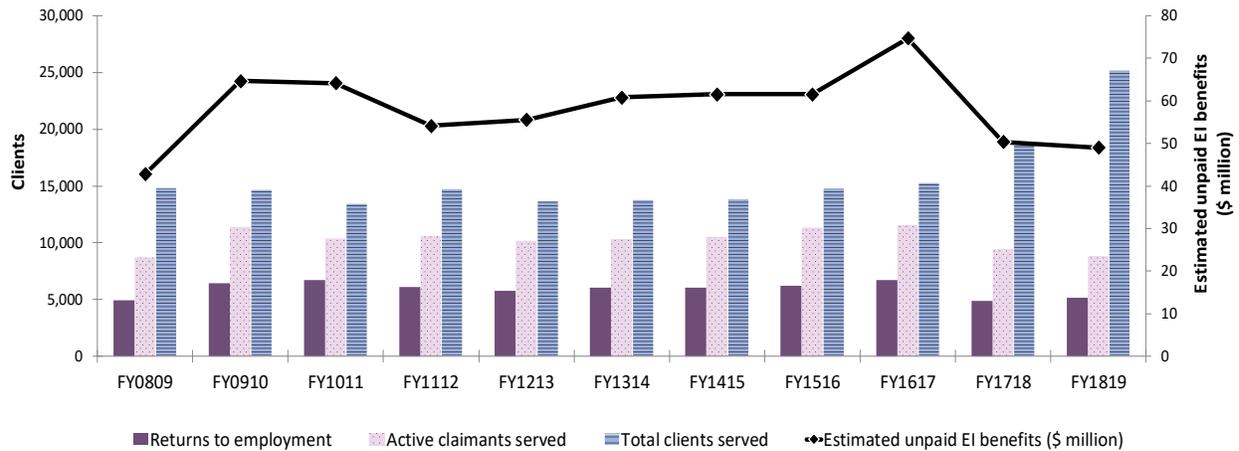


Table 13 – Saskatchewan: EBSM-Similar programming, FY1819

		Interventions	Year-over-Year Change	Expenditures (\$ 000s)
Employment Benefits				
SD-R	Skills Training Provincial Training Allowance	15,783	+126.7%	29,952
SD-A	Apprenticeship Training	7,125	+31.8%	
TWS	Skills Training Allocation	0	N/A	0
SE	Self-Employment Program	67	-4.3%	339
JCP	Employment Programs	0	N/A	0
Support Measures				
EAS	Workforce Development	12,791	+12.5%	10,885
LMP	Regional Planning and Employer Partnerships	N/A	N/A	1,405
R&I	Research and Innovation	N/A	N/A	451

3.2.9.3 Employment benefits

In Saskatchewan, Employment Benefit interventions increased significantly (+84.7%) year-over-year, to reach 22,975 in FY1819. This growth was largely due to SD-R (+8,821) and SD-A (+1,719), 126.7% and 31.8%, respectively. At the same time, SE (-3) declined by 4.3%. The significant increase in the number of Skills Development interventions was attributed to the significant number of unemployed workers who lacked the skills needed for the jobs of today and the future. Employment Benefit expenditures decreased by 2.6%, to a total of \$30.3 million.

EBSMs in action

Saskatchewan Skills Development – Essential Skills for the Workplace (ESWP)

Saskatchewan's essential skills training focuses on transitioning unemployed, under-represented or low literacy learners to employment. The majority of participants in essential skills programs are Indigenous peoples who lack essential skills (i.e., reading, numeracy, oral communication, computer skills, working with others); many have little work experience and even limited exposure to the world of work.

As an example, Saskatchewan's ESWP works closely with employers to ensure that students acquire skills for occupations that are in-demand. ESWP also includes work placements for specific occupations and supports the attainment of safety certificates when necessary. In addition, students are eligible for Provincial Training Allowance income support while they are enrolled in the program. Essential skills programs have included Early Childhood Education; Automotive Maintenance; Security Officer; Food Preparation; Service and Hospitality Industry; Oilfield Truck Operator; and others. Many essential skills programs are delivered in partnerships with employers or industry associations and with First Nation organizations.

3.2.9.4 Support measures (EAS)

In FY1819, Saskatchewan delivered 12,791 EAS interventions, representing 12.5% more than in FY1718. Growth in both Employment Services (+970; +16.3%) and Individual Counselling (+539; +10.7%) were partially offset by a drop in Group Services (-87; -22.5%). Compared to FY1718, EAS expenditures doubled from \$5.4 million to \$10.9 million (+100.9%). The increase was attributed to the Province strengthening its approach to assessing the employability of clients and streaming clients into programs most conducive to their employability needs.

Josh received Employment Assistance Services

Saskatchewan's Workforce Development Program provides a flexible range of individual and group supports, programs, and services that enable participants to become job ready, attach to the labour market, and maintain employment. One of the LMDA-funded Workforce Development programs is the Prairie Employment Program (PEP) in North Battleford. This program works with unemployed and underemployed job seekers who have disabilities or multiple and significant barriers to employment. PEP assists job seekers with essential skills development, employment counselling, job search skills, and job coaching. In addition, PEP provides ongoing support to employers and clients to help employers find reliable and trustworthy employees and to help clients find meaningful work.

In January 2018, Josh came to PEP with a number of barriers to securing and maintaining employment: a partial grade 10 education, mental health issues, unreliable transportation, and a lack of employability skills. Josh's resume lacked vital information that could help his job search. In addition, he had weak interviewing skills because of low self-confidence. PEP offered Josh employment counselling, helped him revamp his resume, and helped him find employment with a painting company. They also gave him financial assistance to complete the required Safety Construction Orientation Training (SCOT). For well over a year, Josh has been working for the same employers who say that he is an incredibly hard worker. They have also noticed an improvement in his self-confidence. As a result of his positive employment experience and the encouragement of his employers, Josh is applying for his apprenticeship in painting. Josh says that he would not be where he is today without the support he received from PEP.

3.2.9.5 Other support measures: LMP and R&I

In FY1819, Saskatchewan's total LMP and R&I expenditures (\$1.9 million) declined slightly (- 0.9%). Saskatchewan's R&I investments included a follow-up survey of clients in labour market programs, including those funded under the LMDA, and two program evaluations. One of the key findings identified in all three of the research activities was the increase of clients with mental health conditions. In response to these findings, ICT hosted mental health and career development workshops for ministry staff, third-party service providers and other human service ministries, to implement strategies for supporting or improving the mental health of clients through career development. Early feedback from those who participated in the training, indicated that staff have a better understanding of the relationship between mental health and employment.

3.2.10 Alberta

Following a 4.8% rise in 2017, Alberta's real GDP growth increased by 1.6% in 2018, while the national average was 2.0%. The Province's real GDP growth is forecasted to have slowed down considerably in 2019, falling below 1.0%, before strengthening again in 2020.

Alberta: EBSM Key Facts			
Total Clients Served: 83,271			
Insured Clients		Non-Insured Clients	
51,787	↑	31,484	↓
Total Interventions: 158,819			
Intervention Type	FY1819	Year-over-Year Change	
Employment Benefits	18,132	10.8%	↓
Support Measures: EAS	140,687	4.3%	↓
Relative Share of Interventions			
Intervention Type	FY1819	Year-over-Year Change(pp)	
Employment Benefits	11.4%	0.7	↓
Support Measures: EAS	88.6%	0.7	↑
Total Allocation: \$157.0 million¹			
Total Expenditures	FY1819 (\$ million)	Year-over-Year Change	
Employment Benefits	\$92.4	17.2%	↑
Support Measures: EAS	\$56.7	14.5%	↑
LMP and R&I	\$5.0	50.4%	↑
Total Expenditures ²	\$154.0	17.0%	↑
Unpaid EI benefits (\$ million)			
FY1718	FY1819	Year-over-Year Change	
\$233.42	\$205.88	11.8%	↓

¹ Alberta invested \$2,929,005 of its total allocation towards administration costs, representing 10.0% of the Budget 2017 additional funding the Province received in FY1819.

² Totals may not add up due to rounding and does not include accounting adjustments.

Informed by the needs of stakeholders, Alberta's labour market priorities in FY1819 were focussed on diversifying the economy, as it was recovering from the latest commodities downturn, serving under-represented groups including Indigenous peoples, persons with disabilities, newcomers and highly-barriered individuals, as well as getting Albertans back to work. The target clientele for this last priority are those recently unemployed, particularly those affected by layoffs in the coal, oil, gas, engineering and technology industries.

Labour market conditions improved for a second consecutive year in the Province in FY1819. Employment increased by 34,600 (+1.5%), almost entirely in full-time positions (+34,100; +1.8%), while the unemployment rate decreased from 7.4% to 6.7%. This was 1.7 percentage points lower than the recent peak of 8.4% in FY1617 following the commodities downturn. Both goods-producing and services-producing sectors saw their employment levels increase. Manufacturing (+8,000; +6.5%), as

well as forestry, fishing, mining, quarrying, oil and gas (+4,600; +3.1%) led employment growth in the goods-producing sector (+14,400; +2.5%) for a second consecutive year. Public administration (+9,500; +9.2%), health care and social assistance (+7,800; +2.9%), as well as business, building and other support services (+5,800; + 7.0%) led the growth in the services-producing sector (+20,200; +1.2%).

3.2.10.1 Managing for results

Alberta Advanced Education (AE) collaborates with job creators and post-secondary institutions on an on-going basis, to ensure the apprenticeship education programs meet industry and labour market needs. AE works with Alberta's industry network and the Alberta Apprenticeship and Industry Training Board, to develop and maintain program standards, and with post-secondary institutions to coordinate classroom instruction.

In FY1819, AE developed an online and automated process for apprentices to submit documents. This process replaces physical mail and/or the need to visit an office in-person. This approach makes it faster for many apprentices to register for classes. Nine publicly funded post-secondary providers now offer online class registrations via MyTradesecrets, an online service that provides clients and stakeholders with access to program information. Approximately 66.0% of all apprenticeship class registrations in FY1819 were online.

AE also developed a project to estimate apprenticeship class sizes. It uses *Machine Learning*, a statistical and computational model, to analyze key indicators (e.g., data on apprenticeship and economic forecasts) and predict the demand for classroom instruction. The model helps AE meet the demand for classroom instruction, by planning for the corresponding spaces needed. This results in reduced expenses for the post-secondary system and increased value for apprentices continuing their education.

Targeting, Referral and Feedback (TRF) – Beginning in January 2018, Transition to Employment Services (TES) providers used TRF throughout Alberta to target their services to recently unemployed Albertans. TRF has been beneficial to connect EI clients to employment and training services in their own communities, including promoting programs intended for target client groups, such as mature workers and occupations in Alberta's resource sector which are experiencing a decline in employment, including Engineers, Geologists and Technologists. Most TES providers make referrals based on the last occupation an individual entered on their EI application, according to the National Occupation Classification code; however, in some smaller communities, the criteria for selection is broadened to increase the number of referrals.

Targeting, Referral and Feedback in Alberta

In Spring 2019, a security company approached a Calgary TES provider requesting help recruiting security staff. The provider hosted an employer hiring event at their office and contacted all TRF referrals whose last occupation was in the security industry. Of the referrals contacted, 15 attended the event and nine were hired on the spot. The remaining candidates attended an information session to access further services.

3.2.10.2 Clients, interventions and expenditures

For a third consecutive year, the total number of clients served in Alberta fell, totalling 83,271 (-7.3%) in FY1819. With the exception of PPE (8,388), a new client category, all other client types declined, with

active claimants (30,363), former claimants (13,036) and non-insured clients (31,484) dropping by 13.5%, 17.8% and 19.1%, respectively. With regards to their shares relative to the total number of clients, the proportion of each client type declined as follows: active claimants (36.5%), former claimants (15.7%), and non-insured clients (37.8%) decreased by 2.6, 2.0 and 5.5 percentage points, respectively. The decline in the proportion of non-insured clients may be attributable to the new PPE category, which accounted for 10.1% of all clients.

For a third consecutive year, the total number of interventions delivered in Alberta dropped, reaching 158,819 (-5.1%) in FY1819. While the share of Employment Benefits (11.4%) contracted by 0.7 percentage point, that of EAS (88.6%) expanded (+0.7 percentage point), for the first time since FY1011. In total, 18,669 individuals (-0.3%) became employed after participating in EBSM-similar programming, and unpaid EI benefits reached \$205.88 million, a year over year drop of 11.8%. Total LMDA expenses grew by 17.0% to \$154.0 million. This included \$29.3 million as part of a \$225.0 million envelope in additional LMDA funding, announced in Budget 2017.

On top of these expenditures, \$3.3 million was made available to the Province under the additional targeted funding measures to support workers in seasonal industries and those affected by trade disputes in the steel and aluminum industries, and the forest sector, which the Province did not access.

Chart 28 – Volumes by EBSM client type, FY0809 to FY1819

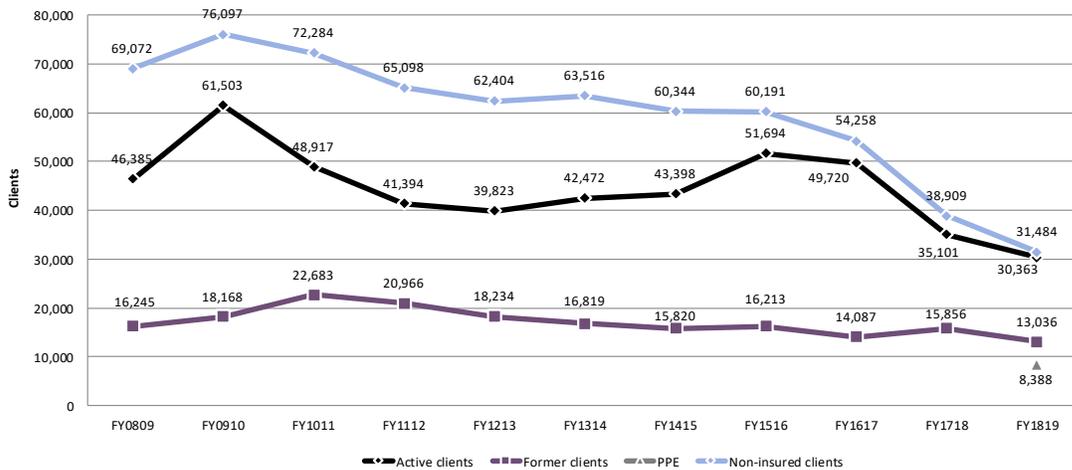


Chart 29 – Volumes by EBSM client age, FY0809 to FY1819

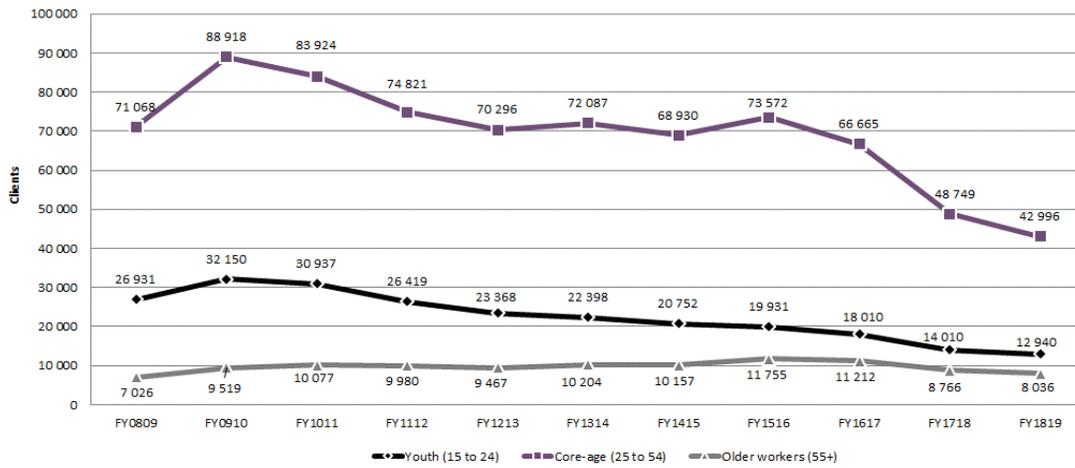


Chart 30 – Key performance indicators, FY0809 to FY1819

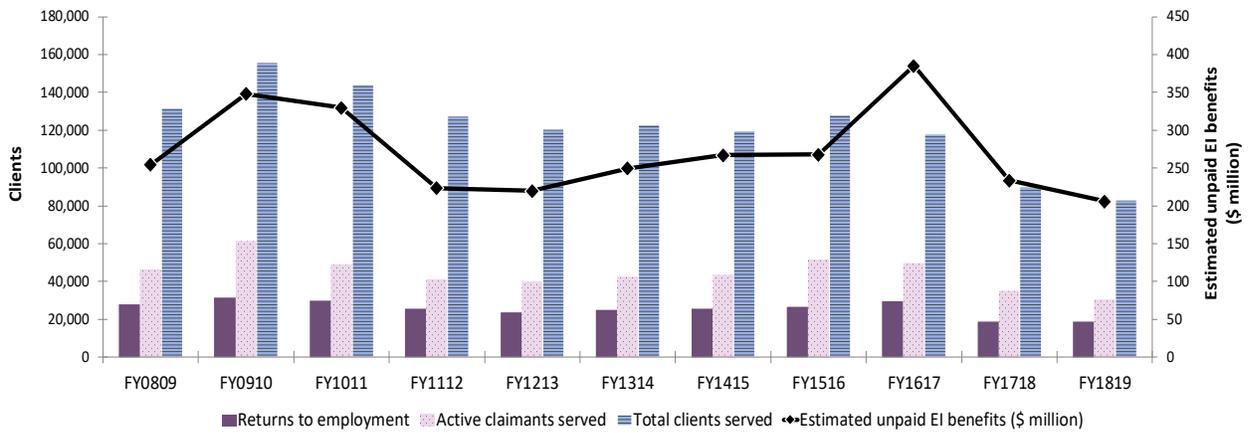


Table 14 – Alberta: EBSM-Similar programming, FY1819

		Interventions	Year over Year Change	Expenditures (\$ 000s)
Employment Benefits				
SD-R	Occupational Training Work Foundations	1,284	+11.7%	75,494
SD-A	Skills Development-Apprenticeship	15,422	-13.0%	
TWS	Workplace Training	179	+40.9%	1,662
SE	Self-Employment	260	-13.9%	1,906
JCP	Integrated Training	987	-3.8%	13,323
Support Measures				
EAS	Career Information	140,687	-4.3%	56,657
LMP	Workforce Partnerships	N/A	N/A	4,995

3.2.10.3 Employment benefits

For a third consecutive year, the number of Employment Benefit interventions delivered by Alberta fell, reaching 18,132 (-10.8%) in FY1819. While the number of Self-Employment (SE) (-42; -13.9%), Job Creation Partnership (JCP) (-39; -3.8%) and SD-A (- 2,301; -13.0%) interventions declined, gains were recorded in Targeted Wage Subsidy (TWS) (+52; +40.9%), and Skills Development-Regular (SD-R) (+134; +11.7%). The Province spent \$92.4 million on Employment Benefits (+17.2%).

The apprenticeship and industry training system is responsive to industry demand. Historically, changes in demand for training lag behind the economic changes that drive demand for skilled tradespeople in the workforce. In response to the economic downturn that began in 2014, fewer new apprentices registered in 2015 and 2016, and attendance began to decline significantly in FY1718 and continued in FY1819. This decline accounts for the majority of Alberta's decrease in the number of Employment Benefit interventions delivered.

Crane training opportunity lifts mom's career – Skills Development-Apprentice

Sandra first began studying for a career in Human Resources over 10 years ago, but had to abandon school to take care of her ailing mother and young disabled daughter. After working in Alberta's energy industry as a heavy equipment operator, Sandra wanted to advance her career further. After a while, she impressed a Local 955 union Business Agent who entered her name in a lottery for a training position as a Crane and Hoisting Equipment Operator.

Sandra was thrilled to win the lottery, but was concerned about the testing, because she considered herself to be a poor exam writer. Sandra dug deep and poured herself into the training materials—spending hours studying. It was difficult balancing work, studying and family obligations, but Sandra persevered. Sandra's "aha" moment came after one particularly tough exam when she realized that she was one of the few students who actually understood the intricacies of the problems. That's when she realized, "I deserve this."

Sandra used her new found confidence to complete her exams and become an Apprentice Crane and Hoisting Equipment Operator-Mobile Crane. Sandra is now looking forward to receiving her Journeyperson ticket in her trade this year. Sandra's advice to any other apprentices who may be struggling is, "Stay encouraged, surround yourself with people willing to pass on their knowledge and never stop learning." Sandra is grateful to her Alberta Apprenticeship and Industry Training Officer, her Local 955, and mentors she met through the union and in her workplace for sharing their knowledge, supporting her and giving her the chance to succeed.

3.2.10.4 Support measures: Employment Assistance Services (EAS)¹⁵

Alberta delivered fewer EAS interventions —delivered solely through Employment Services— in FY1819 compared to FY1718, for a total of 140,687 (-6,368; -4.3%). EAS total expenditures jumped from \$49.5 million to \$56.7 million, a 14.5% year-over-year increase.

Alberta job seekers benefited from the expanded Transition to Employment Services program in FY1819. The program helps unemployed Albertans update and adjust their existing skills to new occupations in emerging sectors through short-term skills training, job search supports, unpaid work exposure and job placement services. The Transition to Employment Services program continued to increase the number of eligible Albertans served, due to new services set up in Medicine Hat, Red Deer, Cold Lake, Bonnyville and Fort McMurray in FY1819.

¹⁵ Beginning in 2018, significant enhancements are being made to the Information Technology system used for the collection and reporting of LMDA data to ensure it meets new labour market transfer agreement reporting requirements. Completion is expected by April 1, 2020. During this transition, the client data captured outside the reporting system was not submitted to Employment and Social Development Canada, resulting in underreporting of the number of clients receiving services under the EAS category.

3.2.10.5 Other support measures: LMP

Compared to FY1718, total funding for LMP grew by 50.4% to \$5.0 million. In total, 57 organizations participated in LMP in FY1819 in Alberta. There were no reported expenditures under Research and Innovation in FY1819.

The LMP grant program supports workplace human resource development and labour market adjustment strategies through community partnerships. Grant projects were conducted to assess regional or industry labour markets, address labour market issues identified by communities/employers/industry, and share best practices related to workforce development. Sixteen LMP grants were provided to Indigenous communities and stakeholders throughout Alberta. The projects supported local labour market needs and created opportunities that improved Indigenous participation in the workforce. The Indigenous LMP projects reached 4,165 Indigenous stakeholders, job seekers and employers in the Province and included job and career fairs, labour market analysis surveys, Indigenous occupational and cultural awareness and improving access to both employers and jobseekers.

EBSMs in Action: LMP

Alberta is a leading producer of remotely piloted aircraft systems, simulation and computer-based training systems and aircraft manufacturing.

According to the Canadian Council for Aviation and Aerospace, the aviation and aerospace sector is facing extreme labour shortages. Workers are needed in every segment of the sector including pilots, ground crew, technicians and mechanics. Careers in the aviation industry are typically marketed to men. Women hold the majority of lower paid jobs in the industry (e.g., flight attendants, administrative work and check-in agents) while Indigenous peoples comprise only 3.0% of the Canadian aviation workforce.

Elevate Aviation's Career Exploration Workshops Project supports mitigating these workforce imbalances by creating linkages between Industry and Albertans through targeted career streams. This project will attract more individuals from under-represented groups into aviation by building awareness of careers and employment opportunities in aviation. Approximately 50 volunteers from Elevate's industry partners have created and delivered program content for six targeted career streams:

- airport maintenance;
- airport operations;
- air traffic services;
- flight education;
- technology; and
- Military careers.

Workshops ran from March 4, 2019 until May 31, 2019, with six weeks designed for students, two weeks for Indigenous peoples and two weeks for adult women. Of the 224 participants who attended the workshops, 55.0% were female. Due to demand, Elevate has scheduled additional career workshops for Fall 2019. The workshops encourage adult participants to pursue a career in aviation and build future capacity for youth, through exposure to career pathways in the aviation industry.

3.2.11 British Columbia

British Columbia's real GDP growth (+2.6%) exceeded the national average (+2.0%) for a fifth consecutive year in 2018. The Province's economic growth is projected to be 2.4% in 2019.

British Columbia: EBSM Key Facts			
Total Clients Served: 61,690			
Insured Clients		Non-Insured Clients	
38,358	↓	23,332	↓
Total Interventions: 161,471			
Intervention Type	FY1819	Year-over-Year Change	
Employment Benefits	20,182	6.1%	↓
Support Measures: EAS	141,289	13.7%	↓
Relative Share of Interventions			
Intervention Type	FY1819	Year-over-Year Change(pp)	
Employment Benefits	12.5%	0.9	↑
Support Measures: EAS	87.5%	0.9	↓
Total Allocation: \$307.3 million			
Total Expenditures	FY1819 (\$ million)	Year-over-Year Change	
Employment Benefits	\$179.6	9.9%	↑
Support Measures: EAS	\$99.7	2.0%	↓
LMP and R&I	\$26.0	10.6%	↓
Total Expenditures ¹	\$305.4	3.7%	↑
Unpaid EI benefits (\$ million)			
FY1718	FY1819	Year-over-Year Change	
\$136.56	\$136.81	0.2%	↑

¹ Totals may not add up due to rounding; does not include accounting adjustments.

Labour market conditions in British Columbia continued to improve in FY1819, but at a slower rate than in previous years. Employment grew by 34,500 (+1.4%), less than half the rate of growth of FY1617 and FY1718. The unemployment rate declined to 4.7%, one of the lowest among all provinces and territories, as the number of unemployed individuals continued to decrease (-7,100; -5.5%). Employment growth was entirely realized in the services producing sector (+37,800; +1.9%), led by gains in professional, scientific and technical services (+15,200; +7.6%), accommodation and food services (+11,600; +6.4%), as well as in health care and social assistance (+10,400; +3.3%). Losses were registered in finance, insurance, real estate, rental and leasing (-7,200; -4.6%), and in wholesale and retail trade (-6,500; -1.7%). In the goods-producing sector (-3,300; -0.7%), declines in manufacturing (-4,100; -2.3%) and agriculture (-2,000; -7.6%) were partially offset by a gain in construction (+2,600; +1.1%).

British Columbia's priorities for FY1819 aimed at strengthening the Province's labour market, by delivering responsive programs and services to better align skills training with local labour market needs. This included:

- investments in training to better align British Columbians with sustainable job opportunities and to meet employer demands;
- implementation strategies to engage all British Columbians, including underrepresented groups;
- partnerships with local communities and organizations to further develop and increase community-based partnerships across the Province; and
- leveraging and enhancing labour market information and knowledge.

3.2.11.1 Managing for results

Targeting, Referral and Feedback Initiative

In the fall of 2016, British Columbia launched the Targeting, Referral and Feedback (TRF) initiative across the Province. This assisted EI applicants return to employment more quickly, by effectively identifying and connecting these individuals with their local WorkBC Centre. In FY1819, more than 2,700 EI applicants referred through TRF began working with a WorkBC Case Manager, and more than 2,000 achieved employment (including TRF-referred clients who began service in previous years). The clients achieved employment in a wide range of occupations, including high-demand occupations such as Financial Auditors & Accountants, Administrative Officers, and Information System Analysts and Consultants.

The employment service delivery contracts for WorkBC expired on March 31, 2019. British Columbia worked closely with its contracted Service Providers to ensure TRF referred clients transitioned smoothly into the renewed WorkBC program.

Stakeholder Engagement

In preparation for the launch of the renewed WorkBC program, and to market Community and Employer Partnership, British Columbia engaged various ministries, local governments, and key stakeholders, such as industry leaders and employers through outreach activities.

These activities included:

- Working with the Ministry of Advanced Education, Skills and Training (AEST), Community Living BC, and Services to Adults with Developmental Disabilities, to ensure WorkBC and other community programs are complementary, streamline client referral processes between programs and ensure marketing materials are up to date;
- Marketing WorkBC services and Community and Employer Partnership funding opportunities to communities impacted by employer closures, downturns in specific sectors, as well as impacts from events such as pine beetles, wildfires and floods;

- Promoting the Employer Sponsored Training program under the Labour Market Partnerships (LMP) support measure to eligible employers, by offering financial assistance to support training activities for employees who would otherwise lose their jobs;
- Working with AEST and the Ministry of Forest, Lands and Natural Resource Operations and Rural Development, to ensure complementary programming between Community and Employer Partnership and other programs.

To further this work, British Columbia is building a new Employment Opportunities Development team, to establish relationships with employers from across the Province, so the Province can obtain feedback on how the program can best assist with meeting their staffing needs, as well as generating opportunities for people seeking employment.

Renewed WorkBC Employment Services

The employment service delivery contracts for WorkBC expired on March 31, 2019, and British Columbia took this opportunity to change the WorkBC employment services model. The new model incorporated outcomes and feedback from stakeholder engagement, conducted throughout the years, and included recommendations from the independent, third-party Program Evaluation concluded in 2016. Program renewal activities included drafting of new contracts, procurement, systems design, cost analysis and training in FY1819.

Key changes to the program allow British Columbia to better align skills training with employer demands, focus on sustainable outcomes, and achieve consistency in services available to British Columbians across the Province.

Through a procurement process, 47 new contracts took effect on March 1, 2019. Collaboration between British Columbia and new service providers allowed for seamless transition from old to new contractors, and led to a successful launch of WorkBC Centres on April 1, 2019.

3.2.11.2 Clients, interventions and expenditures

British Columbia served 61,690 clients (-10.6% year-over-year) in FY1819, representing a fifth consecutive year of decline. With the exception of PPE (2,904), a new insured client segment, all other client types dropped as follows: active claimants (28,399), former claimants (7,055), and non-insured clients (23,332), by 13.6%, 30.9%, and 9.9%, respectively. The decrease in non-insured could be due to the new PPE category. As for their shares relative to the total number of clients, active claimants (46.0%) and former claimants (11.4%) decreased by 1.6 and 3.4 percentage points, respectively, while the proportion of non-insured clients (37.8%) remained relatively unchanged (+0.3 percentage point). The new PPE client type accounted for 4.7% of all clients served.

For a fifth consecutive year, British Columbia delivered a decreasing number of interventions, for a total of 161,471 (-12.8%) in FY1819. Similar to the previous fiscal years, EAS remained the most delivered intervention type, and accounted for 87.5% of all interventions. In total, 21,515 individuals (+2.5%) returned to work after participating in EBSM-similar programming, and unpaid EI benefits (\$136.81 million) remained relatively stable (+0.2%) compared to FY1718. Total EBSM expenditures reached \$305.4 million (+3.7%) in FY1819, including \$22.8 million of the \$225.0 million LMDA additional funding

announced in Budget 2017. British Columbia also received additional targeted LMDA funding through the following special measures: \$5.0 million to support workers affected by a trade dispute in the forest sector, \$1.6 million to support workers affected by the steel and aluminum trade dispute, as well as close to \$1.0 million to support workers in seasonal industries.

Additional financial support provided to British Columbia in FY1819 was used to address the impact on communities affected by trade disputes, with a focus on supports such as retraining. WorkBC Centres providing client services in communities with increasing client volumes were provided additional funding to meet demands. \$1.34 million of additional funding was added to 10 communities in British Columbia during the year.

Funding also went into Community and Employer Partnerships (CEP) supported projects that offered skills training and work experience, with an investment of \$1.6 million into 6 projects in communities affected by the forestry sector downturn. Due to the timing of Budget 2017 top-up transfers, \$2.0 million in unspent LMDA funding was returned to Canada.

Downturns in the forestry sector and seasonal wildfires have had an impact on several rural communities. In response, WorkBC has been able to support communities through a number of CEP projects.

The Fire Mitigation Project is a Job Creation Partnership project coordinated by the Thompson Nicola Cariboo United Way. This project will complete fire mitigation activities, including wildfire site reclamation and restoration for 160 properties in Ashcroft/Cache Creek, 100 Mile House, Williams Lake and Quesnel, areas that have historically been impacted by wildfires.

The Ministry of Social Development and Poverty Reduction (SDPR) is providing over \$725,000 to fund the project, which will provide a minimum of 20 participants with training and work experience in conducting property assessments, fire mitigation and restoration activities, all of which will increase their opportunities to find sustainable employment. The communities will benefit from knowing they are better prepared for the fire season, especially vulnerable citizens who may have limited capacity to undertake fire mitigation activities themselves.

Chart 31 – Volumes by EBSM client type, FY0809 to FY1819

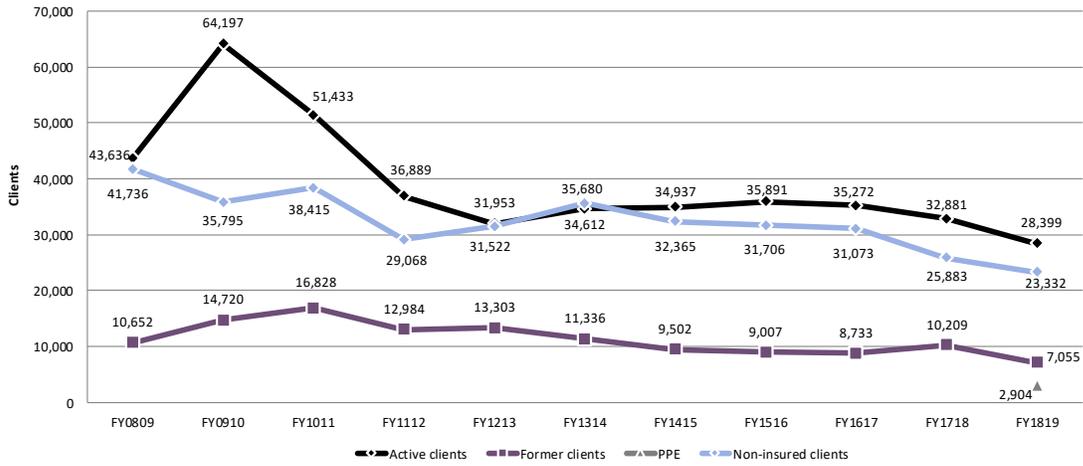


Chart 32 – Volumes by EBSM client age, FY0809 to FY1819

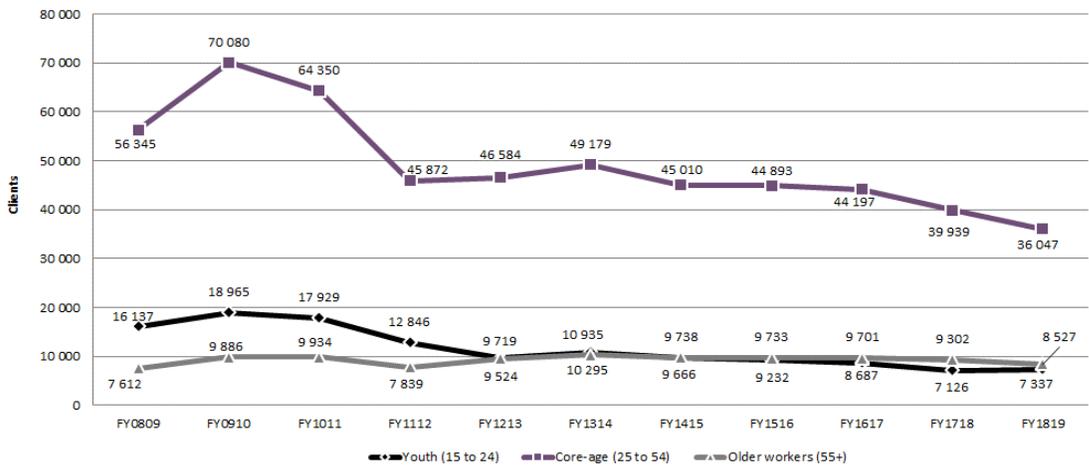


Chart 33 – Key performance indicators, FY0809 to FY1819

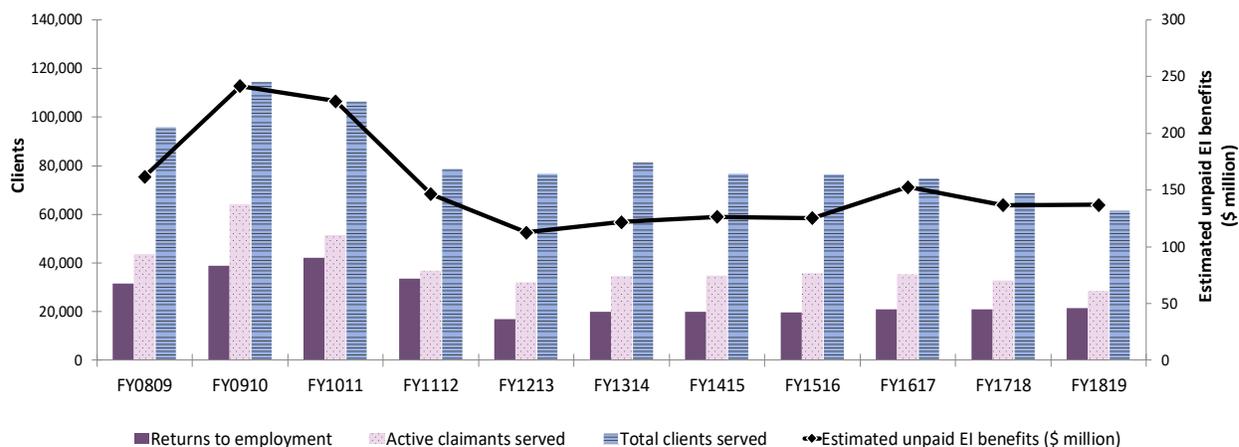


Table 15 – British Columbia: EBSM-similar programming, FY1819

		Interventions	Year-over-Year Change	Expenditures (\$ 000s)
Employment Benefits				
SD-R	Skills Development Employment Benefit	2,944	-15.8%	148,902
SD-A	Skills Development Employment Benefit – Apprenticeship	13,843	+2.1%	
TWS	Wage Subsidies	1,501	-20.9%	9,037
SE	Self-Employment	1,690	-27.4%	14,178
JCPJCP	Job Creation Partnerships	204	-6.0%	7,484
Support Measures				
EAS	Employment Assistance Services	141,289	-13.7%	99,723
LMP	Labour Market Partnerships Employer Sponsored Training	N/A	N/A	10,955
R&I	Research and Innovation	N/A	N/A	15,080

3.2.11.3 Employment benefits

In FY1819, the total number of Employment Benefit interventions (20,182) delivered in British Columbia decreased by 6.1% year over year. While SD-A (+283; +2.1%) advanced, TWS (-396; -20.9%), SE (-638; -27.4%), JCP (-13; -6.0%), and SD-R (-552; -15.8%) experienced declines. The Province spent \$179.6 million (+9.9%) on Employment Benefits. While the number of clients accessing WorkBC Employment Services declined, the average cost of training related services and living supports have continued to increase in WorkBC over the last three years. This is consistent with Statistics Canada reported increases in average tuition fees and the Consumer Price Index in British Columbia.

In FY1819, additional financial support provided to British Columbia addressed the impacts on communities affected by trade disputes, and focused on retraining. WorkBC Centres in communities with increasing client volumes were provided additional funding to meet demands. Funding also went to the Community and Employer Partnership supported projects that offered skills training and work experience, with an investment of \$1.6 million in six projects, for communities affected by the forest sector downturn.

The Silent Green – Self Employment

Magali is a francophone client living in a remote area working as a gardener. She had to leave her job because the use of gas-powered equipment had a negative impact on her health. She enjoyed working as a gardener and was searching for ways to continue without the negative impacts.

At the WorkBC centre, Magali discussed self-employment options with an advisor and attended information sessions prior to applying to the Self-Employment (SE) program. Magali completed 10 weeks of classes to build a viable business plan which led to the launch of her business, the Silent Green. The Silent Green is an eco-friendly, zero-carbon emission, all electric gardening service on the Sunshine Coast. Her customers include both residential and commercial properties.

Magali received on-going coaching from her advisor and has successfully grown her business to more than 40 clients mostly through word-of-mouth.

New Career – Skills Training

Jasmine had been working for over 10 years as a hairdresser but had to change careers due to a severe medical condition that affects her spine. At WorkBC, Jasmine attended workshops to update her resume and cover letter, and improve her job search techniques. Career exploration helped her determine a suitable career path in office administration and a functional capacity assessment determined that she would be able to do this job without further injury.

Jasmine was approved for Skills Training and worked towards a certificate in Office Administration. Within a very short time after completion, she successfully transitioned to a new career that will offer her sustainable employment.

Emergency Medical Responder – Skills Training

Martina was an Indigenous client living in a remote village with children and was never able to find sustainable employment in her community.

One day, Martina witnessed an accident at a playground where she stayed by the injured person's side until emergency services arrived. The Emergency Medical Responder (EMR) Chief was impressed with Martina's natural instincts and ability to assist without previous training. The Chief suggested Martina explore the EMR field as a career as there were current job vacancies.

Martina reached out to WorkBC to look into available supports since she was unemployed and on EI. With the help of her Case Manager she completed labour market research and found appropriate courses through the Justice Institute of BC. Martina successfully completed a 3-week certificate course that allowed her to start employment with BC Emergency Health Services (BCEHS) as a driver. She is now registered by BCEHS for on-the-job training as an EMR. Once her training and licensing is complete, she will be an EMR serving her local community.

3.2.11.4 Employment Assistance Services

In FY1819, British Columbia delivered 141,289 (-13.7%) EAS interventions, representing the fifth consecutive year of decline. All EAS-types contributed to this drop: Employment Services (-15,189; -13.2%), Group Services (-5; -7.9%), and Individual Counselling (-7,295; -15.1%). EAS expenditures fell from last fiscal year's total of \$101.8 million to \$99.7 million in FY1819.

3.2.11.5 Other support measures: LMP and R&I

LMP and R&I funding in British Columbia decreased by 10.6%, to \$26.0 million in FY1819. Both LMP (\$11.0 million) and R&I (\$15.0 million) dropped by 14.2% and 7.9%, respectively.

To achieve its goal of forming partnerships with a wide range of communities and organizations, British Columbia continued to leverage funding from the Community and Employer Partnership program to learn about and address its unique local labour market issues, as well as social challenges beyond

unemployment. LMP and R&I are important components that support British Columbia's local communities. Key activities under these programs in FY1819 included:

- Developing a labour market strategy for the Cariboo Region;
- Developing strategies to reduce labour shortages in Williams Lake;
- Identifying the labour market issues, training gaps and community action plans in Northeastern British Columbia, in light of major liquified natural gas, mining and dam construction projects in the region;
- Developing strategies and models to support recruitment and retention of under-represented groups in the creative industries in Vancouver, Vancouver Island and Kelowna;
- Identifying new, innovative and untested approaches to supporting persons with disabilities in exploring technical occupations that align with diverse abilities; and
- Researching and analyzing gaps, opportunities and skill requirements in the manufacturing sector in the Nelson and Castlegar areas.

3.2.12 Northwest Territories

Northwest Territories' real GDP expanded by 1.9% in 2018, down from 3.7% in 2017.

Northwest Territories: EBSM Key Facts			
Total Clients Served: 1,055			
Insured Clients		Non-Insured Clients	
700	↑	355	↓
Total Interventions: 2,000			
Intervention Type	FY1819	Year-over-Year Change	
Employment Benefits	238	9.8%	↓
Support Measures: EAS	1,762	7.6%	↓
Relative Share of Interventions			
Intervention Type	FY1819	Year-over-Year Change(pp)	
Employment Benefits	11.9%	0.3	↓
Support Measures: EAS	88.1%	0.3	↑
Total Allocation: \$3.3 million			
Total Expenditures	FY1819 (\$ million)	Year-over-Year Change	
Employment Benefits	\$1.8	15.4%	↑
Support Measures: EAS	\$1.0	18.8%	↓
LMP and R&I	\$0.2	26.8%	↓
Total Expenditures ¹	\$2.9	1.5%	↓
Unpaid EI benefits (\$ million)			
FY1718	FY1819	Year-over-Year Change	
\$1.30	\$1.64	26.3%	↑

¹ Totals may not add up due to rounding; does not include accounting adjustments.

Employment in the Northwest Territories bounced back in FY1819 (+400; +1.8%), after declining in FY1718 (-1,100; -4.8%), with important gains realized in full-time positions (+800; +4.7%). The Territory's unemployment rate improved to 6.9%, passing below the 7.0% mark for the first time since FY1011.

In FY1819, the Northwest Territories continued to implement the Skills 4 Success 4-Year Action Plan 2016 to 2020. The latest key strategy of this action plan, released in April 2018, was the NWT Small Communities Employment Strategy 2018 to 2024, to enhance employment and training opportunities and outcomes in the small communities of the Territory. Consistent with the overall objectives of the Skills 4 Success 4-Year Action Plan 2016 to 2020, the Territory's priorities of the Labour Market Development Agreement for FY1819 were to:

- Provide access to programs for EI clients in order to enhance their skills and increase their likelihood of returning work quickly;
- Develop the tools to identify EI clients earlier in their claim in order to offer them more relevant and better adapted programming;

- Continue to provide quality career development resources and services through Regional Education, Culture and Employment (ECE) Service Centres.

3.2.12.1 Managing for results

The Government of the Northwest Territories (GNWT) took a multi-pronged approach to stakeholder engagement. It had ongoing engagement at the regional and community level through Regional ECE Service Centres, which included working with regional training committees, education and training providers, Indigenous Governments, community organizations and businesses in the communities to serve the career development needs of individuals and communities. The GNWT also, over the course of the past four years, has undertaken larger scale engagements, as part of Skills 4 Success and the development of complementary strategies. In addition, the Territory is currently implementing the Targeting, Referral and Feedback (TRF) system.

3.2.12.2 Clients, interventions and expenditures

In FY1819, the Northwest Territories served 1,055 clients, a drop of 28.2% compared to FY1718. With the exception of PPE clients (229), a new client category, all other client types dropped: active claimants (266), former claimants (205), and non-insured clients (355) declined by 20.1%, 40.2% and 55.2%, respectively. As for their shares relative to the total number of clients served, active claimants (25.2%) advanced by 2.5 percentage points, while former claimants (19.4%) and non-insured clients (33.6%) decreased by 3.9 and 20.3 percentage points, respectively. The proportion of PPE clients was 21.7%. The decline in the proportion of non-insured clients may be attributable to the new PPE category.

After three consecutive years of growth, the total number of interventions delivered in the Northwest Territories dropped, totalling 2,000 (-7.9% year-over-year) in FY1819. EAS remained the most delivered intervention, with a proportion of 88.1%.

In total, 181 individuals (+27.5%) returned to employment after participating in EBSM-similar programming, and unpaid EI benefits amounted to \$1.64 millions (+26.3%). EBSM expenditures totalled \$2.9 million (-1.5%), including \$300,000 representing Northwest Territories' portion of the \$225.0 million in additional LMDA funding announced in Budget 2017.

In addition to these expenditures, \$800,000 in additional targeted funding was made available to support workers in seasonal industries and those affected by the trade dispute in the forest sector, which the Territory did not access.

Chart 34 – Volumes by EBSM client type, FY0809 to FY1819

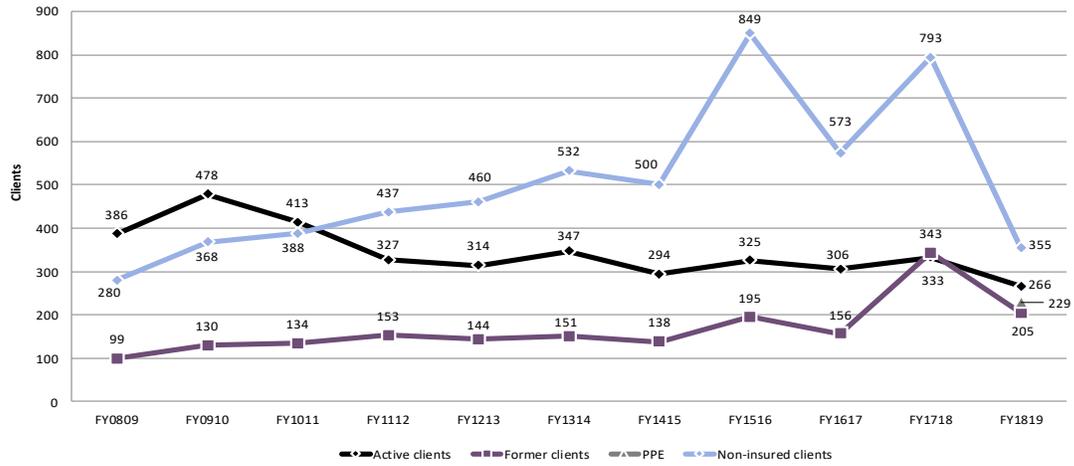


Chart 35 – Volumes by EBSM client age, FY0809 to FY1819

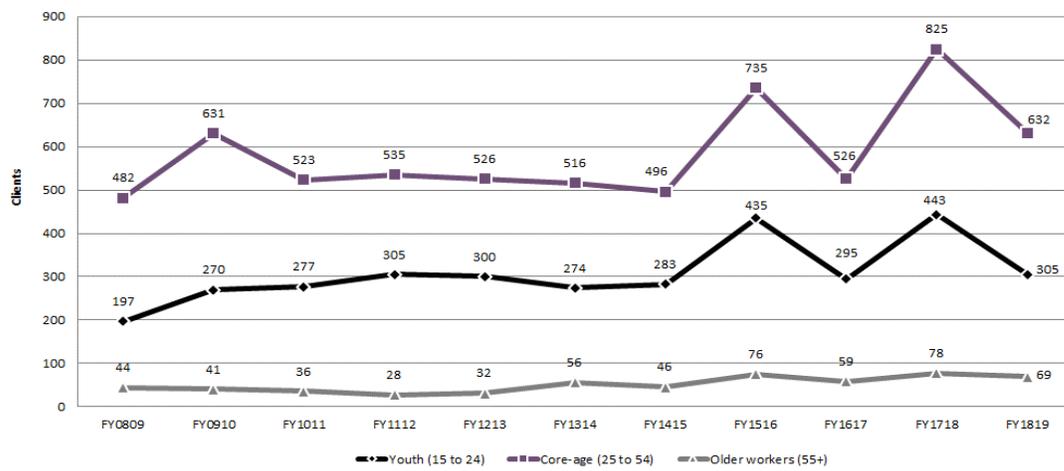


Chart 36 – Key performance indicators, FY0809 to FY1819

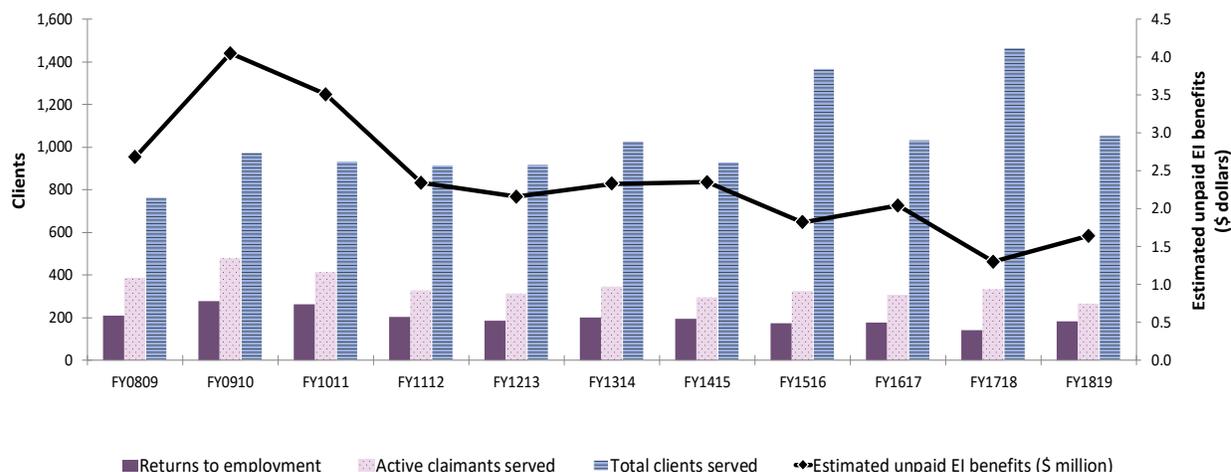


Table 16 – Northwest Territories: EBSM-similar programming, FY1819

		Interventions	Year-over-Year Change	Expenditures (\$ 000s)
Employment Benefits				
SD-R	Skills Development - Regular	87	+58.2%	1,166
SD-A	Skills Development - Apprenticeship	126	+0.8%	
TWS	Wage Subsidies	14	-76.7%	230
SE	Self-Employment	11	-21.4%	216
JCPJCP	Job Creation Partnerships	0	-100.0%	144
Support Measures				
EAS	Employment Assistance Services	1,762	-7,6%	958
LMP	Labour Market Partnerships (Strategic Workforce Initiatives)	N/A	N/A	75
R&I	Research and Innovation	N/A	N/A	77

3.2.12.3 Employment benefits

Compared to FY1718, the Northwest Territories delivered fewer Employment Benefit interventions (238) in FY1819, representing a 9.8% year-over-year decrease. While both SD-R (+32; +58.2%) and SD-A (+1; +0.8%) advanced, TWS (-46; -76.7%), SE (-3; -21.4%), and JCP (-10; -100.0%) dropped. Employment Benefit expenditures grew by 15.4% to \$1.8 million.

3.2.12.4 Support measures: EAS

After three consecutive years of growth, EAS interventions (1,762) in the Northwest Territories dropped by 7.6% in FY1819. This decline is attributed solely to Individual Counselling (-145; - 7.6%). The Territory invested \$1.0 million (-18.8%) in EAS.

3.2.12.5 Other support measures: LMP and R&I

For a third consecutive year, total funding for LMP and R&I dropped, amounting to \$152,000 (-26.8%) in FY1819. For a third consecutive year, LMP decreased, reaching \$75,000 (-41.4%) in FY1819. R&I dropped for a second consecutive year, reaching \$77,000 (-3.7%) in FY1819.

EBSMs in action – JCP

One program success story was with the GNWT's territorial partner, the Mine Training Society (MTS). MTS accessed LMDA funding to deliver Surface Miner training programs to NWT residents. The GNWT utilized the Job Creation Partnership program to support students with individual supports. This allowed students to develop mining industry mandatory skills sets required by the diamond mines in the NWT. Upon completion of the training program, students were interviewed by the mining companies and could earn an "on-the-job" work placement that could lead to full-time, permanent employment. In FY1819, 15 participants were funded using LMDA dollars who successfully completed the training program.

3.2.13 Yukon

In 2018, Yukon's real GDP growth (+2.8%) surpassed the national average (+2.0%) for a third consecutive year.

Yukon: EBSM Key Facts			
Total Clients Served: 338			
Insured Clients		Non-Insured Clients	
263	↑	75	↓
Total Interventions: 404			
Intervention Type	FY1819	Year-over-Year Change	
Employment Benefits	197	9.4%	↑
Support Measures: EAS	207	24.2%	↓
Relative Share of Interventions			
Intervention Type	FY1819	Year-over-Year Change(pp)	
Employment Benefits	48.8%	9.1	↑
Support Measures: EAS	51.2%	9.1	↓
Total Allocation: \$4.0 million¹			
Total Expenditures	FY1819 (\$ million)	Year-over-Year Change	
Employment Benefits	\$1.5	17.1%	↓
Support Measures: EAS	\$1.5	6.8%	↑
LMP and R&I	\$0.05	76.8%	↓
Total Expenditures ²	\$3.1	10.9%	↓
Unpaid EI benefits (\$ million)			
FY1718	FY1819	Year-over-Year Change	
\$1.01	\$1.07	5.8%	↑

¹ Yukon invested \$19,850.66 of its total allocation towards administration costs, representing almost 8.0% of the Budget 2017 additional funding the Territory received in FY1819.

² Totals may not add up due to rounding; does not include accounting adjustments.

Yukon's overall employment level remained relatively unchanged in FY1819 (+100; +0.2%) compared to FY1718. A net decline of 200 full-time positions (-1.2%) was more than offset by an increase in part-time employment (+300; +9.1%). Yukon's unemployment rate edged up to 3.4%, the lowest among all provinces and territories. The Territory's participation and employment rates were the highest in the country.

Yukon priorities for FY1819 included:

- Establishing improved, government-to-government consultation processes with Yukon's First Nation governments;
- Providing relevant, quality and timely labour market information for users;
- Facilitating Yukon employers' ability to recruit suitable employees;
- Enhancing Yukon employers' ability to retain skilled employees;
- Ensuring training opportunities are available for all Yukon people;

- Facilitating and improving learning and employment transitions.

3.2.13.1 Managing for results

Yukon is working with the Government of Canada to simplify and automate reporting where possible, while improving reporting turn-around times. The Territory is also implementing a new system by which it will be able to share LMDA data with the Government of Canada on a monthly basis. In addition, Yukon is working with ESDC to implement the Targeting, Referral and Feedback (TRF) system.

Yukon's stakeholder engagement

The Labour Market Framework (LMF) is the strategic process through which many priorities for Yukon's labour market are established and specific activities are undertaken, including community consultations. Through the LMF, Yukon engages with the federal and municipal governments, First Nations service organizations, service providers, employers, educational institutions, and unions.

All input from community engagement is considered in the development of Yukon's key labour market priorities, based on consensus with the action items, goals and priorities being jointly developed.

The existing LMF will take Yukon through until end of 2020, built around labour market information, recruitment and employee retention, and ensuring comprehensive skills and trades training are available to Yukoners.

3.2.13.2 Clients, interventions and expenditures

After two consecutive years of growth, the total number of clients served in Yukon decreased, reaching 338 (-6.1%) in FY1819. While 39 of the clients served were PPE clients, a new category of insured clients, all other client-types experienced drops, with active claimants (189), former claimants (35) and non-insured clients (75) decreasing by 9.1%, 20.5% and 30.6%, respectively. As for their shares of the total number of clients served, the new PPE client reached 11.5%. Active claimants (55.9%), former claimants (10.4%) and non-insured clients (22.2%) saw their proportions in the total number of clients served drop by 1.9%, 1.9%, and 7.8%, respectively. The decline in the proportion of non-insured clients may be attributable to the new PPE category.

Compared to FY1718, Yukon delivered fewer EBSM-similar interventions in FY1819 (404), a 10.8% year-over-year decline. The share of EAS relative to all interventions fell from 60.3% to 51.2% (-9.1 percentage points year-over-year), while that of Employment Benefits advanced from 39.7% to 48.8% (+9.1 percentage points year-over-year). In total, unpaid EI benefits jumped by 5.8% to \$1.07 million, and 120 individuals (-14.9%) returned to employment after participating in EBSM-similar programming. Total expenditures for EBSMs fell from \$3.5 million in FY1718 to \$3.1 million in FY1819, a 10.9% year-over-year decrease. This amount included \$200,000 the Territory received in FY1819 as part of the \$225.0 million in LMDA additional funding announced in Budget 2017.

On top of these expenditures, \$800,000 was also made available to Yukon under the additional targeted funding measures to support workers in seasonal industries and those affected by the trade dispute in the forest sector, which the Territory did not access.

Chart 37 – Volumes by EBSM client type, FY0809 to FY1819

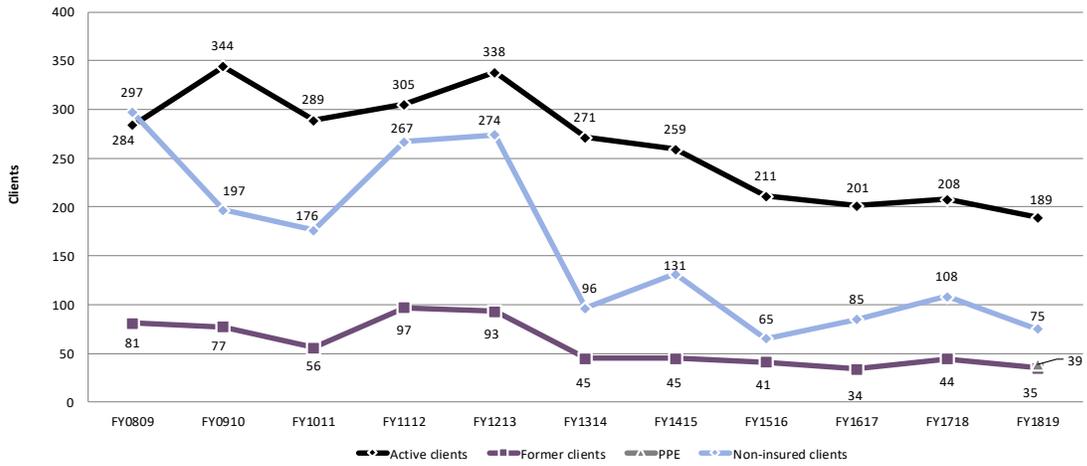


Chart 38 – Volumes by EBSM client age, FY0809 to FY1819

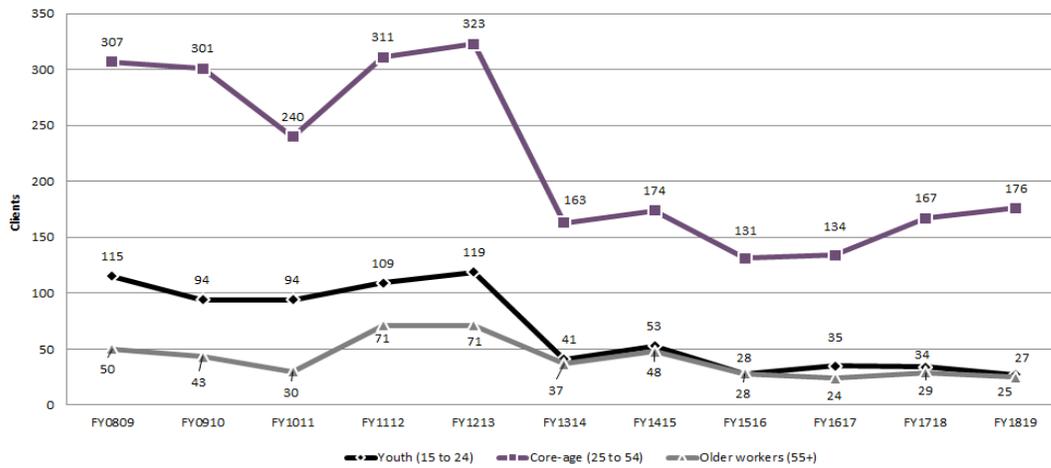


Chart 39 – Key performance indicators, FY0809 to FY1819

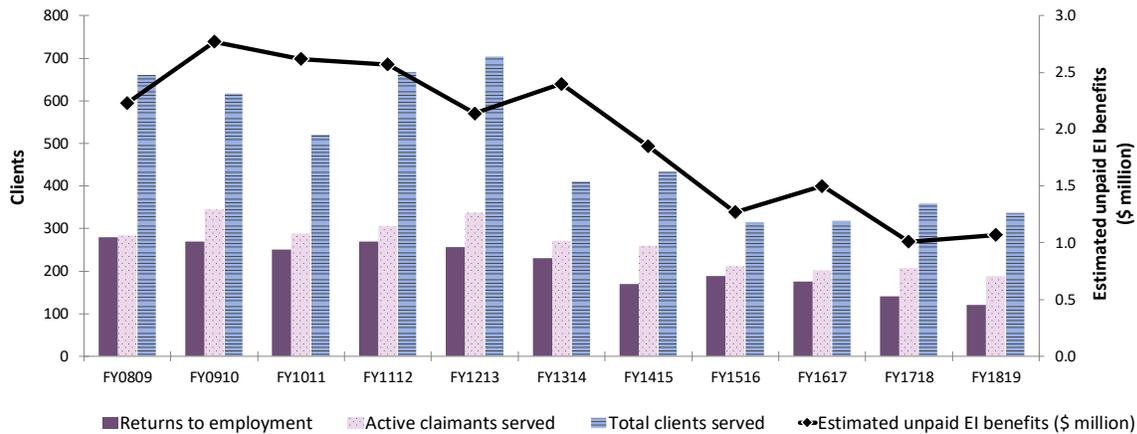


Table 17 – Yukon: EBSM-similar programming, FY1819

		Interventions	Year-over-Year Change	Expenditures (\$ 000s)
Employment Benefits				
SD-R	Skills Development Employment Benefit	29	+7.4%	1,496
SD-A	Skills Development Employment Benefit - Apprenticeship	164	+9.3%	
TWS	Targeted Wage Subsidies	4	+33.3%	
SE	Self-Employment	0	N/A	0
JCPJCP	Employment Programs	0	N/A	0
Support Measures				
EAS	Employment Assistance Services	207	-24.2%	1,544
LMP	Labour Market Partnerships Employer Sponsored Training	N/A	N/A	0
R&I	Research and Innovation	N/A	N/A	51

3.2.13.3 Employment benefits

In FY1819, the number of Employment Benefit interventions in Yukon advanced by 9.4% to 197. All intervention types contributed to this growth: TWS (+1; +33.3%), SD-R (+2; +7.4%), and SD-A (+14; +9.3%). The Territory spent \$1.5 million (+17.1%) on Employment Benefits.

3.2.13.4 Support measures: EAS

Compared to last fiscal year, Yukon delivered fewer EAS interventions in FY1819, a decline of 24.2%, for a total of 207. Similar to FY1718, Employment Services was the sole delivered EAS-type. EAS expenditures advanced by 6.8% to \$1.5 million.

3.2.13.5 Other support measures: LMP and R&I

For a third consecutive year, Yukon's total funding for other support measures fell, reaching \$51,000 (-76.8%) in FY1819. Unlike what was recorded over the previous fiscal year, this amount was spent solely on R&I.

3.2.14 Nunavut

Nunavut's real GDP growth reached 10.0% in 2018, the highest rate among all provinces and territories for a second consecutive year.

Nunavut: EBSM Key Facts			
Total Clients Served: 1,247			
Insured Clients		Non-Insured Clients	
553	↑	694	↓
Total Interventions: 1,701			
Intervention Type	FY1819	Year-over-Year Change	
Employment Benefits	330	24.3%	↓
Support Measures: EAS	1,371	14.3%	↑
Relative Share of Interventions			
Intervention Type	FY1819	Year-over-Year Change(pp)	
Employment Benefits	19.4%	7.3	↓
Support Measures: EAS	80.6%	7.3	↑
Total Allocation: \$3.4 million			
Total Expenditures	FY1819 (\$ million)	Year-over-Year Change	
Employment Benefits	\$2.0	2.6%	↑
Support Measures: EAS	\$0.2	2.6%	↑
LMP and R&I	\$0.2	2.3%	↑
Total Expenditures ¹²	\$2.3	2.6%	↑
Unpaid EI benefits (\$ million)			
FY1718	FY1819	Year-over-Year Change	
\$0.78	\$0.64	17.9%	↓

¹ Totals may not add up due to rounding; does not include accounting adjustments.

² Expenditures are estimates as Nunavut was unable to provide an audited financial statement at time of writing, as Government of Nunavut networks were impacted by ransomware in late 2019.

Nunavut's overall employment level increased by 300 (+2.4%) in FY1819, all in full-time positions (+500; +4.4%), while part-time employment edged down by 200 (-8.8%). The Territory's unemployment rate increased to 14.5%, the highest among all provinces and territories, as more people joined the labour force in search for work (+500; +3.1%).

Translating the Territory's fast economic growth into job opportunities represented Nunavut's main labour market challenge. This applied particularly to the Inuit population which was employed in a much lower proportion than the non-Inuit population. The Territory's labour market priorities in FY1819 were:

- Preparing the labour force to meet the needs of a growing and transitioning economy;
- Developing programs to improve the participation of youth and persons with disabilities in the labour market;

- Encouraging greater employer involvement in training, to ensure that skills are aligned with current and future job opportunities;
- Helping Nunavummiut to develop the essential skills to succeed in finding and keeping employment;
- Connecting Nunavummiut job seekers with job opportunities through accurate, timely and comprehensive labour market information;
- 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

Similar to FY1718, Nunavut served a growing number of clients, totaling 1,247 (+14.0%). PPE clients, a new client category, reached 234. Former claimants (177) increased by 5.4%, while active claimants (142) and non-insured clients (694) dropped by 7.2% and 10.2%, respectively. With regard to their shares of all clients served, PPE clients accounted for 18.8%, while other client-types registered losses, with active claimants (11.4%), former claimants (14.2%), and non-insured clients (55.7%) declining by 2.6, 1.2 and 15.0 percentage points, respectively. The decline in the proportion of non-insured clients may be attributable to the new PPE category.

In FY1819, Nunavut delivered 1,701 interventions (+4.0%), with EAS-interventions remaining the most used intervention type. Returns to employment in the Territory dropped by 7.7% to 48, while unpaid EI benefits was \$0.64 million (-17.9%). Total expenditures towards EBSM-similar programming grew by 2.6% to \$2.3 million. These included \$257,434 the Territory received in FY1819 as part of the \$225.0 million additional LMDA funding from Budget 2017. The Territory also received additional targeted funding to support workers in seasonal industries (\$250,000). In addition, following the signature of the Agreement to Amend the Canada – Nunavut LMDA in the summer of 2018, the Territory received its share (\$146,984) of the additional \$125.0 million in LMDA funding for FY1718, announced in Budget 2017.

Chart 40 – Volumes by EBSM client type, FY0809 to FY1819

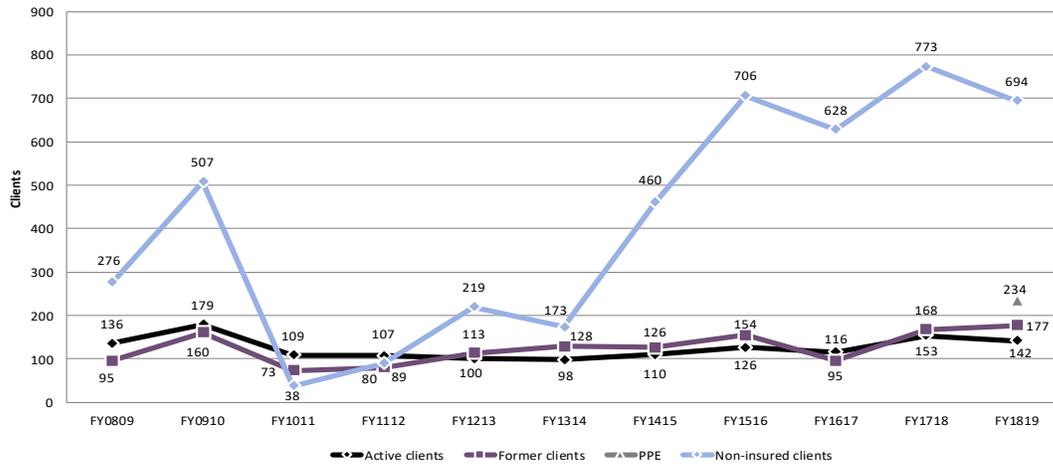


Chart 41 – Volumes by EBSM client age, FY0809 to FY1819

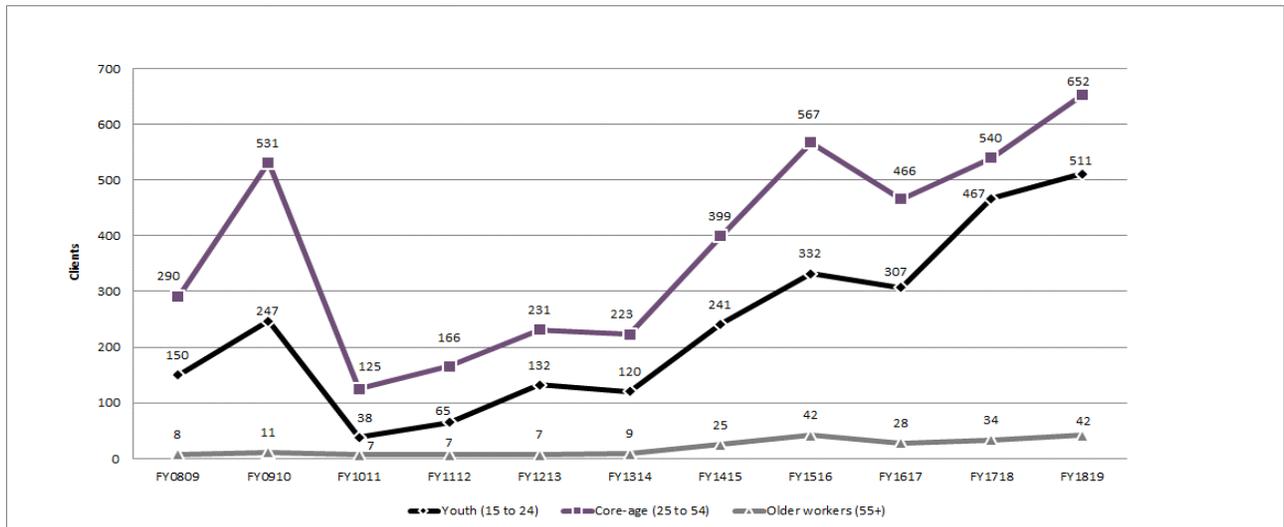


Chart 42 – Key performance indicators, FY0809 to FY1819

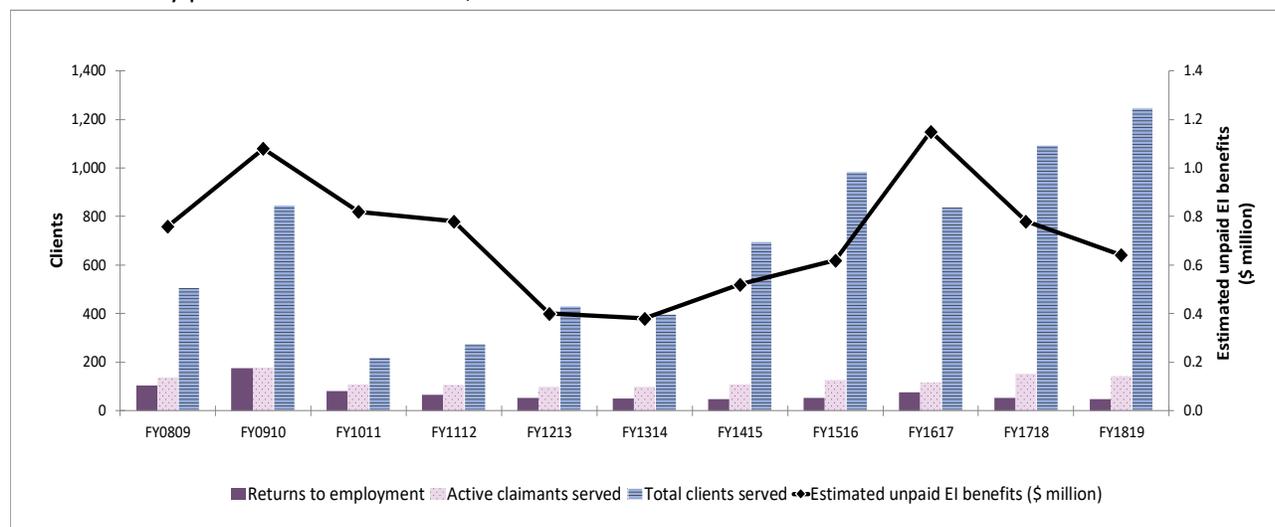


Table 18 – Nunavut: EBSM-similar programming, FY1819

		Interventions	Year-over-Year Change	Expenditures (\$ 000s)
Employment Benefits				
SD-R	Adult Learning and Training Supports	284	-20.2%	1,539
SD-A	Adult Learning and Training Supports: Apprenticeship	41	+5.1%	
TWS	Training on the Job	0	-100.0%	
SE	Nunavut Entrepreneurship Incentive	5	-28.6%	
Support Measures				
EAS	Employment Assistance Services	1,371	+14.3%	154
LMP	Target Training Initiatives	N/A	N/A	176
R&I	Research and Innovation	N/A	N/A	N/A

3.2.14.3 Employment benefits

In FY1819, Nunavut delivered 330 Employment Benefit interventions (-24.3%). While SD-A (+2; +5.1%) rose, TWS (-34; -100.0%), SE (-2; -28.6%) and SD-R (-72; -20.2%) fell. The Territory spent \$2.0 million (+2.6%) on Employment Benefits.

3.2.14.4 Support measures: EAS

Compared to FY1718, EAS interventions in Nunavut, delivered solely through Employment Services grew, by 14.3%, from 1,200 to 1,371. Nunavut did not offer Group Services and Individual Counselling. The Territory spent \$0.2 million (+2.6%) on EAS.

3.2.14.5 Other support measures: LMP and R&I

In FY1819, LMP total expenditures grew from \$172,000 to \$176,000, representing a year over year increase of 2.3%. Similar to the previous fiscal year, no R&I expenditures were recorded in FY1819.

3.3 Evaluation of Employment Benefits and Support Measures (EBSMs) and economic security analysis

This section contains two components. The first part presents findings from the first study conducted as part of the third cycle of LMDA evaluations, currently underway. It summarizes key findings of the Design and Delivery of the Job Creation Partnerships Program evaluation conducted in FY1819.

The second part expands on previous LMDA outcomes and impacts on economic security analyses presented in the FY1617 MAR. It includes a more detailed analysis, which uses a new poverty measure as a proxy for economic security. This new poverty measure allows for a breakdown at a municipal level and is aligned with Opportunity for All – Canada’s First Poverty Reduction Strategy, which was introduced by the Government of Canada in 2018.

3.3.1 Design and Delivery of the Job Creation Partnerships Program

Background on LMDA Evaluations

The Third LMDA Evaluation Cycle is building on the success and lessons learned from the Second LMDA Evaluation Cycle. This evaluation will focus on filling in knowledge gaps about the effectiveness, efficiency and design/delivery of Employment Benefits and Support Measures (EBSMs). This evaluation cycle will have 100% coverage of LMDA spending.

Evaluation Approach

The Job Creation Partnership (JCP) study used a mix of qualitative and quantitative methods to produce the evaluation findings. The qualitative analysis focused on exploring the design and delivery of the JCP program at the time of the data collection (Fall 2018). The qualitative analysis is based on document review and key informant interviews.

The document review examined program guidelines from all eight PTs where the JCP program is implemented. Key informant interviews included semi-structured telephone interviews with key informants, ranging from government officials involved in budget decisions and overseeing program delivery, to training providers that deliver JCP training to participants.

The quantitative component includes a statistical profile of JCP participants, using data on those who started their participation in 2015-2016 and 2016-2017.

Program Description

The objective of JCP is to provide participants with the opportunity to gain work experience or training that improves their employment prospects. Program delivery varies in two ways:

- In five PTs, JCP is project-based with projects are established with organizations (often non-profit), aiming to benefit the community and participants.
- In another three PTs, the program has a training and a work experience component. Training organizations are tasked with delivering programming that addresses labour market demand, and developing relationships with employers. In addition to a work experience placement, training activities include occupation training (including pre-apprenticeship), employability and/or essential skills training and English training.

Program Delivery

The following is a summary of responses from key informants, supplemented by program guidelines from eight PTs where the JCP program is implemented.

- **Recruitment of Project Holders and Training Providers:** PT contract coordinators are responsible for promoting the program mainly to non-profit organizations in five PTs. Organizations submit proposals and contract coordinators work with them to ensure compliance with JCP guidelines. Training providers are often selected via a request for proposal process in order to target or address a specific labour market need.
- **Recruitment of Participants:** The recruitment of participants is largely the responsibility of project holders or training providers. Project holders and training providers advertise positions non-exclusively through word of mouth (five PTs), newsletters (four PTs), the organization's website (three PTs), local newspapers (three PTs), job fairs (three PTs) and social media (three PTs). Contract coordinators, service providers, and case workers in all eight PTs also conduct varying degrees of recruitment activities.
- **Individual Assessment Process:** PTs utilize different processes during the assessment of applicants' eligibility, needs, and suitability. In seven PTs, the creation of a Return to Work Action Plan is also included in the assessment process. In three of these PTs, action plans are developed either at the same time that eligibility is assessed, after an employability assessment is conducted, or after project holders or training providers select participants.
- **Monitoring:** In three PTs, participants are case-managed by service providers or case workers. In five PTs, service providers, case workers, contract coordinators or training providers also conduct follow-up monitoring. During the project, contract coordinators also monitor implementation by training providers or project holders.

Profile of Participants

4,658 EI-eligible individuals participated in JCP between April 2015 and March 2017:

- Almost a 50-50 split between active and former EI claimants.
- 47% women and 53% men.
- 1/5 were older workers (55 and over) and 1/4 were 30 and under.
- In the year prior to JCP participation, 80% of former claimants earned under \$10,000 per year. This percentage was 54% for active claimants.
- 34% were long-tenured workers and 45% frequent EI claimants (including 23% seasonal workers).
- Before applying for EI, nearly 60% of participants occupied jobs requiring on-the-job training or a high school diploma. A little over 30% of them occupied jobs requiring no or few days of training. As well, JCP participants occupied jobs in the manufacturing, retail trade, construction and public administration sectors prior to their EI claim.

Key qualitative findings

- The design and delivery of JCP allows PTs to address a variety of barriers to employment experienced by their residents. JCP can also be used to address labour market needs by targeting sub-groups of individuals, professions or economic sectors in demand and communities.
- Program managers reported that the amount allocated to JCP is influenced by government priorities, demand for the program, previous funding levels and labour market needs. Five PTs have decided not to deliver JCP because of budget priorities, lack of interest by organizations and job seekers and the temporary nature of the jobs.
- In addition to gaining work experience, key informants identified a variety of other benefits that can be expected from JCP projects. Participants are expected to develop work-related skills and enhance their job search abilities, career development and personal economic security. Project holders can benefit from JCP through increased capacity, implementing their projects and increasing their presence within local communities. Benefits for employers providing training participants with work experience are mostly associated with gaining a potential source of trained employees. At the community level, key informants expected projects to support the local economy and provide new assets (e.g., restored buildings, hiking trails, and gardens) or services.
- In the current design of JCP, key informants identified delivery challenges related to the recruitment of participants and organizations, addressing participants' barriers to employment, as well as program administration and monitoring.

Incremental Impacts and Cost-Benefit Analysis

Incremental impacts and cost-benefit analysis studies were carried out in the 2014-2016 period as part of the second LMDA evaluation cycle. Findings from these studies were published in September 2017 in the Synthesis Report for the Evaluation of the Labour Market Development Agreements. Incremental impacts were estimated for the 2002-2005 cohort of participants in 2014 and for the 2007-2008 cohort of participants in 2015.

LMDA evaluations found that compared to non-participants, active claimants who started their JCP participation between 2002 and 2005 experienced increases in earnings and increased incidence of employment, and also reduced their use of EI benefits in the five years post JCP participation. Former claimants, who started their JCP participation between 2002 and 2005, experienced increases in their earnings and increased incidence of employment, but these were accompanied by increases in EI

use.^{16,17} As well, 34.5% and 33.2% of active claimant participants filed a new claim in years two and three, respectively, following the start of program participation.¹⁸ (Table 19)

As well, a cost-benefit analysis found that the benefits of JCP exceeded the costs of the program within 5.9 years following participation for active claimants. This study showed that, for former claimant participants, the costs may never be recovered.

Table 19 – JCP Incremental Impacts from Second Evaluation Cycle of LMDAs

Post-Program Impacts	2002-2005	2002-2005
	Active Claimants (n=5,055)	Former Claimants (n= 5,013)
Cumulative employment earnings ¹ (\$)	16,552*	4,790*
Increased incidence of employment ² (percentage points)	5.7*	4.4*
Cumulative EI benefits (\$)	-893*	1,006*
Cumulative EI weeks	-2.1*	3.3*

Significance level * 1%,

¹ Cumulative change in participant earnings between year 1 and year 5 after participation,

² Annual Average over 5 Years Post Participation. This estimate can be interpreted as a difference, between participants and non-participants, in the probability of being employed following participation.

¹⁶ Employment and Social Development Canada. (2014). Analysis of Employment Benefits and Support Measures Profile, Outcomes and Medium-Term Incremental Impacts from 2002 to 2011.

¹⁷ Active EI claimants are those on EI at the time of their JCP participation. Former EI claimants received EI up to three years before starting their JCP intervention.

¹⁸ Employment and Social Development Canada. (2014). Are Employment Benefits and Support Measures Reducing Reliance on Employment Insurance and Social Assistance?

As part of the third cycle of LMDA evaluations, a new round of incremental impacts will be conducted for 2010-2012 program participants, along with updated cost-benefit analysis.

Lessons Learned and Key Considerations for Program and Policy Development

Key informants identified the following as contributing factors to participant success:

- Implementation is effective when support is provided to project holders during the writing of their JCP proposal and throughout project implementation.
- For training providers, participant recruitment can be enhanced by involving employers in the recruitment process and in curriculum development. Classroom-based training is most effective when it is occupation or sector-specific and aligned with current or forecasted labour demand.
- Participants who benefit the most from JCP face one or multiple barriers to employment that can include a variety of needs such as work experience, networking opportunities, skills training, or assistance with reintegrating into the labour force.
- Experienced organizations who used JCP previously are found to implement effective projects, having the capacity to manage funding and to provide support to participants.
- Projects aligned with community needs, government priorities and labour market issues are best suited, such as event coordination, arts and culture, and construction.
- Compared to other Employment Benefits offered under the LMDAs, JCP is a less attractive program and is the least used. The program could benefit from increased promotion to organizations and more importantly from reducing its administrative burden.

3.3.2 Participation in LMDAs and economic security

Overview of LMDAs and the effect on economic security using poverty measures and median wages as proxies

Employment benefits under the Labour Market Development Agreements (LMDAs) help clients return to employment after job loss. This sub-section examines the effects of LMDAs on economic security and expands on analysis started in the FY1617 Employment Insurance Monitoring and Assessment Report¹⁹. As poverty and economic security are complex concepts that cannot be fully measured within the scope of this report, poverty measures, such as the Market Basket Measure, low-income measure, and median wages, will stand in as proxies on a macro level.

In line with *Opportunity for All – Canada’s First Poverty Reduction Strategy*²⁰, this year’s report offers evidence that LMDAs provide the tools to succeed in the job market and reduce poverty through active employment programs. An analysis of labour market programs with the Market Basket Measure in four jurisdictions indicates that participation in LMDA programs help active claimants overcome socio-economic barriers, leave poverty, and in some cases, surpass their highest earning threshold prior to job loss.

While outcomes-based analysis does not allow measured impacts to be unequivocally attributed to LMDAs, the trends observed in this analysis demonstrate that labour market programming has positive effects on poverty and economic security.

Methodology

General outcomes for active claimants who participated in LMDAs between January 2011 to April 2012 show that employment benefits are valuable investments in skills and employment and address some dimensions of poverty. Outcomes were examined against national median wages and poverty measures, to assess how LMDAs improve economic security.

This analysis only consists of active clients. This allows for the use of larger sample sizes and better matches to key individual and labour market characteristics (age, gender, underrepresented labour market group, occupation, and skill level). Cohorts of former clients are therefore excluded.

Analysis of LMDA Impacts on economic security

LMDA outcomes were compared with four categories of indicators in this section, including data from the Labour Force Survey (LFS) and the Job Vacancy and Wage Survey (JVWS), as well as thresholds derived from the Market Basket Measure (MBM) and the low-income measures (LIM). See Definitions box below for more information. National median wages from the LFS were indexed as a reference line, to measure the growth rate of earnings pre- and post- LMDA interventions. As well, the LFS was used to look at unemployment and labour market tensions on a regional level.

The LIM is included as a proxy for economic security at a macro level. This is the most commonly used low-income measure for international comparisons. It was used previously to approximate the economic

¹⁹ Employment and Social Development Canada, 2017

²⁰ Employment and Social Development Canada, 2018

security of active claimants who participated in LMDAs in the FY1617 EI Monitoring and Assessment Report. This year's section adds poverty analysis using the MBM, which is now the official poverty measure for Canada. This analysis also looks at the general outcomes of program participation and links it to poverty. It also examines how the basic cost-of-living plays a role in program outcomes in different regions. Changes in total income before and after participation in employment benefits from four cities were measured against the MBM. Using multiple low-income indicators provides a more comprehensive picture of income inequality and poverty. While the LIM provides a national overview of economic security, the MBM gives a more granular picture of the effects of LMDAs on poverty at a local level²¹.

To control for inflation, all dollar amounts are converted to 2017 constant dollars. To match the program periods, indicators used for the 2011 to 2012 cohort are adjusted to 5 quarter moving averages (January 2010 to April 2011), where possible. This is the amount of time necessary to complete all LMDA programs, as some programs require more time than others. Indicators are then indexed to inflation in order to examine real growth rates. Otherwise, time periods are matched as closely as possible to those of the general outcomes.

The model for wage gap analysis for LMDAs follows the approach of gender-pay gap models used in New Zealand (Statistics NZ, 2018, p. 11), Australia (Workplace Gender Equality Agency, Australian Government, 2019), and New Brunswick (Government of New Brunswick, 2009). The wage gap is the difference between national median wages and those of LMDA participants (expressed as "LMDA" in the equation below), expressed as a percentage of national earnings.

LMDA wage gap = $[(\text{median wage} - \text{LMDA}) / \text{median wage}] * 100$.

Caveats

- The program period for claimants who only received EAS interventions are shorter than for claimants who participated in other LMDA-funded programs.
- Outcomes can be due to many factors. While there could be a correlation between program participation and outcomes, the methodology in Section 3.2 does not allow outcomes to be unequivocally attributed to LMDAs.
- The Market Basket Measure is a threshold of poverty based on the cost of a basket of goods for a modest standard of living for an economic family of four (two adults and two children). As analysis of LMDAs is based on individual incomes without background on family structure, the MBM has been adjusted, following the guidelines from the *Census of the Population Dictionary*²², for a person not in an economic family.
- Analysis of labour market tightness follows the quarters in the JWWS. As the survey began in the first quarter of 2015, previous time periods are not available for this analysis. Data from the first quarter of 2015 is unreliable, because it "used only two-thirds of the regular sample. As a result, comparisons of the first quarter of 2015 data with data from subsequent quarters should be made with caution²³." Therefore, data from 2015Q2 onwards was used for analysis. As the regions are

²¹ Statistics Canada, 2019

²² Statistics Canada, 2019, Table 4.5

²³ Statistics Canada, 2019, December 16

small sub-populations, analysis is based on year-over-year comparisons. The JWWS is not seasonally adjusted.

Definitions

Low income measures (LIM)

Developed by Statistics Canada, LIM is a comparison of individual income relative to society. As LIM does not depend on country-specific consumption, it is used for international comparisons. The OECD uses a version of a LIM methodology to report on international low income. It is a fixed percentage (50%) of median adjusted household²⁴ income, accounting for household needs. LIMs are calculated annually²⁵ on the Canadian Income Survey. Therefore, they do not require updating with an inflation index. As defined by Statistics Canada (2016), “The concept underlying the LIM is that all persons in a household have low income if their adjusted household income falls below half of the median adjusted income. The household income is adjusted by an equivalence scale to take economies of scale into account. This adjustment for different household sizes reflects the fact that a household’s needs increase, but at a decreasing rate, as the number of members increases. The adjustment factor, also known as the equivalence scale, is the square root of the number of persons in the household.”

Market Basket Measure (MBM)

The Government of Canada released *Opportunity for All, Canada’s first Poverty Reduction Strategy*²⁶, whose commitments are legislated through the *Poverty Reduction Act* included in the *Budget Implementation Act I, 2019 (Bill C-97)*. This recognizes the Market Basket Measure (MBM) as Canada’s Official Poverty Line. “The Market Basket Measure (MBM) of low income develops thresholds of poverty based upon the cost of a basket of food, clothing, shelter, transportation, and other items for individuals and families representing a modest, basic standard of living²⁷” A family is considered living in poverty if their disposable income is less than the poverty threshold.

The family size for the Market Basket Measure was converted from an economic family of four (two adults + two children) to a single person not in an economic family to match individual-level participation in labour market programs. To find the amount for an individual person, the amount of the economic family was divided by its square root²⁸. This analysis uses the latest updated MBM, the 2008 base, indexed to 2017 constant dollars.

Individuals are living in poverty when their disposable income falls below the poverty threshold for their region. “Disposable income is total income (including government transfers) after deducting income

²⁴ Statistics Canada defines household as “a person or a group of persons who occupy the same dwelling and do not have a usual place of residence elsewhere in Canada. Thus, a household may comprise more than one economic family or a combination of economic families and persons not in an economic family”. (Statistics Canada, 2016)

²⁵ LIM is first calculated by dividing household income by the square root of the number of people in the household. Then the adjusted income is assigned to each member of the household. Next, the median for this “equivalent household income” is determined over the population of individuals, where half of all individuals will be above, and half below.

²⁶ Employment and Social Development Canada, 2018

²⁷ Heisz, A., 2019, p. 5

²⁸ Statistics Canada, 2019, Table 4.5

taxes and non-discretionary expenses^{29,30}.” Total income³¹ was used for this analysis rather than disposable income, since information on non-discretionary expenses was not available at this time. Additionally, the variables that make up total income include government transfers, such as Social Assistance, EI benefits, part-time/casual work, and tax-exempt Indigenous earnings, therefore, it was not possible to remove taxes from this group to create a proxy for disposable income. Additionally, EI benefits are only be taxed if net income is above \$66,375, and none of the groups have income over that amount. Total income amounts were also at, or below, the level of tax exemptions from the Canada Revenue Agency and the provinces³², therefore, the total income variable will be treated as disposable income for this analysis.

²⁹ Non-discretionary expenses include expenditures for EI, Canada Pension Plan, Quebec Pension Plan and Registered Pension Plan Contribution, union dues, child care expenses, support payments paid, public health insurance premiums and direct medical expenses including private insurance premiums. (Statistics Canada, 2019)

³⁰ Statistics Canada, 2019

³¹ Total income includes: total employment earnings before deductions (including commissions), Social Assistance income, EI benefits, net business income, net commission income (reported in line 139 for tax year), net farm income, net fishing income, net professional income, other employment income (tips & gratuities, training allowances, net amount of research grants, taxable portion of payment from an income maintenance insurance plan, Director’s fees, part-time/casual employment, employee benefit plan or employee trust benefit, manse allowance for clergyperson), Employment earnings (box 14 of T4 slip), EI premiums paid, and Tax exempt Indigenous earnings.

³² Poverty analysis for the Territories were not conducted for this report.

LMDAs, earnings, economic security and poverty

LMDAs help participants leave low-income and poverty by providing skills, training and supports to increase earnings, return to employment and weather socio-economic barriers.

Economic security of LMDA active claimants

Canada is not unique concerning increasing economic security through labour market programs. Around the world, other countries are seeing the benefits and necessity of continuous adult learning and skills upgrades. An OECD publication reported that “Australia requires a strong system of adult learning to position firms and workers to succeed as skill demand changes³³” .

Overall, the economic security of EI claimants who participated in LMDA-funded programs between January 2011 to April 2012 increased after program participation. More precisely, the wage gap between total income and national median wages narrowed after program participation for active claimants, and the income growth rate surpassed the growth of low income.

Median Wages

Table 20 examines the economic security of active EI claimants, who participated in LMDA programming between the years of 2011 to 2012. Total income of claimants is assessed against a proxy of economic security, comprised of national median wages and the low-income measures (LIM). Economic security is observed for three periods of time: the pre-program period (one to five years before starting interventions), the program period (start year, duration of the program/1 year post-start year for EAS-only clients) and the post-program period (one to three years after intervention). Fiscal years are included for reference.

Total income for participants in Skills Development – Regular (SD-R) programs between 2011 to 2012 had the strongest overall income growth (Chart 43). Within the first year after program participation, total income for this group exceeded their highest pre-program income level (+4.8%), from \$25,711 one year before the start of participation to \$26,954 one year after participation (Table 20). This trend continued, where total income three years post-program exceeded the highest pre-participation income by +17.2% (\$30,139). The wage gap between income from SD-R participants and national median wages narrowed from 52.3% five years before program participation (\$19,327 to \$40,486) to 31.6% three years after participation (\$30,139 to \$44,064), an overall decrease of 20.7 percentage points.

Similarly, income growth after participation in JCP exceeded the highest pre-program levels (+13.0%), from \$19,432 (the highest pre-program income level) one year before participation to \$21,967 one year after participation (Chart 43). Over the three-year period after participation, income for this group remained around 15.1% higher than the highest pre-program income (Table 20). The wage gap between JCP participants and national median wages narrowed by 10.6 percentage points, from 60.6% five years before participation (\$15,948 to \$40,486) to 50.0% three years after participation (\$22,026 to \$44,064).

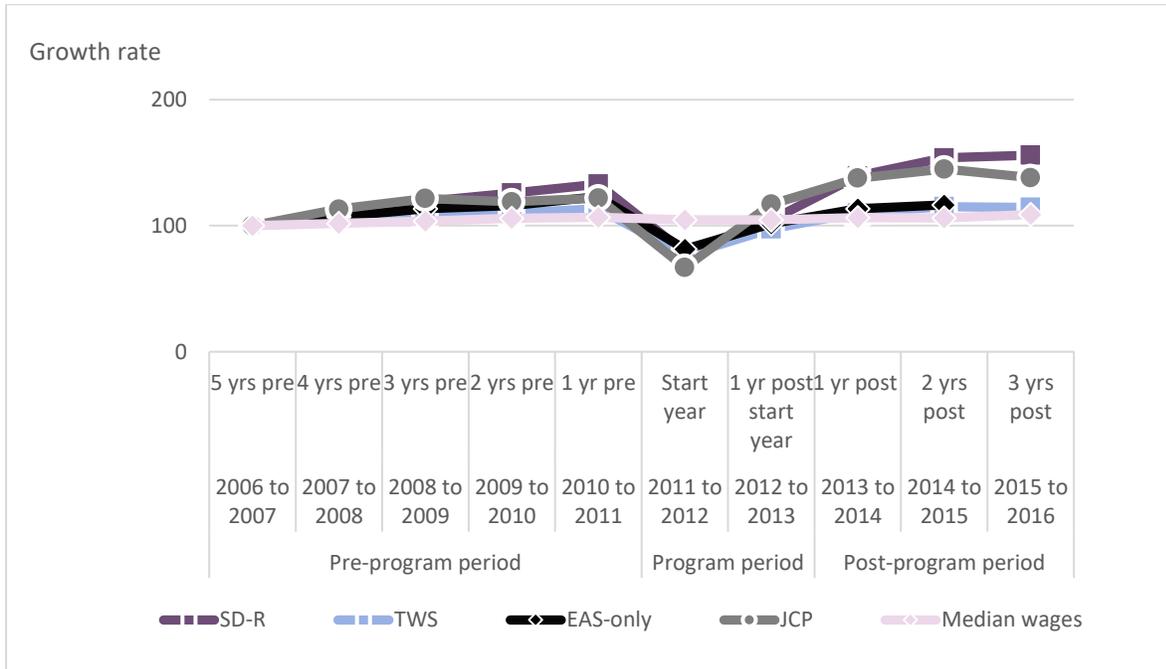
³³ OECD, 2019

The overall wage gap between Targeted Wage Subsidy (TWS) income and national median wages also narrowed by 2.8 percentage points, from 46.2% five years before participation (\$21,768 to \$40,496) to 43.4% three years after participation (\$24,945 to \$44,064). While income in the first year post-participation was 3.0% lower than the highest pre-participation income (\$23,972 to \$24,709), total income for TWS participants recovered after the second year and exceeded the highest pre-participation income by 1.4% (\$25,055).

Unlike the other interventions, Employment Assistance Services (EAS) is a low-cost investment that helps active claimants overcome the challenges from job loss. This intervention is not designed to handle structural impediments to job loss. EAS is the gateway for claimants to enter full, or short-term/light-touch interventions. Active claimants in the EAS-only group did not receive any other interventions, those individuals are filtered out of this group. For EAS-only clients, its focus is on reintegrating workers back into employment as soon as possible. Unlike claimants who participated in other programs in addition to EAS, claimants who only had EAS intervention between 2011 to 2012 did not return to their highest income level. EAS-only interventions are not medium-term investments on human capital, and do not necessarily contribute to improved wages in the long run.

While total income in all groups recovered steadily within three years of program participation and closed the wage gap with national median wages, income for EAS-only participants three years after participation was 5.3% below their highest pre-job loss income level (\$27,076 one year pre-program to \$25,630 three years after intervention). Despite this, the income growth rate from EAS-only claimants rose faster than the national median wage, and closed the wage gap by 5.3 percentage points, from 45.7% five years prior to participation to 40.3% three years after participation.

Chart 43 – Growth rate of indexed earnings for active EI claimants who participated in Labour Market Development Agreement interventions from 2011 to 2012, compared to national median wages, 15 years and older, 2017 constant dollars, Canada



Notes: EAS-only does not have an extended program period. One-year post start period is outside of the program period.
 Sources: Statistics Canada. Table 18-10-0005-01 Consumer Price Index, annual average, not seasonally adjusted
 Statistics Canada. Table 14-10-0340-01 Employee wages by occupation, annual

Table 20 – Earnings of active EI claimants who participated in LMDAs between 2011 to 2012 compared with median wages and the low-income measure, ages 15 years and older, 2017 constant dollars, Canada

	Pre-program period					Program period		Post-program period		
	5 yrs pre	4 yrs pre	3 yrs pre	2 yrs pre	1 yr pre	Start year	1 yr post start year	1 yr post	2 yrs post	3 yrs post
	2006 to 2007	2007 to 2008	2008 to 2009	2009 to 2010	2010 to 2011	2011 to 2012	2012 to 2013	2013 to 2014	2014 to 2015	2015 to 2016
SD-R	\$19,327	\$21,105	\$23,078	\$24,347	\$25,711	\$15,235	\$20,200	\$26,954	\$29,736	\$30,139
TWS	\$21,768	\$23,014	\$23,764	\$23,926	\$24,709	\$16,661	\$21,226	\$23,972	\$25,055	\$24,945
JCP	\$15,948	\$18,059	\$19,404	\$18,984	\$19,432	\$10,666	\$18,664	\$21,967	\$23,128	\$22,026
EAS-only	\$21,993	\$23,576	\$24,956	\$25,541	\$27,076	\$17,896	\$22,377	\$24,984	\$25,630	-
Median wages	\$40,486	\$41,197	\$41,977	\$42,877	\$43,214	\$42,369	\$42,379	\$43,053	\$42,958	\$44,064
LIM	\$20,204	\$20,864	\$21,429	\$21,520	\$21,583	\$21,879	\$22,281	\$22,391	\$22,746	\$23,020

Notes	Low income measures (LIMs) after tax are set at 50% of adjusted median household income, for an individual person EAS-only does not have an extended program period. One-year post start period is outside of the program period.
Sources	Statistics Canada. Table 11-10-0232-01 Low income measure (LIM) thresholds by income source and household size Statistics Canada. Table 18-10-0005-01 Consumer Price Index, annual average, not seasonally adjusted Statistics Canada. Table 14-10-0340-01 Employee wages by occupation, annual

National picture of general outcomes – Low-income measure (LIM)

In addition to closing the gap on median wages, total income for active EI claimants who participated in labour market programming between 2011 to 2012 grew faster than the low-income measure (LIM). Controlling for inflation, income growth for all groups surpassed the growth rate of low-income within three years after program intervention (Chart 44).

Total income for SD-R participants grew faster than the LIM after program participation. The income gap between SD-R and LIM widened to 35.3 percentage points, from 4.3% below LIM five years pre-program (\$19,327 SD-R to \$20,204 LIM), to 30.9% above LIM three years post-program (\$30,139 SD-R to \$23,020 LIM). Overall, the growth rate from SD-R rose faster than LIM, from five years pre-program to three years post-program (55.9% SD-R to 13.9% LIM). From the start of the program period to three years post-program, the growth rate for SD-R expanded by 97.8%, compared to 5.2% for LIM from the same period.

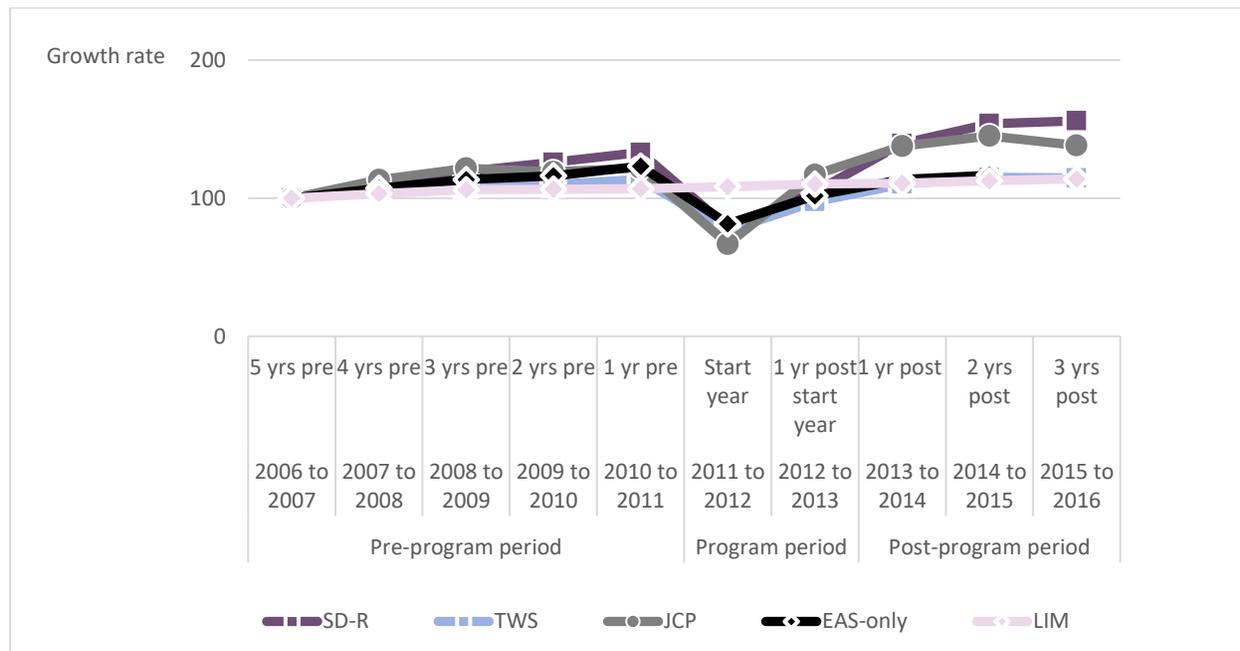
Similarly, the overall gap between total income for JCP participants and the LIM widened by 16.7 percentage points (from \$15,948 JCP and \$20,204 LIM, five years pre-program, to \$22,026 JCP and \$23,020 LIM three years post-program). Income grew from 21.1% below LIM five years pre-program to 1.7% above LIM two years post-program. However, the income growth rate fell behind the growth rate for LIM by 4.3% in the third year post-participation. Overall, the indexed growth rate for JCP was stronger than LIM, 38.1% compared to 13.9%, over the entire period. From the start of the program period, JCP grew by 106.5%, compared to 5.2% for LIM.

Total income for TWS participants was 0.6 percentage points above LIM after program participation. While income was 7.7% above LIM five years before participation (\$21,768 TWS to \$20,204 LIM), they fell to 23.9% below LIM at the start of the program year (\$16,661 TWS to \$21,879 LIM). The gap between income and LIM widened again after participation, to 8.4% above LIM, three years after participation (\$24,945 TWS to \$23,020 LIM). Over the entire analysis period, the indexed growth rate for TWS was slightly above LIM (14.6% to 13.9%). From the program start year to three years post-program, TWS grew 49.7% compared to 5.2% for LIM.

Unlike the other employment programs, EAS-only is designed to support job-ready claimants. Income growth for this group remained above LIM, except during the intervention period, where the income dipped to 18.2% below LIM (\$17,896 EAS to \$21,879 LIM). The gap between income and LIM was 8.9% above LIM five years before participation (\$21,993 EAS-only to \$20,204 LIM), and increased to 12.7% above LIM three years post-intervention (\$25,630 EAS-only to \$22,746 LIM). Overall, the indexed growth rate of the EAS-only group (five years pre-intervention to three years post-intervention) hovered above

LIM, 16.5% to 13.9%. From the start of intervention to three years post-intervention, the indexed growth rate for EAS-only was 43.2%, compared to 4.0% for LIM for the same period.

Chart 44 – Growth rate of indexed earnings for active EI claimants who participated in Labour Market Development Agreement interventions from 2011 to 2012, compared to the low-income measure (LIM), ages 15 years and older, 2017 constant dollars, Canada



Notes Low income measures (LIMs) after tax are set at 50% of adjusted median household income, for an individual person. EAS-only does not have an extended program period. One-year post start period is outside of the program period.

Sources Statistics Canada. Table 11-10-0232-01 Low income measure (LIM) thresholds by income source and household size
 Statistics Canada. Table 18-10-0005-01 Consumer Price Index, annual average, not seasonally adjusted

Effect of LMDAs on poverty in four cities

The Market Basket Measure (MBM) is Canada’s official poverty line. It measures thresholds of poverty based on a basket of goods representing a basic standard of living³⁴. The basket is the cost of food, clothing, shelter³⁵, transportation and other necessities³⁶ determined for an individual (see Definitions box for adjustment.) The poverty analysis in this report is limited to income, the MBM, and labour market information. Poverty is a much more complex issue that involves wide-ranging social elements, which cannot be covered within the scope of this report. Participants are considered to be living in poverty if their total income falls below the MBM threshold.

General outcomes from LMDAs from four cities were selected to see the effects of labour market programs on poverty in various jurisdictions. Vancouver was chosen for the pressures on the housing

³⁴ Heisz, A., 2019, p. 5

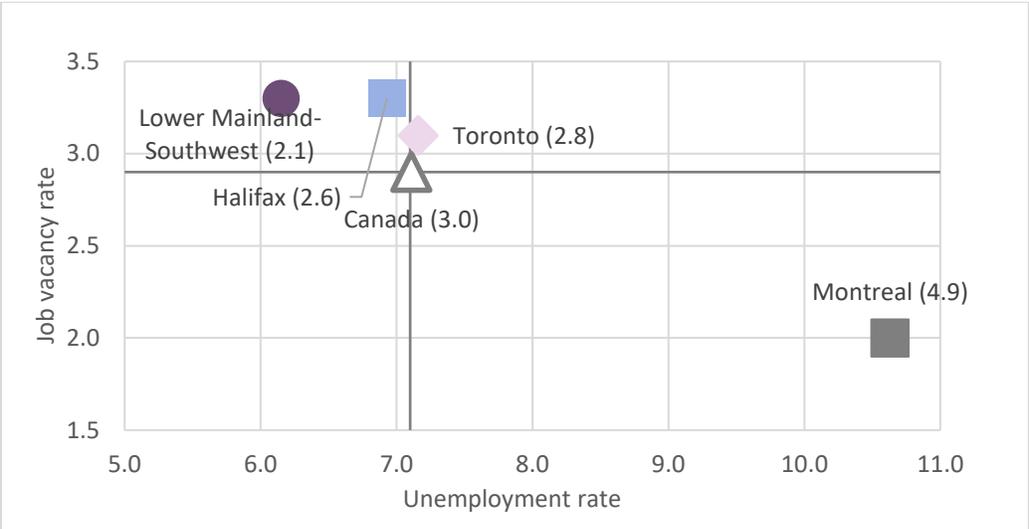
³⁵ Shelter costs are also adjusted for mortgage-free owners.

³⁶ Other necessities can include, but are not exclusive to, health and dental care, medications, telecommunications, cleaning/housekeeping supplies, and childcare expenses.

market, which drove up the cost-of-living. Toronto was included as the largest city in Canada. Halifax and Montreal were both included as large, urban centres that did not have the same housing pressures as Vancouver or Toronto.

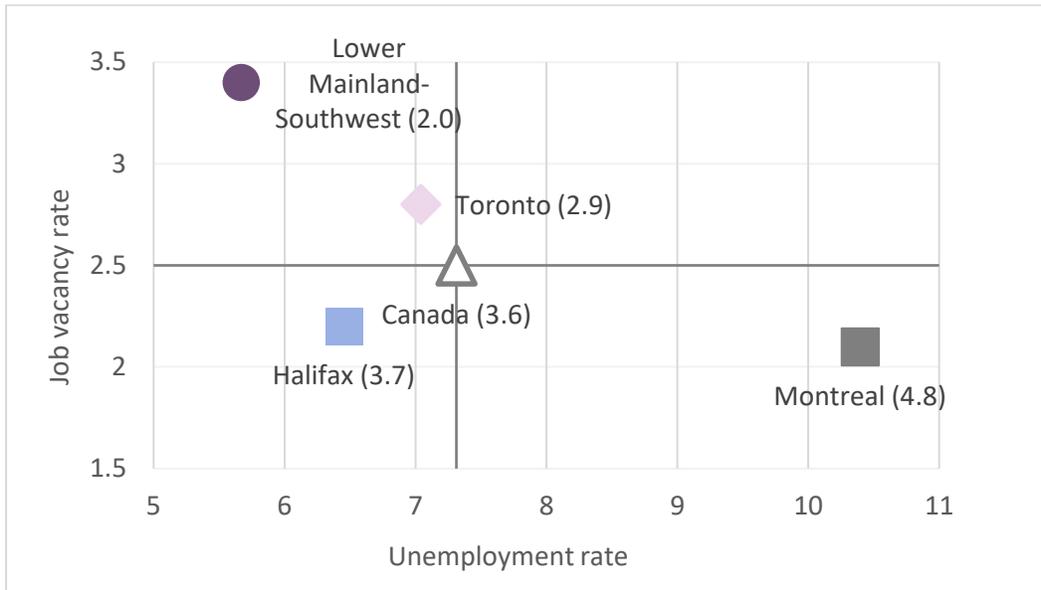
The outcomes of labour market programs are interrelated with regional economic factors, such as unemployment, labour market tightness and cost-of-living. All of these factors work together to affect claimants’ progress after job loss. For background, the job vacancy rate and unemployment rate from

Chart 45 – Labour market tightness, Canada, Halifax, Montreal, Toronto, Lower Mainland - Southwest, 2015Q2



Note Unemployment-to-vacancy ratio (UV) ratio indicates the number of unemployed for every job vacancy (in brackets).
 Sources Statistics Canada. Table 14-10-0293-01 Labour force characteristics by economic region, three-month moving average, unadjusted for seasonality, last 5 months,
 Statistics Canada. Table 14-10-0356-01 Job vacancies and average offered hourly wage by occupation (broad occupational category), quarterly, unadjusted for seasonality,
 Claveau, G., Employment and Social Development Canada (2020, January 22), pp. 6-10.

Chart 46 – Labour market tightness, Canada, Halifax, Montreal, Toronto, Lower Mainland - Southwest, 2016Q2



Note Unemployment-to-vacancy ratio (UV) ratio indicates the number of unemployed for every job vacancy (in brackets).
 Sources Statistics Canada. Table 14-10-0293-01 Labour force characteristics by economic region, three-month moving average, unadjusted for seasonality, last 5 months,
 Statistics Canada. Table 14-10-0356-01 Job vacancies and average offered hourly wage by occupation (broad occupational category), quarterly, unadjusted for seasonality,
 Claveau, G., Employment and Social Development Canada (2020, January 22), pp. 6-10.

April to June in 2015 and 2016 (2015Q2 and 2016Q2) provide context to local labour market tightness in the last two years post-program. In addition, regional unemployment rates from 2006 to 2016 frame the economic environment during the program and recovery period. Please note, the Job Vacancy and Wage Survey (JVWS) started in 2015Q1, therefore, previous time periods are not available. The time periods for labour market tightness are as closely matched to the outcomes period as possible (the two final post-period years). Labour market tightness is the gap between the supply and demand of labour. The labour market is tighter when the gap is smaller.

Overall, LMDAs help people get out of poverty after job loss, and provide the tools to overcome obstacles in the job market. However, the effects of program participation are dampened if there are multiple setbacks in the region. In all four jurisdictions, the total income of LMDA participants closes the gap on poverty, and most groups rise above the poverty line after participation. Different programs had different outcomes in each of the four jurisdictions.

Halifax

Three out of four LMDA groups left poverty after job loss, while the remaining closed the gap on poverty (Chart 47). In Halifax, the poverty threshold (the basic cost-of-living) was below \$20,000 per year; making this the second most affordable city (Montreal had a lower cost-of-living). Between 2006 and 2016, the unemployment rate in Halifax averaged 1.1 percentage points below that of Canada, meaning

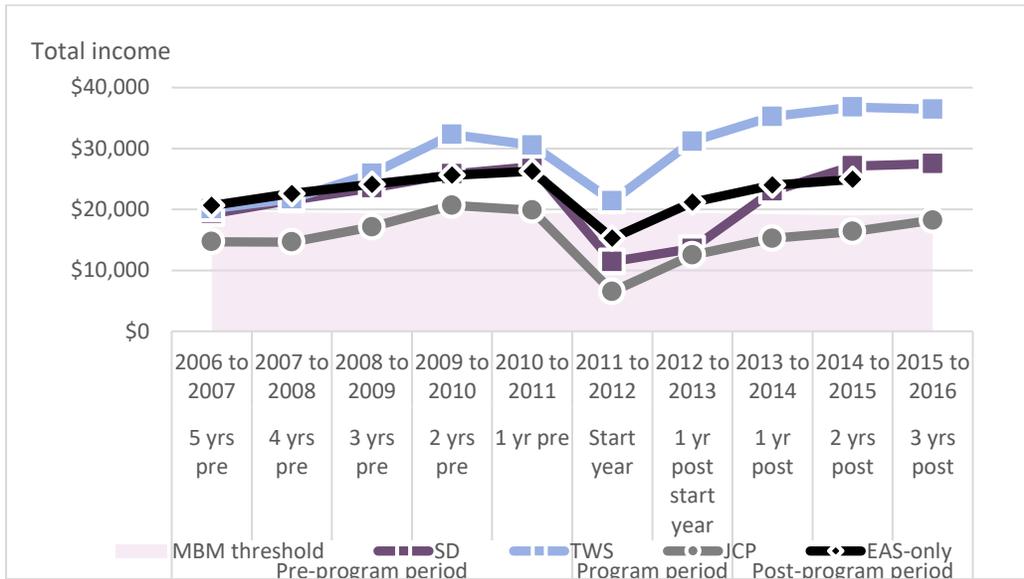
there were fewer unemployed Haligonians compared to the national average, and labour was scarce (Chart 48).

In 2015Q2, Halifax had a tight labour market (Chart 45). There were more vacant jobs, and fewer available workers than for Canada (around 2.6 unemployed workers for every available job in Halifax, versus an unemployment-to-vacancy (UV) ratio of 3.0 for Canada). A tight labour market allows workers to leverage their skills and experience to negotiate higher wages and better working conditions. In 2016Q2, the labour market in Halifax moved to an efficient labour market. While both the unemployment rate and job vacancy rate decreased year-over-year, the largest movement was a 1.1 percentage point drop in the job vacancy rate (from 3.3% in 2015Q2 to 2.2% in 2016Q2). The labour supply moved in line with demand, where the UV ratio for Halifax was 3.7, compared to 3.6 for Canada (Chart 46).

The combination of lower cost-of-living, low unemployment rate, and an efficient labour market enabled successful transitions back to work for claimants after participation in LMDA-funded programs. Participation in SD and TWS programs had more impact than EAS-only interventions. Total income for active claimants from these programs moved further out of poverty and surpassed their highest pre-program income after participation. While total income for JCP remained under the poverty threshold, income rose steadily after program participation, and closed the gap on poverty.

Total income for active claimants who participated in SD programs recovered quickly within the first year after participation, from \$11,434 (41.5% below the poverty line) during the start of the program period, to \$23,000 (19.5% above the poverty line) one year post-program. Income continued to move away from poverty to \$27,495, three years after participation (42.2% above poverty). Overall, total income for SD participants increased by 42.4% from five years before participation, to three years after participation (\$19,302 to \$27,495).

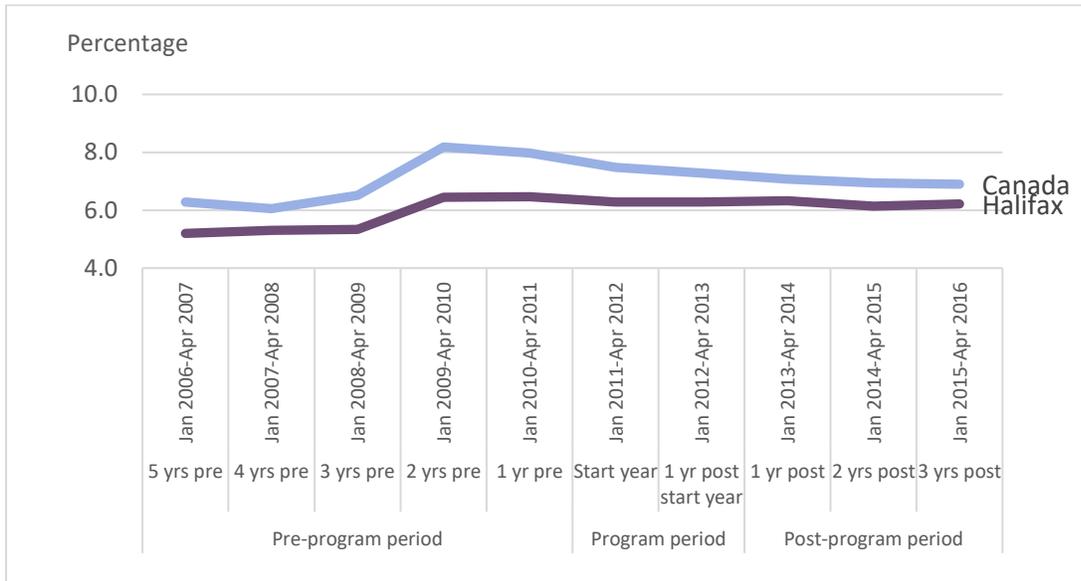
Chart 47 – Effect of LMDA participation of active claimants (between January 2011 and April 2012) on poverty in Halifax, 2017 constant dollars, for a person not in an economic family



Sources Statistics Canada. Table 11-10-0066-01 Market Basket Measure (MBM) thresholds for the reference family by Market Basket Measure region, component and base year
 Statistics Canada, Income Statistics Division, Table 4.5, Market Basket Measure (MBM) thresholds for economic families and persons not in economic families, 2015 Dictionary
 Statistics Canada. Table 18-10-0005-01 Consumer Price Index, annual average, not seasonally adjusted

Total income for active claimants in TWS programs did not fall into poverty at the time of job loss. However, there was a similar trajectory as the other labour market programs in Halifax, with a quick recovery after program participation, and a rise away from poverty. Total income bounced back after job loss by 70.5%, from \$21,374 at the start of the program, to \$36,442 three years after participation. Overall, total income for TWS participants continued to move above poverty, with an 81.2% increase in total income, from \$20,111 five years before job loss, to \$36,442 three years after participation.

Chart 48 – Unemployment rates, Action Plan-Equivalent years, 2006 and 2016, Halifax and Canada, seasonally adjusted



Source Statistics Canada. Table 14-10-0294-01 Labour force characteristics by census metropolitan area, three month moving average, seasonally adjusted and unadjusted, last 5 months.

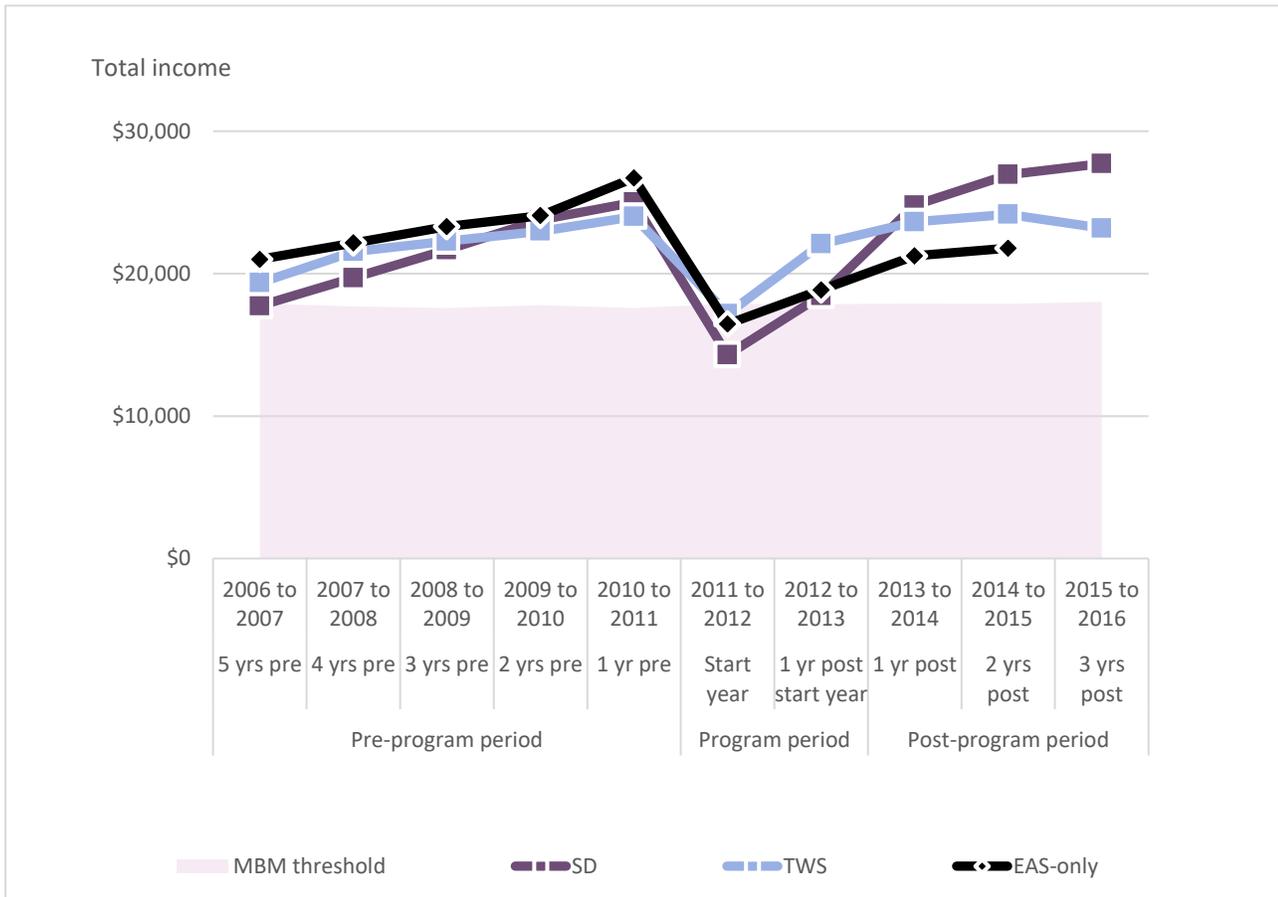
While total income for active claimants in JCP programs remained mostly below the poverty line, income rose steadily after program participation, to close the gap on poverty. At the time of job loss and the start year of program participation, income fell to \$6,518 (66.6% below the poverty threshold). After program participation, there was a strong and continued income rise, closing the gap on poverty to 5.7% below the poverty line (\$18,224) three years after program participation. Total income increased overall by 23.9%, from \$14,708 five years before participation to \$18,224 three years after participation.

Total income for those who only had EAS interventions followed the same trajectory as the other programs. At the time of job loss/start of the intervention period, total income fell 21.8% below the poverty threshold (\$15,267), but recovered to 8.9% above poverty (\$21,179) within the first year after intervention. Income climbed to 30.9% above poverty (\$24,935) two years after the program period. From the program start year to two years after intervention, income increased by 63.3%, from \$15,267 to \$24,935. Overall, total income for those with EAS-only interventions increased by 20.7%, from \$20,666 five years before job loss, to \$24,935 two years after intervention. While total income for those in the EAS-only group fell below the poverty line at the time of job loss, this group left the poverty threshold within one year after the start period.

Montreal

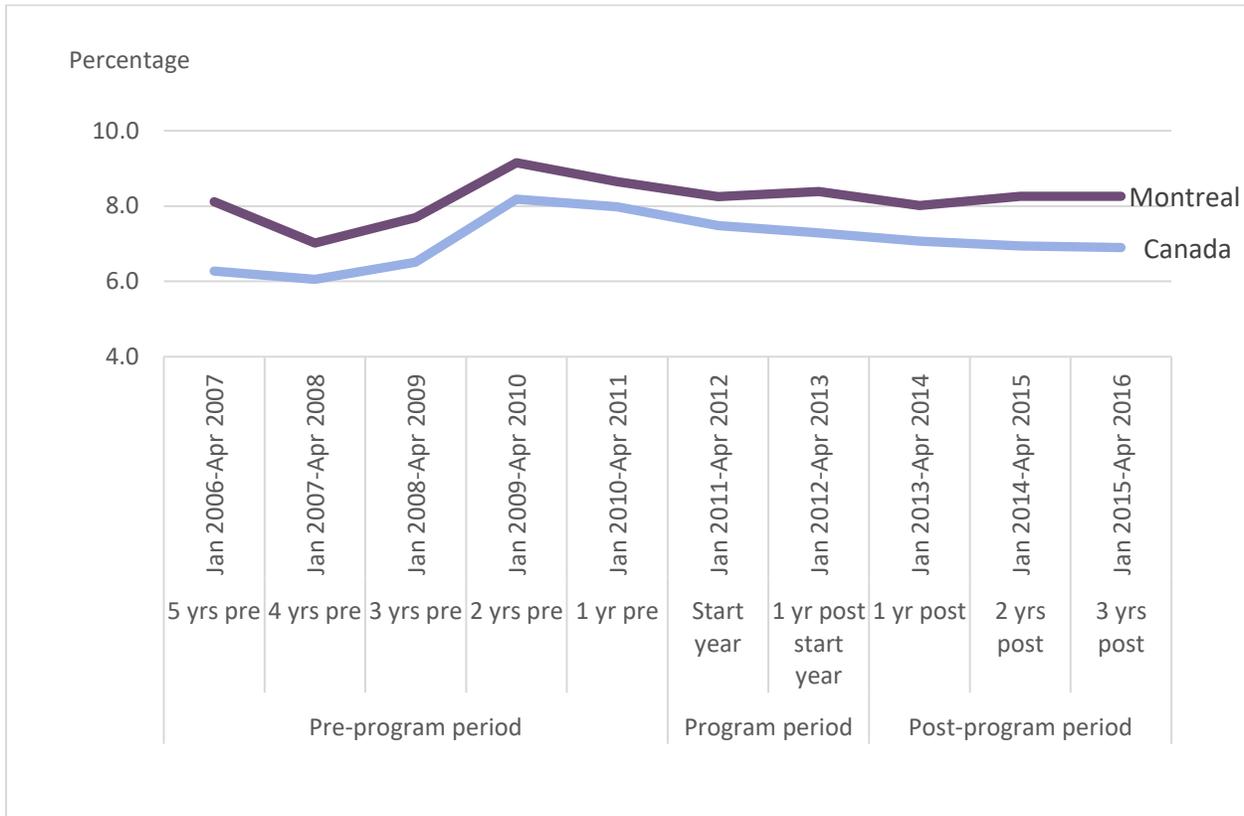
While total income for active claimants who participated in labour market programs dropped below the poverty line at the time of job loss/program start year, all participants left poverty within one year of participation (Chart 49), despite adverse labour market conditions.

Chart 49 – Effect of LMDA participation of active claimants (between January 2011 and April 2012) on poverty in Montreal, 2017 constant dollars, for a person not in an economic family



Sources Statistics Canada. Table 11-10-0066-01 Market Basket Measure (MBM) thresholds for the reference family by Market Basket Measure region, component and base year
 Statistics Canada, Income Statistics Division, Table 4.5, Market Basket Measure (MBM) thresholds for economic families and persons not in economic families, 2015 Dictionary
 Statistics Canada. Table 18-10-0005-01 Consumer Price Index, annual average, not seasonally adjusted

Chart 50 – Unemployment rates, Action Plan-Equivalent years, 2006 and 2016, Montreal and Canada, seasonally adjusted



Source Statistics Canada. Table 14-10-0294-01 Labour force characteristics by census metropolitan area, three month moving average, seasonally adjusted and unadjusted, last 5 months.

Montreal had an unfavourable labour market between 2006 and 2016. The unemployment rate remained around 1.1 percentage points above Canada during this period (see Chart 50). Montreal also had a slack labour market in 2015Q2 and 2016Q2 (see Charts 45 and 46). The local UV ratio remained higher than the national ratio year-over-year, with 4.9 unemployed people for every vacant job in 2015Q2, and 4.8 unemployed per vacancy in 2016Q2. With higher numbers of unemployed workers competing for fewer available jobs, these obstacles created barriers for active claimants returning to the job market.

However, the poverty threshold – cost-of-living – for Montreal hovered around \$17,800, making this the most affordable city to live in. The low cost-of-living may have offset the loose labour market and enabled labour market participants to benefit from their programs, recover quickly and leave poverty within a year of program participation.

The program with the strongest trajectory out of poverty is SD-R. While total income for this group started below the poverty line, and fell the lowest at the time of job loss/program start year, it had the strongest growth rate after program participation and surpassed its highest pre-program income within two years of participation. Five years before starting the program, total income for SD participants was

1.0% below poverty (\$17,741), and fell 20.1% further (\$14,288) during the program start year. However, total income for SD participants rose 3.3% above the poverty line while still within the program period (\$18,451 one year post-start year), and rose 53.8% above poverty three years post-participation (\$27,722). Total income from start of program to three years post-program grew 94.0%, from \$14,288 to \$27,722. Overall, total income for SD participants rose by 56.3%, from \$17,741 five years before participation, to \$27,722 three years after participation. Total post-participation income exceeded the highest pre-participation income by 10.9%, from \$25,007 to \$27,722.

Total income for TWS participants fell into poverty at the time of job loss/program start year (3.9% below the poverty line). However, total income recovered quickly, and was 23.6% above the poverty line within one year after starting the program. In the first year after program participation, total income was 32.1% above the poverty line, and has remained consistently above poverty since program participation. Total income for TWS participants increased 35.0% from program start year (\$17,176) to three years after participation (\$24,159), and increased 19.8% overall from five years before participation (\$19,363).

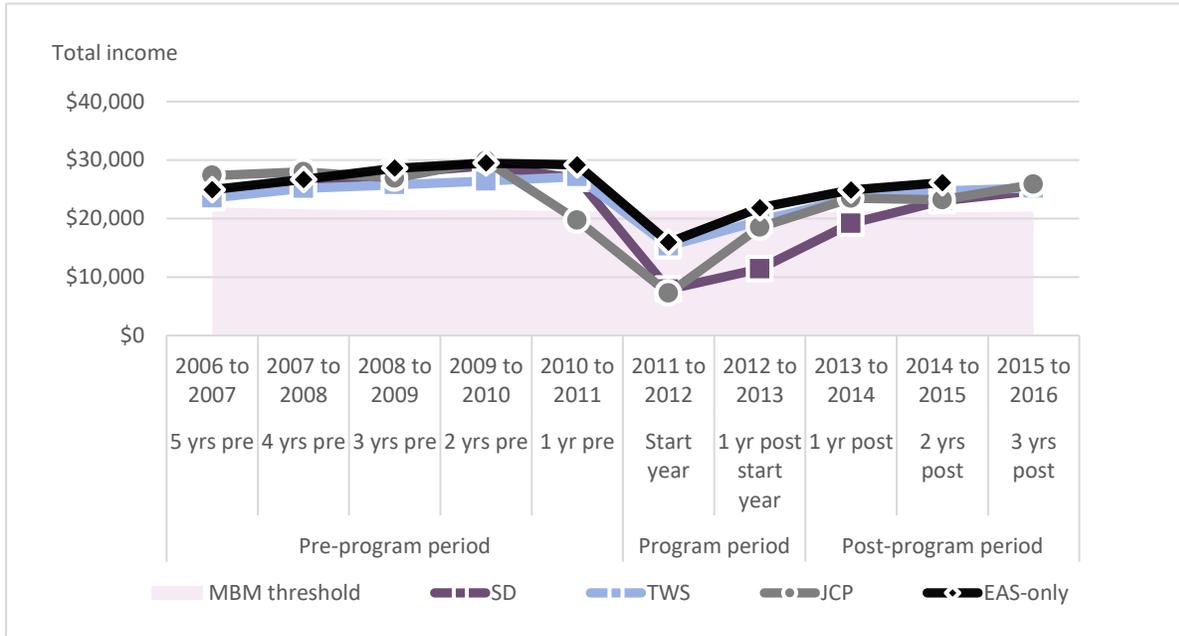
While those who only received EAS intervention had the highest total income before job loss, income for this group did not return to this level after intervention and recovery. At the time of job loss/intervention start year, total income dropped 7.9% (\$16,455 EAS to \$17,876 MBM) below the poverty line. While income for this group left poverty within one year of intervention, this recovery was slower than groups with more intensive program supports, with total income increasing to 21.8% above poverty two years after intervention (\$21,781 EAS to \$17,876 MBM).

Toronto

The basic cost-of-living in Toronto averaged above \$21,000 from 2006 to 2016, making this the most expensive city to live in compared to Vancouver, Montreal and Halifax. In addition, the unemployment rate in Toronto was higher than the national average for ten years (+0.8 percentage points between 2006 and 2016). As well, the participation rate in Toronto fell 3.6 percentage points from January 2006 (68.0%) to December 2016 (65.6%). While Toronto moved from an inefficient and mismatched labour market in 2015Q2 (high supply + high demand) to a tight labour market in 2016A2 (low supply + high demand) (see Charts 45 and 46), the move was small and was partly due to an increase in the national average unemployment rate. The job vacancy rate in Toronto dropped from 3.1% in 2015Q2 to 2.8% 2016Q2. The UV ratio, the number of unemployed workers to job vacancies, in Toronto remained lower than for Canada. In 2015Q2, there were 2.8 unemployed workers per job vacancy in Toronto, and in 2016Q2 the UV ratio was 2.9.

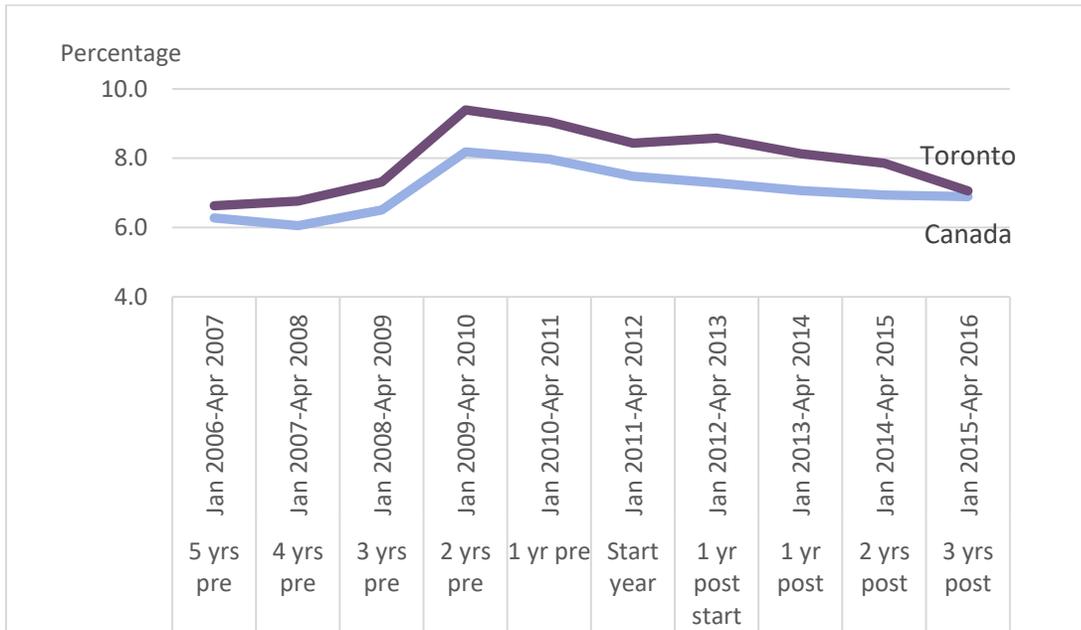
Multiple economic and social barriers created a more challenging environment for active claimants to recover from job loss and leave poverty after participation in labour market programs. None of the groups regained their highest income levels prior to job loss within the post-program period (Chart 51).

Chart 51 – Effect of LMDA participation of active claimants (between January 2011 and April 2012) on poverty in Toronto, 2017 constant dollars, for a person not in an economic family



Sources Statistics Canada. Table 11-10-0066-01 Market Basket Measure (MBM) thresholds for the reference family by Market Basket Measure region, component and base year
 Statistics Canada, Income Statistics Division, Table 4.5, Market Basket Measure (MBM) thresholds for economic families and persons not in economic families, 2015 Dictionary
 Statistics Canada. Table 18-10-0005-01 Consumer Price Index, annual average, not seasonally adjusted

Chart 52 – Unemployment rates, Action Plan-Equivalent years, 2006 and 2016, Toronto and Canada, seasonally adjusted



Source Statistics Canada. Table 14-10-0294-01 Labour force characteristics by census metropolitan area, three month moving average, seasonally adjusted and unadjusted, last 5 months.

Total income for active EI claimants who participated in SD programs fell 63.1% below the poverty line after job loss/start year of program participation (\$7,883 SD to \$21,306 MBM). While income started to recover after the start year, active EI claimants did not leave poverty until two years after program participation, 9.2% above the poverty line (\$23,013 SD to \$21,078 MBM). Income for SD participants continued to rise, reaching 16.6% above poverty three years after participation (\$24,697 SD to \$21,184 MBM).

Similarly, total income for EI claimants who participated in TWS programming fell 28.3% below poverty during job loss/start of program period (\$15,307 TWS to \$21,340 MBM). However, income for TWS rose 11.0% out of poverty within the first year post-program (\$23,490 TWS to \$21,156 MBM) and remained above poverty for the three years after program participation. After program participation, income increased 64.6% from \$15,307 (program start year) to \$25,194 (three years after participation).

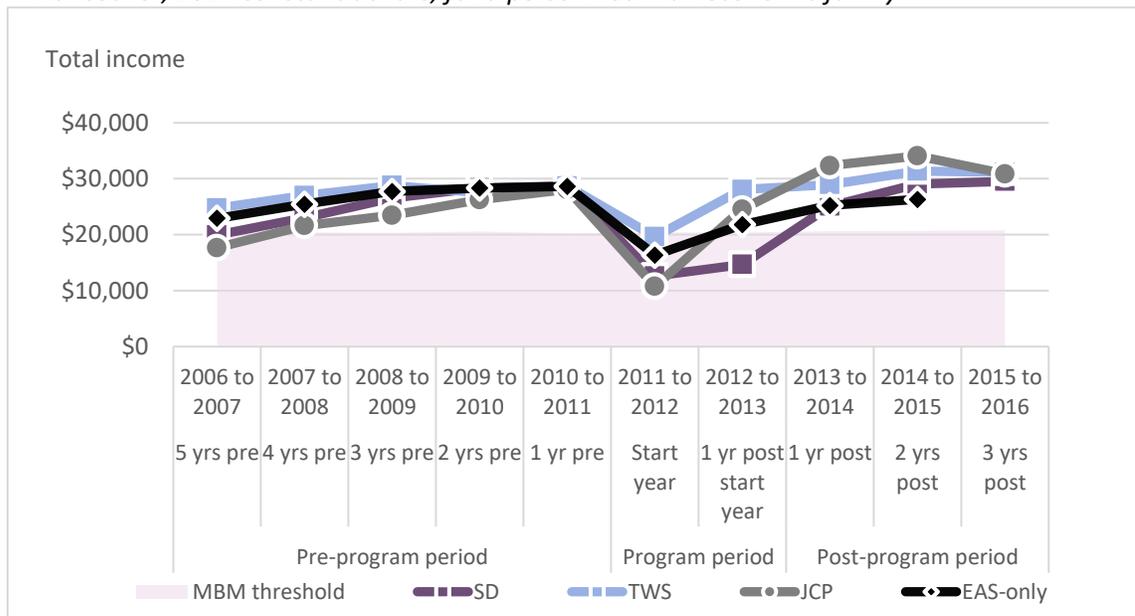
Unlike the other groups, total income for active claimants in JCP programs in Toronto fell 7.0% below poverty the year before the program start year (\$19,713 JCP to \$21,189 MBM). During the start of the program period, income fell further to 66.2% below poverty (\$7,203 JCP to \$21,340 MBM). Income started to recover after the first year post-program, rising 10.9% above poverty (\$23,469 JCP to \$21,156 MBM). Total income for JCP participants remained above poverty throughout the post-program period, rising 21.9% above poverty by the third year post-program (\$25,828 JCP to \$21,184 MBM).

As EAS-only claimants are the most job ready, active claimants in Toronto recovered the fastest after job loss. While income fell 25.4% below the poverty line after job loss/intervention start year (\$15,915 EAS to \$21,340 MBM), income for this group recovered to 2.5% above poverty (\$21,830 EAS to \$21,306 MBM) within the first year after intervention. Total income post-intervention remains above poverty, increasing to 23.9% above poverty three years after intervention (\$26,113 EAS to \$21,078 MBM).

Vancouver

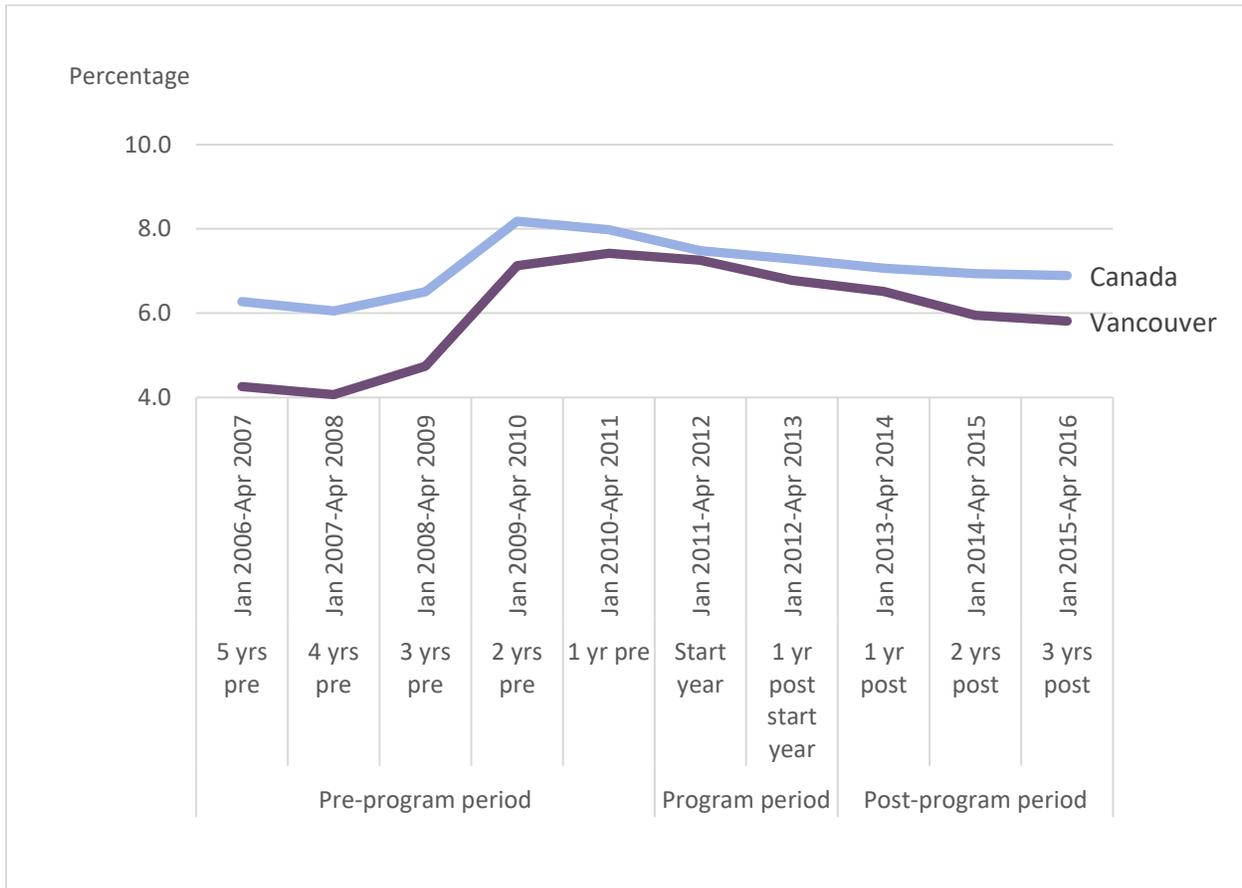
While Vancouver had a high basic cost-of-living, averaging above \$20,000 between 2006 and 2016, the low unemployment rate and tight job market enabled a fast recovery after job loss (see Charts 45 and 46). Between 2006 and 2016, the average unemployment rate in Vancouver was 1.1 percentage points lower than the national average (6.0% to 7.1%), and the UV rate, the number of unemployed workers to job vacancies, in the Lower Mainland-Southwest (this includes Vancouver) remained lower than Canada in both years (2.6 to 3.0 in 2015Q2 and 2.0 to 3.6 in 2016Q2). The combination of low unemployment (scarcity of job-seeking workers) plus high job vacancies (high demand for workers) contributed to the success of active claimants after program participation and may have allowed active claimants to leverage newly acquired skills. The labour market effect was strong enough to offset the high cost-of-living, and participants surpassed their highest income level prior to job loss (Chart 53).

Chart 53 – Effect of LMDA participation of active claimants (between January 2011 and April 2012) on poverty in Vancouver, 2017 constant dollars, for a person not in an economic family



Sources Statistics Canada. Table 11-10-0066-01 Market Basket Measure (MBM) thresholds for the reference family by Market Basket Measure region, component and base year
 Statistics Canada, Income Statistics Division, Table 4.5, Market Basket Measure (MBM) thresholds for economic families and persons not in economic families, 2015 Dictionary
 Statistics Canada. Table 18-10-0005-01 Consumer Price Index, annual average, not seasonally adjusted

Chart 54 – Unemployment rates, Action Plan-Equivalent years, 2006 and 2016, Vancouver and Canada, seasonally adjusted



Source: Statistics Canada. Table 14-10-0294-01 Labour force characteristics by census metropolitan area, three month moving average, seasonally adjusted and unadjusted, last 5 months.

While total income for active claimants who participated in SD programs remained in poverty longer during the program period, this may be accounted for by the longer duration of SD programs. Total income fell 38.1% below the poverty line during the time of job loss/start of program period (\$12,618 SD to \$20,391 MBM), but rose 21.5% above poverty in the first year after program participation (\$25,094 SD to \$20,649 MBM). Total income climbed to 42.1% above poverty three years after program participation (\$29,528 SD to \$20,776 MBM), higher than the pre-program income level.

Total income for active claimants in TWS programs fell 3.7% below the poverty line during the start year of the program period (\$19,635 TWS to \$20,391 MBM). However, income recovered quickly, rising 37.4% above the poverty line within one year after starting the program (\$28,069 TWS to \$20,434 MBM). Three years after program participation, total income surpassed the highest pre-program levels, with total income reaching \$31,159 (50.0% above the poverty line).

Total income for active claimants who participated in JCP programs also left poverty within the program period within one year after the start of the program. Income rose from \$10,764 (47.2% below the poverty line) during the start year to \$24,568 (20.2% above the poverty line), one year post-start. Total income continued to rise above poverty following program participation, where income two years after participation (\$34,086) exceeded the highest income level before job loss.

While total income for active claimants who only received EAS interventions in Vancouver recovered and left poverty quickly, the post-intervention income level never regained the highest income level prior to job loss. At the start of the intervention period, income for EAS-only participants dropped 19.8% below the poverty line (\$16,359 EAS-only to \$20,391 MBM). In the first year after intervention, total income rose 6.7% above poverty (\$21,796 EAS-only to \$20,434 MBM) and remained 27.2% above poverty three years following intervention (\$26,306 EAS-only to \$20,675 MBM).

Conclusion

LMDAs help active claimants recover from job loss, leave poverty, and in some cases, surpass their highest income level prior to participation. Labour market programs not only provide the tools for participants to transition back into employment, they help buffer against socio-economic obstacles, such as slack labour markets and high costs-of-living.

Successful transitions out of poverty are the result of a combination of factors, such as the program stream, the degree of intensity in the program and outside factors such as a low cost-of-living and available labour market opportunities. While it is clear that regions with relatively more opportunities and fewer barriers provide greater success after program participation, there is evidence that LMDA-funded programs act as a buffer against economic challenges. The recovery speed of participants returning to employment, and regaining (in some cases surpassing) previous income levels in regions with difficult economic climates, shows that LMDAs provide the tools to return to work and protect against socio-economic challenges.

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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 and preserving and enhancing the Canadian economic union;
- Helping address common labour market challenges and priorities of international or national scope that transcend provincial and territorial borders; and
- Promoting equality of opportunity for all Canadians with a focus 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 FY1819, expenditures on pan-Canadian activities totalled \$139.0 million, up 15.6% from FY1718. Pan-Canadian programming delivered through the Aboriginal Skills and Employment Training Strategy (ASETS) increased by 11.8% to \$112.9 million, while expenditures on Labour Market Partnerships (LMP) (\$22.5 million) increased by 62% and Research and Innovation (R&I) (\$3.7 million) declined by 32.0% year-over-year.

3.4.2 Indigenous programming³⁷

Pan-Canadian funding delivered through the Aboriginal Skills and Employment Training Strategy (ASETS) is intended to increase Indigenous peoples' participation in the Canadian labour market, ensuring that First Nations, Inuit and Métis people have access to skills development training and employment supports towards sustainable and 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.

³⁷ Program results for ASETS FY1819 are funded under EI Part II and the Consolidated Revenue Fund (CRF). Statistics on Indigenous LMDA clients funded through EI Part II can be found in Annex 3.9 under "Indigenous Pan-Canadian."

Pan-Canadian programming in action: Stó:Lō Aboriginal Skills and Employment Training (SASET)

SASET provides access to employment counselling, training, and services to Indigenous clients in British Columbia, from Surrey to Boston Bar and in the communities of Samaquam, Skatin, and Xa'xtsa First Nation. SASET delivers full-time services on-site at Stó:Lō Nation, and part-time services in more than 20 outreach sites. SASET provides quality programming to move clients along the employability continuum. SASET also works closely with other Indigenous labour market service providers such as the Urban agreement holder, Aboriginal Community Career Employment Services Society, and Métis Nation British Columbia.

SASET funds employment support services such as:

- Individualized workplans to develop their essential skills for success in training and employment;
- Identifying barriers to employment and assistance in creating an action plan to overcome barriers to attain employment;
- Career exploration and decision making;
- Employability skills development;
- Job search, resume/cover letter and interview skills;
- Applying for short- and long-term training;
- Accessing SASET Vocational funds and transition to work supports;
- Job-specific training;
- Employer-targeted interventions.

In FY1819, SASET's total success rate was 88%. Among the 1,441 clients served, 814 obtained a job and 464 returned to school. Since the launch of ASETS, SASET has served over 8,118 clients, of which 5,961 obtained a job and more than 2,758 returned to school.

*These numbers were pulled from the ASETS website on October 3rd, 2019.

ASETS was introduced in 2010 and extended to March 31, 2019, funded at \$372.68 million for –FY1819, including \$113.53 million from EI Part II funds. ASETS funds a network of 85 Indigenous contribution recipients with over 600 points of service across Canada. Indigenous organizations design and deliver labour market programming to meet the needs identified in their communities, in large part by working with employers and Indigenous individuals to ensure skills development and job training responds to local labour demands. This network assists Indigenous peoples to prepare for, find, and retain jobs. In addition, through ASETS funding, Indigenous youth are helped to make a successful transition from school to work or to return to school. ASETS emphasizes increased accountability and improved results for its related activities.

The Indigenous Skills and Employment Training (ISET) Program replaced ASETS on April 1, 2019, with new investments and longer term, more flexible agreements. The ISET Program's objective is to help reduce the skills and employment gaps between Indigenous and non-Indigenous peoples over 10 years. Co-developed with Indigenous partners, the ISET Program includes four distinct labour market strategies with separate funding envelopes for each group: First Nations, Inuit, Métis and Urban/Non-affiliated

Indigenous peoples. With Indigenous partners, the Government is advancing reconciliation by creating more job training opportunities for Indigenous peoples.

In FY1819, ASETS served 48,581 clients, including 18,746 EI clients. Out of the total number of clients served, 19,197 found a job, including 9,150 EI clients, and a total of 9,820 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)

The objective of the Sectoral Initiatives Program (SIP) is to help key sectors of the Canadian economy identify, forecast and address their human resources and skills issues.

The Program supports sectors and employers to address current and future skills shortages through the development and distribution of sector-specific labour market intelligence, national occupational standards, and skills certification and accreditation systems. The Program also supports innovative workforce development approaches, including those targeting under-represented groups.

SIP's key stakeholders are primarily partnership-based organizations engaged in skills and workforce development in their respective economic sectors or employment groups across Canada. These include: employer consortia and Sector Councils, workplace organizations, industry associations, unions, education and training bodies, professional associations, and Indigenous organizations.

In FY1819, the SIP was supporting 41 active projects in 18 different economic sectors.

During the FY1819, projects funded by the Program produced:

- 172 labour market intelligence reports and 14 forecasting systems;
- 76 national occupational standards (NOS);
- 5 certification systems;
- 3 accreditation programs;
- 56 curricula or training programs; and
- 1 pilot project report.

In FY1819, SIP funded 41 multi-year agreements for projects implemented by various stakeholders representing different industry sectors. Products included: labour market information and/or forecasting systems (66% of projects); NOS (27%); certification and accreditation (2%); and creative labour market solutions (5%) producing curricula or training programs and labour market solution pilot project reports. Among them, several projects were cross-sectoral or focused on the construction, environment, tourism, mining, transportation, oil and gas, manufacturing, agriculture, aerospace and information technology sectors.

According to program data on FY1819 product users, 51% of respondents reported that SIP products were used by more than 135,939 users, which include LMI newsletter subscribers but not social media subscribers. The number of users is likely higher as LMI products are shared with members of other organizations who are stakeholders of program recipients.

Furthermore, in FY1819, the program recipients succeeded in leveraging \$4.8 million or about 23% of program expenditures from the private sector and other stakeholders.

SIP achieved or progressed towards its priorities by:

- Developing sectoral expertise and building intelligence on existing and additional strategic sectors experiencing labour market tightness.
- Engaging industry on emerging skills gaps in order to exchange information and serve as a platform for Government-Industry/Employer Collaboration in support of key Government of Canada sectoral strategies and programs (e.g., Digital Economy Strategy, Green Jobs, Tourism Vision, etc.). SIP's industry partners are also serving as delivery partners for Canada's Youth Employment and Skills Strategy internship program.
- Supporting a pilot project under the Employer Liaison Services activity area to help employers better connect with EI claimants and under-represented groups in order to solve mismatches and shortages at both ends of the skills spectrum.
- Collecting data on available outputs and outcomes from FY17-18.
- Responding to the evaluation published in August 2018 and consulting recipients regarding options to improve the program's performance measurement system.
- Exploring possible future directions for program design to allow the program to continue to improve and evolve in response to changing labour market conditions and priorities.
- Increasing efforts in disseminating sectoral labour market intelligence and other products (NOS, certification, accreditation, etc.) to improve awareness and use among external and internal stakeholders, as well as to increase application and integration of SIP-funded products into programs and activities.

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 jobs, 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 focus on testing, 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 peoples, 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. The Office of Literacy and Essential Skills continues to work closely with labour market programs, 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 and evaluate innovative training models for measuring essential skills and psychosocial gains. Multi-year projects began in Fall 2017 and NESI funds continued to be fully expended into the 2018-2019 FY and beyond.

Preliminary data from NESI projects have already revealed positive results. For example, in one project, participants showed improvements in Reading, Document Use and Numeracy by 16%, 34%, 41%, respectively. In another, 74% of participants demonstrated high levels of resilience and improvements in self-efficacy in goal-setting activities.

NESI funding also supported the Government of Canada's Budget 2018 commitment to provide immediate income support and training to affected workers in seasonal industries who exhausted their Employment Insurance benefits. The program helped Canadians get access to the essential skills training and employment supports they needed (including career counselling, workplace essential skills, and income support while on training) until they returned to work.

In addition, NESI analysts contributed to the development of an Essential Skills playbook of past and present projects that highlight promising practices and lessons learned. The evergreen playbook will be released in 2019-2020 and will be shared widely among Essential Skills development practitioners.

Moving forward, the NESI program will continue to play an active role in piloting innovation for the Government. For example, in partnership with the Privy Council Office's Impact Canada Initiative, NESI funding will support the implementation of a Numeracy Challenge Prize. The Challenge Prize will incentivize applicants to develop innovative and creative approaches for improving the numeracy skills of low-skilled Canadians. It is anticipated that the Initiative will be launched in 2020.

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.

2018 Red Seal Program fast facts

- More than 28,000 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, Plumber, Truck and Transport Mechanic, and Carpenter.
- Approximately 170 subject matter experts have participated in ESDC organized workshops to develop Red Seal products.
- Over 300 industry representatives and training providers have participated in meetings and national webinars to harmonize apprenticeship training.
- More than 48,000 Red Seal examinations were written.
- The Red Seal Program's website counted approximately 473,880 visitors.

Source: Canadian Council of Directors of Apprenticeship, Red Seal Program administrative data 2018. 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 2018, 48,577 Red Seal examinations were written by completing apprentices and experienced tradespeople from across Canada and 28,749 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 79% of registered apprentices.³⁸ 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

³⁸ Statistics Canada, 2017 Registered Apprenticeship Information System.

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 Red Seal standards and their associated development processes 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. In FY1819, five new occupational standards were completed. In this period, there were 28 Red Seal examinations released for seven trades. As more trades' standards become developed in the new format, however, their subsequent revisions will be made more efficiently, allowing for more standards' updates per year.

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 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, representing approximately 90% of apprentices (outside of Quebec) by 2020^{39,40,41}. Consensus was reached among provinces and territories for the 30 Red Seal trades over a year ahead of the FLMM's target.

³⁹ The Government of Quebec is participating as an observer.

⁴⁰ 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.

⁴¹ 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.

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.

Innovation and Employer Engagement Initiative fund

ESDC also continues to work with provinces and territories to increase employer engagement in apprenticeship. In October 2016, the FLMM committed to explore innovative approaches to increase employer engagement for improved job opportunities and outcomes for apprentices. In support of this commitment, ESDC established the Innovation and Employer Engagement Initiative to fund innovative supports and increase employer engagement in apprenticeship (e.g., help employers to create inclusive workplaces and provide support for employer consortia pilots).

In 2017, three provinces (Manitoba, British Columbia and Nova Scotia) came forward with proposals to pilot employer consortia models to help reduce non-financial barriers for employers. Each pilot targets different trades, groups (e.g., women and Indigenous peoples), and incorporates various supports (e.g., mentorship). Canadian Manufacturers and Exporters (CME) was engaged to manage and evaluate these pilots. This will help ensure that provincial efforts are coordinated and the effectiveness of pilots is appropriately assessed in order to promote the replication of promising approaches to new regions or sectors. The CME projects were launched in 2018-2019 and are underway.

In addition, an employer consortia project was proposed by the Ontario Electrical League (OEL), which involves 20 employers. This project started in 2018-2019 and is underway. The province of Prince Edward Island (PEI) also came forward with a proposal for a blended learning approach to apprenticeship training. This project aims to help apprentices continue working while completing technical training. This project started in 2017-2018 and ended in 2018-2019.

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 training, raise the level of employer engagement in apprenticeship training, improve apprenticeship completion rates and increase the overall efficiency of apprenticeship training systems. The Canadian Apprenticeship Forum produced a final report that included Pilot findings and recommendations for alternate delivery that will be shared with apprenticeship stakeholders and policymakers. The report noted that the majority of pilots lessened financial hardship and personal stress for apprentices by reducing the number of weeks away from home and the number of hours away from work. Alternative

delivery options, by offering flexibility and accessibility, did encourage apprentices to complete additional levels of training. The Pilot ended 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 2017 RAIS results showed that there were 333,750 continuing apprentices, 79% of which were in Red Seal trades. There were 71,994 new registrations, 79% 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.”

Atlantic Apprenticeship Harmonization Project (AAHP)

The Atlantic Apprenticeship Harmonization Project (AAHP) with this second phase allowed to standardize the requirements for apprentices in six trades across Atlantic Canada. The Atlantic provinces are now better positioned to meet the labour demands of business through the improved mobility of apprentices by continuing to harmonize trades in the Atlantic region. Building on the success of the harmonization of the initial ten trades in the first phase of the AAHP, the Council of Atlantic Premiers now have harmonized a total of 16 trades.

This initiative also supports the Government of Canada and the governments of the four Atlantic provinces’ Atlantic Growth Strategy. Immigration and a skilled workforce are the first priority area of that strategy. This project started in 2017 and is now complete.

Saskatchewan Apprenticeship and Trade Certification Commission (SATCC)

The SATCC is updating its current information management system in Saskatchewan which is obsolete, inefficient and lacks client-facing capacity. This project will also enable the SATCC to join the information technology platform that the initial five partner provinces (Nova Scotia, Newfoundland and Labrador, Prince Edward Island, New Brunswick and Manitoba) developed.

SATCC will be better positioned to support the apprenticeship system in Saskatchewan through increased labour market mobility, as the shared information technology system will allow for the seamless transfer of client information between partnering jurisdictions, facilitating movement of apprentices across the provinces. This is particularly important for mobility between Manitoba and Saskatchewan, both of whom are partners in the New West Partnership.

The adoption of a shared information technology system will extend the same advanced functionality enjoyed by Atlantic Canada and Manitoba to Saskatchewan’s apprenticeship authorities, training providers, employers and apprentices, as well as provide enhanced reporting capabilities for the provincial apprenticeship authorities.

Labour Market Information

Labour Market Information (LMI) remains an integral component of the Government of Canada’s economic agenda. In the 2016 Federal Budget, the Government of Canada reiterated the importance of LMI by committing to provide access to timely, reliable, and comprehensive LMI to all Canadians to make informed decisions.

LMI in Canada includes any information, qualitative or quantitative that pertains to the enhancement of the economy through labour market development. More precisely, LMI can include relevant information on the supply and demand of the various types of labour services (employment), including information on wages and other forms of compensation, as well as detailed and aggregate-level information about

work trends and the skills, experience, education and training Canadians will need for jobs today, and in the future.

National Occupational Classification (NOC)

ESDC's LMI portfolio includes the administration of the National Occupational Classification (NOC), the national framework for collecting, analyzing and disseminating occupational data in Canada in support of employment-related programming.

The NOC describes job titles, functions, tasks and duties, employment requirements, responsibilities and qualifications. 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, and programming for the integration of injured workers and persons with disabilities rely on NOC-based information to analyze labour market conditions for strategic considerations, as well as for policy development, program design and service delivery. Other LMI-based products, such as wages, outlooks, forecasts and career tools enable 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.

In order to increase the NOC's accuracy and relevance, ESDC, in collaboration with Statistics Canada, agreed to revise the NOC on a more frequent basis. Changes published in November 2017 and November 2018 included the addition of new job titles related to the Cannabis industry. During this time, the program also conducted consultations and research for the next structural revision of the classification, which will be published in 2021. Upwards of 100 submissions from industry associations, unions, academia, provincial and territorial governments, and other stakeholders have been received, to inform this process.

Regional and labour market analysts develop and deliver regular LMI based on the NOC. These products and services, such as wages and wage analyses, job vacancies, employment outlooks and economic forecasts are made available to all Canadians on the Job Bank website. These help match students, immigrants, current and future job seekers to available and potential job opportunities, and provide access to LMI, facilitating the exploration of educational and training choices and career decisions.

The development of a new dynamic IT infrastructure to facilitate the collection and analysis of input from NOC users, and to enable more frequent dissemination of updates to the classification, was substantially completed in FY1819. The NOC Modernization project is a technology solution that features a Collaborative Workspace where stakeholders can share ideas and contribute to ongoing research and validation efforts regarding information found within the classification. A new customizable web interface will allow users to identify, filter, compare and export NOC and related data, and to follow intuitive links to other LMI. Finally, the Project will allow more than 20 government

programs to download recent versions and benefit from enhanced system interconnectivity.

National Work Plan

ESDC implements a National Work Plan for LMI services in support of the National Employment Service. 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 October 2018 and disseminated employment outlooks on the Job Bank website in January 2019.

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 Job Bank on July 24, 2018. The tool provides an alternative way to access LMI.

Support for the Labour Market Information Council (LMIC)

In FY1819, ESDC worked alongside Statistics Canada and provincial/territorial governments to support the LMIC on an array of key LMI projects, including:

- Qualitative research on the needs of individual LMI users;
- Understanding the LMI needs of employers through job posting analysis;
- Addressing calls for more local, granular LMI, through “small area estimation” research efforts; and
- A project studying education and employment outcomes using tax data, via the Educational Labour Market Longitudinal Platform (ELMLP).

The LMIC also focused on the development of partnerships, in order to understand and align approaches to the collection, analysis and dissemination of LMI across Canada.

For instance, in FY1819, the LMIC partnered with the MaRS Discovery District on their Employment Pathways project, aimed at supporting thousands of Canadians through career transitions. The Council also partnered with LinkedIn to summarize skills and job titles in 10 major Canadian cities, based on data from the professional networking site.

The LMIC is partnering with ESDC and Statistics Canada on a mapping initiative of skills to National Occupational Classification (NOC) codes. To provide a framework for this work, ESDC developed a Skills and Competencies Taxonomy in FY1819. The Taxonomy proposes a common lexicon and framework for the identification and organization of skills descriptors. The Taxonomy aims to bring coherence to the collection, analysis and dissemination of information on workplace requirements and skills and competency gaps.

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 receives incoming job feeds from Monster, Career Beacon and Jobillico to increase the diversity and coverage of job postings that it provides. In August 2018, Job Bank added a new feed from Jobpostings.ca. Outgoing feeds are systematically established with external sites to improve the visibility of Job Bank jobs.

Job Bank completed a number of online service enhancements in FY1819. Two new Job Match algorithm options were introduced allowing job seekers to customize their matches according to their job search objectives. Other enhancements include splitting the Explore Careers section of the Job Bank site into two distinct tasks (Career Planning and Trends Analysis), and allowing co-delivery partners to display provincial and territorial branding.

Trends in EI Claimants' Registration with Job Bank

A recent departmental study* examined the use of the Job Alerts service available on the Job Bank platform by job seekers who apply for Employment Insurance (EI) benefits online. The study found that:

- The share of EI applicants, who subscribed to Job Alerts after receiving an invitation, steadily increased from about 20% in December 2017 to about 35% in April 2019. Subscribers were more likely to be women; 45 years or older; and to have graduated from college or university.
- Over half of job postings were from Sales and Service occupations and Business, Finance, and Administration occupations. By educational levels, close to half of job postings required a university degree or college diploma/apprenticeship training. About 37% required a high school diploma and/or job-specific training while 17% required on-the-job-training.
- Prince Edward Island, Newfoundland and Labrador, Nova Scotia, New Brunswick were among provinces with the largest share of postings that required on-the-job-training.
- The average hourly rate of pay of posted jobs increased from \$16.5 in 2017 to \$18.6 in 2019, for a percentage increase of 12.7%.
- In 2018, the average duration of job postings was 36 days, relative to about 29 days in 2017.

* ESDC, Trends in EI Claimants' Registration with Job Bank. (Ottawa: ESDC, Evaluation Directorate, 2020)

The Job Bank mobile application was officially launched in February 2018, and 11 updates were made to the app in FY1819 to improve user experience, including in-app browsing and screen-read enhancements to improve accessibility based on feedback from the Canadian National Institute for the Blind.

Following the introduction of the email address field in Appliweb in December 2017, Job Bank began subscribing EI applicants automatically in Job Alerts and sending them an email to confirm their enrollment (lite auto-enrollment). Only 30% of EI applicants completed their enrollment when there was a confirmation step required. In FY1819, Job Bank experimented with other tactics to increase this rate, including changing the name of the sender and the subject line of the email.

Job Bank worked with stakeholders in ESDC to increase interoperability between programs. In particular, Job Bank made available its job posting capabilities to support the integration of Canada Summer Jobs on the Job Bank website and mobile app. Job Bank also collaborated with the Temporary Foreign Worker program to develop a Labour Market Impact Assessment Online tool which integrates with the Job Bank website and leverages its employer registration process.

Key highlights of FY1819

- The Job Bank website received **42 million** visits. This represented **115,000 site visits** and **637,000 page views per day**.
 - Of the total visits, **40%** included a job search, and **55%** viewed job postings.
 - The Labour Market Information section received **13,000 site visits** per day, leading to the generation of **21,000 job market reports** on a daily basis.
- Job Bank displayed **1.25 million job postings**, including those from provincial, territorial and private job boards.
- **30,000** new employer files were approved and **65,000** employers posted directly on Job Bank.
- **441,000** job seekers newly subscribed to the Job Alerts service. In total, **217 million Job Alerts** were sent to over **589,000** subscribers.
- **132,000** Job Match profiles were activated.
- The Job Bank mobile app had **168,000 installs** as of March 31, 2019. It received over **1 million sessions**, which resulted in more than **2.3 million job posting views**.

The Education and Labour Market Longitudinal Platform (ELMLP)

The Education and Labour Market Longitudinal Platform (ELMLP) is designed to provide accurate and up-to-date labour market information Canadians need to make informed career decisions. The data platform allows for linkages and analysis of students and apprentices data, tax files and ESDC's program administrative data. Tax data, in particular, provides information on employment outcomes, such as income levels, use of social assistance and Employment Insurance, which is central for assessing the impact of education pathways and labour market programs.

The Platform supports the objectives of EI Part II Pan-Canadian activities by filling gaps identified in labour market information through the integration of data to enable longitudinal analysis of educational

trajectories and labour market outcomes. To deliver on Budget 2018's commitment to fund this initiative from existing resources, \$5.3 million in Pan-Canadian program funding was converted to operating funding for FY1819.

The ELMLP consists of three core datasets:

- 1) **The Postsecondary Student Information System (PSIS)** - a data holding of all public college and university enrolments and graduates by type of program and credential, and field of study for each school year since 2009 for all jurisdictions and for earlier years prior to 2009 for select jurisdictions.
- 2) **The Registered Apprenticeship Information System (RAIS)** - an administrative dataset of pan-Canadian (provincial and territorial), annual data on registered apprentices and trade qualifiers since 2008.
- 3) **T1 Family File** - select information from personal income-tax data from 1992 for all PSIS and RAIS records.

The results achieved in year FY1819 centered mostly on the dissemination of core datasets including the FY1617 Post-secondary Student Information System (PSIS) annual, the Registered Apprenticeship Information System (RAIS) 2017 and the release of longitudinal indicators for RAIS and PSIS for cohorts 2008 and ongoing. In November 2018, ESDC, in collaboration with the Canadian Research Data Centre Network (CRDCN) organised a webinar on the ELMLP with joint presentations involving ESDC, the Education Policy Research Initiative from Ottawa University and Statistics Canada.

Key contributors to the Platform are ESDC, Statistics Canada, PT ministries of education, the Council of Ministers of Education (CMEC) and apprenticeship authorities which collaborate through the Canadian Education Statistics Council and the Canadian Council of Directors of Apprenticeship.

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. The Enabling Fund is an important part of a broad horizontal Government of Canada strategy for linguistic duality, as described in the Action Plan for Official Languages – 2018-2023: Investing in Our Future.⁴²

Signature Projects were aligned with ESDC's 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 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 economic development issues and opportunities in OLMCs.

These projects focus on:

- Improving local level labour market information and deepening understanding of Canada's labour markets and skills needs;
- Helping businesses access the skills needed to meet changing demands;

⁴² <https://www.canada.ca/en/canadian-heritage/services/official-languages-bilingualism/official-languages-action-plan/2018-2023.html>

- Supporting labour market integration and improving workforce adaptability; and
- Fostering engagement, collaboration and innovation.

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., LMI). For OLMCs, however, the migration of skilled people out of their communities can negatively affect 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.

ESDC investments, funded through the Research and Innovation Support Measure of EI Part II, contributed 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 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 FY1819, 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 FY1819 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 expanding client reach, in addition to visibility of services. Moreover, this led to the sharing of best practices across the country, which benefited other jurisdictions. Given the positive impacts, a number of the small-scale tested projects were replicated in other regions, and lessons learned are being applied.

Work Integration Social Enterprises research

ESDC launched the WISE research program in 2017. This is 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 specifically: persons with disabilities, youth, recent immigrants, homeless or individuals at risk of homelessness, and Indigenous peoples. Funding is strictly for research purposes and does not cover the WISE organizations/interventions themselves. Together with a series of complementary research projects with other funding sources, the WISE research program is expected to provide answers to the following key policy research questions:

- Are WISE projects effective in promoting the social and labour market integration of vulnerable individuals?
- Which WISE models and type of training programs work best?
- For whom?
- Under which circumstances?
- What is the return on investment for government?

These six longitudinal research projects include one project based on a quasi-experimental design and five projects based on multi-site extended case studies. Four of the projects are located in Ontario, one in Québec, and one in British Columbia. They focus 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) to measure the return on investment and the social impacts of WISE interventions.

Contribution agreements for all six research projects were signed in mid-Fall 2017 and their implementation started in late 2017 and early 2018.

ESDC continues to monitor the progress of all six research projects, funded through the R&I Support Measure of EI Part II. To do so, it has been coordinating periodic teleconference calls with the research teams to monitor the progress of all projects and identify any emerging issues. In order to gain a deeper understanding of WISE intervention approaches and participants' experience, ESDC also started to visit

sites (not funded by EI Part II) to discuss with researchers and engage directly with WISE practitioners and community researchers in spring 2018. These site visits are providing key insights for the development and management of the WISE research program and will continue through the life of the project.

This five-year research program is expected to provide evidence to support the achievement of the Government of Canada's and ESDC's objectives to create a skilled, adaptable and inclusive workforce and an efficient labour market. This evidence will guide policy and program funding decisions for Government of Canada investments in these areas. These objectives emphasize 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 aligns well with the Government's Social Innovation and Social Finance Strategy and more broadly with long standing initiatives by various governments to support social enterprise as a key business model. WISEs are primary examples of community organizations developing solutions for society's most difficult problems and adopting new sources of revenue and financing to become more sustainable and achieve greater impact.

WISEs 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, because this is an evolving area for government, there is an absence of a coordinated, focused policy framework, while government funded programs for WISEs have been fragmented and possibly underfunded. The lack of empirical data on the direct labour market impact and other relevant social outcomes of WISEs 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 and complex challenges (e.g., disability and homelessness).

To complement the longitudinal WISE research program, ESDC is undertaking an internal research agenda analysing its Grants and Contributions database to estimate how many of these social enterprises are being funded via ESDC's programs and how much money is invested in these organizations annually. ESDC is also exploring the feasibility of using its program administration data to estimate both the relative short-term effectiveness of WISEs in promoting the labour market integration of vulnerable individuals compared to the effects achieved by other types of interventions, and the longer-term effectiveness. Finally, ESDC will also test the possibility of using program administrative data to quantify the results of the Social Innovation and Social Finance Strategy.

Achievements for WISE Research Projects in FY1819:

- 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 for data collection.

- All projects developed their recruitment strategies and recruited participants. Most research teams have collected baseline data and several have begun to collect data from participants who have completed their interventions. While participant enrolment required more time and effort than anticipated, recruitment has exceeded expectation and over 800 trainees have agreed to participate, 100 more than originally estimated.
- In February 2019, ESDC organized a Workshop (not funded by EI Part II) at which WISE representatives, researchers, and leading measurement experts made presentations on their WISE, their research projects, including preliminary results, and provided guidance on how best to measure the success of WISE interventions with one another and with internal and external stakeholders.
- Projects have begun to share their interim research reports summarizing baseline information about the participants and preliminary short-term results.

WISE research projects are continuing to recruit additional participants during FY1920 after which the projects will monitor the experience of these WISE participants for up to three full years. Interim research reports will be delivered in each upcoming fiscal year. The Research teams will submit final research reports by March 31, 2022.

- The estimated notional budget for the entire research program over five years would be \$2,200,000, dependant on annual allocation through the EI Expenditure Plan for Pan Canadian Projects.

3.4.4 Supporting agreements with provinces, territories and Indigenous organizations

In FY1819, the Department continued its work to enhance and modernize the LMDA data systems including the implementation of the Targeting, Referral, and Feedback (TRF) tool in all PTs, improvements to the Employment Insurance Benefits Information System (EIBIS), data warehousing and the consolidation of external access to data exchange systems.

The TRF allows PTs to receive information on EI applicants immediately following their application for EI based on predefined criteria. PTs then contact these applicants to offer services and supports to help with their return to work. Suggestions made by the three PTs who were early adopters of TRF led to additional work to enhance the application.

PTs and Indigenous organizations are continuing to make use of the EIBIS launched in January 2014, which added new tools to validate the eligibility of potential clients for Part II benefits.

In FY1819, the Department launched the Data Warehouse for Labour Market Programs project to expand and update existing data storage solutions to support the implementation of new LMDA and

ISSET performance measurement frameworks. The architecture for the overall Data Warehouse solution is scalable to accommodate the evolution of labour market programs, while safeguarding personal information in a secure environment. Follow-up work will provide better access to aggregate data across programs to inform policy development.

A four-year project to consolidate access by program delivery partners (PTs and Indigenous organizations) advanced through to completion in February 2019. Partners now use a single set of credentials to access the suite of applications that support the labour market agreements.

Also in FY1819, the Department initiated a pilot project to align data exchange methodology with the guiding principles set out in the 2017–2021 Government of Canada Strategic Plan for Information Management and Information Technology. The project seeks to achieve program efficiencies by increasing speed of service delivery and data integrity through an Application Programming Interface server to server solution. This solution replaces a manual process to verify client program eligibility, reducing errors and the exposure of data to unauthorized personnel, and improving data integrity and security.



CHAPTER IV

Program Administration

4.0 Program delivery

This chapter provides an overview of the delivery of Employment Insurance (EI) services to Canadians during FY1819. It follows the steps of the EI process from a client perspective. It starts with general information gathering and through processing, to the end of the benefit period. It focuses on interactions with both employees and employers along the way. It also outlines avenues of recourse for claimants via the EI Requests for Reconsideration and Appeals process. This chapter outlines 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, "FY1819" refers to the period starting on April 1, 2018 and ending on March 31, 2019.

This chapter uses "Budget" to refer to the Canadian federal budget. For example, Budget 2018 refers to FY1819.

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

Eligible workers count on EI benefits when their income is interrupted. Service Canada delivers the EI program for ESDC. There are different types of EI benefits:

- regular and fishing benefits support workers while they look for a job or upgrade their skills
- sickness, maternity, parental, and caregiving benefits support workers when they take time off due to life events
- work-sharing benefits support workers when they work part-time due to a reduction of their employer's level of business activity

Claimants and employers can interact with Service Canada through three channels: on the phone, online, or in person. The processing and payment of EI benefits occurs through a service delivery network. This network is made up of processing sites and EI Specialized Call Centres located across the country. It addresses seasonal fluctuations in workload while adjusting to unexpected spikes due to economic conditions or major disruptions such as natural disasters.

This fiscal year, no major incidents or events affected the EI operating context. Similar to the previous year, Service Canada focused on improving services to Canadians. Through small measures

and large ones, Service Canada started, continued, or completed projects that resulted in tangible improvements to EI clients (see highlights).

Delivering improved services to Canadians did not happen without obstacles. The section below describes some of the challenges Service Canada faced in FY1819.

Service standards

ESDC aims to provide high quality and timely services to EI clients. In support of this goal, the Department is committed to meeting four service standards. ESDC publicly reports its service standard results each year.

Payment of Employment Insurance benefits

- Our standard: For EI benefit payments or non-benefit notifications to be issued within 28 calendar days of filing
- Our target: ESDC aims to meet this standard 80% of the time
- Our performance in FY1819: ESDC met this standard 80.0% of the time

Accuracy of Employment Insurance payments

- Our standard: For EI payments to be accurate
- Our target: ESDC aims to meet an annual accuracy rate of 95%
- Our performance in FY1819: ESDC met this standard 96.6% of the time

Access to an Employment Insurance call centre agent

- Our standard: For EI calls to be answered by an agent within 10 minutes
- Our target: ESDC aims to meet this standard 80% of the time
- Our performance in FY1819: ESDC met this standard 67% of the time

Employment Insurance requests for reconsideration

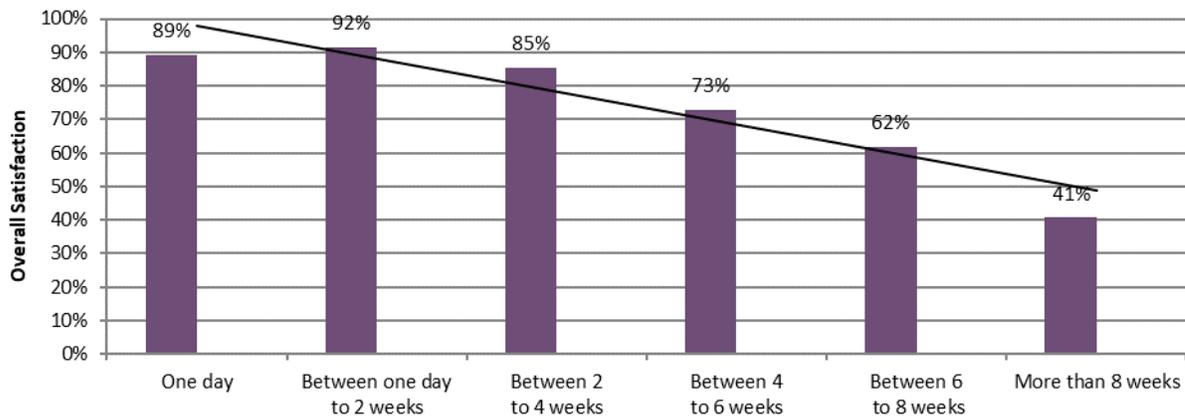
- Our standard: For EI request for reconsideration decisions to be finalized within 30 days of the request being received
- Our target: ESDC aims to meet this standard 70% of the time
- Our performance in FY1819: ESDC met this standard 70.8% of the time

The Department met most of the service standards. However, EI clients' satisfaction with their service experience dropped from 83% in FY1718 to 80% in FY1819.

The Client Experience survey for FY1819 (see [Section 4.7](#)) showed that several elements impact clients' overall satisfaction. Of these, the length of time it takes to get a decision has the strongest impact on overall satisfaction.

The graph below shows the association between the length of the client journey and overall satisfaction among EI claimants.

Chart 1: EI satisfaction by client journey duration



Source: ESDC Client Experience Survey FY1819

This drop in satisfaction points to the importance of timely processing of claims, including when inventories are higher.

EI call centres have both technology and capacity constraints that prevent them from achieving the target to answer 80% of calls within 10 minutes. They have received funding from Budget 2018 over three years, starting in FY1819. The funding is intended to achieve a target of 70% of calls answered within 10 minutes, with an accessibility of 70%. In FY1920, the Department is preparing to migrate the EI call centres to a new telephone platform. This migration is expected to address the technology constraint. EI call centres answered 67% of calls in ten minutes with an accessibility of 66%. Factors impacting this result included systems outages due to aging technology and increased call volume.

It is important to note that call centres supported EI Processing by dedicating a small number of agents to processing activities. This enabled the Department to meet its Speed of Payment target in FY1819. This initiative did not negatively impact Call Centre Service Level results.

4.2. Information and tools for 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. Canadians also use these channels to complete transactions about their EI claim or to interact with Service Canada.

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 Online

Information

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, Canadians viewed EI pages 77 million times.

Similar to previous years, EI pages that clients viewed most were:

- Internet reporting service (for biweekly reporting) – 24.0%
- Employment Insurance benefits landing page – 17.0%
- Access Record of Employment on the Web (ROE Web) – 8.0%
- EI Regular Benefits – Overview – 6.0%
- EI Regular Benefits – Apply – 4.6%
- Contact for EI Individuals – 3.8%
- EI Regular Benefits – Eligibility – 2.9%
- EI Regular Benefits – Eligibility – How much could you receive – 1.9%
- EI Sickness Benefit – Overview – 2.1%
- Applying for Employment Insurance benefits online – 1.5%

In FY1819, the Department's goal was to improve the overall web experience for EI clients. The Department simplified language on the EI pages. It also reorganized content to make information easier to find. This is demonstrated on the following benefits Web pages.

Caregiving benefits

EI Caregiving Benefits support claimants caring for a family member who is critically ill, injured or needing end-of-life care.

There are three types of EI Caregiving benefits: Family Caregiver Benefits for Children, Family Caregiver Benefits for Adults, and Compassionate Care Benefits.

ESDC updated the EI Caregiving web pages in December 2017. However, testing showed that it was still difficult for clients to find and understand information.

As such, ESDC published a second round of improvements in August 2018. These included:

- combining information for all three types of Caregiving benefits on one web page to make it easier to compare different options
- simplifying content by removing repetitive text and using plain language
- revising the page layout to ease navigation

Following these changes, testing showed that 84% of users were able to find the information they needed, compared to 59% before. As well, 79% of users showed that they were able to understand the information, compared to 51% before.

Maternity and parental benefits

In FY1819 ESDC also updated the EI maternity and parental benefits web pages. ESDC simplified the content and made information easier to find. The new pages also feature infographics and a more consistent look and feel.

Following these changes, testing showed that 90% of users were able to find the information they needed, as compared to 48% before. As well, 78% of users understood the information presented, compared to 28% before.

In addition, the pages include an interactive calculator (See [Maternity and Parental Benefits Estimator](#)) to assist claimants in estimating benefits.

ESDC is also working on updating the web pages for EI Sickness and EI Self-Employed. The pages will be published in 2020.

These changes will continue to be guided, over the coming years, by user testing, web analytics and ESDC's annual Client Experience Survey.

Services

AppliWeb

AppliWeb is the online tool EI claimants use to submit applications on the internet. Claimants can access AppliWeb from anywhere there is internet access, including in Service Canada Centres.

AppliWeb is available 24 hours a day, seven days a week.

AppliWeb is the method preferred by claimants to apply for EI benefits. In FY1819, 98.9% of EI applications were submitted online.

The FY1819 Client Experience Survey data shows that 85% of EI claimants found that completing steps online made the process easier. In FY1718 this stood at 82%. More than seven out of ten (72%) EI claimants applied online without visiting a Service Canada Centre. The majority of them (60%) did not require any assistance by phone.

My Service Canada Account

My Service Canada Account (MSCA) is an online service that Canadians can access through Canada.ca. This allows Canadians to interact with Service Canada from anywhere there is internet access.

MSCA has features and functionalities that enable EI claimants to take advantage of self-serve options. 24 hours a day, seven days a week, claimants can:

- manage their accounts
- check the status of their applications and transactions
- 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:

- viewing application status, payment information, current and past claims
- signing up for email notifications (Alert Me)
- viewing and printing tax slips (T4E)
- viewing Records of Employment (ROEs) employers have submitted electronically
- signing up for direct deposit
- viewing and changing personal information (mailing address, direct deposit and/or telephone number)
- registering for EI benefits for self-employed or cancel current agreement
- visiting the Canada Revenue Agency portal (My Account for Individuals) within the same secure session

The EI services on MSCA are promoted through Canada.ca, on AppliWeb and in communications sent to claimants. This fiscal year the vast majority of EI claimants (79%) said they registered for MSCA. An average of 38% of EI claimants used MSCA, an increase of 2.8% compared to FY1718. EI claimants primarily used MSCA to view their payment information (58%), view their last claim status (52%) and access their Record of Employment (31%). The Department is looking at ways to improve the promotion of MSCA.

From the Client Experience Survey, EI claimants generally rated MSCA well:

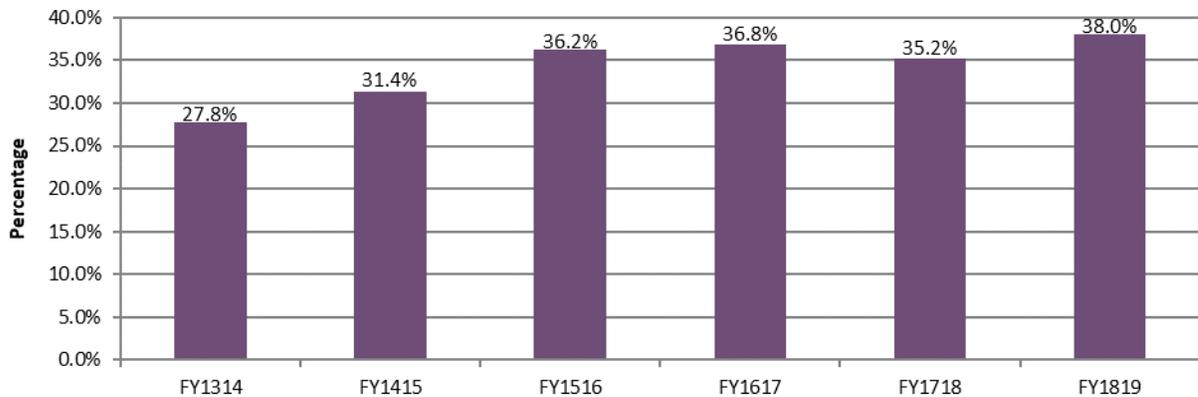
- three-quarters of respondents (76%) found it simple and easy to use
- more than eight out of ten (82%) users used the MSCA to check the status of their application
- two-thirds of the users (65%) received the information they needed from MSCA without having to call a Specialized Call Centre for more information

During this fiscal year, 7,951 surveyed MSCA users indicated they had attempted an EI-related task. Overall, 76% of 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.

The following chart indicates the number of EI claimants who accessed the MSCA (in percentage) for the period between FY1314 and FY1819.

Chart 2: Percentage of EI Claimants who Accessed MSCA between FY1314 and FY1819



Source: My Service Canada Account administrative data.

Electronic reporting

To receive their payments, claimants for most types of EI benefits must complete EI reports every two weeks. Claimants answer a series of questions that help determine on a weekly basis whether they continue to be eligible for the type of EI benefits they are claiming. To do so, they may use the telephone or the internet reporting service. Both services are simple, fast, convenient and secure. They are available 24 hours a day, 7 days a week.

In FY1819, the internet service remained the preferred reporting method for claimants. It experienced an increase in usage from 77.9% in FY1718 to 79.1% in FY1819.

The internet service also allows claimants to submit details about their availability for work. This information is immediately transferred to EI systems.

Maternity and parental benefits estimator

In March 2019, ESDC launched online an estimator to better support clients in planning for their maternity and parental leave. The estimator is convenient, easy to use and provides the client with information tailored to their situation.

When claimants apply for EI parental benefits, they must choose from two options: regular or extended parental benefits. The option they choose cannot be changed once the payments start. Thus, it is very important that claimants clearly understand the financial impacts of each option before they apply.

Research had shown that claimants did not understand the impact that their choice of parental benefits would have on their payments. For example, when claimants choose the extended parental benefits option, they receive more weeks of benefits but lower payments than the standard option.

In response, ESDC created the estimator. It allows claimants to compare scenarios to determine which option is better for their situation.

Mobile apps

Job Bank is the Government of Canada official web site to look for jobs. In February 2018, ESDC launched its Job Bank Mobile Application. EI claimants can search for jobs through their mobile device everywhere they are.

Job Bank highlights as of March 2019

Job Bank mobile application

ESDC's Job Bank mobile application offers the following elements:

- Notifications: users can receive an alert on their device about saved searches and favourite job postings.
- Sharing: users can instantly share jobs with other apps (e.g. social media, email).
- Location (GPS): users can search jobs nearby based on the GPS location of their device.

Job alert

- Number of new subscribers = 441,529
- Number of Job Alerts sent = 217,687,945

EI claimants can download the mobile app, which is one of the various job-searching tools Job Bank provides. Preliminary work is underway to synchronize the Job Bank website and mobile app. This would mean that auto-enrolled EI claimants could potentially receive their Job Alerts on their mobile devices.

The app was installed 168,000 times since its launch.

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 MSCA.

Highlights

Between April 2018 and March 2019:

- 1 800 O-Canada agents answered approximately 1.6 million calls, including 382,818 calls for EI
- EI call centre agents answered over 4.6 million calls
- Employer Contact Centre agents answered 411,666 calls

1 800 O-Canada

1 800 O-Canada supports Government of Canada communication activities, both in regular times 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 FY1819, 1 800 O-Canada answered 78% of calls within 18 seconds. 1.58 million individuals called 1 800 O-Canada agents. This is a 4.8% decrease compared to the previous reporting year. 1 800 O-Canada agents answered 2.03 million enquiries (more than one enquiry may be asked per call). This included 401,922 EI specific enquiries, an increase of 4.5% from the previous year.

1 800 O-Canada can 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
- referral of contacts to specific programs, including the pertinent EI web pages and links necessary to complete their service delivery journey

1 800 O-Canada agents advise clients with case-specific enquiries to use MSCA or to contact the EI Specialized Call Centre or Employer Contact Centre as required.

Most EI-related enquiries require a referral to the EI Specialized Call Centres or to the program's website for more detailed, complex and client-specific information. During this reporting period, 79% of clients asking EI-related questions were referred to the program.

Employment Insurance specialized call centres

Clients sometimes have questions or require action that cannot be resolved by the general information on the website or by calling 1 800 O-Canada. The EI specialized call centres are available to respond to these case-specific enquiries. This section describes the service delivered by these specialized call centres.

The EI specialized call centre network is made up of 10 call centres. It is the main contact point for EI clients. Calls are distributed across the network based on availability of resources, regardless of from where in the country they are coming. Calls are triaged depending on the issue and level of complexity of the enquiry.

EI specialized call centres agents respond to enquiries about the application process for EI, eligibility for EI benefits, and enquiries specific to claimants' EI files. They resolve enquiries by:

- providing claim-specific information
- performing transactions (for example, changing an address or direct deposit information)
- adjudicating a wide variety of contentious and non-contentious issues (such as, claim calculation, reason for separation)

Call centres are equipped with an Interactive Voice Response (IVR) system. The IVR allows clients to self-serve for the majority of enquiries. These include application status, payment details and completion of bi-weekly declarations. The total EI call volume reached almost 24.7 million calls in FY1819, a reduction of approximately 0.8 million calls from the previous year. Almost 64% of the calls for the current reporting year (15.9 million) were resolved in the IVR without the need to speak to an agent. This is relatively consistent with the previous year (65%).

Specialized agents are available to help and guide clients through issues that clients do not resolve by self-service. For this reporting year, 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. enquiries about entitlement conditions for EI benefits, unrelated to a claim
3. claimants declaring a condition that affects their availability
4. guidance on how to file their application
5. claimants requesting the status of their payment

Recent investments from Budgets 2016 and 2018 have increased the number of agents available to answer clients' calls by more than 40%, compared to pre-Budget 2016.

Increased call centre staffing has in turn increased the volume of calls being answered. This year, call centre agents answered 40,552 more calls than the previous year, for a total of 4.6 million calls. This is 1.2 million more calls than were answered in FY1516. Thus, many more Canadians are able access the information and support they need, when compared to 3 years ago.

Agent accessibility is an important performance indicator for call centres. It represents the percentage of call attempts¹ that are successfully placed in queue to wait to speak to an agent. Based on the investment of Budget 2018, EI call centres established a target to achieve 70% accessibility for FY1819. While this target was not achieved, clients did experience a significant improvement in their ability to access the call centre when compared to the previous year. Agent accessibility increased to 65.5% this reporting year, compared to 61.4% in FY1718. Of note, the EI call centre Interactive Voice Response (IVR) was nearly 100% accessible, consistent with recent years.

While more clients were able to connect to EI call centre agents, the current telephone system cannot be modified to accommodate the total volume of calls from clients wishing to speak to agents during peak times. It limits the number of clients that can access the queue to wait to speak to an agent. To enable all callers wishing to speak to an agent access to the queue, the aging telephone system must be replaced with a modern telephone system. Work has already begun to replace the call centre platform. This is anticipated to be implemented in FY1920 and will resolve the technological limitations². Additionally, in consideration of its funding level, EI call centres may sometimes be required to limit access to an agent to avoid excessive wait times or possible end-of-day disconnections.

In FY1819, more clients were able to reach a call centre agent, continuing the trend from previous years: the number of calls limited from accessing an agent was reduced by 0.4 million from the previous year, to a total of 3.2 million.

While clients were better able to access an EI call centre agent, they did have to wait an average of 1.3 minutes longer for the call to be answered. It is important to note that even accounting for the increased wait time this year, clients on average waited 6 minutes less to speak to an agent than they did in FY1516. This means that they are waiting almost half as long to speak to an agent as they did before the Budget investments.

The published service level target for the EI specialized call centres is to answer 80% of calls within 10 minutes (once a caller is in the queue to speak to an agent). However, the Budget 2018 commitment was to improve service level to 70% of calls answered in ten minutes. While this target was not achieved, EI call centres did continue to exceed the previous year's target (65%) by achieving a 67% service level.

There was an increase in the rate of callers who chose to hang-up, rather than wait to speak to an agent (See Table 1). More than 90% of these callers chose to hang-up before Service Canada's published service level target of 10 minutes had passed.

¹ Note that a single client may represent multiple call attempts to the call centre.

² See section 4.5.2 Call Centre Improvement Strategy for more details.

Table 1: Client attempts to contact a call centre agent

Fiscal Year	FY1617	FY1718	FY1819
Call answered by an agent	3,961,890	4,607,964	4,648,516
Calls for which a client could not access an agent	6,870,008	3,597,707	3,189,609
Abandoned calls	1,086,340	691,907	979,761

Source: Employment and Social Development Canada.

The migration to a modernized telephone system is described in the Call Centre Improvement Strategy section (see [Section 4.5.2](#)). Once this migration is complete, Service Canada will review and adjust how it manages incoming calls to improve access to call centre services.

Once a client is connected to a call centre agent, 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. Of note, 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 increased by 0.8% to 81.5%.

EI call centres continue to demonstrate improved accessibility. This helps ensure that Canadians calling for assistance are able to more easily access and get assistance in a timely manner. Thus, it aids in ensuring they receive the benefits to which they are entitled.

Employer Contact Centre

Another critical component of the specialized call centre network is the Employer Contact Centre (ECC). Launched in June 2011, the ECC provides enhanced services to employers through an accessible, national, single point of contact. The ECC network consists of three call centres.

Employers contact the ECC to obtain information and assistance on a variety of service offerings. In FY1819, the following are the top five reasons employers called the ECC to speak to an agent for assistance:

1. to order paper ROE forms
2. to enquire about ROE Web registration and login
3. to enquire about the status of an application for the Temporary Foreign Worker Program
4. to receive guidance about block specific information on ROEs
5. to receive guidance on how and when to issue an ROE

The total number of calls made by clients to the ECC in FY1819 was 587,608 calls. This is an increase from 559,079 calls the previous year. This volume includes:

- calls answered by ECC agents
- calls for which the client needs were resolved by the self-serve option
- calls for which the caller chose to abandon while waiting to speak to an agent
- calls limited from accessing an agent

ECC agents answered 411,666 calls in FY1819, compared with 479,070 calls in FY1718.

On October 29, 2018, some informational self-serve options were introduced with the successful migration to a new call centre platform (please see [Section 4.5.2](#)). This was a key driver in reducing the calls answered by an agent.

On implementing the new platform, the ECC introduced an IVR system that allows clients to identify if they called the correct service. In FY1819, the percentage of the ECC's total call volume that agents had to refer to other programs or Departments decreased significantly to 11.4% due to the addition of the IVR. This is down from 16.1% the previous year.

In the current reporting year, 93.8% of clients accessed an agent, 3.1% more than the previous year. Calls for which a client could not access an agent decreased to 30,583. This is a reduction of over 21,430 calls from the previous year. Of note, following the implementation of the new technology platform, the ECC has been able to achieve 100% agent accessibility.

The platform's ability to allow more callers to speak to an agent increased the length of time it took to speak to an agent by just under 3 minutes. The ECC has the same service level target as the EI specialized call centres, which is to answer 80% of calls within 10 minutes. The ECC significantly exceeded its target by answering 86.8% of calls within 10 minutes, even with a reduction of 9.9% from the previous year. The number of clients who chose to hang up also increased to 51,747. This is an increase of 23,751 calls from the previous year.

Quality of call centre service delivery

Specialized EI and ECC call centres are committed to ensuring that clients receive consistent high quality service. Agents are supported in delivering on this commitment from the time they are hired, beginning with an extensive training program.

The initial training for call centre agents varies by program. EI call centre agents receive 10 weeks of onboarding training, whereas ECC agents receive a minimum of 7 weeks. The training takes various forms, including computer-based learning, classroom instruction, practical exercises, and reading materials. The training is followed by a post-training monitoring program to ensure that agents are supported as they begin to answer calls. Even once agents begin to work more independently, ongoing support is available through a dedicated agent assist telephone line. With this telephone line, agents can obtain advice and guidance from experts.

Call centre agents receive additional training when changes to programs or systems are introduced. They also have weekly time scheduled to review procedures and new information that doesn't require formal training. This allows them to keep their skills and knowledge current. Call centre agents also have regular team meetings where technical information and strategies for handling calls can be discussed.

Beyond supporting agents through training, ESDC ensures the delivery of high quality service to clients through its National Quality and Coaching Program for Call Centres.

Through this program, 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 ensure that monitoring criteria are being applied the same way across all call centres.

Calls to the 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, or not meeting quality expectations. Of note, when an element is categorized as partially meeting expectations, the agent has addressed the fundamental criteria associated with that indicator, and only a need for minor improvement has been identified.

For FY1819, 84.4% of the reviewed EI calls had an overall call score of meeting or partially meeting expectations. For the specific element "Provides Accurate and Complete Information" which is a key indicator of the result achieved for the client, 87.9% of reviewed EI calls met or partially met quality expectations.

For the ECC, 85.6% of calls monitored had an overall call score that was categorized as meeting or partially meeting expectations. 92.1% of reviewed ECC calls met or partially met quality expectations for "Provides Accurate and Complete Information".

This National Quality and Coaching Program complements the Processing Accuracy Review, which assesses the accuracy of transaction processing (see [Section 4.6.2](#)). In FY1819, EI call centre agents had a processing accuracy rate of 92.4%, well surpassing the target of 80%.

Clients may also provide comments about the service received through the specialized call centre network. Each call centre agent has an ID number assigned to them. Clients can request this number during any call, and reference it when providing feedback.

4.2.3 In person (visit)

Canadians can also obtain information on ESDC services in-person through in-person points of service.

Points of service

As of March 31, 2019, Canadians were able to access services and information through the service delivery network at 611 in-person points of service across the country:

- 317 Service Canada Centres (SCC)
- 247 scheduled outreach (SO) sites
- 15 Service Delivery Partner (SDP) sites
- 32 Service Canada Centre- Passport Services sites

SCCs are open up to five days a week, managed and staffed by Service Canada employees, and offer general information and transactional services. SCCs may be stand-alone or co-located with other organizations.

SO sites are points of service located outside an SCC but offer similar services. Service Canada staff travel to a pre-determined location, typically in rural or remote areas, that are otherwise underserved.

SDP sites are managed and staffed by a partner at the provincial and/or territorial level. They offer general information and referral services for federal government programs and services on behalf of Service Canada.

Service Canada employees in SCCs and SOs help claimants submit applications and complete them online. They also perform other support functions for the EI program, such as authenticating identity, validating supporting documents, and verifying information for completeness. SCCs leverage existing video chat capabilities in select sites to enhance the service experience of Canadians. This allows high volume centres to reduce client wait times by directing them to the next available “virtual agent” in small designated centres that have the capacity to help with select services. Video chat service delivery is increasingly becoming an accepted mode of meeting clients’ service needs.

In addition, since the fall of 2017, Citizen Service Officers (CSOs) in SCCs have been completing two EI transactions that were previously forwarded to EI processing centres or to call centres for action. One of these transactions is to extend EI claimants’ sickness benefits when they present a supporting medical certificate from a medical professional. In FY1819, CSOs completed over 36,000 of these transactions, resolving a claimant’s issue at the first point of contact. In addition, in FY1819, CSOs completed over 1,000 EI tax reduction rate updates at SCCs, allowing an immediate update to a claimant’s file.

Service Canada provides services to EI clients in English and French, as per the *Official Languages Act*. In addition, Telephone Interpretation Services in 81 languages are available in all SCCs and outreach locations.

This fiscal year, the Client Experience Survey indicated that 22% of claimants who applied for EI, went to a Service Canada Centre directly and without first trying to complete the application online (outside of the SCC).

The main reasons EI claimants chose to apply in person instead of on-line, are because they felt confident that their applications were being handled properly (30%) and that they could get assistance if required, making the process easier (27%).

In FY1819, Service Canada in-person points of service staff completed over 2.4 million service requests related to EI. This represents nearly 31% of all service requests handled. In the SCCs, close

to 1.4 million activities related to EI were recorded in the self-help zones on the Citizen Access Workstation Services, (CAWS)³ representing more than 31% of all CAWS activities.

The breakdown of the types of In-Person services provided on the EI Program is as follows:

- follow-up assistance – 49.4%
- general information – 47.8%
- assistance with applications –2.6%
- processing support – 0.1%

Community Outreach and Liaison Service (COLS)

Community Outreach and Liaison Service (COLS) is the delivery of outreach services on behalf of Service Canada. The COLS program provides expanded reach and scope to support access to programs, services and benefits, with a focus on populations facing heightened barriers.

COLS focuses on building relationships with communities, organizations and partners to develop networks with Service Canada. The intent is to bring those services to clients who otherwise may not have access.

COLS increases awareness and uptake of Service Canada programs and service offerings by providing:

- EI information at mass layoff sites
- EI application assistance
- information for employers
- Social Insurance Number clinics to help youth apply for their first job
- other Government of Canada programs and services for citizens and community organizations

COLS is a solution from the Department's service transformation initiatives (see [Section 4.5.1](#)). It provides Service Canada outreach staff with the tools they need in the field to offer full service to clients in remote communities across the country. When offering services outside of SCCs, staff have access to an online COLS toolkit. The toolkit contains the support material necessary to provide service in an outreach environment, including forms, how-to guides, handouts, presentations, and tracking tools.

In times of economic uncertainty (e.g. trade disputes), Service Canada may adapt processes and create partnerships with other service providers to meet clients' needs more effectively. Service Canada makes proactive calls to employers at risk of conducting a layoff to promote other options to mitigate the layoff, if possible. These options include the Work-Sharing or the Work-Force Reduction program. Information sessions for Work-Sharing are conducted for both workers and employers.

³ 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.

EI information sessions are delivered on-site by COLS staff when the Department receives news of a mass layoff.

Staff work with the employer to organize information sessions for employees, in partnership with provincial and territorial governments. The purpose of providing these sessions jointly is to help reduce the stress and worry of being faced with a job loss. They provide participants with important information on:

- when, how and why they should apply for EI
- how benefits can affect other monies received as a result of termination (i.e severance, pay in lieu of notice)
- other federal programs and services such as the Canada Pension Plan, Old Age Security, the Job Bank, and My Service Canada Account

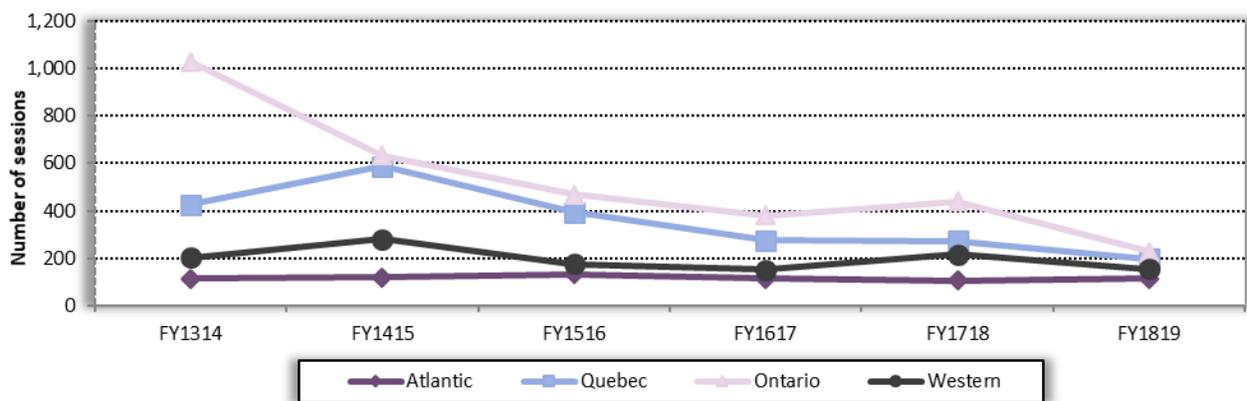
The provincial or territorial partner provides information on programs and services available to help them find suitable employment. This includes information on re-training, resume writing, job search techniques, and interview skills.

During FY1819, the following EI related information sessions were delivered:

- 364 sessions to citizens facing layoffs, with a total of 7,202 participants
- 70 sessions to workers on work sharing, with a total of 1,748 participants
- 157 sessions to employers, with 278 companies and organizations participating

The number of sessions delivered was 33% lower in this reporting period than the previous fiscal year. These sessions are generally linked to the health of the economy. As such, the decreased number can in some part be attributable to the unemployment rate being at historic lows in FY1819.

Chart 3: EI Information Sessions to Citizens by Service Canada Region



Source: Mobile Outreach Tracking Tool (MOTT) Administrative Data

4.2.4 Channel evolution

Canadians have the choice to access information on the EI program, to apply for benefits or interact with Service Canada using their preferred method: over the phone, online, in-person or by mail.

Canadians expectations with respect to ESDC's service delivery have evolved over time. The Department has strived to meet these expectations by modernizing its services in a cost-effective manner. Service improvement strategies such as Government online (1999), Modernizing Services for Canadians (2004), and Service Strategy (2016) have been put in place with the end-goal of:

- putting clients first while delivering services
- increasing online services to clients
- providing clients with an integrated service offering

All three service transformation initiatives put a strong emphasis on expanding online services to EI clients. They also make service more efficient. They ensure EI claimants receive benefits payments faster while costing less to process. Online services are known to enable automated processing. This in turn results in faster payments to claimants.

EI clients have had access to several self-serve options and online services/tools over the last two decades:

- Automated Telephone reporting service (1999): the automated telephone reporting service allows claimants to submit their EI claimant reports by telephone
- Automated voice response system (1999): the automated voice response system allows clients to get information in the telephone menu, without the need to speak with an agent
- AppliWeb (2002): AppliWeb allows claimants to apply for EI benefits on the Internet
- Benefit Finder (2002): the Benefit Finder helps Canadians, including EI clients, to discover benefits and services offered by federal/ provincial/ territorial governments
- Web optimization projects (2002): these projects improve Web sites so that EI clients can find information online more quickly and understand it better
- My Service Canada Account (2004): My Service Canada Account (MSCA) is a web-based service that allows Canadians to view and update Employment Insurance, Canada Pension Plan and Old Age Security information
- Record of Employment on the Web (2004): the Record of Employment (ROE) on the Web is a web-based tool for submitting ROEs electronically to Service Canada. This tool is an important part of EI automation, as it helps speed up benefit payments for EI claimants
- Internet reporting service (2004): the internet reporting system allows EI claimants to complete their reports over the Internet. It offers claimants an interactive experience and the advantage to complete reports at their own pace
- Alert Me service (2017): Alert Me is an optional notification service that sends an email to alert clients when important new EI claim information is available in their MSCA
- Job Bank Mobile App (2018): the application helps Canadians search for jobs through their mobile device

- EI Maternity and Parental Benefits Estimator (2019): the estimator helps to better support clients in planning for their maternity and parental leave. Claimants can compare scenarios to determine which option is better for their situation

These services and tools have been undergoing continuous improvements to include additional features. These features permit EI clients to complete more transactions through automated systems over the telephone or online. For example, this fiscal year, for the first time, employers could submit a ROE for the fishing industry online.

There have been three significant waves of initiatives related to improvements to EI specialized call centres and developments in the delivery of telephone service. These waves followed a 5 year cycle on average.

The first wave took place from FY0405 to FY0910. At that time, the focus was to harmonize service delivery among EI call centres. Prior to this time, call centres in different regions were managed separately. In 2004, EI call centres were networked across the country. In so doing, a client could receive service from an available agent anywhere in Canada, regardless of the region from which the caller placed their call. Key changes to support this evolution include:

- the launch of the Common Reference Tool. This is a standardized set of procedures for all EI call centre agents to ensure consistency of how a client's call would be handled, regardless of which agent answers the call (2005)
- the introduction of the National Quality Assurance Program in call centres to ensure consistent quality service to clients (2008). This program was then refined in 2010 based on two years of lessons learned

The second wave of call centre evolution took place from FY1011 to FY1516. It focused on call centre modernization. This period sought to align call centres to best practices in the private sector. Notable milestones during this period include:

- expansion of first contact resolution to include calculation of specific claim cases in real time during a telephone call (2010)
- the launch of the Employer Contact Centre to enhance service for employers by delivering employer service offerings through an accessible, national, single point of contact (2011)
- wait time in the queue messaging so callers would know how long before they would be able to speak to an agent (2012)
- various internal operational improvements allowing for more efficient agent training, scheduling and support (2013 to 2014)

Currently, the EI call centre network is in the third wave of its evolution. It began in FY1617 with the launch of the Call Centre Improvement Strategy. For more information on this strategy, please see [Section 4.5.2 Call Centre Improvement Strategy](#), of this report.

1 800 O-Canada's mandate has remained largely unchanged in the last 10 years. It continues to provide general information about the Government of Canada's programs including EI. It also adopted some enhancements through its ongoing efforts to improve service delivery. This includes being able to email contacts on demand and proactively promoting 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.

The in-person channel has also gone through some changes to improve services for EI clients. The capacity of Client Service Officers (CSOs) to resolve issues at first point of contact has increased. Since 2017, EI clients can be assisted by CSOs who are trained to complete specific transactions on their claims in Service Canada Centres (see [Section 4.2.3](#)). Also, EI clients living in rural and remote communities where access to Government of Canada services can be challenging can now benefit from the same level of service provided to the rest of the Canadian population through the [Community Outreach and Liaison Service](#).

The promotion of online services/tools has changed the way EI clients obtain information about the program, apply for benefits, or deal with Service Canada.

Overall, the use of the Internet has become more and more popular with EI claimants. In contrast, the use of the mail channel has been experiencing a critical decline. There has been a significant increase in the use of the online channel to apply for EI. Following its launch in 2002, only 17% of EI claimants used AppliWeb. In FY1819, there were 98.9% claimants that used AppliWeb. The use of AppliWeb has been over 95% these past 10 years.

In terms of biweekly reporting, the use of the mail channel has considerably decreased. For FY1819, 100% of eligible claimants used the phone or the internet to complete their reports. Moreover, for FY1819, 79.1% of the reports were completed using the internet reporting service.

It should be noted, however, that the Internet channel is not accessible to all segments of the Canadian population (e.g. elderly, aboriginal people, people in rural and remote communities, etc.).

The online self-services expansion has not reduced the call volumes in EI specialized call centres. However, the nature of the calls received has changed. For example, EI Specialized Call Centres answer calls that they did not formerly receive: how to access MSCA or how to file an electronic claimant's report. Further, when clients make an enquiry about a subject, they may have already consulted a self-service channel. As such, they may be enquiring about some of the information obtained in that manner.

4.3 Application intake and claim processing

4.3.1 Employer intake

Service Canada works with employers to ensure that the EI program is administered fairly and efficiently. To support employers, the Department offers guidance through the Employer Contact Centre and on Canada.ca.

Employers play an important role in EI claim processing by issuing Records of Employment (ROEs).

Record of Employment

The ROE is a paper or electronic form issued by an employer to provide information about a claimant's work history. Service Canada uses the ROE to determine if a claimant is eligible to receive EI benefits, the benefit rate and the claim duration. Over 10.6 million ROEs were issued in FY1819.

ESDC actively encourages employers to use electronic ROEs (eROEs) to save time, reduce paper burden and improve the accuracy of information. eROEs are submitted electronically to Service Canada and are instantly available to EI systems. The use of eROEs reduces the time required for the Department to obtain information, resulting in quicker claims processing.

In November 2018, the ROE Web Application was updated to include fishing eROEs. Before this update, employers from the fishing industry could only issue paper ROEs.

The Department continues to reach out to employers identified as large paper ROE users, and to register employers for eROE when they call to order paper ROE forms. These efforts resulted in a 1.9 % increase in eROE submissions this year, from 90.4% (FY1718) to 92.3% (FY1819).

4.3.2 Claimant application intake

Claimants use the online form AppliWeb to apply for EI benefits. It is available 24 hours a day, seven days a week. Claimants can access AppliWeb at Service Canada Centres across the country.

In August 2018, ESDC updated the EI application to reflect the government's commitment to promoting and protecting diversity and the rights and freedoms of all Canadians. The EI application now offers a non-binary gender "X" option. This new option improves self-identification for clients who do not identify as male or female. From August 26, 2018 to March 31, 2019, Service Canada received 1087 EI applications using the gender "X" option.

Claim volumes

In FY1819, 2,802,814 initial and renewal claims were received. In this reporting period, there was a 0.6% increase (15,985 claims) in claim intake compared to FY1718. The majority of this increase (8,336 claims) was in Western Canada and the Territories.

4.3.3 Claims processing

EI claims are processed by a national network of agents who triage, assess and adjudicate EI applications, with support from EI processing systems. These systems enable automated EI claim processing and workload management. In FY1819, 72.6% of EI claims were processed using partial or full automation.

Speed of payment

Speed of Payment is one of four EI service standards. It refers to how fast a payment or a non-payment notification is issued to an EI claimant.

Service Canada's target for this service standard is to finalize 80% of claims within 28 days from the date on which the EI application is received. In FY1819, Service Canada met this standard for 80.0% of claims. In FY1819, as in FY1718, the average time for eligible claimants to receive a first payment was within 19 days of filing.

ESDC makes every effort to meet this service standard for each EI claim. However, there will always be situations in which this is not possible. For example, economic factors or events such as mass layoffs and natural disasters may influence the number of claims received and the availability of resources, affecting EI processing times.

In addition, while the majority of EI claims are now processed using partial or full automation, some applications still require manual intervention from agents. This can create delays in the delivery of EI benefits.

Issues requiring manual intervention include:

- adjudicating issues that require judgement
- obtaining missing Records of Employment (ROEs)
- clarifying information with claimants
- fact-finding with employer

4.4 Recourse

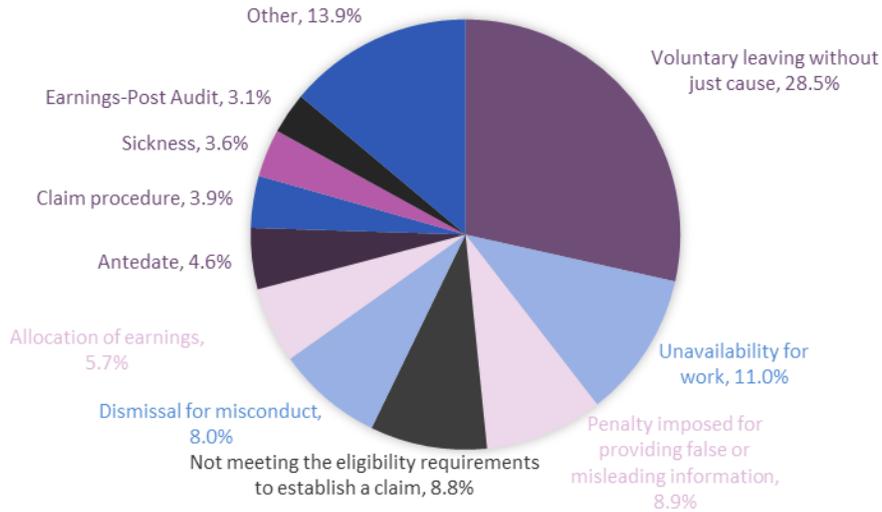
4.4.1 Employment Insurance request for reconsideration

If claimants or employers disagree with a decision related to an EI claim for benefits, they have the right to request a reconsideration. The formal request for reconsideration provides clients with a review of the decision and the opportunity to submit new or additional information.

The EI service standard is to finalize requests for reconsideration within 30 days of the request being received. Service Canada aims to meet this standard 70% of the time. In FY1819, Service Canada reached its target for 70.8 % of the requests. This is an increase of 3.5 percentage points, from 67.3% in FY1718.

The *EI Act* allows clients to seek recourse on almost any decision related to a claim for benefits. There are over 50 types of decisions or issues that can be subject to recourse. However, clients most frequently challenge the decision over ten issues (see chart 4):

Chart 4: Requests for reconsiderations – Most frequent issues

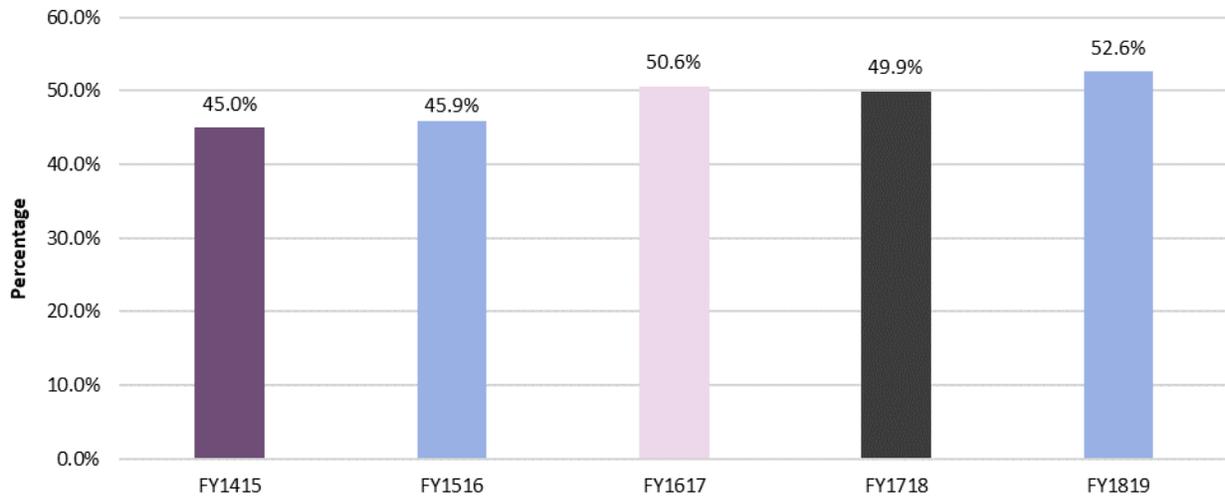


Source: EI administrative data.

The employee who made the initial decision never performs the reconsideration. A different employee considers all information on file and reviews applicable legislation and policies. As a result of the review, the initial decision is either maintained, reversed or adjusted. Once completed, Service Canada informs the client of the outcome of the review.

For FY1819, 52.6% of the initial decisions were reversed or adjusted following review. The most common reasons for reversing or adjusting a decision include identification of errors made by Service Canada, and provision of new or additional information by the client.

Chart 5: Percentage of initial decisions reversed or adjusted following review



Source: EI administrative data

4.4.2 Employment Insurance sickness benefits class action

Prior to 2013, claimants could not switch from parental benefits to sickness benefits unless they could show that they were otherwise available for work. Since March 24, 2013, new rules in the *EI Act* allow parents to switch to sickness benefits if they fall ill or are injured while in receipt of parental benefits. They can then resume collecting the balance of their parental benefits, if needed, following receipt of their sickness benefits.

Mrs. Jennifer McCrea sued the Federal Government of Canada. She alleged that during the period from March 3, 2002 to March 23, 2013, officials with Service Canada and the Canada Employment Insurance Commission were negligent in denying sickness benefits to individuals who were in receipt of parental leave benefits, and were ill, injured, or in quarantine.

In January 2019, the Federal Court approved a settlement agreement to resolve a class action between the federal government and parents who, between 2002 and 2013, applied for EI sickness benefits while in receipt of EI parental benefits and were denied.

Under the settlement, class members will receive an amount equal to what they would have been paid had the legislation permitted the payment at the time. The total settlement amount is estimated at between \$8.5 million and \$11 million.

4.4.3 Employment Insurance appeals and the Social Security Tribunal of Canada

The Social Security Tribunal of Canada (SST) is an independent administrative tribunal that makes quasi-judicial decisions on appeals related to the *Employment Insurance Act*, the *Canada Pension Plan*, and the *Old Age Security Act*. On April 1, 2013, the SST was created to review appeals of decisions from the Canada Employment Insurance Commission (CEIC) relating to the Employment

Insurance (EI) program, and decisions from the Department of Employment and Social Development Canada (Department) pertaining to the Canada Pension Plan (CPP) and Old Age Security (OAS) programs. The SST operates at arm's length from the Department and the CEIC. Its activities are funded by the EI Operating Account, the CPP Operating Account and the Consolidated Revenue Fund for OAS cases. The SST's mandate is to provide Canadians with the client-centric appeals system they rightly expect through an appeals process that is fast, simple and transparent. There are three divisions at the SST: the General Division - Employment Insurance hears appeals of EI reconsideration decisions; the General Division - Income Security hears appeals of CPP and OAS reconsideration decisions; and the Appeal Division hears EI and Income Security appeals, based on restricted grounds, of General Division decisions. Members appointed by the Governor in Council hear those appeals and make decisions.

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

A client has 30 calendar days to appeal to the General Division – EI a reconsideration decision made by the CEIC.

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, must 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, according to the legislation. For this reporting period, 87% of reconsideration files were sent to the General Division-EI within the 7 days, as opposed to 99% in FY1718. The drop is likely due to one large group appeal that included 400 appeals. Although the SST granted Service Canada an extension to submit documents, the reporting system does not take approved extensions into consideration.

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 made 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 together. Group appeals tend to be more complex and require more time to complete.

The SST has a service standard for cases referred to the General Division – EI: a final decision will be issued within 90 days of parties being ready for a hearing, 85% of the time. This service standard applies to regular (non-group) appeal cases.

At the beginning of FY1819, the service standard was met 13% of the time. However, because of various measures put into place, by the end of FY1819, the SST met that standard 83% of the time. The SST focused on improving how it processes appeals, and the result has been that, overall, it is working faster and it takes less time to handle appeals. In March 2019, it was taking 56 days to conclude a regular EI appeal from an average of 142 days for the entire FY1819, also down from 225 days for FY1718.

In addition, the number of cases that are waiting to be heard has gone down.

Table 2: EI appeals to the SST – General Division

Appeal information	Number of files
Appeals in progress April 1, 2018 (includes 208 group appeals)	2,304
Appeals received (includes 567 group appeals)	4,040
Appeals concluded (includes 122 group appeals)	5,022
Appeals in progress at year end (includes 654 group appeals)	1,322

Source: EI administrative data.

The SST has published a progress report on its performance in FY1819 titled “Putting Clients First”. Please visit <https://www1.canada.ca/en/sst/rdl/2019-progress-report.html> for more statistics pertaining to the Tribunal’s performance and service standard.

Social Security Tribunal review

In FY1718, the SST underwent a review ordered by the Minister of Families, Children and Social Development. The review was in response to a series of reports that found that the appeals process took too long, particularly for EI claimants. The review examined the overall recourse process between 2013 and 2016 to assess its efficiency, fairness and transparency and to identify possible improvements.

The final Report of the SST Review⁴, released in January 2018, made several recommendations that prompted the Government to develop a comprehensive action plan that focused on improvements that are important to Canadians and stakeholders: providing a recourse process that is client-centric, faster and simpler.

⁴ The full SST Review Report is available at: <https://www.canada.ca/en/employment-social-development/corporate/reports/evaluations/social-security-tribunal-review.html>

Improvements made since the review

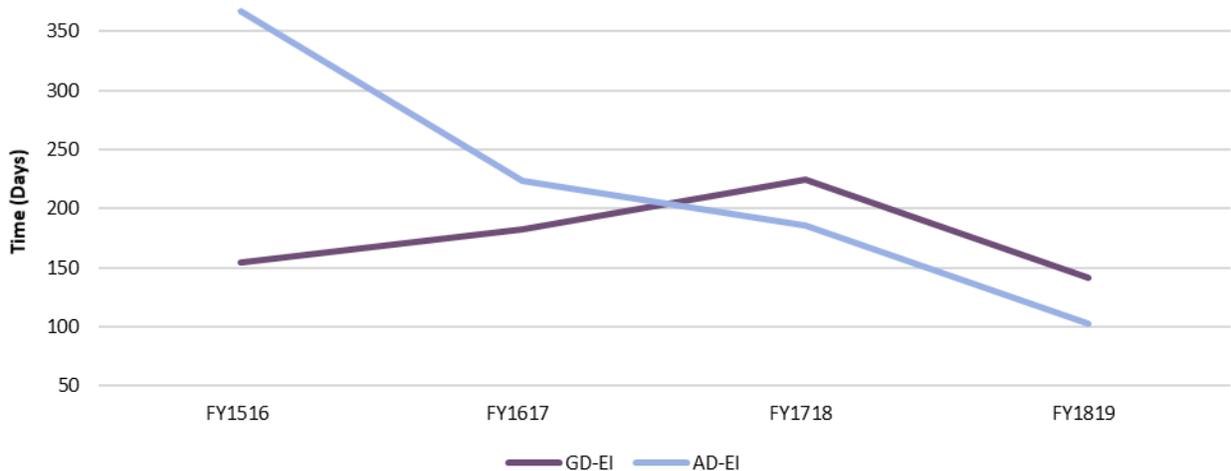
In FY1819, The SST made a series of operational improvements to make it easier for appellants to prepare their cases with confidence, participate meaningfully in hearings, and better understand their decisions. These include:

- simplifying the criteria to get an appeal started
- simplifying forms
- giving appellants their choice of form of their hearing
- introducing a virtual videoconferencing option
- publishing more General Division-EI decisions
- compiling and publishing on the web site a directory of organisations that can help appellants for free
- launching the review of all written material (letters, forms and web content) in plain language

For its part, ESDC adjusted the recruitment process for tribunal members by putting more emphasis on client-orientation.

All of these improvements have made the process faster for General Division-EI (excluding groups) from 227 days (at the time of the review) to 56 days (in March 2019). In addition, the number of cases that are waiting to be heard has gone down, from 2,304 at April 1, 2018, to 1,322 at March 31, 2019.

Chart 6: Processing Times of Appeals before the SST General and Appeal Division



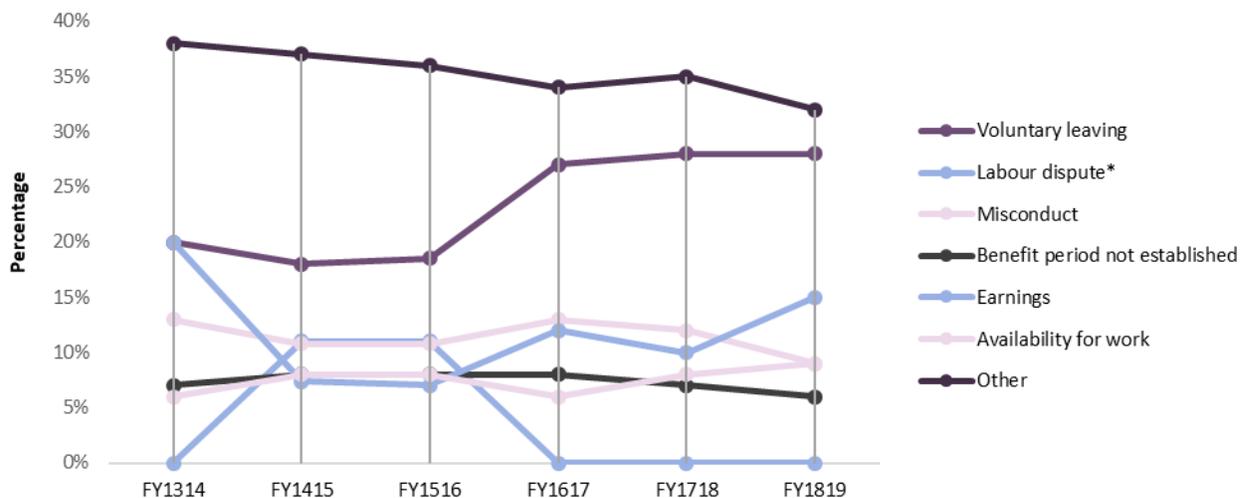
Source: EI administrative data.

In March 2019, the Budget announcement confirmed an investment of \$253.8 million over five years starting in FY1920, with \$56.7 million per year ongoing to make the EI, CPP and OAS recourse process easier to navigate and more responsive to Canadians. When it comes to EI, this will involve the replacement of the SST General Division by a new board of appeal⁵ that will be made up of members of the community (including employer and labour representatives). This change is expected to take place as of April 1st 2021.

Over the course of the next several years, ESDC and the SST will continue to improve the recourse processes.

The issues most frequently challenged in an appeal to the General Division-EI remain constant from year to year (see Chart 7).

Chart 7: EI issues most frequently appealed to the SST – General Division



Source: EI administrative data.

* The chart illustrates the issue of Labour Dispute only in FY1415 and FY1516. In later years, Labour Dispute was no longer among the issues most frequently appealed to the SST – General Division - EI.

Client representation at the SST

At each level of appeal, appellants can choose to either represent themselves or have a representative (formal or informal, such as a friend or family member) before the Tribunal to assist them during the appeal process.

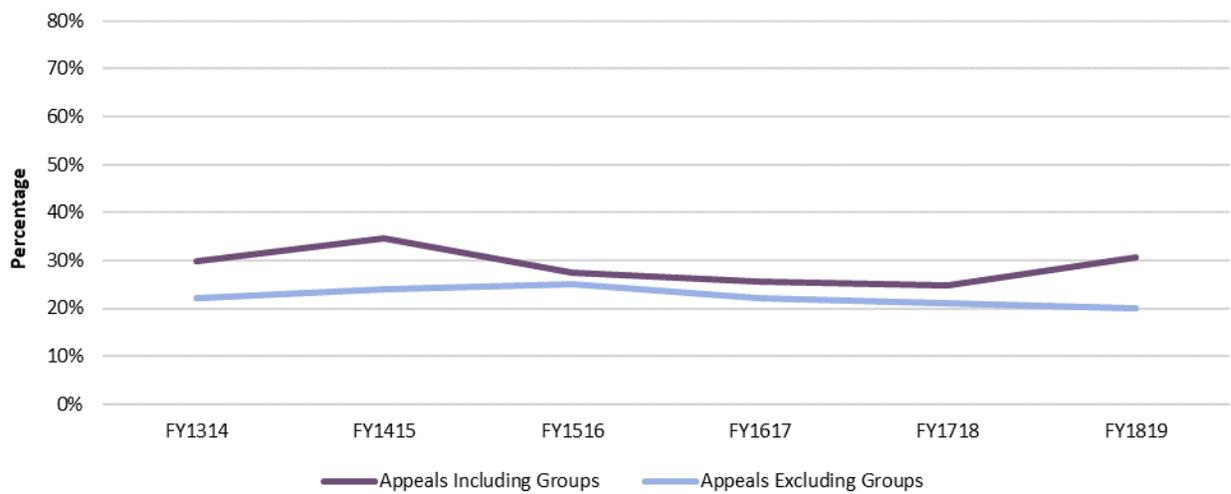
⁵ Please note that while the English name of the Board is confirmed, the French name is still in discussion.

Charts 8 and 9 below include the percentage of clients that had representation before the SST at the General Division and the Appeal Division respectively. From year to year, the percentage of represented clients remains relatively the same if group appeals are excluded.

Charts 10 through 13 indicate that the percentage of allowed appeals based on clients with or without representation for the General Division – EI and the Appeal Division.

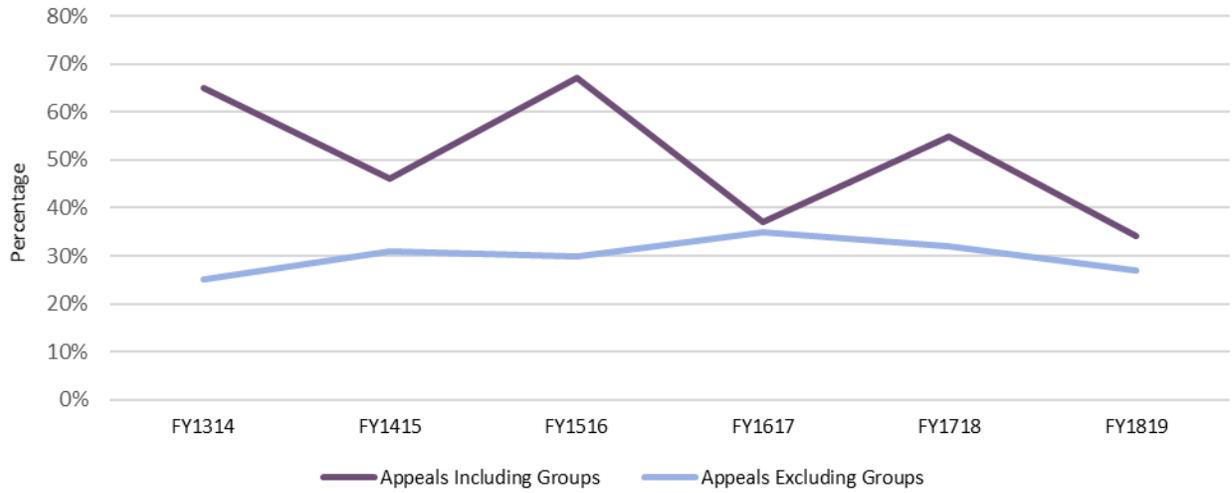
Note on charts: Percentage allowed rate is based on merit decisions only. During FY1314, the volume of SST merit decisions for new appeals was minimal due to the start-up of the organization and work being done on legacy appeals. As a result, the allowed rates are extremely close or identical in the early years of operation.

Chart 8: General Division-EI intake – Appeals with representation



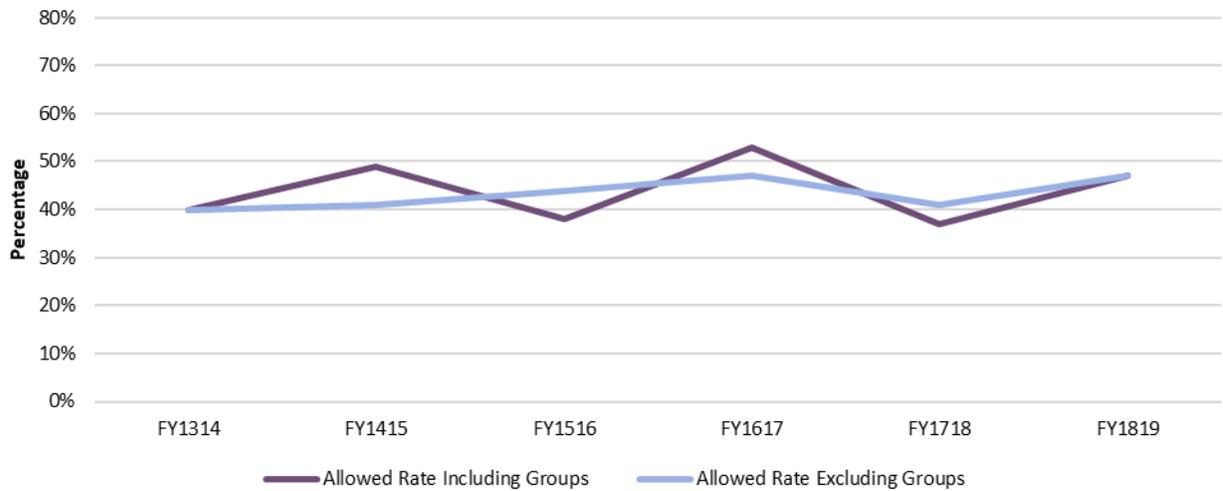
Source: EI administrative data.

Chart 9: Appeal Division - EI Intake - Appeals with representation



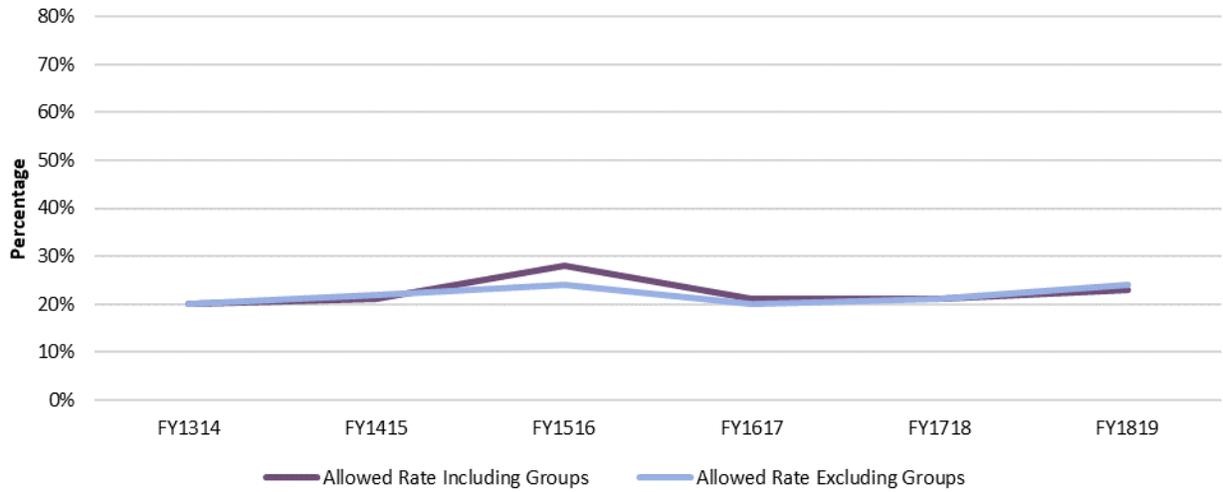
Source: EI administrative data.

Chart 10: General Division - EI allowed rate - Appeals with representation



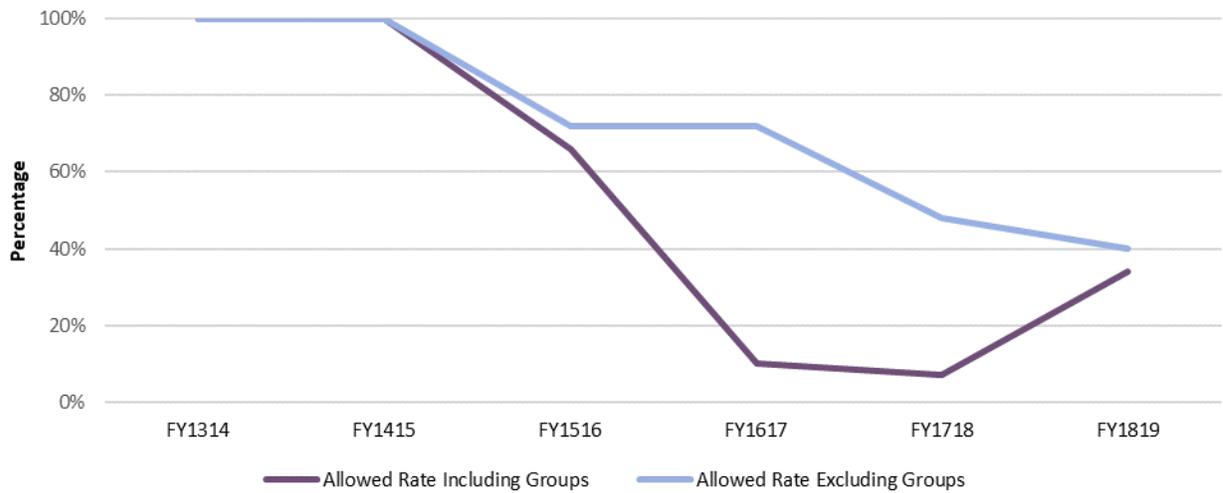
Source: EI administrative data.

Chart 11: General Division-EI allowed rate – Appeals without representation



Source: EI administrative data.

Chart 12: Appeal Division-EI allowed rate – Appeals with representation



Source: EI administrative data.

Chart 13: Appeal Division-EI allowed rate – Appeals without representation



Source: EI administrative data.

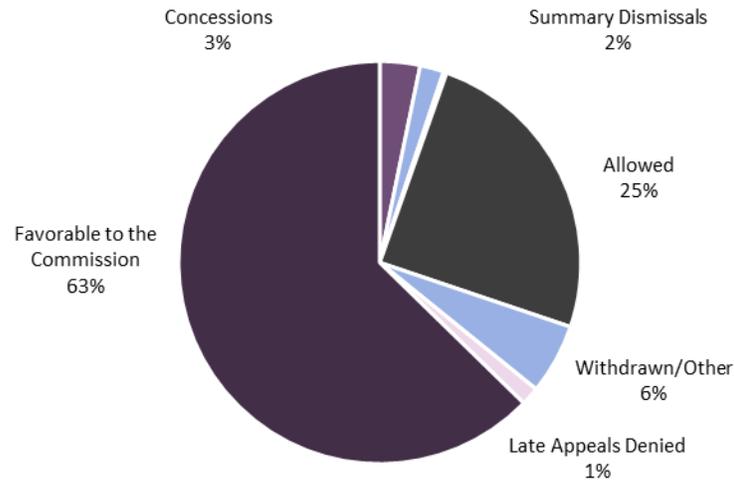
Outcomes at the General Division - EI

An appeal to the General Division may be concluded by a withdrawal or a written decision.

Chart 14 below shows the number of SST concluded appeals by possible outcomes:

- 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 the appeal
- allowed – decision is in the client’s favour
- denied – decision favourable to the Commission / not in the client’s favour

Chart 14: Outcomes of the 5,022 regular EI appeals before the General Division



Source: EI administrative data.

SST – Appeal Division

When a party to the appeal—the claimant, the employer or the CEIC—disagrees with the decision made by the General Division - EI, it may dispute this decision before the SST’s Appeal Division.

With the exception of appeals summarily dismissed by the General Division, the first step at the Appeal Division is to file an application for leave to appeal. The Appeal Division will grant leave, or permission, to appeal if there is an arguable case. The grounds of appeal to the Appeal Division are limited to certain errors of fact, law, jurisdiction and natural justice

Service standards and performance

The Appeal Division committed to the following Service Standards for regular appeals:

- decisions on leave to appeal will be made within 60 days, 85% of the time
- final decisions will be made within 210 days of the leave to appeal, 85% of the time

The service standards were exceeded in FY1819, with 86% of leave to appeal decisions issued within 60 days and 88% of final decisions issued within 210 days of leave granted. On average in FY1819, it took 27 days from application to a leave to appeal decision and 144 days (or approximately 5 months) from the date the leave to appeal was granted to a final decision.

At the end of FY1819, the Appeal Division’s inventory included 4 group appeals (167 appellants) and 147 regular appeals.

Table 3: EI General Division decisions disputed at the Appeal Division

Applications and Appeals Status	Number
Total applications for leave to appeal and appeals received	519
Total applications for leave to appeal and appeals completed	466
Applications for leave to appeal denied	249
Appeals withdrawn, dismissed or concluded for other reasons	139
Appeals allowed (decision favorable to appellant)	78

Source: EI administrative data.

Additional information on the Social Security Tribunal

For more information on the SST, please visit <https://www1.canada.ca/en/sst/>.

For Tribunal decisions, visit <https://www1.canada.ca/en/sst/ad/index.html> or the Canadian Legal Information Institute (CanLII) at <https://www.canlii.org/en/>

For the Tribunal's 2019 Progress Report – Putting Clients First, visit <https://www1.canada.ca/en/sst/au/profile-chair-msg-201908.html>

4.5 Service transformation to improve service delivery

4.5.1 Service Transformation Plan

In keeping with the government of Canada's commitment to improve service to Canadians (see [Section 4.2.4](#)), ESDC launched an internal Service Strategy to support service improvement in October 2016.

The Service Transformation Plan supports the Service Strategy and provides a roadmap for delivering service improvements to Canadians. The Plan is 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
- **access:** services, delivered by a well-equipped and knowledgeable workforce, are 100% accessible to clients with digital by choice everywhere

In FY1819, the Department delivered the following for EI clients:

- launched the Job Bank Mobile Application to help Canadians search jobs at their fingertips (see [Section 4.2.1](#))
- upgraded the Benefits and Services Finder with the following new features to make it easier for Canadians (including EI claimants) to find out about the benefits they are eligible for:

- the ability to provide feedback on the tool via email
- the ability to email the results of a benefit search allowing users to reference their results at a later time or to share them with others
- improved visibility on Canada.ca so more people can access the tool
- continued to deliver the Community Outreach and Liaison Service solution to provide EI claimants in remote and rural areas with access to services comparable to what they would receive at Service Canada Centres in urban locations (see [Section 4.2.3](#)). The Department tested new ways of doing outreach in places without reliable cell phone or internet connections. The result was improved service for clients (e.g. the time needed to issue a Social Insurance Number was cut from 20 minutes to 7 minutes). By increasing the availability of online tools and resources and improving connectivity, this solution makes it easier for Service Canada agents to help EI claimants when they visit rural and remote communities.

The Department continues to work on a long-term project, the Benefits Delivery Modernization (BDM) programme, to fundamentally change how the Department delivers services to Canadians. BDM has a Business component and a Technology component. It is building a more responsive service delivery environment by trying to simplify operational policy and business processes. It is also replacing a suite of systems and tools built over the last 40 to 50 years with a modern, integrated technology solution that is cost-effective and agile. BDM will evolve to meet the service delivery expectations of the future.

BDM is currently in the planning phase. Benefits to EI clients will be reported in future EI Monitoring and Assessment reports as these benefits are identified and developed.

4.5.2 Call Centre Improvement Strategy

As part of its ongoing response to the recommendations of the Service Quality Review, the Department continues to advance its Call Centre Improvement Strategy. This strategy is a transformation initiative that leverages industry best practices and implements 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 in the process of implementing a Hosted Contact Centre Solution (HCCS), a modern and supported technology that will enhance functionalities to support the Department's future business requirements. On October 29, 2018, HCCS was implemented for the Employer Contact Centre (ECC) network.

With the new system, employers calling the ECC simply enter their business number and use a menu of options to indicate the type of assistance they need. Call centre agents are now able to see this information on their screen and are ready to provide service.

In addition, in its new IVR menu, the ECC has incorporated informational self-service options about ROE issuance and amendment. As the ECC plays a key role in promoting ROE Web to employers,

specific promotional messages were incorporated in the new IVR system. Service Canada will continue to monitor call driver trends to see if promotion of electronic services reduces calls for ROE orders.

Furthermore, to reduce non-ECC related calls, a new ECC specific greeting message now advises callers that they have reached the Service Canada's Employer Contact Centre. Non-employers calling for EI related enquiries are automatically redirected to the EI IVR. Additionally, non-employers calling for enquiries related to other programs or Departments within the Government of Canada are provided with the appropriate contact information. Hence, the volume of calls to be referred to other programs or Departments by ECC agents has decreased significantly.

ESDC continues its preparation work to roll out HCCS to additional call centres, including the EI call centre network.

Accountability Framework: The Accountability Framework is intended to improve service to Canadians by monitoring key performance metrics in five areas: Financial, Productivity, Client Satisfaction, Employee Satisfaction and Quality. It allows Service Canada to identify both successes and areas for improvement, with the goal of taking corrective measures as required to improve the client service experience.

Call Driver Root Cause Analysis: Service Canada reviews why clients contact the call centre on an annual basis, and recommends related service improvements. This year's recommendations are similar to those from previous years, and focus on implementing a new call centre platform and increasing online self-service options. Work continues on implementing all recommendations. In particular, significant progress has been made in preparing to implement the new call centre platform, which will allow future service delivery enhancements.

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 for 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. Improved training will ensure that new agents are better equipped to answer clients' enquiries. During the current reporting year, this working group revised and updated the training content, and developed a repository of additional training materials (tests, job aids, case scenarios) that facilitators could use to support different learning needs. For FY1920, the working group will support the implementation of these revised materials, and continue its review.

Post Training Transition Strategy: This strategy is intended to facilitate the transition of new employees from in-class learners to independent call centre agents, by optimizing the support for these agents. Improving this transition will enable them to answer clients' questions more quickly and confidently. The strategy was piloted twice in FY1819, which led to various recommendations, including standardized support roles (e.g. the team Leader). Considering this feedback, the strategy will then be revised in FY1920.

4.6 Service quality

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 improve the quality of EI services, strengthen the integrity of ESDC programs and demonstrate effective and prudent stewardship of public resources.

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 Claimants Information Sessions (see [Section 4.6.4](#)) proactively provides potential claimants with information about their eligibility and tools to help them find new employment. These sessions guide 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:

- the Employment Insurance Payment Accuracy Review
- the Employment Insurance Processing Accuracy Review
- the Individual Quality Feedback Review
- the National Quality Coaching Program for Call Centres (see [Quality of call centre service delivery](#))

4.6.1 Employment Insurance Payment Accuracy Review

With the goal to reduce errors, ESDC validates the information provided by the claimant at the start of the claim's process. It is also important to review claims once they are established; the Payment Accuracy Review program ensures that the benefits reviewed are paid accurately while the claimant is in receipt of benefits.

Using a Monetary Unit Sampling methodology, the EI Payment Accuracy Review (EI PAAR) estimates the accuracy of EI benefit payments. The Department reviews a number of files each year to identify undetected errors that result in mispayments.

ESDC has an established target accuracy rate of 95%⁶ in benefit payments per year⁷. This rate includes claimant, employer and ESDC errors. Together, claimants, employers and the Department have maintained an accuracy rate of approximately 95.0% over the last 15 years. During this reporting period, the overall accuracy rate reached 96.0% (see Table 4). 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 4: EI PAAR: Estimated financial impact of errors and estimated error rate, by source (based on PAAR sample)

Fiscal Year	FY1718		FY1819	
Total Benefit Payout	18.3B		17.5B	
EI Payment Accuracy Rate	96.0%		96.0%	
Errors by Source	Estimated Financial Impact (\$M)	Estimated Error Rate	Estimated Financial Impact (\$M)	Estimated Error Rate
	\$ 737.9	4.0%	\$ 693.9	4.0%
- Client	\$ 379.1	2.1%	\$ 312.0	1.8%
- Employer	\$ 220.7	1.2%	\$ 233.6	1.3%
- ESDC	\$ 138.1	0.8%	\$ 148.4	0.9%

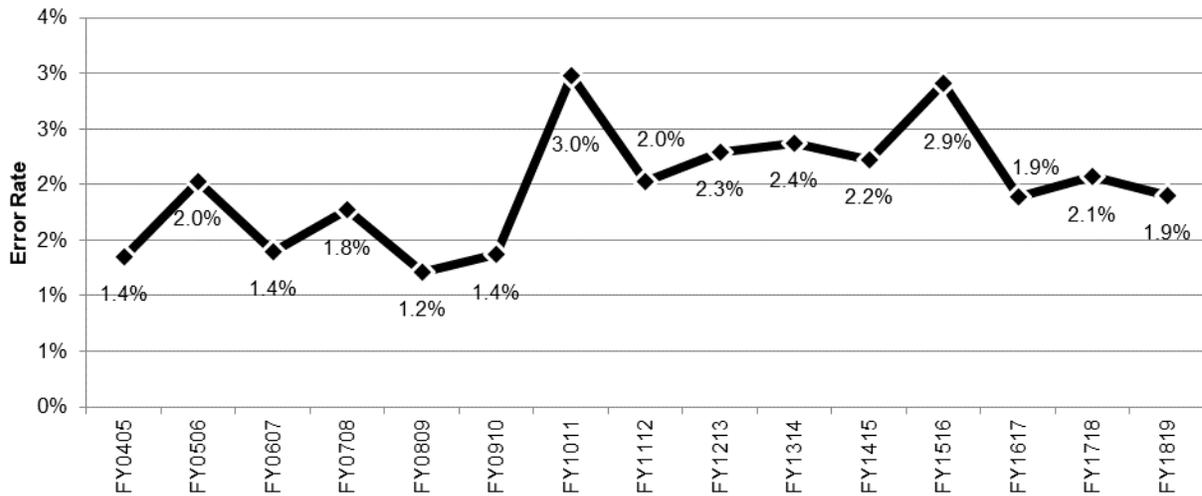
Note: Estimated financial impacts are the sum of overpayments and underpayments
Source: Employment and Social Development Canada.

This year, the claimant error rate decreased from 2.1% to 1.9% (see Chart 15). Most claimant errors occur after the initial claim is established. For example, 41.8% of the claimant error rate was caused by the claimant not reporting the refusal of a job, quitting a job or being dismissed from a job while in receipt of benefits, while 32.1% of the claimant error rate was caused by claimants incorrectly reporting their earnings while in receipt of benefits. The Department continues to assess claimant errors to understand why they happen, the financial impact and how to avoid them.

⁶ The EI PAAR was launched in FY8384 at the recommendation of the Office of the Auditor General. The accuracy target was set at 95% based on the results of two previous "payment accuracy" reviews: the first one conducted by the Office of the Auditor General 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%.

⁷ For more information on past accuracy rates to FY1314, see Annex 4.5.

Chart 15: 15-Year overview of claimant errors (based on PAAR sample)



Note: Results are provided with a level of confidence of 95%.
Source: Employment and Social Development Canada.

The employer error rate increased slightly this year, from 1.2% to 1.3%. The most common employer error identified this year is due to incorrectly reported monies paid on separation (46.7% of the employer error rate).

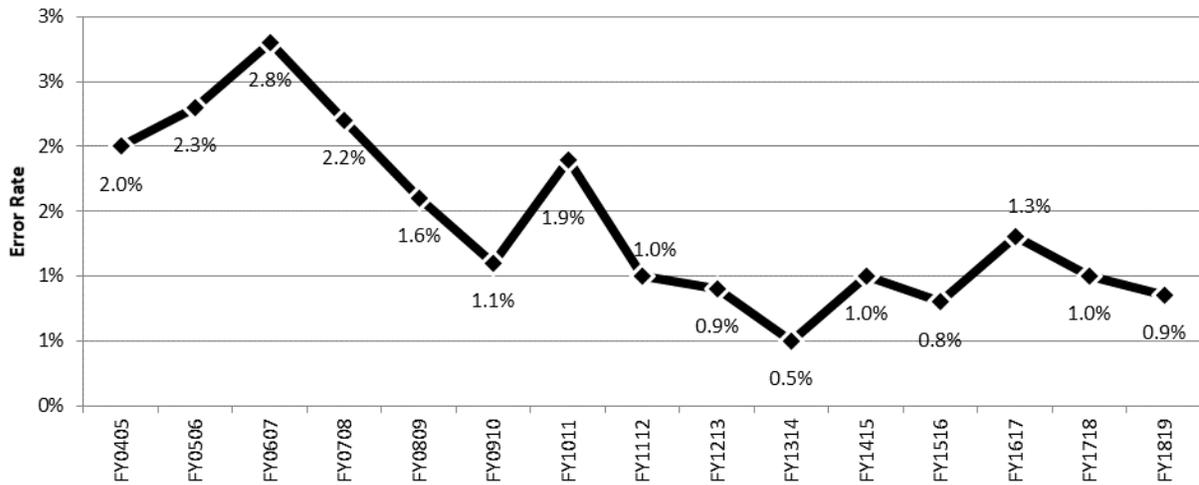
In order to identify employer errors, the Department reviews all ROEs used in the PAAR sample to establish a claim. The percentage of eROEs (vs paper ROEs) reviewed in the PAAR sample continues to increase each year, from 65.1% in FY1314 to 89.9% in FY1819 (See Table 5). ESDC continues to encourage employers 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 occur, the financial value, and possible ways to avoid them.

Table 5 - EI PAAR: Validation of ROEs

Fiscal Year	FY1314		FY1415		FY1516		FY1617		FY1718		FY1819	
	Count	Percentage by ROE type										
Number of E-ROEs validated	503	65.1%	589	73.7%	589	76.4%	621	80.6%	694	87.2%	701	89.9%
Number of paper ROEs validated	270	34.9%	214	26.7%	182	23.6%	149	19.4%	102	12.8%	79	10.1%
Total ROEs Validated	773	100.0%	803	100.0%	771	100.0%	770	100.0%	796	100.0%	780	100.0%
Incorrect E-ROEs	37	7.4%	30	5.1%	61	10.4%	46	7.4%	57	8.2%	65	9.3%
Incorrect Paper ROEs	38	14.1%	21	9.8%	38	20.9%	26	17.4%	19	18.6%	8	10.1%

Source: Employment and Social Development Canada.

Chart 16: 15-Year overview of Service Canada Errors (based on PAAR sample)



Note: Results are provided with a level of confidence of 95%.
 Source: Employment and Social Development Canada.

ESDC's efforts to automate processing contributed to maintaining low levels of errors (see Chart 16). Transcription and manual entry errors as well as errors related to additional fact-finding increased this fiscal year; however the Service Canada error rate only increased slightly, from 0.8% to 0.9%. The Department continues to explore opportunities for improvement, including increased automation.

4.6.2 Employment Insurance Processing Accuracy Review

The EI Processing Accuracy Review (PRAR) is a national program that evaluates the aggregate processing health of the EI program. File reviews are completed by Business Expertise Advisors in the regions.

Based on a random sample of 3,076 claims per year (769 per region), EI PRAR results measure the percentage of initial claims deemed to be in order by assessing the degree of conformity to national operational policies and procedures.

Historically, the processing of EI claims took place in the region in which clients reside and as such, EI PRAR accuracy rate were generally reflective of regional processing accuracy rates. However, with the introduction of automated claims processing a number of years ago, EI claims are now divided into smaller components known as work items and these work items can be transferred by the system to be processed anywhere there is capacity in the network. At that time, the PRAR reporting methodology was not updated and as such, results were no longer reflective of regional processing accuracy rates.

Over the last year and in response to feedback received from the regions, the methodology was updated. While it continues to report accuracy rates specific to where clients reside, it now also provides a regional processing accuracy rate by assessing whether the individual work items processed in each region were processed in conformity to national operational policies and procedures.

For example, of the 3076 claims reviewed during the fiscal year, 2,581 (83.91%) claims were deemed to be in order, while 495 claims were found to have one or more errors on file at the time of review. Of those 3,076 claims, 8,838 work items were reviewed and 8,185 (92.61%) were found to be in order (see Table 6).

Table 6: EI PRAR: Annualized processing accuracy results of Employment Insurance claims (based on PRAR sample)

Region	Processing Accuracy rates of claims reviewed based on where clients reside Target:80%	Processing Accuracy rates for the work items reviewed based on where work items were processed
Atlantic	92.46%	95.56%
Quebec	84.01%	92.35%
Ontario	79.71%	90.87%
Western Territories	79.45%	91.85%
Canada	83.91%	92.61%

Source: Employment and Social Development Canada.

4.6.3 Individual Quality Feedback

The Individual Quality Feedback (IQF) program was initially launched in April 2016 with the intent to bring national standardization to disparate regional individual quality review programs and was designed to complement the Payment Accuracy Review and the Processing Accuracy Review. The IQF review is an internal Service Canada quality check assessing processing accuracy at the individual level. The results of these reviews help identify training or coaching requirements.

As part of departmental continuous improvement efforts and to address concerns raised by staff and management, the program was paused in July 2018 to allow for a comprehensive refresh of the program. Since then, business processes were streamlined, new tools were created and a modern IT system was developed to eliminate cumbersome manual process and increase efficiencies of the reviews. The new IT platform now includes an automated file upload process and random file selection tool, pre-defined error and observation codes, as well as increased reporting and analysis capability.

4.6.4 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.

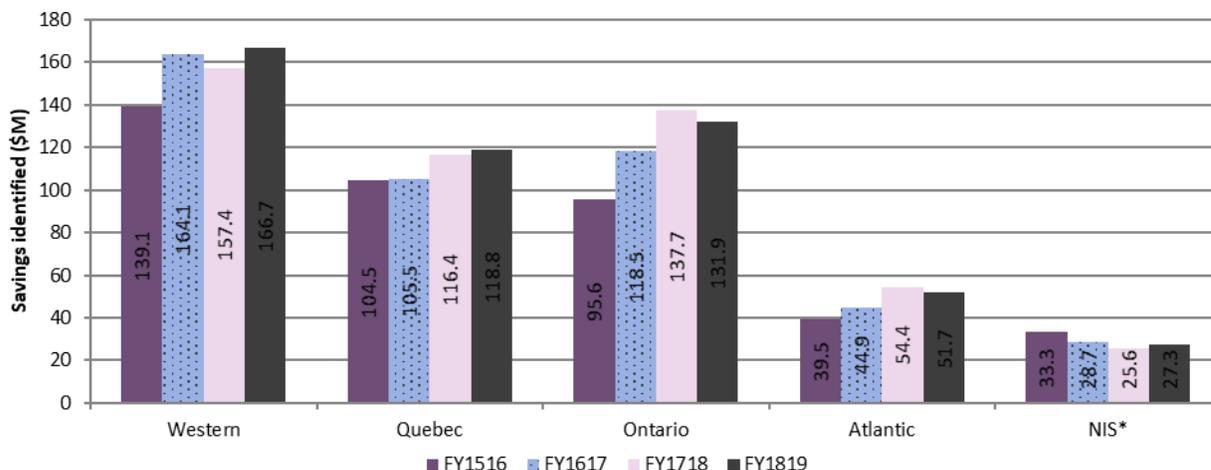
During the reporting year, close to 324,000 administrative reviews and investigations were conducted into suspected error, fraud and abuse of the EI program. This includes employer investigations, such as missing record of employment (ROE), accuracy of ROEs, and employer non-compliance or misrepresentation. 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 \$496.4 million from the EI Operating Account (see Chart 17)⁸. 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, represent an opportunity to use newer technologies within the integrity process. Through the design of a more proactive approach and the use of analytical tools, ESDC will further improve the accuracy of payments, and ensure stewardship.

⁸ Underpayments are not included in this calculation. They are reported separately.

Chart 17: Total net savings identified (\$M) due to integrity activities



Source: EI administrative data.

* 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.

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).

The Department aims to conduct 10,000 Claimant Information Sessions per year. Over 102,000 EI claimants attended close to 10,800 sessions delivered by ESDC in FY1819. Both the number of claimants and sessions held declined by 7.25% and 1.88% respectively from the previous year. However the Department continued to exceed its objective. Claimants are identified and directed to a session based on the local job demand in their previous occupation and the availability of work.

Table 7: Number of Claimant Information Sessions over the last four fiscal years

Claimant Information Session FY1516 to FY1819	FY1516	FY1617	FY1718	FY1819
Number of Claimant Information Sessions	10,800	11,012	10,978	10,772
Percentage change in the number of Claimant Information Sessions from the previous fiscal year	+6%	+2%	-0.31%	-1.88%

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.

Integrity quality initiatives

The Department has a National Quality Management Program in place to ensure a high level of quality and consistency across investigative activities. This includes conducting in-depth quality monitoring activities to measure work performance as it relates to the handling of investigations. The results from these investigations determine the type of corrective measure to be implemented, which involves: amending the training material, national guidance, policy and system enhancements. Quality initiatives and results are tracked and reported both nationally and across each region and are used to indicate trends, patterns of errors and to identify best practices. For FY1819, the average quality rate for EI investigations was 87.17%, surpassing the national quality objective of 85%.

Identity management

The accuracy of the Social Insurance Registry (SIR) is fundamental to all programs and services that use the Social Insurance Number (SIN) to identify clients accurately, including the EI program. Online applications to the EI program are in part facilitated by the electronic validation of claimant identities with the SIR in real-time and amount to approximately 8 million validations annually. These efforts ensure not only an efficient application process but also that the individual requesting benefits is the correct SIN holder.

The SIN program maintains accuracy of the SIR through the use of strict identity and quality management practices designed to ensure that claimants 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.

Risk management

ESDC uses various risk-based strategies to improve the overall integrity of the EI program so 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.

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.

ESDC also has a risk analysis function to assess program integrity risks quantitatively and qualitatively and to understand better the root cause of "mispayments". This activity includes developing appropriate mitigation strategies which may involve implementing additional controls where required to address any identified vulnerabilities.

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 in the program. Funding supported the development of advanced analytical models to better target resources to higher risk cases of mispayments. It also created a foundation for prevention to assess program risk and compliance. These activities resulted in 117,000 investigations and generated \$101.5 million in savings, which surpassed the original objective of \$68.5 million. Furthermore, it safeguarded the program by administering upfront controls and monitoring compliance throughout the delivery process by performing a Fraud Risk Assessment and a Program Compliance Review on the EI Program.

Based on the success of the past three years, the Department was permanently allocated \$7.4 million in annual funding from Budget 2019 to continue with these activities beginning in FY1920. This permits the Department to continue to leverage data analytics, maintain current administrative investigations, improve its enforcement capacity, retain seasoned staff, and enhance its prevention activities.

This new funding will contribute to improved service quality and payment accuracy for Canadians, ensuring that benefits are awarded only to those who are entitled, enabling the Department to detect mispayments earlier, and mitigating the impact on vulnerable Canadians. Ongoing investments will preserve the sustainability of the EI Program for future generations and help maintain public trust in government institutions.

4.7 Client response

Client Experience Survey

The annual ESDC Client Experience (CX) Survey tracks key end-to-end client experience performance measures across six major programs, including EI.

The FY1819 CX Survey also gathered information to help the Department:

- expand its understanding of clients' needs
- prioritize its areas of focus
- support service transformation decision-making

A telephone survey was conducted in March 2019 and included 1,098 EI clients among the 4,401 Service Canada clients surveyed.

The surveyed EI clients had completed their client journey and received a decision on their application in the period of August, September or October of 2018. The CX Survey results for EI clients have a margin of error of +/-2.9%.

In FY1819, four out of five EI clients (80%) were satisfied with the service experience across their client journey compared to 83% in FY1718. Statistically, this is not a significant difference. Note that the sample for the FY1819 Survey was drawn at a different time of year where client volumes were higher.

The FY18-19 CX Survey results for EI show that:

- 86% of EI clients find it easy to apply
- 85% of EI clients rate highly the helpfulness of Service Canada agents - and this has a direct and strong impact on client satisfaction
- 88% of EI clients have confidence that their personal information is protected. This is also a top performing aspect of EI service delivery, but has a lower impact on client satisfaction

Three aspects of EI service delivery were consistently rated lower and have a high impact on the overall satisfaction of EI clients:

- 69% of EI clients found the duration of their client journey reasonable
- 72% of EI clients agreed it was easy to get assistance
- 74% of EI clients had confidence that problems or issues would be easily resolved

Client experience findings related to problems or issues encountered by EI clients.

One in four clients (24%) experienced a problem, and one out of six experienced a problem that was not easily resolved (17%). The top problems or issues that EI clients encountered were that:

- the application was too long or complicated (22%)
- the online information was confusing (17%)
- it took too long to provide them the benefit/decision (16%)

Three quarters (77%) of EI clients found that it was clear what to do if they had a problem or question.

4.8 Summary

EI clients experienced a series of improvements in the services the Department provided to them in FY1819. These improvements that were possible due to Budget 2018 investment will be carried over in the coming year:

- to further enhance accessibility to Call centres for EI clients
- to make the recourse process more responsive to their needs
- to protect the integrity of the EI program

Also, the Department will continue to look at innovative and efficient ways to improve clients' overall experience. Listening to clients to shape transformation initiatives that meet EI clients needs will continue to be key in that process.

ANNEX 1

Key Labour Market Statistics

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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
Labour force	<p>The labour force 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>
Employment	<p>Employed 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>
Unemployment	<p>Unemployed 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>
Participation rate	<p>The participation rate 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>
Employment rate	<p>The employment rate 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>
Unemployment rate	<p>The unemployment rate 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>
Job vacancies	<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>

Concept	Definition
Job vacancy rate	The number of job vacancies expressed as a percentage of labour demand; e.g., all occupied and vacant jobs.
Permanent job	A permanent job is one that is expected to last as long as the employee wants it, business conditions permitting. That is, there is no pre-determined termination date.
Temporary job	A temporary job has a predetermined end date, or will end as soon as a specified project is completed. Information is collected to allow the sub-classification of temporary jobs into four groups: seasonal; temporary, term or contract, including work done through a temporary help agency; casual job; and other temporary work.
Full-time employment	Full-time employment consists of persons who usually work 30 hours or more per week at their main or only job.
Part-time employment	Part-time employment consists of persons who usually work less than 30 hours per week at their main or only job. This information is available for those currently employed or who last worked within the previous year.

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: February 9 to 15, 2020", Catalogue no. 71-001-X, Ottawa: Statistics Canada, Labour Statistics Division, 2020. Statistics Canada, "Guide to the Job Vacancy and Wage Survey, June 18, 2019", Catalogue no. 75-514-G, Ottawa: Statistics Canada, Labour Statistics Division, 2019.

Annex 1.2 – Key labour market statistics¹

Labour market characteristics (levels in thousands)						
Statistics	FY1415	FY1516	FY1617	FY1718	FY1819	Change (%) FY1718 to FY1819
Population ²	29,056.9	29,356.0	29,662.1	29,991.2	30,398.0	+1.4%
Labour force	19,142.3	19,336.4	19,491.9	19,692.5	19,904.9	+1.1%
Employment	17,829.6	17,979.1	18,153.4	18,487.7	18,747.1	+1.4%
Unemployment	1,312.7	1,357.3	1,338.5	1,204.8	1,157.8	-3.9%
Labour market characteristics (rates in %)						
Statistics	FY1415	FY1516	FY1617	FY1718	FY1819	Change (p.p.) FY1718 to FY1819
Unemployment rate	6.9	7.0	6.9	6.1	5.8	-0.3
Participation rate	65.9	65.9	65.7	65.7	65.5	-0.3
Employment rate	61.4	61.3	61.2	61.6	61.7	+0.1

Note: Data may not add up to the total due to rounding. Changes in percentage and percentage points are based on unrounded numbers. Fiscal year data in this annex are the annual average of unadjusted monthly estimates produced by Statistics Canada.

¹ Statistics exclude the territories.

² 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 – Gross domestic product (GDP) at basic prices^{1,2} by industry, Canada, FY1415 to FY1819
(\$ billions)

Industry	FY1415	FY1516	FY1617	FY1718	FY1819	Change (%) FY1718 to FY1819
Goods-producing industries	553.8	545.5	544.2	569.7	575.9	+1.1%
Agriculture, forestry, fishing and hunting	36.1	38.3	39.6	39.8	40.2	+1.1%
Mining and oil and gas extraction	141.9	137.2	138.8	148.7	152.8	+2.7%
Utilities	40.7	40.2	41.7	42.6	43.5	+2.1%
Construction	144.9	139.5	134.4	142.3	140.6	-1.2%
Manufacturing	189.2	189.2	189.7	197.7	201.4	+1.8%
Services-producing industries	1,259.5	1,277.4	1,303.3	1,339.5	1,368.9	+2.2%
Wholesale trade	97.3	94.1	95.2	99.5	99.9	+0.4%
Retail trade	90.9	92.2	95.7	100.6	101.9	+1.3%
Transportation and warehousing	77.7	79.7	81.8	85.9	88.1	+2.6%
Finance and insurance	113.6	118.0	122.1	125.9	128.3	+1.9%
Real estate and rental and leasing	223.7	230.4	235.7	241.1	245.7	+1.9%
Professional, scientific and technical services	105.2	104.4	107.3	110.3	114.2	+3.5%
Business, building and other support services ³	61.9	62.6	60.8	60.5	61.2	+1.1%
Educational services	96.9	97.6	98.5	100.1	102.7	+2.6%
Health care and social assistance	124.6	126.7	129.5	132.2	136.6	+3.3%
Information, culture and recreation ⁴	70.2	71.9	74.4	76.4	77.9	+2.0%
Accommodation and food services	39.3	40.3	41.3	42.8	43.9	+2.4%
Other services (except public administration)	37.3	37.1	36.6	37.1	37.5	+1.0%
Public administration	121.3	122.5	124.7	127.5	131.4	+3.1%
Canada	1,813.3	1,823.7	1,849.3	1,910.3	1,946.2	+1.9%

Note: Data may not add up to the total due to rounding. Fiscal year data in this annex are the annual average of monthly estimates seasonally adjusted at annual rates produced by Statistics Canada.

¹ The data is presented on a 2012 reference year basis.

² The basic price measure includes production taxes and excludes production subsidies available on the commodity.

³ 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.

⁴ 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, Gross Domestic Product by Industry – National (Monthly), Table 36-10-0434-01.

Annex 1.4 – Employment¹ by province or territory, gender, age, educational attainment, industry and enterprise size, Canada, FY1415 to FY1819 (levels in thousands)

Characteristics ²	FY1415	FY1516	FY1617	FY1718	FY1819	Change (%) FY1718 to FY1819
Province or territory						
Newfoundland and Labrador	237.1	234.8	231.3	223.6	227.3	+1.7%
Prince Edward Island	73.9	72.7	71.9	74.3	76.1	+2.4%
Nova Scotia	447.9	447.4	447.1	450.6	459.0	+1.9%
New Brunswick	352.9	350.2	352.8	353.1	354.8	+0.5%
Quebec	4,065.5	4,101.7	4,156.8	4,242.5	4,273.0	+0.7%
Ontario	6,886.0	6,945.4	7,024.5	7,155.6	7,288.8	+1.9%
Manitoba	630.0	634.8	635.2	645.0	650.9	+0.9%
Saskatchewan	571.4	573.4	569.0	567.2	572.2	+0.9%
Alberta	2,286.0	2,295.9	2,263.3	2,298.4	2,333.0	+1.5%
British Columbia	2,279.0	2,322.9	2,401.5	2,477.6	2,512.1	+1.4%
Yukon	19.8	19.4	20.4 ^r	21.2	21.2	+0.1%
Northwest Territories	22.1	22.0	22.5 ^r	21.3 ^r	21.4	+0.5%
Nunavut	12.4	12.7	13.6 ^r	13.3 ^r	13.6	+2.2%
Gender						
Men	9,344.7	9,434.7	9,496.2	9,676.0	9,804.4	+1.3%
Women	8,485.0	8,544.4	8,657.1	8,811.7	8,942.7	+1.5%
Age category						
15 to 24 years	2,488.6	2,458.9	2,430.8	2,463.8	2,457.4	-0.3%
25 to 54 years	11,832.7	11,876.6	11,946.0	12,091.7	12,250.6	+1.3%
55 years and older	3,508.3	3,643.7	3,776.7	3,932.1	4,039.0	+2.7%
Educational attainment						
Less than high school ³	1,676.2	1,647.5	1,592.4	1,571.9	1,534.4	-2.4%
High school diploma ⁴	4,809.5	4,599.2	4,631.2	4,713.4	4,653.2	-1.3%
Post-secondary certificate or diploma ⁵	6,396.7	6,479.0	6,488.2	6,538.9	6,714.1	+2.7%
University degree ⁶	4,947.2	5,253.4	5,441.5	5,663.5	5,845.4	+3.2%
Industry						
Goods-producing industries	3,888.8	3,870.7	3,823.1	3,904.0	3,930.6	+0.7%
Agriculture, forestry, fishing and hunting	368.4	357.5	350.2	344.4	346.2	+0.5%
Mining and oil and gas extraction	302.3	287.2	260.1	266.2	274.2	+3.0%
Utilities	136.2	137.1	137.0	132.4	146.3	+10.5%
Construction	1,376.1	1,371.2	1,389.9	1,420.0	1,438.5	+1.3%
Manufacturing	1,705.9	1,717.9	1,685.9	1,741.0	1,725.4	-0.9%
Services-producing industries	13,940.9	14,108.3	14,330.3	14,583.6	14,816.5	+1.6%
Wholesale and retail trade	2,729.1	2,736.0	2,756.2	2,819.2	2,796.3	-0.8%
Transportation and warehousing	899.2	914.8	913.1	955.6	1,006.4	+5.3%
Finance and insurance	785.4	792.6	821.2	823.8	833.8	+1.2%
Real estate and rental and leasing	299.1	315.5	320.2	348.3	342.5	-1.6%
Professional, scientific and technical services	1,337.2	1,376.4	1,398.8	1,454.6	1,490.0	+2.4%
Business, building and other support services ⁷	740.1	765.1	767.0	756.2	788.6	+4.3%
Educational services	1,253.7	1,270.0	1,274.8	1,289.9	1,338.4	+3.8%
Health care and social assistance	2,235.3	2,311.3	2,346.7	2,389.2	2,423.8	+1.4%
Information, culture and recreation ⁸	754.3	753.8	788.6	789.8	779.8	-1.3%

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Industry	FY1415	FY1516	FY1617	FY1718	FY1819	Change (%) FY1718 to FY1819
Accommodation and food services	1,212.7	1,201.9	1,218.5	1,212.2	1,232.7	+1.7%
Other services (except public administration)	784.4	762.5	781.7	786.0	806.4	+2.6%
Public administration	910.3	908.6	943.4	958.9	977.9	+2.0%
Enterprise size^{9,10}						
Small-sized firms	5,017.7	4,981.2	5,082.0	5,041.2	5,124.3	+1.6%
Small-to-medium sized firms	5,178.6	5,186.5	5,168.5	5,310.4	5,412.1	+1.9%
Medium-to-large sized firms	3,014.5	3,096.8	3,114.8	3,216.1	3,186.4	-0.9%
Large-sized firms	1,880.8	1,945.8	2,027.7	2,085.4	2,163.6	+3.7%
Canada	17,829.6	17,979.1	18,153.4	18,487.7	18,747.1	+1.4%

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.

¹ Revised data.

² Number of persons who, during the reference week, worked for pay or profit, or performed unpaid family work or had a job but were not at work due to own illness or disability, personal or family responsibilities, labour dispute, vacation, or other reason. Those persons on layoff and persons without work but who had a job to start at a definite date in the future are not considered employed.

³ 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 and enterprise size) also excludes territorial data.

⁴ Includes zero to eight years of education and some high school.

⁵ Includes high school graduates and some post-secondary education (not completed).

⁶ 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.

⁷ Includes at least a university bachelor's degree.

⁸ 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.

⁹ This industry combines codes 51 (information and cultural industries) and 71 (arts, entertainment and recreation) from the North American Industry Classification System.

¹⁰ Innovation, Science and Economic Development Canada defines the size of enterprises 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.

¹¹ Employment by enterprise size excludes the self-employed.

Sources: Statistics Canada, Labour Force Survey, Tables 14-10-0019-01 (for data by educational attainment), 14-10-0022-01 (for data by industry), 14-10-0067-01 (for data by establishment size), 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 1.5 – Participation rates¹ by province or territory, gender and age, Canada, FY1415 to FY1819 (%)

Characteristics ²	FY1415	FY1516	FY1617	FY1718	FY1819	Change (p.p.) FY1718 to FY1819
Province or territory						
Newfoundland and Labrador	60.8	61.1	60.2	58.8	59.0	+0.2
Prince Edward Island	68.4	67.0	65.7	66.4	66.4	0.0
Nova Scotia	62.7	62.2	61.6	61.9	61.8	-0.1
New Brunswick	63.1	62.4	62.3	61.4	61.4	-0.0
Quebec	64.6	64.8	64.6	64.9	64.5	-0.3
Ontario	65.7	65.2	65.0	64.7	64.6	-0.1
Manitoba	68.0	68.0	67.5	67.1	67.2	+0.1
Saskatchewan	69.6	70.2	69.8	68.7	68.7	-0.0
Alberta	72.8	73.0	72.5	72.2	71.8	-0.4
British Columbia	63.1	63.7	64.6	65.3	65.1	-0.2
Yukon	74.4	73.6	76.4	76.0	74.4	-1.6
Northwest Territories	74.2	75.3	74.0	70.7	71.2	+0.4
Nunavut	61.3	63.9	65.3	63.9	62.8	-1.1
Gender						
Men	70.5	70.6	70.3	70.0	69.7	-0.3
Women	61.4	61.2	61.3	61.4	61.4	-0.1
Age category						
15 to 24 years	64.3	64.1	63.9	63.8	63.4	-0.4
25 to 54 years	86.2	86.5	86.6	86.9	87.2	+0.3
55 years and older	37.1	37.5	37.7	37.9	37.8	-0.1
Canada	65.9	65.9	65.7	65.7	65.5	-0.2

Note: Fiscal year data in this annex are the annual average of unadjusted quarterly estimates produced by Statistics Canada.

¹ The participation rate is the number of labour force participants expressed as a percentage of the population 15 years of age and over. The participation rate for a particular group (age, sex, marital status, etc.) is the number of labour force participants in that group expressed as a percentage of the population for that group.

² Data specific to territories are not included in the official total for Canada. Data in other categories (i.e. data by gender and age) also excludes territorial data.

Source: Statistics Canada, Labour Force Survey, Tables 14-10-0287-01 (for data specific to provinces, by gender and age), and 14-10-0292-01 (for data specific to territories).

Annex 1.6 – Number (levels in thousands) and distribution (%) of permanent part-time workers¹ by gender, age and industry, Canada

Characteristics ²	FY0809	FY1314	FY1819
Gender			
Men	531.8 (28.1%)	568.3 (29.1%)	603.8 (30.7%)
Women	1,358.9 (71.9%)	1,385.1 (70.9%)	1,365.5 (69.3%)
Age category			
15 to 24 years	767.9 (40.6%)	733.8 (37.6%)	727.8 (37.0%)
25 to 54 years	827.5 (43.8%)	837.5 (42.9%)	824.6 (41.9%)
55 years and older	767.9 (15.6%)	733.8 (19.6%)	727.8 (21.2%)
Industry			
Goods-producing industries	14.9 (5.2%)	13.5 (5.2%)	11.3 (4.9%)
Agriculture	4.8 (0.8%)	5.2 (0.7%)	6.2 (0.6%)
Forestry, fishing, mining and oil and gas extraction	2.4 (0.3%)	1.2 (0.3%)	1.5 (0.3%)
Utilities	29.4 (0.1%)	32.2 (0.1%)	33.5 (0.1%)
Construction	47.0 (1.6%)	48.6 (1.6%)	44.3 (1.7%)
Manufacturing	14.9 (2.5%)	13.5 (2.5%)	11.3 (2.2%)
Services-producing industries	1,792.1 (94.8%)	1,852.8 (94.8%)	1,872.7 (95.1%)
Wholesale and retail trade	544.8 (28.8%)	562.5 (28.8%)	554.6 (28.2%)
Transportation and warehousing	68.4 (3.6%)	73.9 (3.8%)	85.5 (4.3%)
Finance, insurance, real estate, rental and leasing	78.7 (4.2%)	69.2 (3.5%)	65.8 (3.3%)
Professional, scientific and technical services	49.5 (2.6%)	56.3 (2.9%)	57.4 (2.9%)
Business, building and other support services ³	62.2 (3.3%)	69.5 (3.6%)	67.2 (3.4%)
Educational services	126.8 (6.7%)	127.6 (6.5%)	126.0 (6.4%)
Health care and social assistance	324.5 (17.2%)	342.1 (17.5%)	346.1 (17.6%)
Information, culture and recreation ⁴	86.5 (4.6%)	93.7 (4.8%)	101.1 (5.1%)
Accommodation and food services	333.6 (17.6%)	348.0 (17.8%)	356.4 (18.1%)
Other services (except public administration)	79.1 (4.2%)	76.0 (3.9%)	81.6 (4.1%)

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Industry	FY0809	FY1314	FY1819
Public administration	38.0 (2.0%)	34.1 (1.7%)	31.0 (1.6%)
Canada	1,890.7 (100.0%)	1,953.4 (100.0%)	1,969.4 (100.0%)

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.

¹ Permanent part-time employment does not have a specified end-date, and consists of work usually less than 30 hours per week at the main or only job.

² Excludes territorial data.

³ 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.

⁴ 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, Labour Force Survey, Public Use Microdata Files, April 2008 to March 2019.

Annex 1.7 – Number (levels in thousands) and distribution (%) of self-employed¹ workers by province, gender and industry, Canada, FY1415 to FY1819

Characteristics ²	FY1415	FY1516	FY1617	FY1718	FY1819	Change (%) FY1718 to FY1819
Province						
Newfoundland and Labrador	22.8 (0.8%)	22.7 (0.8%)	22.6 (0.8%)	21.2 (0.7%)	19.0 (0.7%)	-10.5%
Prince Edward Island	11.4 (0.4%)	10.4 (0.4%)	10.2 (0.4%)	10.8 (0.4%)	11.8 (0.4%)	+9.2%
Nova Scotia	60.0 (2.2%)	58.5 (2.1%)	58.6 (2.1%)	59.5 (2.1%)	60.4 (2.1%)	+1.5%
New Brunswick	43.3 (1.6%)	42.1 (1.5%)	42.7 (1.5%)	40.3 (1.4%)	39.4 (1.4%)	-2.3%
Quebec	559.3 (20.4%)	556.5 (20.1%)	551.4 (20.0%)	562.3 (19.8%)	566.1 (19.8%)	+0.7%
Ontario	1,065.0 (38.9%)	1,093.5 (39.5%)	1,091.5 (39.5%)	1,116.4 (39.4%)	1,134.6 (39.7%)	+1.6%
Manitoba	83.4 (3.0%)	85.4 (3.1%)	86.2 (3.1%)	89.3 (3.2%)	91.5 (3.2%)	+2.5%
Saskatchewan	110.0 (4.0%)	105.6 (3.8%)	103.3 (3.7%)	101.7 (3.6%)	97.8 (3.4%)	-3.8%
Alberta	383.3 (14.0%)	376.5 (13.6%)	374.3 (13.6%)	388.3 (13.7%)	390.9 (13.7%)	+0.7%
British Columbia	399.6 (14.6%)	417.6 (15.1%)	419.5 (15.2%)	444.9 (15.7%)	449.5 (15.7%)	+1.0%
Gender						
Men	1,737.7 (63.5%)	1,745.0 (63.0%)	1,756.8 (63.6%)	1,773.3 (62.6%)	1,784.0 (62.4%)	+0.6%
Women	1,000.3 (36.5%)	1,023.8 (37.0%)	1,003.5 (36.4%)	1,061.3 (37.4%)	1,076.8 (37.6%)	+1.5%
Industry						
Goods-producing industries	696.1 (25.4%)	686.4 (24.8%)	688.3 (24.9%)	680.0 (24.0%)	657.1 (23.0%)	-3.4%
Agriculture	182.1 (6.6%)	173.7 (6.3%)	172.7 (6.3%)	167.4 (5.9%)	154.4 (5.4%)	-7.7%
Forestry, fishing, mining and oil and gas extraction	37.6 (1.4%)	39.1 (1.4%)	37.8 (1.4%)	37.3 (1.3%)	38.6 (1.3%)	+3.6%
Utilities	n/a ³					
Construction	398.3 (14.5%)	398.5 (14.4%)	395.9 (14.3%)	392.6 (13.9%)	389.4 (13.6%)	-0.8%
Manufacturing	77.9 (2.8%)	75.0 (2.7%)	81.8 (3.0%)	82.6 (2.9%)	74.4 (2.6%)	-9.9%
Services-producing industries	2,041.9 (74.6%)	2,082.4 (75.2%)	2,072.1 (75.1%)	2,154.6 (76.0%)	2,203.7 (77.0%)	+2.3%
Wholesale and retail trade	264.5 (9.7%)	272.5 (9.8%)	258.5 (9.4%)	265.6 (9.4%)	253.9 (8.9%)	-4.4%
Transportation and warehousing	159.3 (5.8%)	166.7 (6.0%)	166.8 (6.0%)	174.8 (6.2%)	186.7 (6.5%)	+6.8%
Finance, insurance, real estate, rental and leasing	196.0 (7.2%)	203.3 (7.3%)	203.2 (7.4%)	220.0 (7.8%)	218.7 (7.6%)	-0.6%
Professional, scientific and technical services	450.3 (16.4%)	449.4 (16.2%)	436.5 (15.8%)	462.9 (16.3%)	472.2 (16.5%)	+2.0%
Business, building and other support services ⁴	181.1 (6.6%)	184.9 (6.7%)	182.9 (6.6%)	183.1 (6.5%)	202.8 (7.1%)	+10.8%
Educational services	69.5 (2.5%)	62.0 (2.2%)	67.7 (2.5%)	79.4 (2.8%)	83.0 (2.9%)	+4.5%
Health care and social assistance	271.9 (9.9%)	292.3 (10.6%)	302.6 (11.0%)	313.8 (11.1%)	317.5 (11.1%)	+1.2%

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Industry	FY1415	FY1516	FY1617	FY1718	FY1819	Change (%) FY1718 to FY1819
Information, culture and recreation ⁵	128.3 (4.7%)	125.0 (4.5%)	132.0 (4.8%)	137.1 (4.8%)	134.5 (4.7%)	-1.9%
Accommodation and food services	92.4 (3.4%)	99.9 (3.6%)	99.3 (3.6%)	89.9 (3.2%)	102.3 (3.6%)	+13.8%
Other services (except public administration)	228.4 (8.3%)	226.3 (8.2%)	222.6 (8.1%)	228.0 (8.0%)	232.2 (8.1%)	+1.8%
Public administration	n/a ³					
Canada	2,738.0 (100.0%)	2,768.8 (100.0%)	2,760.3 (100.0%)	2,834.6 (100.0%)	2,860.8 (100.0%)	+0.9%

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.

¹ Self-employment refers to working owners of a business, farm or professional practice, whether employer (incorporated) or own-account (unincorporated). It also includes unpaid family workers who work without pay on a farm or in a business or professional practice owned and operated by another family member living in the same dwelling.

² Data specific to territories are not included in the official total for Canada. Data in other categories (i.e. data by gender and industry) also excludes territorial data.

³ Data have been suppressed to meet the confidentiality requirements of the *Statistics Act*.

⁴ 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.

⁵ 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, Table 14-10-0026-01.

Annex 1.8 – Number of workers in temporary employment¹ (levels in thousands) and their share in total employment (%) by province, gender, age and industry, Canada, FY1819

Characteristics ²	Term or contract employment	Casual employment ³	Seasonal employment	Temporary employment
Province				
Newfoundland and Labrador	21.1 (9.3%)	11.2 (4.9%)	15.2 (6.7%)	47.7 (21.0%)
Prince Edward Island	4.3 (5.7%)	2.7 (3.5%)	6.7 (8.9%)	13.6 (17.9%)
Nova Scotia	24.1 (5.3%)	20.2 (4.4%)	17.9 (3.9%)	61.9 (13.5%)
New Brunswick	18.5 (5.2%)	16.1 (4.5%)	16.7 (4.7%)	50.9 (14.3%)
Quebec	281.4 (6.6%)	105.0 (2.5%)	105.3 (2.5%)	491.7 (11.5%)
Ontario	446.7 (6.1%)	195.9 (2.7%)	142.9 (2.0%)	785.4 (10.8%)
Manitoba	32.3 (5.0%)	19.2 (3.0%)	16.7 (2.6%)	67.8 (10.4%)
Saskatchewan	28.0 (4.9%)	17.7 (3.1%)	14.9 (2.6%)	60.0 (10.5%)
Alberta	128.6 (5.5%)	72.0 (3.1%)	46.5 (2.0%)	246.8 (10.6%)
British Columbia	121.6 (4.8%)	103.6 (4.1%)	44.2 (1.8%)	268.7 (10.7%)
Gender				
Men	510.1 (5.2%)	219.5 (2.2%)	272.3 (2.8%)	1,001.9 (10.2%)
Women	596.5 (6.7%)	341.6 (3.8%)	154.6 (1.7%)	1,092.7 (12.2%)
Age category				
15 to 24 years	318.4 (13.0%)	257.2 (10.5%)	173.7 (7.1%)	749.2 (30.5%)
25 to 54 years	648.9 (5.3%)	202.3 (1.7%)	167.1 (1.4%)	1,018.3 (8.3%)
55 years and older	139.3 (3.4%)	101.7 (2.5%)	86.1 (2.1%)	327.1 (8.1%)
Industry				
Goods-producing industries	158.1 (4.0%)	40.0 (1.0%)	152.3 (3.9%)	350.5 (8.9%)
Agriculture	4.3 (1.6%)	3.7 (1.3%)	24.1 (8.7%)	32.2 (11.6%)
Forestry, fishing, mining and oil and gas extraction	15.4 (4.5%)	1.5 (0.4%)	20.4 (6.0%)	38.1 (11.1%)
Utilities	10.7 (7.3%)	0.5 (0.3%)	2.3 (1.6%)	13.0 (8.9%)
Construction	67.6 (4.7%)	15.0 (1.0%)	84.1 (5.8%)	167.0 (11.6%)
Manufacturing	60.0 (3.5%)	17.1 (1.0%)	22.8 (1.3%)	100.1 (5.8%)
Services-producing industries	948.6 (6.4%)	520.9 (3.5%)	274.6 (1.9%)	1,744.0 (11.8%)
Wholesale and retail trade	91.1 (3.3%)	118.9 (4.3%)	39.8 (1.4%)	250.0 (8.9%)
Transportation and warehousing	35.0 (3.5%)	18.3 (1.8%)	25.6 (2.5%)	79.3 (7.9%)
Finance, insurance, real estate, rental and leasing	38.7 (3.3%)	13.2 (1.1%)	4.8 (0.4%)	56.6 (4.8%)

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Characteristics ²	Term or contract employment	Casual employment ³	Seasonal employment	Temporary employment
Professional, scientific and technical services	67.4 (4.5%)	10.5 (0.7%)	8.8 (0.6%)	87.3 (5.9%)
Business, building and other support services ⁴	59.6 (7.6%)	23.8 (3.0%)	31.8 (4.0%)	115.6 (14.7%)
Educational services	248.5 (18.6%)	62.5 (4.7%)	20.5 (1.5%)	331.5 (24.8%)
Health care and social assistance	143.8 (5.9%)	118.0 (4.9%)	8.5 (0.4%)	270.4 (11.2%)
Information, culture and recreation ⁵	65.8 (8.4%)	28.2 (3.6%)	77.0 (9.9%)	171.2 (22.0%)
Accommodation and food services	60.2 (4.9%)	94.6 (7.7%)	37.3 (3.0%)	192.3 (15.6%)
Other services (except public administration)	38.0 (4.7%)	15.1 (1.9%)	7.5 (0.9%)	60.9 (7.5%)
Public administration	100.5 (10.3%)	14.7 (1.5%)	13.4 (1.4%)	129.1 (13.2%)
Canada	1,106.6 (5.9%)	561.1 (3.0%)	426.8 (2.3%)	2,094.5 (11.2%)

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.

¹ A temporary employment has a predetermined end date, or will end as soon as a specified project is completed. Temporary employment include seasonal employment; term or contract employment including work done through a temporary help agency; casual employment; and other temporary employment.

² Excludes territorial data.

³ Includes other temporary employment that are not seasonal, term or contract employment.

⁴ 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.

⁵ 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, Labour Force Survey, Table 14-10-0071-01.

Annex 1.9 – Unemployment rate¹ by province or territory, gender, age, educational attainment and industry (%)

Characteristics ²	FY8889	FY9899	FY0809	FY1718	FY1819	Change (% Points) FY1718 to FY1819
Province or territory						
Newfoundland and Labrador	15.7	17.5	14.1	14.7	13.0	-1.7
Prince Edward Island	12.2	14.6	11.6	9.9	9.3	-0.6
Nova Scotia	9.7	10.4	7.9	8.3	7.2	-1.1
New Brunswick	11.6	11.8	8.6	8.0	7.9	-0.1
Quebec	9.6	10.1	7.6	5.9	5.4	-0.4
Ontario	5.0	6.9	7.1	5.8	5.7	-0.1
Manitoba	7.8	5.5	4.4	5.5	5.8	+0.3
Saskatchewan	7.3	6.1	4.2	6.1	6.0	-0.1
Alberta	7.8	5.7	4.1	7.4	6.7	-0.7
British Columbia	10.1	8.5	5.3	5.0	4.7	-0.3
Yukon	n/a	13.2	5.5	3.4 ^r	3.2	-0.2
Northwest Territories	n/a	n/a	5.5	6.9 ^r	7.3	+0.3
Nunavut	n/a	n/a	12.3	14.5 ^r	14.2	-0.3
Gender						
Men	7.4	8.4	7.3	6.5	6.1	-0.4
Women	8.1	7.7	5.9	5.7	5.5	-0.2
Age category						
15 to 24 years	11.4	14.8	12.4	11.2	11.0	-0.2
25 to 54 years	6.9	6.9	5.5	5.2	4.9	-0.3
55 years and older	5.7	6.2	5.4	5.5	5.2	-0.2
Educational attainment						
Less than high school ³	n/a	14.0	13.1	11.5 ^r	11.1	-0.3
High school diploma ⁴	n/a	8.6	7.4	7.6 ^r	7.2	-0.4
Post-secondary certificate or diploma ⁵	n/a	6.4	5.3	5.3	4.9	-0.5
University degree ⁶	n/a	4.3	4.3	4.3	4.4	+0.1
Industry						
Goods-producing industries						
Agriculture, forestry, fishing and hunting	7.7	8.7	7.9	6.5 ^r	6.9	+0.4
Mining and oil and gas extraction	6.8	8.1	5.8	5.0	4.8	-0.2
Utilities ⁷	2.7	2.6	1.8	2.4	1.7	-0.7
Construction	11.7	11.5	8.1	7.4	6.6	-0.9
Manufacturing	6.2	5.8	7.4	3.5	3.5	0.0
Services-producing industries						
Wholesale trade	5.2	4.6	3.7	3.2	2.6	-0.6
Retail trade	6.1	5.1	4.9	4.0	4.1	+0.1
Transportation and warehousing	5.4	4.5	3.9	3.0	3.4	+0.4
Finance and insurance	3.0	1.9	1.6	2.2	1.5	-0.7
Real estate and rental and leasing	4.4	3.4	3.2	2.0	2.1	+0.1
Professional, scientific and technical services	3.9	3.6	3.0	2.6	2.7	+0.1
Business, building and other support services ⁸	10.5	9.4	9.1	6.5	5.6	-0.8
Educational services	3.6	3.6	3.5	3.7	3.6	-0.1
Health care and social assistance	3.8	2.7	1.8	1.6	1.6	0.0
Information, culture and recreation ⁹	6.6	5.7	5.8	5.4	4.9	-0.5
Accommodation and food services	10.0	8.0	7.3	5.6	5.3	-0.3
Other services (except public administration)	6.2	5.7	4.0	3.2	2.9	-0.3
Public administration	5.1	3.8	2.0	1.8	2.1	+0.3
Canada	7.7	8.1	6.6	6.1	5.8	-0.3

Note: Fiscal year data in this annex are the annual average of unadjusted monthly estimates produced by Statistics Canada.

^r Revised data.

¹ The years reviewed in this annex prior to FY1819 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.

² 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.

³ Includes zero to eight years of education and some high school.

⁴ Includes high school graduates and some post-secondary education (not completed).

⁵ 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.

⁶ Includes at least a university bachelor's degree.

⁷ Monthly data that are confidential under the Statistics Act are excluded from the calculation of the annual average.

⁸ 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.

⁹ 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 2

Employment Insurance Benefits Data Tables

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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.

Concept	Definition
New claims established	<p>New claims established 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 2017 (i.e. in FY1718) and for which benefits paid to an Employment Insurance claimant began in December 2017 (i.e. in FY1718) and ended in June 2018 (i.e. in FY1819) is included in the FY1718 statistics, but is not counted in the FY1819 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>
Average actual duration	<p>The average actual duration 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
Average actual duration (cont'd)	<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 and family caregiver benefits for adults and 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>
Average weekly benefit rate	<p>The average weekly benefit rate, 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 2.2.7 of Chapter II relating to the Working While on Claim provision).</p>
Amount paid	<p>The amount paid 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)

Concept	Definition
Amount paid (cont'd)	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 2017 (i.e. in FY1718) and received payment starting in December 2017 (i.e. in FY1718) and ending in June 2018 (i.e. in FY1819) are included in the fiscal year statistics for FY1718 and FY1819. If this claimant received \$200 per week for 17 weeks between December 2017 and March 2018, and \$200 per week for 12 weeks between April and June 2018, an amount of \$3,400 will be allocated to FY1718 and \$2,400 will be allocated to FY1819.
Long-Tenured workers	Long-Tenured workers 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.
Frequent claimants	Frequent claimants 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.
Occasional claimants	Occasional claimants are EI claimants who do not meet the requirements for either long-tenured workers or frequent claimants.
Seasonal claimants	EI claimants who had at least three regular or fishing claims within past five years from 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 . 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.
Active claims	Active claims 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.
Open claims	Open claims are those for which the claimants are still receiving or still can receive EI benefits.

(continued)

Concept	Definition
Completed claims	Completed claims refer to claims that are terminated and those that are dormant.
Terminated claims	Terminated claims 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.
Dormant claims	Dormant claims are those that, as of August of the reference year following the reporting fiscal year, are open but are not active.
Combined or mixed claims	<p>A combined or mixed claim 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 established¹

Province or territory	FY1415	FY1516	FY1617	FY1718	FY1819	Change (%) FY1718 to FY1819
Newfoundland and Labrador	81,230	85,910	74,000	81,090	86,070	+6.1
Prince Edward Island	21,950	22,140	22,540	22,720	22,480	-1.1
Nova Scotia	79,550	82,410	82,710	85,300	84,570	-0.9
New Brunswick	85,020	88,670	88,910	91,130	89,820	-1.4
Quebec	491,160	496,680	483,700	482,990	473,060	-2.1
Ontario	561,200	569,620	552,030	562,570	556,900	-1.0
Manitoba	57,000	64,660	59,250	61,440	64,020	+4.2
Saskatchewan	47,840	57,110	49,850	51,250	54,210	+5.8
Alberta	169,840	235,470	201,610	170,270	188,870	+10.9
British Columbia	208,320	216,790	197,770	200,820	198,240	-1.3
Yukon	2,450	2,410	2,300	2,200	2,310	+5.0
Northwest Territories	2,250	2,320	2,380	2,420	2,310	-4.5
Nunavut	990	1,230	1,290	1,340	1,470	+9.7
Gender						
Men	994,200	1,075,810	984,150	974,660	988,250	+1.4
Women	814,600	849,610	834,190	840,880	836,080	-0.6
Age						
24 years old and under	181,910	194,270	178,010	172,810	170,480	-1.3
25 to 44 years old	871,570	933,430	883,950	876,270	882,780	+0.7
45 to 54 years old	391,140	402,020	370,360	363,410	352,640	-3.0
55 years old and over	364,180	395,700	386,020	403,050	418,430	+3.8
Canada	1,808,800	1,925,420	1,818,340	1,815,540	1,824,330	+0.5

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

¹ Excludes Family caregiver benefits for adults and children due to the 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 2.3.2 – Employment Insurance benefits: Average weekly benefit rate^{1,2} (\$)

Province or territory	FY1415	FY1516	FY1617	FY1718 ¹	FY1819	Change (%) FY1718 to FY1819
Newfoundland and Labrador	435	448	445	456	464	+1.7
Prince Edward Island	416	428	432	436	437	+0.1
Nova Scotia	419	425	426	431	437	+1.5
New Brunswick	412	424	426	431	440	+1.9
Quebec	420	428	433	443	454	+2.5
Ontario	431	441	451	459 ¹	473	+3.1
Manitoba	422	435	440	444	453	+1.8
Saskatchewan	452	466	465	468 ¹	477	+1.8
Alberta	472	486	485	488 ¹	499	+2.2
British Columbia	429	442	447	455 ¹	468	+2.9
Yukon	474	490	498	502	517	+2.9
Northwest Territories	495	505	510	519	520	+0.2
Nunavut	469	472	485	504 ¹	500	-0.9
Gender						
Men	457	469	473	480	492	+2.3
Women	398	409	416	423 ¹	433	+2.6
Age						
24 years old and under	394	407	400	403	421	+4.4
25 to 44 years old	442	455	460	468 ¹	478	+2.2
45 to 54 years old	434	446	452	460	472	+2.6
55 years old and over	417	428	433	440	452	+2.8
Canada	431	443	447	454¹	465	+2.6

Note: Percentage change is based on unrounded numbers. Includes all claims for which at least \$1 of EI benefits was paid.

¹ Excludes family caregiver benefits for adults and children due to incompatibility of administrative data sources and extended parental benefits which are paid at a lower benefit rate (33% of average weekly insurable earnings) than other types of benefits.

² Takes into account Family Supplement top-ups paid to Employment Insurance claimants.

¹ Revised data to reflect the exclusion of extended parental benefits which have been available at a lower benefit rate since December 3, 2017.

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 paid¹ (\$ million)

Province or territory	FY1415	FY1516	FY1617	FY1718	FY1819	Change (%) FY11718 to FY1819
Newfoundland and Labrador	862.8	958.6	1,040.2	1,185.2	1,022.9	-13.7
Prince Edward Island	211.4	228.1	230.7	248.1	231.1	-6.9
Nova Scotia	748.1	833.0	841.3	892.2	845.1	-5.3
New Brunswick	824.0	904.0	919.0	954.0	869.6	-8.9
Quebec	3,507.1	3,649.7	3,430.7	3,558.2	3,106.0	-12.7
Ontario	5,270.5	5,478.3	5,443.2	5,657.7	5,240.4	-7.4
Manitoba	498.2	573.4	587.3	631.3	619.2	-1.9
Saskatchewan	437.4	572.7	671.5	700.9	624.7	-10.9
Alberta	1,507.0	2,362.3	3,158.3	2,655.3	2,171.0	-18.2
British Columbia	1,862.8	2,031.1	2,064.2	2,089.5	1,878.1	-10.1
Yukon	30.4	25.9	27.3	27.8	25.0	-9.8
Northwest Territories	29.3	28.8	29.9	30.9	31.1	+0.9
Nunavut	15.1	16.2	17.6	23.6	21.0	-11.1
Gender						
Men	8,088.4	9,411.7	9,868.8	9,678.0	8,416.6	-13.0
Women	7,715.7	8,250.3	8,592.2	8,976.6	8,268.7	-7.9
Age						
24 years old and under	1,316.1	1,523.7	1,522.2	1,443.0	1,284.6	-11.0
25 to 44 years old	8,525.3	9,497.1	9,869.4	9,908.0	9,038.7	-8.8
45 to 54 years old	3,069.2	3,341.4	3,450.0	3,431.5	2,883.7	-16.0
55 years old and over	2,893.5	3,299.8	3,619.4	3,872.1	3,478.3	-10.2
Canada	15,804.1	17,662.0	18,461.0	18,654.7	16,685.3	-10.6

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 of EI benefits was paid.

¹ 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 2.4.1 – Employment Insurance benefits by EI economic region: New claims established¹

El economic region	FY1415	FY1516	FY1617	FY1718	FY1819	Change (%) FY1718 to FY1819
Newfoundland and Labrador						
St. John's	14,810	16,190	16,210	16,620	15,260	-8.2
Newfoundland - Labrador	66,420	69,720	57,790	64,470	70,810	+9.8
Prince Edward Island						
Prince Edward Island ²	9,530	n/a	n/a	n/a	n/a	n/a
Charlottetown ²	2,960	5,470	5,860	5,570	5,680	+2.0
Prince Edward Island (excluding Charlottetown) ²	9,460	16,670	16,680	17,150	16,800	-2.0
Nova Scotia						
Eastern Nova Scotia	27,660	28,370	28,580	30,060	30,890	+2.8
Western Nova Scotia	33,860	35,120	34,740	35,660	33,640	-5.7
Halifax	18,030	18,920	19,390	19,580	20,040	+2.3
New Brunswick						
Fredericton-Moncton-Saint-John	26,280	28,070	27,670	28,250	28,170	-0.3
Madawaska-Charlotte	14,250	14,270	13,880	14,380	14,410	+0.2
Restigouche-Albert	44,490	46,330	47,360	48,500	47,240	-2.6
Quebec						
Gaspésie-Îles-de-la-Madeleine	26,520	27,320	27,780	27,900	27,020	-3.2
Quebec	40,290	40,400	38,730	40,490	39,530	-2.4
Trois-Rivières	9,900	10,060	9,550	9,650	9,310	-3.5
South Central Quebec	9,760	9,190	9,950	8,780	8,870	+1.0
Sherbrooke	10,850	10,060	9,870	10,150	9,960	-1.9
Montréal	30,970	33,220	32,400	31,710	30,950	-2.4
Montréal	176,270	179,760	174,100	174,490	170,940	-2.0
Central Quebec	87,010	87,800	86,170	86,950	85,820	-1.3
North Western Quebec	23,260	22,520	21,010	21,210	20,750	-2.2
Lower Saint Lawrence and North Shore	49,550	50,290	49,020	47,100	46,140	-2.0
Hull	13,420	13,320	12,980	12,630	12,700	+0.6
Chicoutimi-Jonquière	13,360	12,740	12,140	11,930	11,070	-7.2
Ontario						
Ottawa	33,180	34,370	33,210	32,610	32,410	-0.6
Eastern Ontario	26,590	27,780	26,630	26,410	25,490	-3.5
Kingston	5,730	5,110	5,520	5,140	5,570	+8.4
Central Ontario	58,200	61,340	60,350	59,150	58,130	-1.7
Oshawa	17,890	17,760	17,770	18,760	16,100	-14.2
Toronto	207,290	211,410	205,510	204,230	204,030	-0.1
Hamilton	29,230	29,400	29,650	29,240	29,040	-0.7
St. Catharines	19,580	20,760	20,330	20,380	20,090	-1.4
London	19,400	18,920	19,270	20,780	19,090	-8.1
Niagara	17,520	18,080	17,240	17,280	17,390	+0.6
Windsor	19,480	13,630	12,200	19,440	21,290	+9.5
Kitchener	20,450	20,340	20,980	21,820	21,540	-1.3
Huron	17,570	17,710	20,100	19,450	17,880	-8.1
South Central Ontario	18,560	19,210	19,310	21,680	20,780	-4.2
Sudbury	7,870	8,760	7,290	7,430	7,860	+5.8
Thunder Bay	6,510	6,540	6,000	6,370	5,900	-7.4
Northern Ontario	36,150	38,500	30,670	32,400	34,310	+5.9

(continued)

Annex 2.4.1 (continued)

El economic region	FY1415	FY1516	FY1617	FY1718	FY1819	Change (%) FY1718 to FY1819
Manitoba						
Winnipeg	31,990	36,060	32,910	34,580	34,910	+1.0
Southern Manitoba	15,120	18,200	17,150	17,180	17,750	+3.3
Northern Manitoba	9,890	10,400	9,190	9,680	11,360	+17.4
Saskatchewan						
Regina	8,510	9,830	10,260	10,470	10,310	-1.5
Saskatoon	12,220	14,780	13,940	13,430	13,990	+4.2
Southern Saskatchewan	13,080	15,310	12,210	12,750	13,820	+8.4
Northern Saskatchewan	14,030	17,190	13,440	14,600	16,090	+10.2
Alberta						
Calgary	54,040	74,310	63,390	55,710	57,720	+3.6
Edmonton	57,710	81,150	67,740	61,260	68,520	+11.9
Northern Alberta	14,890	20,620	22,770	13,900	16,540	+19.0
Southern Alberta	43,200	59,390	47,710	39,400	46,090	+17.0
British Columbia						
Southern Interior British Columbia	38,600	43,030	36,590	36,700	40,710	+10.9
Abbotsford	10,690	10,790	11,090	10,750	9,760	-9.2
Vancouver	90,310	90,370	84,900	87,510	82,480	-5.7
Victoria	12,660	12,990	12,090	12,870	12,360	-4.0
Southern Coastal British Columbia	30,380	32,410	31,280	30,000	30,350	+1.2
Northern British Columbia	25,680	27,200	21,820	22,990	22,580	-1.8
Territories						
Yukon ²	1,120	n/a	n/a	n/a	n/a	n/a
Whitehorse ²	740	1,560	1,420	1,340	1,480	+10.4
Yukon (excluding Whitehorse) ²	590	850	880	860	830	-3.5
Northwest Territories ²	1,330	n/a	n/a	n/a	n/a	n/a
Yellowknife ²	310	810	870	840	830	-1.2
Northwest Territories (excluding Yellowknife) ²	610	1,510	1,510	1,580	1,480	-6.3
Nunavut ²	510	n/a	n/a	n/a	n/a	n/a
Iqaluit ²	100	300	230	320	290	-9.4
Nunavut (excluding Iqaluit) ²	380	930	1,060	1,020	1,180	+15.7
Canada	1,808,800	1,925,420	1,818,340	1,815,540	1,824,330	+0.5

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

¹ Excludes Family caregiver benefits for adults and children due to the incompatibility of administrative data sources.

² 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^{1,2} (\$)

El economic region	FY1415	FY1516	FY1617	FY1718 ¹	FY1819	Change (%) FY1617 to FY1718
Newfoundland and Labrador						
St. John's	441	456	464	463	468	+1.0
Newfoundland - Labrador	434	447	440	454	463	+1.9
Prince Edward Island						
Prince Edward Island	409	n/a	n/a	n/a	n/a	n/a
Charlottetown ³	402	413	406	405	408	+0.6
Prince Edward Island (excluding Charlottetown) ³	428	433	441	446	447	+0.1
Nova Scotia						
Eastern Nova Scotia	435	439	440	446	449	+0.7
Western Nova Scotia	407	413	416	418	426	+1.8
Halifax	415	426	425	431	439	+1.8
New Brunswick						
Fredericton-Moncton-Saint-John	403	414	416	424	432	+2.0
Madawaska-Charlotte	398	411	411	420	425	+1.2
Restigouche-Albert	421	434	436	439	449	+2.2
Quebec						
Gaspésie-Îles-de-la-Madeleine	432	437	443	451	460	+2.1
Quebec	427	435	441	454	467	+2.7
Trois-Rivières	409	415	419	436	441	+1.2
South Central Quebec	419	429	437	443	451	+1.9
Sherbrooke	412	418	430	435	452	+3.9
Montréal	415	424	432	439	452	+3.1
Montréal	419	427	433	442	452	+2.3
Central Quebec	412	420	426	436	447	+2.3
North Western Quebec	428	433	438	446	464	+4.0
Lower Saint Lawrence and North Shore	425	433	435	445	456	+2.3
Hull	431	439	452	458	470	+2.6
Chicoutimi-Jonquière	422	423	427	437	448	+2.5
Ontario						
Ottawa	448	455	465	469 ^{r1}	480	+2.4
Eastern Ontario	424	431	441	441 ^{r1}	460	+4.4
Kingston	425	421	437	441	466	+5.5
Central Ontario	419	432	444	448	461	+2.8
Oshawa	449	452	466	476 ^{r1}	486	+2.0
Toronto	433	445	455	465 ^{r1}	478	+2.8
Hamilton	433	444	455	464	479	+3.2
St. Catharines	409	413	428	435 ^{r1}	450	+3.3
London	426	427	439	451 ^{r1}	463	+2.8
Niagara	425	438	444	456 ^{r1}	468	+2.7
Windsor	448	437	433	468 ^{r1}	485	+3.7
Kitchener	438	444	458	460 ^{r1}	480	+4.3
Huron	421	435	441	450 ^{r1}	467	+3.8
South Central Ontario	429	440	455	461	474	+2.9
Sudbury	434	453	453	456 ^{r1}	481	+5.6
Thunder Bay	439	459	467	475 ^{r1}	483	+1.7
Northern Ontario	432	445	442	451	469	+3.9

(continued)

Annex 2.4.2 (continued)

El economic region	FY1415	FY1516	FY1617	FY1718 ^{r1}	FY1819	Change (%) FY1718 to FY1819
Manitoba						
Winnipeg	425	436	448	448 ^{r1}	456	+1.8
Southern Manitoba	416	434	432	441	449	+1.7
Northern Manitoba	417	435	428	438	448	+2.3
Saskatchewan						
Regina	457	466	480	477 ^{r1}	490	+2.7
Saskatoon	459	466	469	473 ^{r1}	482	+2.1
Southern Saskatchewan	444	464	459	468	472	+0.8
Northern Saskatchewan	450	467	455	458 ^{r1}	468	+2.3
Alberta						
Calgary	473	485	484	486 ^{r1}	496	+1.9
Edmonton	474	489	492	496 ^{r1}	505	+1.9
Northern Alberta	484	494	498	495 ^{r1}	508	+2.5
Southern Alberta	465	479	472	476 ^{r1}	490	+3.1
British Columbia						
Southern Interior British Columbia	434	450	443	455	464	+1.8
Abbotsford	383	391	407	409	423	+3.3
Vancouver	424	435	451	456	471	+3.3
Victoria	436	450	453	463	478	+3.3
Southern Coastal British Columbia	433	444	443	452 ^{r1}	465	+2.8
Northern British Columbia	454	467	459	467	482	+3.1
Territories						
Yukon ³	471	n/a	n/a	n/a	n/a	n/a
Whitehorse ³	478	485	504	503	517	+2.7
Yukon (excluding Whitehorse) ³	474	498	487	501	517	+3.2
Northwest Territories ³	488	n/a	n/a	n/a	n/a	n/a
Yellowknife ³	499	505	511	523	528	+1.0
Northwest Territories (excluding Yellowknife) ³	507	506	509	517	516	-0.3
Nunavut ³	464	n/a	n/a	n/a	n/a	n/a
Iqaluit ³	497	499	524	517	541	+4.7
Nunavut (excluding Iqaluit) ³	470	463	477	500 ^{r1}	489	-2.2
Canada	431	443	447	454^{r1}	465	+2.6

Note: Percentage change is based on unrounded numbers. Includes all claims for which at least \$1 of EI benefits was paid.

¹ Excludes Family caregiver benefits for adults and children due to the incompatibility of administrative data sources and extended parental benefits which are paid at a lower benefit rate (33% of average weekly insurable earnings) than other types of benefits.

² Takes into account Family Supplement top-ups paid to Employment Insurance claimants.

³ 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.

^{r1} Revised data to reflect the exclusion of extended parental benefits which have been available at a lower benefit rate since December 3, 2017.

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 paid¹ (\$ million)

EI economic region	FY1415	FY1516	FY1617	FY1718	FY1819	Change (%) FY1718 to FY1819
Newfoundland and Labrador						
St. John's	130.5	146.2	167.4	191.6	163.2	-14.8
Newfoundland - Labrador	732.4	812.4	872.7	993.6	859.7	-13.5
Prince Edward Island						
Prince Edward Island ²	153.1	13.1	n/a	n/a	n/a	n/a
Charlottetown ²	11.1	46.9	52.3	50.1	47.0	-6.1
Prince Edward Island (excluding Charlottetown) ²	47.1	168.1	178.4	198.0	184.0	-7.0
Nova Scotia						
Eastern Nova Scotia	286.4	328.9	335.5	362.0	356.5	-1.5
Western Nova Scotia	298.5	321.4	322.3	337.6	307.3	-9.0
Halifax	163.1	182.6	183.5	192.5	181.3	-5.8
New Brunswick						
Fredericton-Moncton-Saint- John	225.5	257.6	263.4	259.3	246.4	-5.0
Madawaska-Charlotte	120.5	125.2	117.1	124.6	121.4	-2.6
Restigouche-Albert	478.0	521.2	538.5	570.1	501.8	-12.0
Quebec						
Gaspésie-Îles-de-la-Madeleine	273.8	291.4	290.4	322.5	280.2	-13.1
Quebec	240.7	259.0	237.7	254.8	231.5	-9.1
Trois-Rivières	65.3	66.6	58.2	63.4	58.0	-8.6
South Central Quebec	57.6	57.0	53.5	51.9	46.7	-10.0
Sherbrooke	67.2	66.7	61.9	62.1	59.0	-4.9
Montréal	1,289.1	1,331.2	1,273.9	1,288.5	1,114.3	-13.5
Central Quebec	569.7	585.3	533.1	596.1	519.9	-12.8
North Western Quebec	176.4	180.1	164.2	163.6	149.0	-8.9
Lower Saint Lawrence and North Shore	390.9	397.4	372.8	370.3	311.7	-15.8
Hull	89.7	95.1	91.9	91.4	80.4	-12.1
Chicoutimi-Jonquière	91.0	101.0	85.6	83.6	71.2	-14.8
Ontario						
Ottawa	333.4	352.9	341.9	344.7	328.2	-4.8
Eastern Ontario	217.3	238.4	229.5	231.2	222.2	-3.9
Kingston	51.4	46.0	48.1	47.7	47.2	-1.0
Central Ontario	487.6	503.2	505.7	541.4	495.8	-8.4
Oshawa	162.7	167.4	167.5	181.8	153.1	-15.8
Toronto	2,161.6	2,224.3	2,178.7	2,244.7	2,087.5	-7.0
Hamilton	258.6	275.6	275.9	289.9	270.8	-6.6
St. Catharines	164.1	163.1	168.8	174.3	154.1	-11.6
London	179.3	174.5	169.7	193.3	177.1	-8.4
Niagara	142.2	166.7	154.9	159.5	156.6	-1.8
Windsor	129.6	147.5	108.2	125.7	135.6	+7.9
Kitchener	202.2	194.7	199.1	210.4	206.8	-1.7
Huron	142.4	148.1	162.2	166.0	147.8	-10.9
South Central Ontario	165.2	169.4	177.3	189.2	189.7	+0.3
Sudbury	69.2	75.4	94.2	84.0	70.5	-16.1
Thunder Bay	54.5	55.9	55.3	57.3	51.6	-10.0
Northern Ontario	349.1	375.2	406.2	416.7	345.7	-17.0

(continued)

Annex 2.4.3 (continued)

El economic region	FY1415	FY1516	FY1617	FY1718	FY1819	Change (%) FY1718 to FY1819
Manitoba						
Winnipeg	272.4	321.0	312.1	332.4	326.0	-1.9
Southern Manitoba	122.1	143.0	152.5	155.0	156.5	+1.0
Northern Manitoba	103.6	109.3	122.6	144.0	136.7	-5.0
Saskatchewan						
Regina	76.8	93.7	106.6	118.0	109.0	-7.6
Saskatoon	111.3	144.1	177.0	187.0	160.2	-14.3
Southern Saskatchewan	106.2	142.8	169.9	170.9	147.2	-13.9
Northern Saskatchewan	143.0	192.2	217.9	225.0	208.2	-7.5
Alberta						
Calgary	510.1	786.2	1,057.4	917.0	716.3	-21.9
Edmonton	515.4	781.3	1,037.9	922.1	785.2	-14.8
Northern Alberta	139.3	225.5	323.4	236.9	199.2	-15.9
Southern Alberta	342.3	569.3	739.5	579.3	470.3	-18.8
British Columbia						
Southern Interior British Columbia	321.9	386.2	439.6	433.6	380.8	-12.2
Abbotsford	86.7	88.6	93.0	93.3	82.7	-11.3
Vancouver	852.0	866.0	830.6	867.7	810.7	-6.6
Victoria	115.5	124.0	119.8	119.5	112.9	-5.5
Southern Coastal British Columbia	258.9	297.7	279.6	281.9	258.3	-8.4
Northern British Columbia	227.9	268.6	301.6	293.4	232.7	-20.7
Territories						
Yukon ²	24.0	2.7	n/a	n/a	n/a	
Whitehorse ²	3.2	14.3	18.4	19.0	15.9	-16.0
Yukon (excluding Whitehorse) ²	3.2	9.0	8.9	8.8	9.1	+3.5
Northwest Territories ²	24.8	3.6	n/a	n/a	n/a	n/a
Yellowknife ²	1.2	7.7	10.1	9.3	10.1	+7.8
Northwest Territories (excluding Yellowknife) ²	3.3	17.5	19.8	21.5	21.1	-2.1
Nunavut ²	12.8	1.3	n/a	n/a	n/a	n/a
Iqaluit ²	0.6	2.7	3.0	4.1	3.9	-5.1
Nunavut (excluding Iqaluit) ²	1.7	12.1	14.6	19.5	17.1	-12.4
Canada	15,804.1	17,662.0	18,461.0	18,654.7	16,685.3	-10.6

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 of EI benefits was paid.

¹ Excludes Family caregiver benefits for adults and children due to the incompatibility of administrative data sources.

² 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 2.5.1 – Regular benefits: New claims established

Province or territory	FY1415	FY1516	FY1617	FY1718	FY1819	Change (%) FY1718 to FY1819
Newfoundland and Labrador	63,410	67,880	55,590	62,170	66,680	+7.3
Prince Edward Island	16,560	16,790	16,910	16,430	15,540	-5.4
Nova Scotia	60,730	62,020	62,610	63,880	61,800	-3.3
New Brunswick	68,930	72,030	70,120	70,610	68,320	-3.2
Quebec	423,840	422,200	405,460	399,080	384,500	-3.7
Ontario	391,380	390,830	366,810	373,130	363,620	-2.5
Manitoba	37,280	41,810	39,310	40,230	42,610	+5.9
Saskatchewan	31,500	39,580	34,090	35,190	37,570	+6.8
Alberta	105,780	167,800	141,140	112,400	127,090	+13.1
British Columbia	139,040	146,080	124,830	122,410	120,860	-1.3
Yukon	1,880	1,840	1,750	1,610	1,640	+1.9
Northwest Territories	1,680	1,550	1,740	1,760	1,580	-10.2
Nunavut	600	680	770	810	810	+11.1
Gender						
Men	826,410	896,610	806,660	788,880	791,220	+0.3
Women	516,200	534,480	514,470	510,830	501,490	-1.8
Age						
24 years old and under	129,700	140,640	126,880	118,750	113,780	-4.2
25 to 44 years old	592,390	639,540	588,420	571,930	568,800	-0.5
45 to 54 years old	323,840	329,800	298,500	289,420	278,900	-3.6
55 years old and over	296,680	321,110	307,330	319,610	331,230	+3.6
EI claimant category¹						
Long-tenured workers	261,760	380,460	329,290	310,270	294,820	-5.0
Occasional claimants	776,150	742,840	706,150	699,370	700,580	+0.2
Frequent claimants	304,700	307,790	285,690	290,070	297,310	+2.5
Canada	1,342,610	1,431,090	1,321,130	1,299,710	1,292,710	-0.5

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

¹ 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 duration¹ (number of weeks)

Province or territory	FY1415	FY1516	FY1617	FY1718	FY1819 ^p	Change (%) FY1718 to FY1819
Newfoundland and Labrador	25.8	26.0	31.8	32.7 ^r	28.4	-12.9
Prince Edward Island	22.8	23.3	23.3	23.1 ^r	22.2	-3.9
Nova Scotia	23.1	23.7	23.3	22.7 ^r	21.8	-3.8
New Brunswick	23.8	24.0	23.6	22.4 ^r	20.4	-9.2
Quebec	18.7	18.6	18.2	16.8 ^r	15.4	-8.7
Ontario	19.0	18.3	18.9	17.6 ^r	16.7	-5.2
Manitoba	17.2	17.9	19.3	19.3 ^r	18.4	-4.7
Saskatchewan	18.2	18.3	24.8	26.0 ^r	22.5	-13.5
Alberta	16.4	17.4	24.5	28.5 ^r	21.3	-25.2
British Columbia	18.5	18.4	20.3	19.9 ^r	17.6	-11.1
Yukon	24.2	21.6	21.0	21.7 ^r	19.4	-10.8
Northwest Territories	24.2	26.6	21.6	22.3	22.5	+1.2
Nunavut	31.4	27.0	31.2	32.8 ^r	28.2	-14.1
Gender						
Men	19.6	19.6	20.9	20.5 ^r	18.4	-10.2
Women	19.2	18.9	20.3	19.8 ^r	17.9	-9.6
Age						
24 years old and under	17.6	17.6	18.7	17.7 ^r	16.3	-8.3
25 to 44 years old	18.6	18.5	19.6	19.3 ^r	17.2	-10.7
45 to 54 years old	19.9	19.8	21.4	20.9 ^r	18.8	-9.9
55 years old and over	21.3	21.1	22.9	22.5 ^r	20.3	-9.7
EI claimant category²						
Long-tenured workers	18.0	17.4	20.0	21.1 ^r	17.7	-15.8
Occasional claimants	18.9	19.0	20.1	19.1 ^r	17.6	-8.1
Frequent claimants	22.0	22.1	23.1	22.1 ^r	20.5	-7.4
Canada	19.4	19.3	20.7	20.3^r	18.2	-9.9

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI regular benefits was paid.

¹ The reported duration estimates are based on completed claims that included those that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

² See Annex-2.1 for definitions related to EI claimant categories.

^r Revised.

^p 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 rate¹ (\$)

Province or territory	FY1415	FY1516	FY1617	FY1718	FY1819	Change (%) FY1718 to FY1819
Newfoundland and Labrador	430	444	434	447	456	+1.9
Prince Edward Island	407	419	419	426	433	+1.5
Nova Scotia	417	423	422	427	433	+1.5
New Brunswick	413	426	430	437	447	+2.2
Quebec	426	434	440	450	462	+2.6
Ontario	435	445	454	462	477	+3.2
Manitoba	424	438	441	449	456	+1.5
Saskatchewan	458	472	468	471	481	+2.0
Alberta	484	495	493	496	507	+2.1
British Columbia	434	449	451	459	472	+2.9
Yukon	478	494	501	500	519	+3.8
Northwest Territories	498	507	511	527	523	-0.7
Nunavut	472	469	486	514	502	-2.5
Gender						
Men	458	470	474	481	493	+2.4
Women	395	406	412	419	432	+3.1
Age						
24 years old and under	405	419	412	416	433	+4.1
25 to 44 years old	445	458	462	470	481	+2.3
45 to 54 years old	437	449	454	463	475	+2.7
55 years old and over	420	431	435	442	455	+3.0
EI claimant category²						
Long-tenured workers	472	482	489	495	503	+1.6
Occasional claimants	420	428	429	437	452	+3.4
Frequent claimants	436	446	453	464	477	+2.7
Canada	433	446	449	457	469	+2.7

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI regular benefits was paid.

¹ Takes into account Family Supplement top-ups paid to claimants with regular benefits.

² 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 2.5.4 – Regular benefits: Amount paid¹ (\$ million)

Province or territory	FY1415	FY1516	FY1617	FY1718	FY1819	Change (%) FY1718 to FY1819
Newfoundland and Labrador	666.5	749.5	822.2	953.6	799.2	-16.2
Prince Edward Island	147.5	162.6	161.2	175.5	160.3	-8.6
Nova Scotia	534.1	603.0	595.5	642.5	595.2	-7.4
New Brunswick	640.9	712.5	703.0	729.6	632.2	-13.3
Quebec	3,115.2	3,227.0	2,974.1	3,043.3	2,577.5	-15.3
Ontario	3,093.1	3,200.8	3,069.9	3,183.3	2,775.9	-12.8
Manitoba	277.2	338.3	352.1	386.2	371.1	-3.9
Saskatchewan	246.3	361.3	450.8	473.3	393.0	-17.0
Alberta	746.9	1,499.9	2,274.7	1,804.8	1,331.3	-26.2
British Columbia	1,081.5	1,219.0	1,217.0	1,193.0	988.5	-17.1
Yukon	22.7	18.7	18.8	18.9	16.5	-12.9
Northwest Territories	20.5	20.2	19.3	20.8	21.4	+3.0
Nunavut	9.5	9.4	11.5	15.8	11.7	-25.7
Gender						
Men	7,032.7	8,253.4	8,612.3	8,359.3	7,072.5	-15.4
Women	3,569.3	3,868.8	4,057.8	4,281.2	3,601.3	-15.9
Age						
24 years old and under	966.1	1,153.7	1,158.1	1,076.1	922.7	-14.3
25 to 44 years old	4,603.5	5,345.2	5,548.9	5,449.7	4,585.2	-15.9
45 to 54 years old	2,604.6	2,844.6	2,921.7	2,876.7	2,335.9	-18.8
55 years old and over	2,427.9	2,778.8	3,041.3	3,238.0	2,830.0	-12.6
EI claimant category²						
Long-tenured workers	2,136.9	3,141.1	3,681.5	3,343.6	2,467.4	-26.2
Occasional claimants	5,735.6	6,118.7	6,220.2	6,272.5	5,505.2	-12.2
Frequent claimants	2,729.5	2,862.3	2,768.4	3,024.4	2,701.2	-10.7
Canada	10,602.0	12,122.2	12,670.1	12,640.5	10,673.8	-15.6

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

¹ 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*.

² 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 2.6.1 – Regular benefits (by industry): New claims established

Industry	FY1415	FY1516	FY1617	FY1718	FY1819	Change (%) FY1718 to FY1819
Goods-producing industries	511,030	565,610	484,720	502,080	505,200	+0.6
Agriculture, forestry, fishing and hunting	56,880	57,360	51,910	53,760	52,440	-2.5
Mining and oil and gas extraction	28,900	38,250	24,430	21,340	24,980	+17.1
Utilities	4,420	4,230	3,980	4,150	4,150	0.0
Construction	274,140	316,290	273,380	288,870	292,720	+1.3
Manufacturing	146,690	149,480	131,020	133,960	130,910	-2.3
Service-producing industries	748,370	821,740	762,630	764,150	764,220	0.0
Wholesale trade	44,050	48,240	43,600	39,790	38,920	-2.2
Retail trade	72,850	83,500	76,300	79,090	69,330	-12.3
Transportation and warehousing	56,270	67,950	59,470	60,190	62,640	+4.1
Finance and insurance	13,820	15,500	14,080	15,020	12,630	-15.9
Real estate and rental and leasing	18,030	20,220	18,640	17,720	18,270	+3.1
Professional, scientific and technical services	54,690	61,630	54,190	52,690	50,950	-3.3
Business, building and support services ¹	93,310	100,250	88,740	86,380	88,130	+2.0
Educational services	146,040	156,100	153,460	157,110	163,030	+3.8
Health care and social assistance	47,160	47,610	45,740	46,590	45,870	-1.5
Information, culture and recreation ²	39,470	41,320	38,030	39,080	40,250	+3.0
Accommodation and food services	58,550	63,840	60,630	63,840	63,280	-0.9
Other services (except public administration)	40,730	45,900	42,020	40,340	42,010	+4.1
Public administration	63,400	69,680	67,730	66,310	68,910	+3.9
Unclassified³	83,210	43,740	73,780	33,480	23,290	-30.4
Canada	1,342,610	1,431,090	1,321,130	1,299,710	1,292,710	-0.5

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

¹ 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.

² 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.

³ For some claims, this information was not available in the data.

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 duration¹ (number of weeks)

Industry	FY1415	FY1516	FY1617	FY1718 ^r	FY1819 ^p	Change (%) FY1718 to FY1819
Goods-producing industries	19.1	19.3	20.7	20.1	17.9	-10.9
Agriculture, forestry, fishing and hunting	21.4	21.6	22.0	22.0	20.4	-7.2
Mining and oil and gas extraction	20.7	20.8	23.9	26.9	21.0	-21.8
Utilities	18.5	17.6	18.4	19.3	16.4	-14.6
Construction	18.1	18.4	19.6	19.3	17.3	-10.4
Manufacturing	20.0	20.0	21.9	19.8	17.8	-10.4
Service-producing industries	19.5	19.3	20.5	20.2	18.4	-9.3
Wholesale trade	23.1	22.7	23.7	23.9	21.7	-9.2
Retail trade	22.2	21.9	22.8	22.8	21.1	-7.2
Transportation and warehousing	19.1	18.9	20.9	20.1	18.3	-9.1
Finance and insurance	24.4	23.3	24.3	24.3	23.7	-2.2
Real estate and rental and leasing	22.3	22.0	22.9	24.0	21.0	-12.6
Professional, scientific and technical services	21.2	20.9	22.7	22.4	19.5	-12.8
Business, building and support services ²	21.3	21.2	22.0	21.4	19.6	-8.1
Educational services	11.7	11.9	12.4	12.5	11.8	-6.2
Health care and social assistance	21.2	21.0	22.3	21.4	19.7	-7.7
Information, culture and recreation ³	20.4	20.0	20.7	20.9	18.9	-9.4
Accommodation and food services	22.0	22.1	22.7	22.6	20.8	-8.2
Other services (except public administration)	21.1	20.9	22.4	22.4	20.0	-11.0
Public administration	20.4	20.1	21.7	22.0	20.0	-9.1
Unclassified⁴	22.4	19.7	22.8	22.9	20.8	-9.2
Canada	19.4	19.3	20.7	20.3	18.2	-9.9

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI regular benefits was paid.

¹ The reported duration estimates are based on completed claims that included those that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

² 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.

³ 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.

⁴ For some claims, this information was not available in the data.

^r Revised.

^p 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 rate¹ (\$)

Industry	FY1415	FY1516	FY1617	FY1718	FY1819	Change (%) FY1718 to FY1819
Goods-producing industries	467	480	485	493	503	+2.1
Agriculture, forestry, fishing and hunting	416	429	431	441	459	+4.0
Mining and oil and gas extraction	510	522	528	531	541	+1.8
Utilities	501	516	524	532	538	+1.3
Construction	487	498	505	512	521	+1.6
Manufacturing	439	448	453	464	474	+2.2
Service-producing industries	413	425	430	434	447	+3.0
Wholesale trade	424	440	447	449	462	+2.9
Retail trade	368	374	386	386	405	+4.9
Transportation and warehousing	403	425	417	420	431	+2.7
Finance and insurance	445	462	463	481	493	+2.5
Real estate and rental and leasing	421	432	440	449	469	+4.3
Professional, scientific and technical services	463	479	482	488	497	+1.7
Business, building and support services ²	409	419	422	429	447	+4.2
Educational services	449	457	466	473	479	+1.3
Health care and social assistance	394	402	408	414	423	+2.1
Information, culture and recreation ³	401	413	414	418	435	+4.1
Accommodation and food services	341	352	355	359	374	+4.3
Other services (except public administration)	394	416	418	422	439	+4.0
Public administration	437	446	451	460	468	+1.7
Unclassified⁴	412	419	423	427	440	+3.1
Canada	433	446	449	457	469	+2.7

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI regular benefits was paid.

¹ Takes into account Family Supplement top-ups paid to claimants with regular benefits.

² 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.

³ 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.

⁴ For some claims, this information was not available in the data.

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 paid¹ (\$ million)

Industry	FY1415	FY1516	FY1617	FY1718	FY1819	Change (%) FY1718 to FY1819
Goods-producing industries	4,379.8	5,337.1	5,397.7	5,343.6	4,473.4	-16.3
Agriculture, forestry, fishing and hunting	500.7	520.4	515.6	578.2	496.8	-14.1
Mining and oil and gas extraction	238.9	445.0	448.8	310.0	274.2	-11.5
Utilities	41.1	39.1	42.2	48.2	36.4	-24.6
Construction	2,376.7	2,934.7	3,001.5	3,113.4	2,640.3	-15.2
Manufacturing	1,222.4	1,397.9	1,389.6	1,293.7	1,025.7	-20.7
Service-producing industries	5,656.9	6,487.5	6,687.7	6,998.6	5,995.6	-14.3
Wholesale trade	421.0	497.1	515.1	492.3	402.6	-18.2
Retail trade	607.0	685.4	712.3	763.4	620.9	-18.7
Transportation and warehousing	400.3	520.5	556.8	533.3	466.0	-12.6
Finance and insurance	155.9	166.5	177.9	193.9	155.0	-20.0
Real estate and rental and leasing	163.7	191.8	208.1	207.3	175.4	-15.4
Professional, scientific and technical services	505.4	630.5	666.4	601.1	479.4	-20.2
Business, building and support services ²	787.0	881.9	876.9	871.4	768.8	-11.8
Educational services	634.6	711.6	695.1	850.0	774.6	-8.9
Health care and social assistance	362.2	371.2	389.6	424.0	349.6	-17.5
Information, culture and recreation ³	318.3	336.2	337.1	377.7	324.7	-14.0
Accommodation and food services	427.2	498.2	496.3	559.9	487.2	-13.0
Other services (except public administration)	334.4	399.4	424.4	421.5	371.7	-11.8
Public administration	539.9	597.3	631.5	702.7	619.7	-11.8
Unclassified⁴	565.3	297.6	584.7	298.4	204.8	-31.4
Canada	10,602.0	12,122.2	12,670.1	12,640.5	10,673.8	-15.6

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

¹ 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*.

² 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.

³ 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.

⁴ For some claims, this information was not available in the data.

[†] 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 ¹	FY1415	FY1516	FY1617	FY1718	FY1819	Change (%) FY1718 to FY1819
6.0% and under	273,380	218,020	171,350	384,230	411,230	+7.0
6.1% ~ 7.0%	158,060	363,660	363,170	425,580	479,030	+12.6
7.1% ~ 8.0%	329,870	279,030	299,000	134,750	129,350	-4.0
8.1% ~ 9.0%	236,460	216,290	169,290	110,860	40,770	-63.2
9.1% ~ 10.0%	78,450	75,660	65,480	31,660	13,870	-56.2
10.1% ~ 11.0%	55,950	50,430	35,420	7,990	36,950	+362.5
11.1% ~ 12.0%	44,380	16,740	21,420	60,140	49,040	-18.5
12.1% ~ 13.0%	7,660	43,880	35,300	13,420	4,070	-69.7
13.1% ~ 14.0%	470	16,910	11,350	28,240	6,980	-75.3
14.1% ~ 15.0%	25,870	23,650	38,190	24,020	17,860	-25.6
15.1% ~ 16.0%	25,100	31,980	25,370	10,270	24,980	+143.2
16.1% or greater	106,960	94,840	85,790	68,550	78,580	+14.6
Hours of insurable employment from previous employment						
420 to 559	15,540	16,070	20,010	18,660	18,220	-2.4
560 to 699	48,850	51,100	56,330	47,490	41,930	-11.7
700 to 839	88,530	91,000	102,770	104,810	102,040	-2.6
840 to 979	115,160	116,610	113,880	110,790	110,600	-0.2
980 to 1,119	127,920	132,800	119,850	114,140	117,460	+2.9
1,120 to 1,259	128,290	131,700	122,760	120,710	122,190	+1.2
1,260 to 1,399	117,920	126,290	113,860	114,510	114,270	-0.2
1,400 to 1,539	127,610	134,580	125,170	125,090	129,220	+3.3
1,540 to 1,679	109,360	115,230	103,540	105,730	106,130	+0.4
1,680 to 1,819	109,480	119,890	103,900	106,150	107,350	+1.1
1,820 or more	353,950	395,820	339,060	331,630	323,300	-2.5
Canada	1,342,610	1,431,090	1,321,130	1,299,710	1,292,710	-0.5

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

¹ 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 duration¹ (number of weeks)

Regional unemployment rate ²	FY1415	FY1516	FY1617	FY1718	FY1819 ^o	Change (%) FY1718 to FY1819
6.0% and under	15.7	17.2	19.0	14.8 ^r	15.3	+3.8
6.1% ~ 7.0%	18.0	15.9	18.9	17.5 ^r	15.5	-11.0
7.1% ~ 8.0%	18.2	19.2	18.9	19.9 ^r	19.1	-3.9
8.1% ~ 9.0%	19.5	19.4	19.7	23.4	22.3	-4.8
9.1% ~ 10.0%	19.7	19.2	21.0	22.7 ^r	23.1	+2.1
10.1% ~ 11.0%	21.4	21.3	22.9	22.5	20.4	-9.6
11.1% ~ 12.0%	21.2	23.8	24.9	25.8 ^r	23.2	-10.2
12.1% ~ 13.0%	23.6	19.8	24.2	30.2 ^r	28.3	-6.3
13.1% ~ 14.0%	25.1	19.7	24.0	22.5 ^r	23.6	+5.0
14.1% ~ 15.0%	26.7	27.9	26.1	25.9 ^r	25.9	-0.1
15.1% ~ 16.0%	28.0	26.6	28.6	26.8 ^r	25.1	-6.5
16.1% or greater	25.2	26.4	32.0	33.1 ^r	29.5	-10.8
Hours of insurable employment from previous employment						
420 to 559	25.9	26.6	28.3	28.6	26.1	-8.7
560 to 699	20.6	20.8	21.6	22.2 ^r	20.6	-7.1
700 to 839	18.8	18.5	19.2	18.7 ^r	16.7	-10.5
840 to 979	19.4	19.2	20.4	19.7 ^r	17.8	-9.3
980 to 1,119	19.4	19.0	20.2	19.7 ^r	18.1	-7.9
1,120 to 1,259	18.5	18.4	19.6	19.3 ^r	17.6	-8.6
1,260 to 1,399	18.2	17.8	19.2	18.5 ^r	17.3	-6.2
1,400 to 1,539	16.7	16.8	17.8	17.2 ^r	15.8	-7.6
1,540 to 1,679	18.4	18.3	19.4	18.9 ^r	17.2	-9.4
1,680 to 1,819	19.8	19.6	21.2	20.4 ^r	18.0	-11.5
1,820 or more	21.2	21.1	22.8	22.7 ^r	20.0	-11.6
Canada	19.4	19.3	20.7	20.3^r	18.2	-9.9

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI regular benefits was paid.

¹ The reported duration estimates are based on completed claims that included those that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

² 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.

^r Revised.

^o 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 rate¹ (\$)

Regional unemployment rate ²	FY1415	FY1516	FY1617	FY1718	FY1819	Change (%) FY1718 to FY1819
6.0% and under	452	452	454	459	471	+2.8
6.1% ~ 7.0%	433	456	453	454	472	+3.9
7.1% ~ 8.0%	428	439	446	468	466	-0.5
8.1% ~ 9.0%	426	443	451	460	476	+3.4
9.1% ~ 10.0%	436	427	443	462	491	+6.1
10.1% ~ 11.0%	430	447	466	462	474	+2.5
11.1% ~ 12.0%	419	481	449	456	459	+0.8
12.1% ~ 13.0%	434	448	478	461	472	+2.3
13.1% ~ 14.0%	506	442	432	448	457	+2.2
14.1% ~ 15.0%	422	431	429	436	443	+1.4
15.1% ~ 16.0%	431	433	443	442	456	+3.2
16.1% or greater	429	444	433	445	455	+2.3
Hours of insurable employment from previous employment						
420 to 559	328	340	334	333	342	+2.8
560 to 699	353	369	365	370	382	+3.3
700 to 839	367	379	380	377	388	+2.9
840 to 979	387	397	402	405	421	+4.0
980 to 1,119	402	411	417	424	441	+3.8
1,120 to 1,259	417	427	436	445	457	+2.6
1,260 to 1,399	434	446	451	462	473	+2.4
1,400 to 1,539	452	462	472	481	493	+2.5
1,540 to 1,679	452	463	472	482	493	+2.3
1,680 to 1,819	457	471	478	488	498	+2.2
1,820 or more	478	491	499	505	516	+2.2
Canada	433	446	449	457	469	+2.7

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI regular benefits was paid.

¹ Takes into account Family Supplement top-ups paid to claimants with regular benefits.

² 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 2.7.4 – Regular benefits (by regional unemployment rate and hours of insurable employment from previous employment): Amount paid¹ (\$ million)

Regional unemployment rate ²	FY1314	FY1415	FY1516	FY1617	FY1718	Change (%) FY1718 to FY1819
6.0% and under	2,848.1	4,089.6	1,381.8	2,329.3	2,931.4	+25.9
6.1% ~ 7.0%	1,855.8	2,836.0	3,092.1	3,453.9	3,341.8	-3.2
7.1% ~ 8.0%	2,661.5	1,572.8	2,511.9	1,751.9	1,135.3	-35.2
8.1% ~ 9.0%	461.9	727.7	2,022.7	1,367.9	599.1	-56.2
9.1% ~ 10.0%	534.0	526.8	539.5	527.8	186.0	-64.7
10.1% ~ 11.0%	444.9	194.9	337.2	275.9	287.9	+4.3
11.1% ~ 12.0%	112.5	294.4	282.4	522.9	590.9	+13.0
12.1% ~ 13.0%	24.8	60.8	460.1	350.0	54.3	-84.5
13.1% ~ 14.0%	227.4	235.3	165.6	275.9	118.5	-57.0
14.1% ~ 15.0%	379.2	378.3	345.7	364.1	232.6	-36.1
15.1% ~ 16.0%	604.6	459.2	295.1	205.9	207.4	+0.7
16.1% or greater	447.4	746.2	1,235.9	1,215.2	988.7	-18.6
Hours of insurable employment from previous employment						
420 to 559	127.2	144.0	175.8	207.5	169.7	-18.2
560 to 699	361.1	380.7	437.8	460.8	351.5	-23.7
700 to 839	592.5	625.3	720.0	812.3	679.4	-16.4
840 to 979	829.4	879.3	917.6	946.5	823.6	-13.0
980 to 1,119	931.0	1,001.5	1,002.1	1,015.7	900.8	-11.3
1,120 to 1,259	903.0	985.0	1,001.8	1,065.4	927.8	-12.9
1,260 to 1,399	851.0	931.2	950.8	999.5	875.9	-12.4
1,400 to 1,539	872.5	976.4	996.0	1,037.2	932.5	-10.1
1,540 to 1,679	836.3	932.8	958.5	973.3	830.0	-14.7
1,680 to 1,819	924.4	1,075.4	1,107.4	1,076.9	915.2	-15.0
1,820 or more	3,373.4	4,190.5	4,401.8	4,045.4	3,267.2	-19.2
Canada	10,602.0	12,122.2	12,670.1	12,640.5	10,673.8	-15.6

Note: Totals may not add up 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.

¹ 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*.

² 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 2.8.1 – Regular benefits (by Employment Insurance economic region): New claims established

El economic region	FY1415	FY1516	FY1617	FY1718	FY1819	Change (%) FY1718 to FY1819
Newfoundland and Labrador						
St. John's	10,550	12,290	12,510	12,900	11,510	-10.8
Newfoundland – Labrador	52,860	55,590	43,080	49,270	55,170	+12.0
Prince Edward Island						
Prince Edward Island ¹	6,940	n/a	n/a	n/a	n/a	n/a
Charlottetown ¹	2,320	4,070	4,420	3,820	3,730	-2.4
Prince Edward Island (excluding Charlottetown) ¹	7,300	12,720	12,490	12,610	11,810	-6.3
Nova Scotia						
Eastern Nova Scotia	22,110	22,420	22,580	23,760	24,190	+1.8
Western Nova Scotia	26,450	27,000	26,950	27,020	24,810	-8.2
Halifax	12,170	12,600	13,080	13,100	12,800	-2.3
New Brunswick						
Fredericton-Moncton-Saint-John	19,230	20,920	19,800	20,180	19,270	-4.5
Madawaska-Charlotte	11,370	11,240	10,700	10,940	10,840	-0.9
Restigouche- Albert	38,330	39,870	39,620	39,490	38,210	-3.2
Quebec						
Gaspésie-Île-de-la Madeleine	23,830	24,740	24,990	25,180	24,030	-4.6
Québec	34,200	33,750	31,470	32,950	30,760	-6.6
Trois-Rivières	8,620	8,430	7,930	7,820	7,550	-3.5
South Central Quebec	8,160	7,480	7,900	6,820	6,820	0.0
Sherbrooke	9,210	8,230	7,990	8,000	7,690	-3.9
Montréal	25,750	27,030	26,160	24,880	24,240	-2.6
Montreal	152,310	152,860	146,390	144,110	138,980	-3.6
Central Quebec	74,540	73,830	70,970	71,440	68,910	-3.5
North Western Quebec	20,300	19,850	17,960	17,730	17,610	-0.7
Lower Saint Lawrence and North Shore	44,590	44,610	43,010	40,660	39,620	-2.6
Hull	10,750	10,660	10,430	9,890	9,420	-4.8
Chicoutimi-Jonquière	11,580	10,730	10,260	9,600	8,870	-7.6
Ontario						
Ottawa	20,180	21,210	19,470	19,340	19,130	-1.1
Eastern Ontario	19,820	20,220	18,910	18,670	17,530	-6.1
Kingston	3,770	3,120	3,530	3,110	3,530	+13.5
Central Ontario	42,610	44,200	42,800	41,030	39,720	-3.2
Oshawa	12,350	12,280	12,270	12,690	10,470	-17.5
Toronto	141,040	141,370	132,690	131,950	129,050	-2.2
Hamilton	19,540	19,400	19,210	18,630	18,330	-1.6
St. Catharines	14,660	15,240	14,710	14,310	14,030	-2.0
London	13,430	12,300	12,710	13,770	11,870	-13.8
Niagara	12,330	12,760	12,160	11,600	11,150	-3.9
Windsor	15,520	9,340	8,360	14,490	16,180	+11.7
Kitchener	13,340	13,340	13,360	13,570	13,240	-2.4
Huron	13,040	12,940	13,970	13,360	12,560	-6.0
South Central Ontario	11,590	11,890	11,480	13,110	12,130	-7.5
Sudbury	5,540	6,550	4,560	4,990	5,180	+3.8
Thunder Bay	4,580	4,990	4,250	4,460	4,130	-7.4
Northern Ontario	28,040	29,680	22,370	24,050	25,390	+5.6

(continued)

Annex 2.8.1 (continued)

El economic region	FY1415	FY1516	FY1617	FY1718	FY1819	Change (%) FY1718 to FY1819
Manitoba						
Winnipeg	20,080	22,270	21,380	21,920	22,750	+3.8
Southern Manitoba	9,750	11,550	10,960	11,180	11,140	-0.4
Northern Manitoba	7,450	7,990	6,970	7,130	8,720	+22.3
Saskatchewan						
Regina	4,470	5,700	6,270	6,330	6,460	+2.1
Saskatoon	7,510	9,730	9,210	8,640	9,080	+5.1
Southern Saskatchewan	8,550	10,590	8,320	8,710	9,380	+7.7
Northern Saskatchewan	10,970	13,560	10,290	11,510	12,650	+9.9
Alberta						
Calgary	32,730	52,480	43,150	35,620	37,950	+6.5
Edmonton	36,310	57,060	47,150	42,230	47,140	+11.6
Northern Alberta	10,290	16,090	18,750	9,880	12,220	+23.7
Southern Alberta	26,450	42,170	32,090	24,670	29,780	+20.7
British Columbia						
Southern Interior British Columbia	28,630	32,740	25,790	25,520	29,410	+15.2
Abbotsford	7,380	7,390	7,160	6,690	5,830	-12.9
Vancouver	55,620	54,580	49,110	47,730	43,640	-8.6
Victoria	7,520	7,920	6,650	6,710	6,480	-3.4
Southern Coastal British Columbia	20,740	22,350	20,390	19,220	19,010	-1.1
Northern British Columbia	19,150	21,100	15,730	16,540	16,490	-0.3
Territories						
Yukon ¹	780	n/a	n/a	n/a	n/a	n/a
Whitehorse ¹	560	1,070	950	820	920	+12.2
Yukon (excluding Whitehorse) ¹	540	770	800	790	720	-8.9
Northwest Territories ¹	990	n/a	n/a	n/a	n/a	n/a
Yellowknife ¹	170	410	510	520	430	-17.3
Northwest Territories (excluding Yellowknife) ¹	520	1,140	1,230	1,240	1,150	-7.3
Nunavut ¹	280	n/a	n/a	n/a	n/a	n/a
Iqaluit ¹	40	110	110	170	130	-23.5
Nunavut (excluding Iqaluit) ¹	280	570	660	640	770	+20.3
Canada	1,342,610	1,431,090	1,321,130	1,299,710	1,292,710	-0.5

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

¹ As of October 12, 2014, there are 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 duration¹ (number of weeks)

El economic region	FY1415	FY1516	FY1617	FY1718	FY1819 ^a	Change (%) FY1718 to FY1819
Newfoundland and Labrador						
St. John's	17.6	18.7	19.2	20.9 ^f	20.5	-1.8
Newfoundland – Labrador	27.3	27.6	35.4	35.7 ^f	30.2	-15.5
Prince Edward Island						
Prince Edward Island ²	23.2	25.3	n/a	n/a	n/a	n/a
Charlottetown ²	n/a	19.6	19.4	19.1 ^f	17.3	-9.1
Prince Edward Island (excluding Charlottetown) ²	n/a	23.9	24.7	24.5 ^f	23.6	-3.6
Nova Scotia						
Eastern Nova Scotia	26.0	27.4	26.8	26.4 ^f	25.9	-1.7
Western Nova Scotia	22.6	23.0	22.0	21.4 ^f	20.0	-6.8
Halifax	19.4	18.9	19.8	19.0 ^f	18.4	-3.3
New Brunswick						
Fredericton-Moncton-Saint-John	19.5	20.4	19.9	18.7 ^f	17.4	-7.3
Madawaska-Charlotte	21.6	21.4	20.6	19.1 ^f	18.6	-3.0
Restigouche- Albert	26.6	26.5	26.4	25.1 ^f	22.4	-10.8
Quebec						
Gaspésie-Île-de-la Madeleine	26.2	26.0	25.4	25.2 ^f	23.5	-6.7
Québec	15.3	15.9	15.3	14.2 ^f	13.2	-6.8
Trois-Rivières	18.0	17.4	16.2	15.4 ^f	14.8	-3.6
South Central Quebec	14.3	14.8	13.8	13.0 ^f	12.7	-2.4
Sherbrooke	17.2	17.1	16.2	14.4 ^f	14.1	-2.5
Montréal	16.9	16.9	16.4	15.4 ^f	13.9	-9.5
Montreal	19.2	19.0	18.9	17.0 ^f	15.5	-9.0
Central Quebec	17.7	17.4	16.5	15.7 ^f	14.4	-7.8
North Western Quebec	19.3	20.1	18.8	17.4 ^f	16.4	-5.7
Lower Saint Lawrence and North Shore	19.6	19.3	19.1	17.3 ^f	15.2	-12.2
Hull	17.3	18.0	17.4	16.2 ^f	14.2	-12.7
Chicoutimi-Jonquière	18.0	19.2	18.1	16.8 ^f	14.6	-13.0
Ontario						
Ottawa	17.4	17.1	17.4	16.3 ^f	15.6	-4.4
Eastern Ontario	18.1	17.8	18.4	16.9 ^f	16.2	-4.1
Kingston	17.9	18.1	17.2	15.8 ^f	15.6	-1.4
Central Ontario	17.5	16.9	17.5	16.7 ^f	16.0	-4.4
Oshawa	16.7	15.5	17.6	15.6 ^f	15.2	-2.2
Toronto	20.3	19.6	19.1	18.1 ^f	17.1	-5.6
Hamilton	16.5	16.9	16.4	16.3 ^f	15.4	-5.5
St. Catharines	19.0	17.5	17.4	16.7 ^f	15.5	-7.1
London	19.3	18.2	16.5	16.6 ^f	15.7	-5.4
Niagara	18.4	18.2	18.3	16.9 ^f	15.9	-5.9
Windsor	19.0	16.6	19.2	11.1 ^f	14.1	+26.9
Kitchener	18.4	17.0	16.7	15.8 ^f	15.7	-0.6
Huron	18.3	17.1	17.1	15.6 ^f	15.3	-1.5
South Central Ontario	16.7	16.2	16.4	14.2 ^f	14.8	+3.7
Sudbury	18.2	17.3	25.0	24.6 ^f	17.6	-28.5
Thunder Bay	17.4	16.0	15.9	15.6 ^f	15.9	+1.9
Northern Ontario	22.4	21.7	28.7	28.1 ^f	23.1	-17.6

(continued)

Annex 2.8.2 (continued)

El economic region	FY1415	FY1516	FY1617	FY1718	FY1819 ^p	Change (%) FY1718 to FY1819
Manitoba						
Winnipeg	15.7	16.9	17.0	16.6 ^f	15.9	-4.3
Southern Manitoba	14.8	15.8	16.7	16.4 ^f	15.9	-2.5
Northern Manitoba	24.5	24.4	30.5	31.7 ^f	27.7	-12.6
Saskatchewan						
Regina	14.0	14.9	16.4	16.8 ^f	15.7	-6.2
Saskatoon	15.6	16.0	22.6	24.5 ^f	20.2	-17.4
Southern Saskatchewan	16.7	16.4	24.0	25.9 ^f	20.9	-19.3
Northern Saskatchewan	22.7	23.2	31.6	33.2 ^f	28.2	-14.9
Alberta						
Calgary	16.8	17.5	26.4	29.8	22.7	-23.8
Edmonton	15.7	16.8	24.0	26.3 ^f	20.2	-23.0
Northern Alberta	18.3	19.8	21.7	31.7 ^f	23.9	-24.4
Southern Alberta	16.1	17.3	24.4	28.6	20.2	-29.5
British Columbia						
Southern Interior British Columbia	18.3	18.4	24.2	24.8 ^f	19.9	-20.0
Abbotsford	18.4	17.3	16.9	16.9 ^f	15.5	-8.1
Vancouver	18.3	17.7	17.4	16.9 ^f	16.0	-4.8
Victoria	17.2	17.3	18.1	15.9 ^f	15.0	-5.6
Southern Coastal British Columbia	18.9	19.1	18.9	17.6 ^f	15.9	-9.3
Northern British Columbia	19.7	20.6	26.3	24.7 ^f	21.5	-13.1
Territories						
Yukon ²	26.5	29.6	n/a	n/a	n/a	n/a
Whitehorse ²	11.9	16.7	21.9	23.2 ^f	18.9	-18.4
Yukon (excluding Whitehorse) ²	n/a	20.4	19.9	19.8 ^f	20.0	+1.3
Northwest Territories ²	25.4	35.0	n/a	n/a	n/a	n/a
Yellowknife ²	n/a	17.6	14.7	16.2 ^f	18.0	+10.9
Northwest Territories (excluding Yellowknife) ²	n/a	25.0	24.6	24.5 ^f	24.5	+0.1
Nunavut ²	32.0	34.7	n/a	n/a	n/a	n/a
Iqaluit ²	n/a	17.6	16.8	22.6	20.2	-10.6
Nunavut (excluding Iqaluit) ²	n/a	25.5	34.3	34.9 ^f	29.8	-14.6
Canada	19.4	19.3	20.7	20.3^f	18.2	-9.9

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI regular benefits was paid.

¹ The reported duration estimates are based on completed claims that included those that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

² As of October 12, 2014, there are 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.

^f Revised.

^p 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 rate¹ (\$)

El economic region	FY1415	FY1516	FY1617	FY1718	FY1819	Change (%) FY1718 to FY1819
Newfoundland and Labrador						
St. John's	447	460	468	466	470	+1.0
Newfoundland – Labrador	426	440	424	442	453	+2.4
Prince Edward Island						
Prince Edward Island ²	399	n/a	n/a	n/a	n/a	n/a
Charlottetown ²	401	416	399	406	418	+3.0
Prince Edward Island (excluding Charlottetown) ²	417	421	426	432	438	+1.2
Nova Scotia						
Eastern Nova Scotia	432	434	433	440	443	+0.7
Western Nova Scotia	404	411	411	414	423	+2.3
Halifax	417	428	424	429	432	+0.7
New Brunswick						
Fredericton-Moncton-Saint-John	406	418	422	432	442	+2.5
Madawaska-Charlotte	399	413	413	424	430	+1.6
Restigouche- Albert	421	433	438	443	453	+2.2
Quebec						
Gaspésie-Île-de-la Madeleine	430	437	442	451	460	+2.1
Québec	438	445	452	467	481	+3.0
Trois-Rivières	418	424	429	446	454	+1.8
South Central Quebec	425	441	444	458	465	+1.5
Sherbrooke	419	426	440	447	463	+3.5
Montréal	420	430	439	448	464	+3.5
Montreal	424	432	438	448	459	+2.6
Central Quebec	418	427	434	445	456	+2.4
North Western Quebec	437	440	447	453	470	+3.6
Lower Saint Lawrence and North Shore	429	439	441	452	462	+2.2
Hull	436	445	457	463	477	+3.1
Chicoutimi-Jonquière	427	432	434	446	458	+2.7
Ontario						
Ottawa	443	453	460	464	476	+2.6
Eastern Ontario	428	435	443	440	462	+5.1
Kingston	429	429	438	443	466	+5.2
Central Ontario	425	437	449	452	465	+2.9
Oshawa	453	456	472	483	493	+2.1
Toronto	435	447	458	467	482	+3.0
Hamilton	437	452	460	468	483	+3.2
St. Catharines	412	417	434	440	456	+3.7
London	423	427	441	455	464	+2.1
Niagara	433	439	447	457	473	+3.6
Windsor	456	440	440	481	496	+3.1
Kitchener	443	452	463	464	483	+4.1
Huron	431	445	451	458	474	+3.6
South Central Ontario	431	445	460	468	481	+2.9
Sudbury	444	457	458	466	489	+5.0
Thunder Bay	455	463	476	485	494	+1.7
Northern Ontario	439	452	444	455	472	+3.7

(continued)

Annex 2.8.3 (continued)

El economic region	FY1415	FY1516	FY1617	FY1718	FY1819	Change (%) FY1718 to FY1819
Manitoba						
Winnipeg	429	441	451	456	461	+1.0
Southern Manitoba	419	438	435	443	451	+1.9
Northern Manitoba	417	431	421	435	448	+2.8
Saskatchewan						
Regina	468	473	490	487	501	+2.9
Saskatoon	469	474	476	478	491	+2.8
Southern Saskatchewan	450	469	461	472	474	+0.6
Northern Saskatchewan	453	472	453	457	468	+2.3
Alberta						
Calgary	484	493	490	493	502	+2.0
Edmonton	487	499	500	505	514	+1.8
Northern Alberta	489	499	500	498	511	+2.5
Southern Alberta	477	490	481	485	499	+2.9
British Columbia						
Southern Interior British Columbia	442	459	448	463	471	+1.6
Abbotsford	373	383	398	395	416	+5.4
Vancouver	424	438	453	460	473	+2.9
Victoria	438	454	459	461	486	+5.3
Southern Coastal British Columbia	443	457	456	459	470	+2.5
Northern British Columbia	462	474	461	474	487	+2.7
Territories						
Yukon ²	476	n/a	n/a	n/a	n/a	n/a
Whitehorse ²	485	491	510	496	521	+4.9
Yukon (excluding Whitehorse) ²	473	499	491	504	516	+2.6
Northwest Territories ²	492	n/a	n/a	n/a	n/a	n/a
Yellowknife ²	511	506	508	533	537	+0.9
Northwest Territories (excluding Yellowknife) ²	507	507	513	525	518	-1.2
Nunavut ²	464	n/a	n/a	n/a	n/a	n/a
Iqaluit ²	494	496	526	523	546	+4.4
Nunavut (excluding Iqaluit) ²	477	464	480	512	494	-3.5
Canada	433	446	449	457	469	+2.7

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI regular benefits was paid.

¹ Takes into account Family Supplement top-ups paid to claimants with regular benefits.

² As of October 12, 2014, there are 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.

[†] 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 paid¹ (\$ million)

El economic region	FY1415 ²	FY1516 ²	FY1617	FY1718	FY1819	Change (%) FY1718 to FY1819
Newfoundland and Labrador						
St. John's	82.0	98.6	116.3	139.1	112.8	-18.9
Newfoundland – Labrador	584.5	650.9	705.9	814.5	686.4	-15.7
Prince Edward Island						
Prince Edward Island ²	105.7	8.5	n/a	n/a	n/a	n/a
Charlottetown ²	8.3	33.4	34.1	32.3	29.2	-9.6
Prince Edward Island (excluding Charlottetown) ²	33.5	120.6	127.1	143.2	131.2	-8.4
Nova Scotia						
Eastern Nova Scotia	222.4	256.1	257.9	283.4	276.5	-2.4
Western Nova Scotia	219.8	241.1	231.8	244.9	212.1	-13.4
Halifax	91.9	105.8	105.8	114.2	106.5	-6.7
New Brunswick						
Fredericton-Moncton-Saint-John	146.2	176.3	170.1	172.9	151.5	-12.4
Madawaska-Charlotte	92.1	96.5	87.9	93.0	88.5	-4.9
Restigouche- Albert	402.7	439.7	445.0	463.6	392.1	-15.4
Quebec						
Gaspésie-Île-de-la Madeleine	249.1	266.8	264.2	295.6	252.0	-14.7
Québec	209.8	222.0	198.3	211.6	183.7	-13.2
Trois-Rivières	57.1	57.5	48.6	53.3	47.0	-11.8
South Central Quebec	47.5	47.0	42.7	40.7	35.4	-13.1
Sherbrooke	58.5	57.4	50.6	50.5	46.3	-8.3
Montréal	168.6	186.3	174.3	173.2	146.6	-15.3
Montreal	1,166.0	1,195.6	1,124.4	1,116.9	939.7	-15.9
Central Quebec	496.5	508.2	449.4	499.2	420.7	-15.7
North Western Quebec	159.5	164.2	146.7	141.6	126.7	-10.5
Lower Saint Lawrence and North Shore	349.5	354.2	327.0	318.4	262.6	-17.5
Hull	74.9	81.2	76.5	74.7	60.8	-18.6
Chicoutimi-Jonquière	78.1	86.5	71.4	67.6	56.0	-17.1
Ontario						
Ottawa	151.3	165.8	151.8	152.4	140.9	-7.6
Eastern Ontario	144.8	160.2	146.6	145.7	130.1	-10.7
Kingston	27.9	24.1	23.9	24.2	23.6	-2.7
Central Ontario	310.7	320.9	313.5	333.7	292.5	-12.4
Oshawa	89.9	93.6	91.1	101.9	78.4	-23.0
Toronto	1,215.2	1,230.7	1,148.5	1,177.8	1,035.5	-12.1
Hamilton	137.5	145.9	143.5	150.2	137.9	-8.2
St. Catharines	109.2	106.7	106.7	108.2	92.2	-14.8
London	104.9	92.6	88.3	107.3	89.3	-16.8
Niagara	88.9	103.8	93.9	94.4	85.4	-9.5
Windsor	83.8	98.6	62.5	77.6	78.2	+0.7
Kitchener	108.9	104.5	101.6	108.2	97.4	-10.0
Huron	95.3	98.6	101.2	99.3	85.1	-14.3
South Central Ontario	82.8	86.7	84.1	91.6	85.8	-6.2
Sudbury	43.0	50.9	64.6	55.2	41.4	-25.0
Thunder Bay	33.9	36.0	33.4	35.1	32.3	-8.0
Northern Ontario	265.1	281.4	314.4	320.6	250.0	-22.0

(continued)

Annex 2.8.4 (continued)

El economic region	FY1415 ²	FY1516 ²	FY1617	FY1718	FY1819	Change (%) FY1718 to FY1819
Manitoba						
Winnipeg	138.4	171.9	169.3	182.0	177.9	-2.2
Southern Manitoba	64.1	82.9	88.6	91.2	88.1	-3.5
Northern Manitoba	74.7	83.6	94.2	113.0	105.1	-7.0
Saskatchewan						
Regina	31.3	43.8	52.3	61.8	52.0	-15.9
Saskatoon	52.1	82.1	109.4	117.1	89.0	-24.0
Southern Saskatchewan	60.3	87.9	115.4	115.4	88.0	-23.7
Northern Saskatchewan	102.6	147.5	173.7	179.1	164.0	-8.5
Alberta						
Calgary	237.3	486.3	747.9	613.1	415.8	-32.2
Edmonton	260.7	489.2	730.6	632.7	495.0	-21.8
Northern Alberta	79.3	157.5	253.3	176.4	139.9	-20.7
Southern Alberta	169.6	366.9	542.9	382.6	280.6	-26.7
British Columbia						
Southern Interior British Columbia	221.2	273.0	318.5	310.0	258.7	-16.6
Abbotsford	48.9	49.3	48.7	48.9	39.4	-19.4
Vancouver	435.8	436.5	391.0	403.4	342.3	-15.2
Victoria	57.4	64.6	56.4	53.8	49.9	-7.2
Southern Coastal British Columbia	161.5	193.8	173.2	165.0	140.6	-14.7
Northern British Columbia	156.8	201.8	229.2	211.9	157.6	-25.6
Territories						
Yukon ²	17.0	1.8	n/a	n/a	n/a	n/a
Whitehorse ²	2.6	9.2	10.8	10.9	8.9	-18.9
Yukon (excluding Whitehorse) ²	3.1	7.7	8.0	8.0	7.6	-4.6
Northwest Territories ²	17.2	2.6	n/a	n/a	n/a	n/a
Yellowknife ²	0.7	3.8	4.3	4.3	5.2	+18.7
Northwest Territories (excluding Yellowknife) ²	2.7	13.8	15.0	16.4	16.2	-1.2
Nunavut ²	7.9	0.7	n/a	n/a	n/a	n/a
Iqaluit ²	0.2	0.7	1.3	2.0	1.3	-33.1
Nunavut (excluding Iqaluit) ²	1.4	8.0	10.2	13.8	10.4	-24.6
Canada	10,602.0	12,122.2	12,670.1	12,640.5	10,673.8	-15.6

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

¹ 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*.

² As of October 12, 2014, there are 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. The four former EI economic regions continued to show claim amounts in FY1516 as some claims that were established in these regions just prior to the change in EI economic region boundaries 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 claimants¹: New claims established

Province or territory	FY1415	FY1516	FY1617	FY1718	FY1819	Change (%) FY1718 to FY1819
Newfoundland and Labrador	30,720	32,470	17,130	14,630	21,170	+44.7
Prince Edward Island	8,580	8,590	8,430	8,340	8,120	-2.6
Nova Scotia	25,560	24,970	24,630	25,340	24,640	-2.8
New Brunswick	34,090	34,910	33,620	33,890	33,650	-0.7
Quebec	159,240	159,380	156,020	157,360	153,030	-2.8
Ontario	97,110	98,420	92,340	96,070	99,060	+3.1
Manitoba	10,820	11,090	9,970	10,320	11,720	+13.6
Saskatchewan	7,770	8,240	4,800	3,790	6,010	+58.6
Alberta	13,700	15,280	8,650	7,690	11,980	+55.8
British Columbia	31,370	31,500	24,410	22,960	25,220	+9.8
Yukon	520	560	420	430	400	-7.0
Northwest Territories	210	230	220	260	250	-3.8
Nunavut	30	50	40	30	30	0.0
Gender						
Men	261,810	266,130	232,770	235,580	245,400	+4.2
Women	157,910	159,560	147,910	145,530	149,880	+3.0
Age						
24 years old and under	10,540	10,470	8,130	7,930	7,630	-3.8
25 to 44 years old	154,680	156,900	142,730	144,000	149,160	+3.6
45 to 54 years old	120,920	119,340	103,330	98,730	99,610	+0.9
55 years old and over	133,580	138,980	126,490	130,450	138,880	+6.5
Canada	419,720	425,690	380,680	381,110	395,280	+3.7

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

¹ 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.

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 claimants¹: Average actual duration² (number of weeks)

Province or territory	FY1415	FY1516	FY1617	FY1718	FY1819 ^P	Change (%) FY1718 to FY1819
Newfoundland and Labrador	26.6	26.7	34.5	33.1 ^r	27.1	-18.1
Prince Edward Island	23.1	23.5 ^r	23.9	23.8 ^r	23.2	-2.3
Nova Scotia	22.7	23.6	22.9	22.6 ^r	22.2	-1.5
New Brunswick	24.6	24.6	24.1 ^r	23.3 ^r	20.9	-10.3
Quebec	17.1	17.1	16.6 ^r	15.7 ^r	14.2	-9.5
Ontario	14.6	14.0	14.8	14.0 ^r	13.2	-5.6
Manitoba	13.8	15.2 ^r	16.1	15.8 ^r	14.4	-8.9
Saskatchewan	16.2	16.6	24.7	22.7	18.8	-17.3
Alberta	12.9	14.2	21.8	22.7 ^r	17.7	-21.9
British Columbia	15.0	15.0	17.3 ^r	17.1 ^r	14.6	-14.2
Yukon	21.3	19.9	19.4	20.5 ^r	19.8	-3.8
Northwest Territories	23.7	24.1	24.5	21.4 ^r	23.4	+9.3
Nunavut	37.3	26.7	38.0	30.3 ^r	37.8	+24.8
Gender						
Men	18.9	19.0	19.9	18.7 ^r	16.7	-10.8
Women	16.3	16.1	17.2	16.5	14.7	-10.8
Age						
24 years old and under	17.7	18.1 ^r	18.7	18.1 ^r	16.4	-9.5
25 to 44 years old	16.9	17.0	17.5	16.7 ^r	14.9	-10.7
45 to 54 years old	17.7	17.7	18.7	17.8 ^r	15.8	-10.8
55 years old and over	19.2	19.1	20.7	19.3 ^r	17.2	-10.7
Canada	17.9	17.9	18.9	17.9^r	16.0	-10.7

Note: Percentage change is based on unrounded numbers. Includes all claims for which at least \$1 of EI benefits was paid.

¹ 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.

² The reported duration estimates are based on completed claims that included those that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

^P Preliminary.

^r 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 claimants¹: Average weekly benefit rate²

Province or territory	FY1415	FY1516	FY1617	FY1718	FY1819	Change (%) FY1718 to FY1819
Newfoundland and Labrador	439	452	428	439	466	+6.3
Prince Edward Island	413	431	443	452	454	+0.4
Nova Scotia	427	433	440	450	455	+1.0
New Brunswick	426	440	453	465	474	+1.8
Quebec	447	456	466	475	486	+2.2
Ontario	456	466	478	486	498	+2.4
Manitoba	435	442	452	465	474	+2.0
Saskatchewan	451	465	457	487	490	+0.8
Alberta	478	488	485	505	515	+2.0
British Columbia	431	445	444	451	470	+4.0
Yukon	497	514	517	524	544	+3.7
Northwest Territories	513	517	515	536	539	+0.6
Nunavut	431	507	484	466	494	+5.9
Gender						
Men	470	481	487	495	506	+2.1
Women	403	413	423	436	448	+2.7
Age						
24 years old and under	462	478	479	490	502	+2.5
25 to 44 years old	464	475	484	495	504	+1.9
45 to 54 years old	443	454	462	473	486	+2.7
55 years old and over	423	432	437	447	460	+2.8
Canada	445	455	462	473	484	+2.4

Note: Percentage change is based on unrounded numbers. Includes all claims for which at least \$1 of EI benefits was paid.

¹ 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.

² Takes into account Family Supplement top-ups paid to seasonal regular claimants.

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 claimants¹: Amount paid² (\$ million)

Province or territory	FY1415	FY1516	FY1617	FY1718	FY1819	Change (%) FY1718 to FY1819
Newfoundland and Labrador	342.1	365.8	359.0	240.3	206.0	-14.3
Prince Edward Island	75.8	82.6	80.4	92.9	83.5	-10.1
Nova Scotia	222.4	238.1	230.3	259.4	238.8	-8.0
New Brunswick	330.4	352.2	343.6	363.1	319.8	-11.9
Quebec	1,082.2	1,126.7	1,041.2	1,128.0	963.9	-14.5
Ontario	571.9 ^f	606.0	585.9	638.4	599.3	-6.1
Manitoba	63.3	70.9 ^f	68.6 ^f	76.5	78.0	+1.9
Saskatchewan	53.5	63.9	59.9	49.2	49.2	0.0
Alberta	78.4	99.9	111.7	97.8	96.6	-1.2
British Columbia	188.9	191.4	188.5	175.0	156.2	-10.8
Yukon	6.0	4.8	4.7	4.6	4.3	-7.6
Northwest Territories	2.6	2.8	2.6	2.9	3.4	+15.5
Nunavut	0.5	0.5	0.8	0.6	0.6	-1.4
Gender						
Men	2,162.0 ^r	2,311.1	2,214.8	2,176.0	1,964.5	-9.7
Women	856.0	894.5	862.4	952.9	834.9	-12.4
Age						
24 years old and under	80.4	87.3	76.4	71.9	61.5	-14.4
25 to 44 years old	1,089.1	1,157.1	1,108.0	1,147.8	1,030.4	-10.2
45 to 54 years old	859.2	884.9	826.8	808.3	696.3	-13.9
55 years old and over	989.3	1,076.3	1,066.0	1,100.9	1,011.2	-8.1
Canada	3,018.0^r	3,205.6	3,077.2	3,128.9	2,799.4	-10.5

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 of EI benefits was paid.

¹ 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 was established between eight weeks before and eight weeks after the week in which the reference year claim was established.

² Takes into account Family Supplement top-ups paid to seasonal regular claimants.

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	FY1415	FY1516	FY1617	FY1718	FY1819	Change (%) FY1718 to FY1819
Newfoundland and Labrador	11,160	11,469	11,819	12,278	12,682	+3.3
Prince Edward Island	2,844	2,981	3,108	3,258	3,278	+0.6
Nova Scotia	5,185	5,327	5,448	5,633	5,701	+1.2
New Brunswick	2,791	2,977	3,066	3,310	3,203	-3.2
Quebec	1,390	1,409	1,425	1,412	1,408	-0.3
British Columbia	3,124	2,940	2,919	2,942	2,843	-3.4
Other provinces and territories	1,093	1,168	1,149	1,222	1,252	+2.5
Gender						
Men	22,590	23,121	23,502	24,015	24,319	+1.3
Women	4,997	5,150	5,432	6,040	6,048	+0.1
Age						
24 years old and under	1,218	1,380	1,460	1,564	1,535	-1.9
25 to 44 years old	8,214	8,327	8,335	8,683	8,556	-1.5
45 to 54 years old	8,228	8,184	8,171	8,217	8,095	-1.5
55 years old and over	9,927	10,380	10,968	11,591	12,181	+5.1
Canada	27,587	28,271	28,934	30,055	30,367	+1.0

Note: Includes all 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	FY1415	FY1516	FY1617	FY1718	FY1819	Change (%) FY1718 to FY1819
Newfoundland and Labrador	20.7	20.7	21.2	19.5	19.1	-1.9
Prince Edward Island	20.3	19.7	19.7	19.1	18.8	-1.4
Nova Scotia	19.9	19.8	20.0	19.8	19.8	-0.1
New Brunswick	19.8	19.4	19.8	19.6	19.1	-2.5
Quebec	19.5	18.6	20.0	17.1	17.1	0.0
British Columbia	23.2	22.9	23.0	23.1	23.3	+0.9
Other provinces and territories	22.8	22.3	22.5	23.2	23.0	-0.6
Gender						
Men	20.4	20.1	20.5	19.5	19.3	-1.2
Women	22.3	22.0	22.3	21.5	21.2	-1.3
Age						
24 years old and under	20.2	20.3	20.3	20.4	20.1	-1.6
25 to 44 years old	20.4	20.2	20.5	20.2	20.1	-0.6
45 to 54 years old	20.5	20.2	20.5	19.3	19.0	-1.9
55 years old and over	21.3	21.0	21.3	20.0	19.8	-1.2
Canada	20.7	20.5	20.8	19.9	19.7	-1.2

Note: Percentage change is based on unrounded numbers. Includes all claims for which at least \$1 of EI fishing benefits was paid. Estimates on average actual duration are based on claims established.

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 rate¹ (\$)

Province or territory	FY1415	FY1516	FY1617	FY1718	FY1819	Change (%) FY1718 to FY1819
Newfoundland and Labrador	484	497	506	515	517	+0.4
Prince Edward Island	493	511	527	532	528	-0.7
Nova Scotia	498	506	519	521	521	+0.1
New Brunswick	499	511	519	521	529	+1.6
Quebec	504	513	525	532	538	+1.1
British Columbia	459	444	457	449	475	+5.8
Other provinces and territories	414	431	426	430 ^r	444	+3.3
Gender						
Men	489	497 ^r	508 ^r	513 ^r	518	+0.9
Women	465	480	489	494	499	+1.2
Age						
24 years old and under	464	475	481	483	493	+2.2
25 to 44 years old	484	494	503	507	512	+1.0
45 to 54 years old	490	500	511	517	522	+1.0
55 years old and over	484	493	504	510	514	+0.8
Canada	484^r	494	505	510	514	+1.0

Note: Percentage change is based on unrounded numbers. Includes all claims for which at least \$1 of EI fishing benefits was paid.

¹ 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 paid¹ (\$ million)

Province or territory	FY1415	FY1516	FY1617	FY1718	FY1819	Change (%) FY1718 to FY1819
Newfoundland and Labrador	98.6	108.1	111.4	121.4	118.4	-2.5
Prince Edward Island	24.1	26.2	28.4	29.5	29.1	-1.3
Nova Scotia	49.9	53.0	57.2	59.8	59.9	+0.2
New Brunswick	26.6	29.3	31.1	34.7	34.1	-1.6
Quebec	12.8	12.5	12.0	11.2	12.0	+7.2
British Columbia	31.7	31.3	29.9	30.4	29.8	-2.1
Other provinces and territories	12.0	11.8	12.9	13.3	14.5	+8.9
Gender						
Men	210.9	223.9	229.5	241.0	238.9	-0.9
Women	44.7	48.4	53.4	59.2	58.8	-0.6
Age						
24 years old and under	10.4	11.6	14.0	14.8	16.4	+10.8
25 to 44 years old	74.3	78.6	82.1	90.1	89.9	-0.2
45 to 54 years old	78.7	81.4	79.9	82.0	78.4	-4.4
55 years old and over	92.2	100.7	106.9	113.3	113.0	-0.2
Canada	255.6	272.3	282.9	300.2	297.7	-0.8

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 of EI fishing benefits was paid.

¹ 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 benefits¹: New claims established

Province or territory	FY1415	FY1516	FY1617	FY1718	FY1819	Change (%) FY1718 to FY1819
Newfoundland and Labrador	11,940	12,490	12,080	13,040	13,230	+1.5
Prince Edward Island	6,340	6,610	6,850	6,860	6,680	-2.6
Nova Scotia	21,600	23,830	24,110	25,890	26,430	+2.1
New Brunswick	24,850	26,980	28,480	33,000	33,590	+1.8
Quebec	107,060	112,690	120,900	133,050	136,230	+2.4
Ontario	183,350	192,110	198,760	204,730	207,380	+1.3
Manitoba	18,910	20,230	19,100	20,910	20,680	-1.1
Saskatchewan	14,740	16,230	15,380	16,420	17,310	+5.4
Alberta	58,090	62,330	58,820	58,960	62,920	+6.7
British Columbia	75,040	75,380	77,130	82,320	80,150	-2.6
Yukon	670	740	710	710	670	-5.6
Northwest Territories	600	720	640	710	750	+5.6
Nunavut	350	470	420	490	520	+6.1
Gender						
Men	177,350	188,700	195,280	212,700	220,000	+3.4
Women	346,190	362,110	368,100	384,390	386,540	+0.6
Age						
24 years old and under	39,730	41,940	41,340	42,020	42,050	+0.1
25 to 44 years old	301,340	317,170	321,680	337,320	342,800	+1.6
45 to 54 years old	90,650	93,420	94,840	100,990	99,400	-1.6
55 years old and over	91,820	98,280	105,520	116,760	122,290	+4.7
Employment status						
Employees	522,810	550,250	562,660	596,310	605,930	+1.6
Self-employed persons	730	560	720	780	610	-21.8
Canada	523,540	550,810	563,380	597,090	606,540	+1.6

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

¹ 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 benefits¹: Average weekly benefit rate² (\$)

Province or territory	FY1415	FY1516	FY1617	FY1718	FY1819	Change (%) FY1718 to FY1819
Newfoundland and Labrador	408	422	436	437	450	+3.1
Prince Edward Island	397	407	424	429	438	+2.1
Nova Scotia	400	409	416	425	431	+1.5
New Brunswick	405	419	421	433	438	+1.0
Quebec	390	398	406	416	427	+2.6
Ontario	420	430	441	449	462	+2.7
Manitoba	413	424	432	432	443	+2.4
Saskatchewan	430	442	453	456	461	+1.1
Alberta	445	454	460	467	477	+2.0
British Columbia	411	422	434	443	454	+2.5
Yukon	463	475	494	503	511	+1.6
Northwest Territories	478	503	508	508	513	+0.9
Nunavut	458	472	482	487	499	+2.6
Gender						
Men	444	454	462	470	481	+2.3
Women	398	408	416	423	432	+2.0
Age						
24 years old and under	330	343	346	353	375	+6.2
25 to 44 years old	431	441	450	457	466	+1.9
45 to 54 years old	409	423	430	441	452	+2.5
55 years old and over	396	403	414	423	434	+2.7
Employment status						
Employees	414	424	432	440	450	+2.3
Self-employed persons	315	329	337	331	329	-0.5
Canada	414	423	432	440	450	+2.3

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI special benefits was paid.

¹ 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.

² 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 in a 10% sample of EI administrative data.

Annex 2.11.3 – Special benefits¹: Amount paid² (\$ million)

Province or territory	FY1415	FY1516	FY1617	FY1718	FY1819	Change (%) FY1718 to FY1819
Newfoundland and Labrador	98.0	101.3	106.6	110.8	106.5	-3.8
Prince Edward Island	39.7	39.5	41.2	43.3	42.3	-2.2
Nova Scotia	164.2	177.1	188.0	190.3	192.2	+1.0
New Brunswick	156.8	162.7	185.1	190.8	205.2	+7.6
Quebec	373.9	407.8	442.0	506.0 ^f	528.1	+4.4
Ontario	2,179.2	2,281.4	2,379.7	2,486.9	2,500.2	+0.5
Manitoba	212.5	224.5	224.4	237.2	240.0	+1.2
Saskatchewan	188.2	208.4	218.8	226.7 ^f	233.8	+3.1
Alberta	762.3	849.0	863.2	852.1 ^f	847.8	-0.5
British Columbia	751.2	779.7	817.8	869.8	869.8	0.0
Yukon	7.6	7.2	8.5	8.9	8.8	-1.1
Northwest Territories	8.5	8.1	10.1	9.7	9.5	-1.8
Nunavut	5.0	5.7	4.8	7.2	8.0	+11.1
Unknown [*]	0.5	0.1	0.1	0.2	0.4	+126.7
Gender						
Men	834.0	909.2	1,001.3	1,077.6 ^f	1,126.5	+4.5
Women	4,113.4	4,343.4	4,489.1	4,662.1 ^f	4,666.0	+0.1
Age						
24 years old and under	339.6	357.1	348.5	353.0	347.1	-1.7
25 to 44 years old	3,854.9	4,076.6	4,240.3	4,391.2	4,404.7	+0.3
45 to 54 years old	383.0	405.4	438.5	475.1	485.3	+2.1
55 years old and over	370.0	413.5	463.2	520.3 ^f	555.4	+6.8
Employment status						
Employees	4,939.8	5,244.7	5,482.8	5,729.8	5,783.3	+0.9
Self-employed persons	7.7	7.9	7.7	9.9	9.2	-6.4
Canada	4,947.5	5,252.5	5,490.5	5,739.7^f	5,792.5	+0.9

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

¹ Includes maternity, parental, sickness and compassionate care benefits, as well as family caregiver benefits for adults and children.

² Takes into account Family Supplement top-ups paid to claimants with special benefits.

^f Revised

^{*} For some claims, this information was not available in the 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, and family caregiver benefits for adults and children are based on a 100% sample.

Annex 2.12.1 – Special Benefits (by Employment Insurance economic region)¹: New claims established

EI Economic region	FY1415	FY1516	FY1617	FY1718	FY1819	Change (%) FY1718 to FY1819
Newfoundland and Labrador						
St. John's	4,590	4,440	4,570	5,080	4,660	-8.3
Newfoundland - Labrador	7,350	8,050	7,510	7,960	8,570	+7.7
Prince Edward Island						
Prince Edward Island ²	3,310	n/a	n/a	n/a	n/a	n/a
Charlottetown	760	1,830	2,130	1,990	1,940	-2.5
Prince Edward Island (excl. Charlottetown)	2,270	4,780	4,720	4,870	4,740	-2.7
Nova Scotia						
Eastern Nova Scotia	6,800	7,290	7,600	8,500	8,180	-3.8
Western Nova Scotia	7,970	9,200	8,950	9,920	10,220	+3.0
Halifax	6,830	7,340	7,560	7,470	8,030	+7.5
New Brunswick						
Fredericton-Moncton	9,050	9,980	10,180	11,010	11,540	+4.8
Madawaska-Charlotte	4,000	4,120	4,130	4,680	4,780	+2.1
Restigouche-Albert	11,800	12,880	14,170	17,310	17,270	-0.2
Quebec						
Gaspésie-Îles-de-la-Madeleine	3,530	3,480	3,980	4,750	4,240	-10.7
Québec	9,270	10,330	10,800	11,730	13,060	+11.3
Trois-Rivières	2,640	2,830	2,910	3,210	3,290	+2.5
South Central Quebec	2,690	2,700	2,990	3,190	3,210	+0.6
Sherbrooke	2,610	2,550	3,150	3,250	3,480	+7.1
Montréal	7,350	8,420	8,650	9,470	9,700	+2.4
Montreal	33,100	35,590	38,450	42,850	44,090	+2.9
Central Quebec	21,040	21,830	24,180	25,780	26,910	+4.4
North Western Quebec	4,600	4,330	4,560	5,420	5,220	-3.7
Lower Saint Lawrence and North Shore	12,770	12,930	13,600	14,860	14,420	-3.0
Hull	3,380	3,280	3,380	3,640	4,150	+14.0
Chicoutimi-Jonquière	4,080	4,420	4,250	4,900	4,460	-9.0
Ontario						
Ottawa	13,270	13,860	14,310	14,140	13,850	-2.1
Eastern Ontario	7,520	8,250	8,210	8,750	9,030	+3.2
Kingston	2,120	2,110	2,130	2,130	2,220	+4.2
Central Ontario	16,790	18,820	18,920	19,350	19,780	+2.2
Oshawa	5,970	5,980	6,020	6,660	5,990	-10.1
Toronto	71,370	74,040	77,080	77,040	79,030	+2.6
Hamilton	10,300	10,620	11,100	11,320	11,570	+2.2
St. Catharines	5,530	6,410	6,470	6,650	7,020	+5.6
London	6,360	6,930	7,110	7,770	7,320	-5.8
Niagara	5,690	5,750	5,610	6,170	6,670	+8.1
Windsor	4,560	4,640	4,520	5,680	6,090	+7.2
Kitchener	7,430	7,280	7,900	8,470	8,590	+1.4
Huron	5,260	5,550	7,100	7,200	6,260	-13.1
South Central Ontario	6,880	7,370	7,800	8,690	8,640	-0.6
Sudbury	2,790	2,560	3,040	2,840	3,120	+9.9
Thunder Bay	2,100	1,950	1,980	2,080	2,180	+4.8
Northern Ontario	9,410	9,990	9,460	9,790	10,020	+2.3
Manitoba						
Winnipeg	12,180	12,870	11,630	13,180	12,770	-3.1
Southern Manitoba	5,040	5,630	5,680	5,880	6,060	+3.1
Northern Manitoba	1,690	1,730	1,790	1,850	1,850	+0.0
Regina	3,570	3,890	3,910	4,200	4,180	-0.5
Saskatchewan						
Saskatoon	4,120	4,500	4,450	4,660	4,980	+6.9
Southern Saskatchewan	4,010	4,150	3,830	4,170	4,540	+8.9
Northern Saskatchewan	3,040	3,690	3,190	3,390	3,610	+6.5
Alberta						

Calgary	19,550	20,220	19,240	20,700	20,270	-2.1
Edmonton	19,690	21,670	20,310	19,920	22,170	+11.3
Northern Alberta	4,080	4,950	4,710	4,120	4,680	+13.6
Southern Alberta	14,770	15,490	14,560	14,220	15,800	+11.1
British Columbia						
Southern Interior British Columbia	11,680	12,160	12,250	12,700	12,840	+1.1
Abbotsford	4,730	4,360	5,240	5,370	4,980	-7.3
Vancouver	36,700	36,830	36,380	39,940	38,770	-2.9
Victoria	5,390	5,190	5,510	6,090	5,640	-7.4
Southern Coastal British Columbia	10,110	10,480	11,570	11,280	11,570	+2.6
Northern British Columbia	6,430	6,360	6,180	6,940	6,350	-8.5
Territories						
Yukon ²	440	n/a	n/a	n/a	n/a	n/a
Whitehorse	180	590	570	590	550	-6.8
Yukon (excluding Whitehorse)	50	150	140	120	120	0.0
Northwest Territories ²	380	n/a	n/a	n/a	n/a	n/a
Yellowknife	120	390	370	360	410	+13.9
Northwest Territories (excl. Yellowknife)	100	330	270	350	340	-2.9
Nunavut ²	210	n/a	n/a	n/a	n/a	n/a
Iqaluit	60	170	110	170	160	-5.9
Nunavut (excl. Iqaluit)	80	300	310	320	360	+12.5
Canada	523,540	550,810	563,380	597,090	606,540	+1.6

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

¹ Includes maternity, parental, sickness and compassionate care benefits. Excludes family caregiver benefits for adults and children due to incompatibility of administrative data sources.

² As of October 17, 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)¹: Average weekly benefit rate² (\$)

El Economic region	FY1415	FY1516	FY1617	FY1718	FY1819	Change (%) FY1718 to FY1819
Newfoundland and Labrador						
St. John's	415	430	445	440	455	+3.5
Newfoundland - Labrador	403	417	430	435	448	+3.0
Prince Edward Island						
Prince Edward Island ³	397	n/a	n/a	n/a	n/a	n/a
Charlottetown	389	383	405	402	407	+1.3
Prince Edward Island (excl. Charlottetown)	399	416	432	440	450	+2.3
Nova Scotia						
Eastern Nova Scotia	419	426	436	449	457	+1.7
Western Nova Scotia	381	391	395	402	405	+0.9
Halifax	401	414	421	429	439	+2.5
New Brunswick						
Fredericton-Moncton	403	415	414	422	429	+1.7
Madawaska-Charlotte	394	399	401	408	417	+2.1
Restigouche-Albert	410	428	433	448	450	+0.5
Quebec						
Gaspésie-Îles-de-la-Madeleine	407	403	414	422	428	+1.3
Québec	385	397	408	419	433	+3.3
Trois-Rivières	382	385	389	408	414	+1.3
South Central Quebec	389	391	410	406	419	+3.3
Sherbrooke	390	381	400	404	426	+5.4
Montréal	386	400	402	410	422	+2.9
Montreal	389	402	407	421	427	+1.4
Central Quebec	382	391	397	406	419	+3.2
North Western Quebec	388	392	401	413	436	+5.7
Lower Saint Lawrence and North Shore	402	404	410	417	435	+4.2
Hull	409	412	433	441	450	+2.2
Chicoutimi-Jonquière	404	405	414	423	425	+0.7
Ontario						
Ottawa	453	455	470	473	483	+2.1
Eastern Ontario	410	417	432	437	451	+3.3
Kingston	414	408	434	439	463	+5.5
Central Ontario	399	414	427	435	446	+2.5
Oshawa	435	440	449	463	469	+1.4
Toronto	426	438	446	456	467	+2.3
Hamilton	424	425	443	457	469	+2.4
St. Catharines	397	400	409	420	432	+3.0
London	422	421	432	442	460	+4.1
Niagara	404	428	431	446	452	+1.2
Windsor	418	430	419	434	459	+5.5
Kitchener	422	426	444	449	469	+4.6
Huron	394	412	422	435	449	+3.1
South Central Ontario	420	423	444	445	462	+3.8
Sudbury	407	432	437	433	462	+6.7
Thunder Bay	400	445	451	452	463	+2.4
Northern Ontario	406	420	431	441	456	+3.4
Manitoba						
Winnipeg	416	427	437	432	443	+2.5
Southern Manitoba	407	412	419	432	440	+1.8
Northern Manitoba	409	445	439	437	453	+3.7

Saskatchewan						
Regina	436	451	461	459	471	+2.7
Saskatoon	431	441	449	457	460	+0.5
Southern Saskatchewan	417	438	447	458	458	0.0
Northern Saskatchewan	437	437	454	451	456	+1.1
Alberta						
Calgary	449	459	465	472	477	+1.1
Edmonton	443	456	466	474	483	+1.9
Northern Alberta	464	472	484	478	494	+3.4
Southern Alberta	435	439	438	449	462	+3.0
British Columbia						
Southern Interior British Columbia	403	422	430	438	443	+1.2
Abbotsford	374	378	394	398	411	+3.0
Vancouver	417	425	443	448	462	+3.1
Victoria	428	437	440	463	465	+0.3
Southern Coastal British Columbia	402	416	415	439	449	+2.2
Northern British Columbia	418	438	447	450	468	+4.1
Territories						
Yukon ³	465	n/a	n/a	n/a	n/a	n/a
Whitehorse	453	474	496	507	508	+0.3
Yukon (excluding Whitehorse)	478	476	485	486	524	+7.9
Northwest Territories ³	475	n/a	n/a	n/a	n/a	n/a
Yellowknife	482	506	516	509	517	+1.6
Northwest Territories (excl. Yellowknife)	485	499	497	507	507	+0.1
Nunavut ³	450	n/a	n/a	n/a	n/a	n/a
Iqaluit	499	528	530	514	536	+4.3
Nunavut (excl. Iqaluit)	451	441	465	470	482	+2.4
Canada	414	423	432	440	450	+2.3

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI special benefits was paid.

¹ 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.

² Takes into account Family Supplement top-ups paid to claimants with special benefits.

³ 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)¹: Amount paid² (\$ million)

El Economic region	FY1415	FY1516	FY1617	FY1718	FY1819	Change (%) FY1718 to FY1819
Newfoundland and Labrador						
St. John's	44.6	43.3	47.2	48.8	46.5	-4.6
Newfoundland - Labrador	53.1	57.7	59.2	61.3	58.8	-4.1
Prince Edward Island						
Prince Edward Island ³	33.4	4.3	n/a	n/a	n/a	n/a
Charlottetown	2.3	12.1	16.4	15.6	16.0	+2.4
Prince Edward Island (excl. Charlottetown)	3.9	22.9	24.7	27.5	25.7	-6.6
Nova Scotia						
Eastern Nova Scotia	37.9	43.6	47.2	47.6	48.0	+0.7
Western Nova Scotia	56.6	58.7	66.2	66.6	70.3	+5.5
Halifax	69.4	74.4	74.5	75.3	71.8	-4.6
New Brunswick						
Fredericton-Moncton	77.9	79.7	91.7	84.8	93.3	+9.9
Madawaska-Charlotte	23.6	23.2	24.1	26.0	27.8	+6.8
Restigouche-Albert	54.9	59.2	68.9	78.9	82.2	+4.1
Quebec						
Gaspésie-Îles-de-la-Madeleine	11.7	12.4	14.5	16.3	16.6	+1.7
Québec	30.4	36.8	38.8	43.0	47.8	+11.3
Trois-Rivières	8.0	8.9	9.5	10.1	10.9	+8.5
South Central Quebec	9.9	9.9	10.4	11.1	11.3	+1.9
Sherbrooke	8.4	9.0	11.1	11.2	12.5	+11.6
Montréal	26.2	31.4	32.5	36.5	37.2	+1.9
Montreal	120.0	133.3	146.7	170.2	173.9	+2.2
Central Quebec	71.7	75.6	82.1	96.0	98.8	+2.9
North Western Quebec	16.7	15.9	17.4	22.0	22.3	+1.6
Lower Saint Lawrence and North Shore	40.8	42.6	45.4	51.4	48.7	-5.3
Hull	14.8	13.8	15.4	16.8	19.6	+16.8
Chicoutimi-Jonquière	12.6	14.5	14.2	15.9	15.1	-4.9
Ontario						
Ottawa	182.1	187.2	190.0	192.2	187.3	-2.5
Eastern Ontario	72.3	78.0	82.4	85.4	92.1	+7.8
Kingston	23.4	21.9	24.2	23.4	23.6	+0.8
Central Ontario	175.7	181.9	191.5	207.3	203.1	-2.0
Oshawa	72.7	73.7	76.4	79.9	74.7	-6.6
Toronto	944.5	990.5	1028.4	1064.9	1051.2	-1.3
Hamilton	120.8	129.6	132.2	139.5	132.9	-4.7
St. Catharines	54.8	56.0	62.0	66.0	61.8	-6.3
London	74.0	81.6	81.1	85.9	87.8	+2.2
Niagara	53.1	62.7	60.7	64.9	71.0	+9.2
Windsor	45.8	48.7	45.6	48.1	57.5	+19.4
Kitchener	93.0	90.1	97.2	101.7	109.2	+7.4
Huron	47.0	49.1	60.6	66.6	62.7	-5.9
South Central Ontario	82.1	82.7	93.0	97.5	103.8	+6.4
Sudbury	26.1	24.5	29.5	28.8	29.1	+0.9
Thunder Bay	20.6	20.0	22.0	22.3	19.3	-13.2
Northern Ontario	82.9	92.8	90.5	95.2	95.0	-0.2
Manitoba						
Winnipeg	133.3	147.1	141.3	150.2	147.8	-1.6
Southern Manitoba	57.4	57.9	61.5	62.9	67.6	+7.4
Northern Manitoba	21.3	18.9	20.6	22.3	21.7	-2.6
Saskatchewan						
Regina	45.4	49.8	54.3	56.2	57.0	+1.5
Saskatoon	57.5	60.6	66.5	69.2	71.2	+2.9
Southern Saskatchewan	45.8	53.8	54.2	55.5	59.0	+6.4
Northern Saskatchewan	39.0	43.3	42.4	44.6	43.4	-2.6
Alberta						

Calgary	272.5	294.0	301.6	302.5	299.7	-0.9
Edmonton	254.5	284.5	297.3	288.0	289.9	+0.7
Northern Alberta	59.8	67.6	69.5	60.4	59.2	-2.0
Southern Alberta	172.5	198.9	191.4	195.2	189.6	-2.9
British Columbia						
Southern Interior British Columbia	100.4	111.0	120.4	123.5	122.0	-1.2
Abbotsford	37.4	38.8	43.8	44.1	42.8	-2.9
Vancouver	406.3	418.7	430.5	455.7	459.8	+0.9
Victoria	56.4	57.7	61.4	63.9	61.0	-4.5
Southern Coastal British Columbia	86.5	92.4	95.8	106.8	106.9	0.0
Northern British Columbia	61.9	58.4	63.1	71.6	67.2	-6.2
Territories						
Yukon ³	7.0	0.9	n/a	n/a	n/a	n/a
Whitehorse	0.6	5.1	7.6	8.0	7.1	-12.0
Yukon (excluding Whitehorse)	0.1	1.3	0.9	0.8	1.4	+88.2
Northwest Territories ³	7.6	1.0	n/a	n/a	n/a	n/a
Yellowknife	0.5	3.9	5.7	5.0	4.9	-1.6
Northwest Territories (excl. Yellowknife)	0.4	3.1	4.3	4.6	4.4	-5.2
Nunavut ³	4.4	0.5	n/a	n/a	n/a	n/a
Iqaluit	0.3	1.8	1.5	2.1	2.5	+20.1
Nunavut (excl. Iqaluit)	0.2	3.4	3.5	5.0	5.7	+13.0
Canada	4,928.7	5,228.8	5,464.6	5,700.8	5,709.0	+0.1

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.

¹ 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.

² Takes into account Family Supplement top-ups paid to claimants with special benefits.

³ 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 ¹		EI regular claimant distribution ²		EI special claimant distribution ²	
	(#) 2017	(%) 2017	(#) 2017	(%) 2017	(#) 2017	(%) 2017	(#) 2017	(%) 2017
Goods-producing industries	266,720	22.0	3,749,920	19.5	671,220	38.9	163,360	19.9
Agriculture, forestry, fishing and hunting	52,800	4.4	334,400	1.7	66,580	3.9	17,160	2.1
Mining, and oil and gas extraction	8,810	0.7	220,320	1.1	34,000	2.0	6,990	0.9
Utilities	850	0.1	117,730	0.6	5,990	0.3	2,720	0.3
Construction	154,830	12.8	1,308,790	6.8	380,890	22.1	58,120	7.1
Manufacturing	49,430	4.1	1,768,680	9.2	183,760	10.6	78,380	9.6
Services-producing industries	879,190	72.6	15,299,750	79.6	1,042,040	60.4	650,570	79.4
Wholesale trade	47,410	3.9	845,320	4.4	59,750	3.5	30,410	3.7
Retail trade	104,660	8.6	2,184,030	11.4	108,270	6.3	90,310	11.0
Transportation and warehousing	75,240	6.2	827,790	4.3	80,630	4.7	34,890	4.3
Finance and insurance	33,310	2.7	748,580	3.9	21,420	1.2	28,380	3.5
Professional, scientific and technical services	156,760	12.9	1,101,140	5.7	76,500	4.4	34,210	4.2
Real estate and rental and leasing	54,010	4.5	343,040	1.8	26,540	1.5	13,360	1.6
Business, building and other support services ³	59,350	4.9	1,292,750	6.7	129,530	7.5	56,790	6.9
Educational services	14,580	1.2	1,403,940	7.3	178,600	10.3	51,030	6.2
Health care and social assistance	109,650	9.0	1,676,160	8.7	69,430	4.0	113,130	13.8
Information, culture and recreation ⁴	32,540	2.7	688,430	3.6	54,750	3.2	20,260	2.5
Accommodation and food services	77,170	6.4	1,545,300	8.0	88,980	5.2	62,120	7.6
Other services (except public administration)	109,320	9.0	748,360	3.9	57,320	3.3	33,100	4.0
Public administration	5,210	0.4	1,894,920	9.9	90,340	5.2	82,600	10.1
Unclassified*	65,920	5.4	180,980	0.9	13,340	0.8	5,210	0.6
Canada	12,11,830	100.0	19,230,660	100.0	1,726,610	100.0	819,150	100.0

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

¹ 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.

² These columns are based on the number of people receiving EI regular and/or special benefits in 2017.

³ 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.

⁴ 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.

* For some claims, this information was not available in the data.

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.

Annex 2.14.1 – Maternity benefits¹: New claims established

Province or territory	FY1415	FY1516	FY1617	FY1718	FY1819	Change (%) FY1718 to FY1819
Newfoundland and Labrador	2,730	2,970	2,750	2,730	2,550	-6.6
Prince Edward Island	1,060	1,050	1,030	900	890	-1.1
Nova Scotia	5,430	5,680	5,000	5,060	5,410	+6.9
New Brunswick	4,230	4,410	4,130	4,180	4,350	+4.1
Quebec ²	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	82,350	84,190	83,770	83,920	83,500	-0.5
Manitoba	8,090	8,870	8,150	8,610	8,580	-0.3
Saskatchewan	7,780	8,330	7,760	8,330	8,340	+0.1
Alberta	31,070	31,860	30,580	29,470	29,360	-0.4
British Columbia	25,690	26,300	26,340	27,430	26,110	-4.8
Yukon	250	290	280	240	280	+16.7
Northwest Territories	260	360	320	300	380	+26.7
Nunavut	140	200	220	300	260	-13.3
Age						
24 years old and under	17,520	16,990	15,470	15,080	14,120	-6.4
25 to 29 years old	49,300	49,060	47,800	46,170	45,120	-2.3
30 to 34 years old	66,320	70,100	68,500	68,610	68,240	-0.5
35 to 39 years old	30,270	32,470	32,420	34,660	35,600	+2.7
40 years old and over	5,670	5,890	6,140	6,950	6,930	-0.3
Canada	169,080	174,510	170,330	171,470	170,010	-0.9

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

¹ Figures also include maternity benefits for self-employed individuals.

² 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	FY1415	FY1516	FY1617	FY1718	FY1819 ^p	Change (%) FY1718 to FY1819
Newfoundland and Labrador	14.2	14.1	14.3	14.3	14.2	-1.0
Prince Edward Island	14.2	14.2	14.6	14.5	14.1	-2.6
Nova Scotia	14.6	14.5	14.7	14.7	14.6	-1.2
New Brunswick	14.6	14.7	14.7	14.6	14.5	-1.0
Quebec ¹	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	14.6 ^f	14.6 ^f	14.6	14.7	14.6	-0.2
Manitoba	14.8	14.6	14.7	14.6	14.7	+0.8
Saskatchewan	14.7	14.7	14.7	14.7	14.7	+0.1
Alberta	14.6	14.6	14.6	14.7	14.6	-0.2
British Columbia	14.7	14.7	14.6	14.7	14.7	0.0
Yukon	14.4	14.5	14.4	15.0	14.3	-4.8
Northwest Territories	14.6	14.8	14.2	14.3	13.1	-8.3
Nunavut	14.8	14.0	14.5	14.3	14.8	+3.4
Age						
24 years old and under	14.6	14.7	14.6	14.6	14.6	-0.4
25 to 29 years old	14.7	14.7	14.6	14.6 ^f	14.6	-0.2
30 to 34 years old	14.6	14.6	14.7	14.7	14.7	-0.2
35 to 39 years old	14.6	14.7	14.6	14.6	14.6	0.0
40 years old and over	14.5	14.5	14.6	14.6 ^f	14.6	-0.6
Canada	14.6	14.6	14.6	14.7	14.6	-0.2

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 of the following fiscal year.

¹ Since January 2006, Quebec has administered its own maternity benefits under the Quebec Parental Insurance Plan.

^p Preliminary.

^f 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 rate¹ (\$)

Province or territory	FY1415	FY1516	FY1617	FY1718	FY1819	Change (%) FY1718 to FY1819
Newfoundland and Labrador	430	424	450	438	470	+7.1
Prince Edward Island	421	432	436	446	441	-1.0
Nova Scotia	394	409	411	425	436	+2.5
New Brunswick	403	414	424	431	433	+0.4
Quebec ²	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	429	439	447 ^r	457	470	+2.8
Manitoba	407	416	432	422	438	+3.8
Saskatchewan	427	439	455	452	461	+2.1
Alberta	441	449	462	467	475	+1.7
British Columbia	421	428	437	449	462	+2.8
Yukon	438	474	493	518	506	-2.3
Northwest Territories	492	495	499	499	503	+0.9
Nunavut	434	453	480	469	466	-0.6
Age						
24 years old and under	315	325	326	335	355	+5.9
25 to 29 years old	411	419	430	435	447	+2.6
30 to 34 years old	451	459	469	475	486	+2.3
35 to 39 years old	460	468	476	482	491	+1.8
40 years old and over	459	462	475	480	482	+0.5
Canada	427	436	447	454	465	+2.6

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI maternity benefits was paid.

¹ Takes into account Family Supplement top-ups paid to claimants with maternity benefits.

² Since January 2006, Quebec has administered its own maternity benefits under the Quebec Parental Insurance Plan.

^r Revised.

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

Annex 2.14.4 – Maternity benefits: Amount paid¹ (\$ million)

Province or territory	FY1415	FY1516	FY1617	FY1718	FY1819	Change (%) FY1718 to FY1819
Newfoundland and Labrador	17.6	17.7	18.5	17.8	17.5	-1.4
Prince Edward Island	6.9	6.5	6.2	6.5	5.9	-10.3
Nova Scotia	32.1	33.1	32.0	31.4	33.3	+6.0
New Brunswick	25.6	25.6	27.9	25.1	27.7	+10.7
Quebec ²	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	522.4	542.6	556.9	566.4	576.3	+1.7
Manitoba	49.5	53.1	51.5	55.4	55.5	+0.3
Saskatchewan	48.2	52.3	53.0	55.4	58.1	+5.0
Alberta	198.1	209.5	212.9	206.2	203.9	-1.1
British Columbia	159.7	165.2	172.6	179.9	179.5	-0.2
Yukon	1.5	1.9	2.0	1.9	2.1	+11.2
Northwest Territories	2.0	2.1	2.5	2.3	2.5	+10.4
Nunavut	0.8	1.3	1.3	2.1	1.8	-14.8
Age						
24 years old and under	80.3	81.9	77.4	76.1	75.6	-0.8
25 to 29 years old	297.2	302.6	308.1	297.1	299.1	+0.7
30 to 34 years old	440.9	466.0	480.6	484.5	485.2	+0.1
35 to 39 years old	207.4	219.7	229.3	245.5	255.2	+4.0
40 years old and over	38.6	40.6	41.9	47.1	49.0	+4.2
Canada	1,064.3	1,110.9	1,137.3	1,150.3	1,164.1	+1.2

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.

¹ Takes into account Family Supplement top-ups paid to claimants with maternity benefits.

² 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	FY1415	FY1516	FY1617	FY1718			FY1819			Change (%) FY1718 to FY1819 (Total)
				Standard ¹	Extended ²	Total	Standard ¹	Extended ²	Total	
Newfoundland and Labrador	2,820	2,960	2,930	2,720	70	2,790	2,440	280	2,720	-2.5
Prince Edward Island	1,150	1,140	1,130	950	50	1,000	930	30	960	-4.0
Nova Scotia	6,110	6,470	5,970	5,620	210	5,830	5,430	760	6,190	+6.2
New Brunswick	4,720	4,940	4,580	4,550	160	4,710	4,500	460	4,960	+5.3
Quebec ³	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	94,920	96,390	98,370	92,770	5,110	97,880	80,900	18,720	99,620	+1.8
Manitoba	9,380	9,970	9,440	9,780	270	10,050	8,970	1,250	10,220	+1.7
Saskatchewan	8,470	9,140	8,720	9,030	260	9,290	8,610	870	9,480	+2.0
Alberta	33,640	34,830	33,480	31,760	1,370	33,130	29,370	4,470	33,840	+2.1
British Columbia	29,210	29,670	30,340	31,090	1,160	32,250	25,840	4,950	30,790	-4.5
Yukon	340	340	330			310			400	+29.0
Northwest Territories	350	480	390	1,080 ^c	40 ^c	430	1,130 ^c	120 ^c	490	+14.0
Nunavut	210	330	280			380			360	-5.3
Gender										
Men	26,540	26,690	29,490	30,390	460	30,850	30,030	3,570	33,600	+8.9
Women	164,780	169,970	166,470	158,960	8,240	167,200	138,090	28,340	166,430	-0.5
Age										
24 years old and under	17,500	17,030	15,840	14,700	720	15,420	12,640	2,020	14,660	-4.9
25 to 29 years old	52,010	51,830	51,080	47,450	1,930	49,380	42,080	6,890	48,970	-0.8
30 to 34 years old	74,080	77,880	77,230	74,620	3,400	78,020	66,110	12,660	78,770	+1.0
35 to 39 years old	36,980	39,010	40,360	40,670	2,100	42,770	36,850	8,100	44,950	+5.1
40 years old and over	10,750	10,910	11,450	11,910	550	12,460	10,440	2,240	12,680	+1.8
Canada	191,320	196,660	195,960	189,350	8,700	198,050	168,120	31,910	200,030	+1.0

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.

¹ 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.

² Extended parental benefits offer up to 61 weeks of parental benefits paid at 33% of the average weekly insurable earnings.

³ Since January 2006, Quebec has administered its own parental benefits under the Quebec Parental Insurance Plan.

^c 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 or adoptive): Average actual duration (number of weeks)

Province or territory	FY1415	FY1516	FY1617	FY1718 Standard only ¹	FY1819 ^p Standard only ¹	Change (%) FY1718 to FY1819
Newfoundland and Labrador	30.6	30.9	29.9	30.4	29.9	-1.7
Prince Edward Island	30.7	30.2	29.9	29.7	31.0	+4.4
Nova Scotia	29.4	28.7	29.5	29.4 ^r	28.7	-2.2
New Brunswick	30.2	29.8	29.7	29.3	29.9	+1.8
Quebec ²	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	30.1 ^r	30.2 ^r	29.9 ^r	30.0	30.0	0.0
Manitoba	30.5	30.5	30.3	29.7	29.8	+0.4
Saskatchewan	31.2	31.3	30.9	31.0	30.6	-1.4
Alberta	31.4	31.0	30.9	30.6	30.5	-0.6
British Columbia	30.5	30.5	30.0	29.7 ^r	30.1	+1.2
Yukon	25.9	28.1	27.8	26.3 ^r	27.4	+3.9
Northwest Territories	26.5	25.7	27.8	24.4	27.0	+10.9
Nunavut	28.6	24.0	27.3	25.1	30.8	+23.0
Gender						
Men	16.5	16.6	16.1	16.3 ^r	16.0	-1.8
Women	32.6	32.6	32.6	32.5	32.7	+0.6
Age						
24 years old and under	31.8	31.6	31.4	31.4 ^r	31.2	-0.6
25 to 29 years old	31.2	31.4	31.2	31.0	31.3	+0.8
30 to 34 years old	30.6	30.5	30.3	30.2	30.3	+0.3
35 to 39 years old	29.4	29.4	29.2	29.0 ^r	29.0	+0.1
40 years old and over	26.2	26.0	25.5	26.2 ^r	25.7	-1.8
Canada	30.4	30.4	30.1	30.0	30.1	+0.1

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.

¹ 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 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 and FY1819, duration estimates for those claims are not reported.

² Since January 2006, Quebec has administered its own maternity benefits under the Quebec Parental Insurance Plan.

^p Preliminary.

^r 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 rate¹ (\$)

Province or territory	FY1415	FY1516	FY1617	FY1718		FY1819		Change (%) FY1718 to FY1819 (Standard)	Change (%) FY1718 to FY1819 (Extended)
				Standard ²	Extended ³	Standard ²	Extended ³		
Newfoundland and Labrador	433	441	460	448	289	478	311	+6.8	+7.8
Prince Edward Island	428	438	440	449	281	453	279	+0.8	-0.5
Nova Scotia	411	427	432	446	277	452	281	+1.4	+1.5
New Brunswick	418	425	434	442	261	442	280	+0.1	+7.0
Quebec ⁴	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	438	448	458	466	289	478	300	+2.6	+3.8
Manitoba	419	427	444	435	286	452	277	+4.0	-3.2
Saskatchewan	433	448	463	464	242	474	287	+2.3	+19.0
Alberta	448	457	468	475	291	483	296	+1.9	+1.8
British Columbia	434	440	450	462	280	473	294	+2.5	+5.0
Yukon	469	483	498	520		523		+0.6	
Northwest Territories	498	503	513	502	328 ^c	512	298 ^c	+1.8	-8.9
Nunavut	451	464	491	478		493		+3.2	
Gender									
Men	480	491	503	507	310	517	321	+2.0	+3.5
Women	430	439	449	455	285	466	294	+2.3	+3.2
Age									
24 years old and under	327	336	336	346	243	372	254	+7.3	+4.2
25 to 29 years old	417	426	438	443	267	454	285	+2.4	+6.7
30 to 34 years old	457	465	476	481	294	491	302	+2.2	+2.8
35 to 39 years old	468	475	484	490	298	499	306	+1.7	+2.7
40 years old and over	466	477	489	493	315	499	309	+1.1	-1.9
Canada	437	446	457	464	286	475	297	+2.4	+3.7

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI parental benefits was paid.

¹ Takes into account Family Supplement top-ups paid to claimants with parental benefits.

² 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.

³ Extended parental benefits offer up to 61 weeks of parental benefits paid at 33% of the average weekly insurable earnings.

⁴ Since January 2006, Quebec has administered its own parental benefits under the Quebec Parental Insurance Plan.

^c 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 paid¹ (\$ million)

Province or territory	FY1415	FY1516	FY1617	FY1718			FY1819			Change (%) FY1718 to FY1819 (Total)
				Standard ²	Extended ³	Total	Standard ²	Extended ³	Total	
Newfoundland and Labrador	41.3	39.9	42.0	42.6	0.0	42.6	36.7	1.7	38.4	-10.0
Prince Edward Island	15.7	15.4	14.4	15.0	0.0	15.1	13.8	0.5	14.3	-5.2
Nova Scotia	72.4	77.0	79.4	77.1	0.0	77.1	69.6	4.5	74.0	-4.0
New Brunswick	59.0	61.8	62.5	59.8	0.0	59.8	60.2	3.1	63.3	+5.8
Quebec ⁴	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	1,258.4	1,297.7	1,328.0	1,374.9	0.5	1,375.4	1,215.7	131.3	1,347.0	-2.1
Manitoba	120.3	125.0	126.1	130.9	0.0	131.0	124.6	6.9	131.6	+0.4
Saskatchewan	110.3	121.1	127.8	133.6	0.0	133.6	129.4	5.6	135.0	+1.0
Alberta	446.7	497.7	501.7	495.1	0.2	495.3	445.3	32.3	477.6	-3.6
British Columbia	382.3	395.9	409.5	433.3	0.1	433.4	401.3	30.2	431.5	-0.5
Yukon	4.9	3.4	4.2	5.0		5.0	4.5		4.7	-6.6
Northwest Territories	5.3	4.6	6.6	5.7	0.0 ^c	5.7	5.3	0.7 ^c	5.4	-6.0
Nunavut	3.4	3.9	2.8	4.1		4.1	5.1		5.5	+34.5
Gender										
Men	205.1	213.5	233.7	251.8	0.6	252.4	242.4	15.1	257.4	+2.0
Women	2,314.9	2,430.0	2,471.4	2,525.4	0.4	2,525.7	2,269.1	201.5	2,470.6	-2.2
Age										
24 years old and under	183.0	191.9	177.8	176.0	0.1	176.1	157.9	11.8	169.7	-3.6
25 to 29 years old	683.1	705.8	707.4	698.4	0.2	698.6	640.1	44.7	684.9	-2.0
30 to 34 years old	1,010.3	1,080.1	1,116.0	1,154.2	0.4	1,154.6	1,027.4	89.3	1,116.7	-3.3
35 to 39 years old	514.1	530.6	565.6	595.2	0.2	595.4	547.9	55.5	603.3	+1.3
40 years old and over	129.5	135.1	138.3	153.4	0.1	153.5	138.2	15.3	153.4	0.0
Canada	2,520.1	2,643.5	2,705.1	2,777.1	1.0	2,778.1	2,511.5	216.6	2,728.0	-1.8

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.

¹ Takes into account Family Supplement top-ups paid to claimants with parental benefits.

² 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.

³ Extended parental benefits offer up to 61 weeks of parental benefits paid at 33% of the average weekly insurable earnings.

⁴ Since January 2006, Quebec has administered its own parental benefits under the Quebec Parental Insurance Plan.

^c 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	FY1415	FY1516	FY1617	FY1718	FY1819	Change (%) FY1718 to FY1819
Newfoundland and Labrador	9,930	10,170	10,140	11,070	11,500	+3.9
Prince Edward Island	5,520	5,780	6,000	6,100	5,960	-2.3
Nova Scotia	16,570	18,500	19,070	21,060	21,130	+0.3
New Brunswick	21,080	22,800	24,830	29,440	30,080	+2.2
Quebec	105,880	111,420	119,210	131,510	134,600	+2.3
Ontario	93,470	99,060	105,010	111,480	112,990	+1.4
Manitoba	9,990	10,590	9,970	11,250	11,030	-2.0
Saskatchewan	6,910	7,640	7,060	7,670	8,200	+6.9
Alberta	25,430	29,240	26,520	27,750	31,430	+13.3
British Columbia	49,580	49,490	50,170	53,710	53,190	-1.0
Yukon	330	430	420	450	300	-33.3
Northwest Territories	250	250	200	250	280	+12.0
Nunavut	130	110	100	130	150	+15.4
Gender						
Men	149,630	160,580	163,870	179,810	184,820	+2.8
Women	195,440	204,900	214,830	232,060	236,020	+1.7
Age						
24 years old and under	25,410	27,730	28,710	29,990	30,250	+0.9
25 to 34 years old	72,060	77,030	80,220	88,670	90,000	+1.5
35 to 44 years old	69,800	74,860	76,310	83,000	85,520	+3.0
45 to 54 years old	87,430	89,420	90,600	96,350	94,980	-1.4
55 to 64 years old	76,270	80,310	84,940	93,830	98,340	+4.8
65 years old and over	14,100	16,130	17,920	20,030	21,750	+8.6
Canada	345,070	365,480	378,700	411,870	420,840	+2.2

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	FY1415	FY1516	FY1617	FY1718	FY1819 ^p	Change (%) FY1718 to FY1819
Newfoundland and Labrador	9.9	9.6	9.8	9.7	9.4	-2.6
Prince Edward Island	7.9	7.8	7.8	8.2	8.1	-1.7
Nova Scotia	9.5	9.0	9.3	9.0 ^r	9.1	+0.6
New Brunswick	8.5	8.3	8.5	8.3	8.5	+2.4
Quebec	9.1	9.0	9.1	9.0	9.0	+0.3
Ontario	10.5	10.6	10.7	10.7	10.5	-1.5
Manitoba	10.5	10.2	10.6	10.1	10.1	-0.4
Saskatchewan	10.1	10.4	10.8	10.2 ^r	10.1	-0.8
Alberta	10.8	10.7	10.8	10.5	10.5	-0.2
British Columbia	10.6	10.7	10.7	10.6	10.6	-0.3
Yukon	9.1	10.0	8.9	10.2	10.9	+7.6
Northwest Territories	10.5	9.9	10.3	11.1 ^r	10.8	-2.1
Nunavut	11.2	13.3	10.1	14.7	11.6	-20.7
Gender						
Men	9.5	9.5	9.6	9.5	9.4	-0.9
Women	10.1	10.1	10.2	10.1	10.1	-0.1
Age						
24 years old and under	9.1	8.8	8.9	9.0	8.8	-2.3
25 to 34 years old	9.2	9.1	9.1	9.1	9.2	+0.9
35 to 44 years old	9.8	9.7	9.9	9.7	9.7	+0.1
45 to 54 years old	10.1	10.0	10.2	10.1	10.0	-0.5
55 to 64 years old	10.4	10.4	10.5	10.3	10.1	-1.5
65 years old and over	11.0	10.9	10.8	10.8	10.8	-0.5
Canada	9.9	9.8	9.9	9.8	9.8	-0.5

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 of the following fiscal year.

^p Preliminary

^r 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 rate¹ (\$)

Province or territory	FY1415	FY1516	FY1617	FY1718	FY1819	Change (%) FY1718 to FY1819
Newfoundland and Labrador	399	415	429	431	444	+3.2
Prince Edward Island	389	400	418	425	433	+2.0
Nova Scotia	391	400	408	417	424	+1.6
New Brunswick	400	416	417	430	435	+1.3
Quebec	390	398	405	416	427	+2.6
Ontario	397	408	420	430	446	+3.7
Manitoba	405	419	417	425	431	+1.5
Saskatchewan	417	428	438	442	445	+0.5
Alberta	436	448	446	454	464	+2.3
British Columbia	394	408	419	428	441	+3.1
Yukon	453	470	490	488	501	+2.5
Northwest Territories	449	502	517	497	518	+4.1
Nunavut	467	455	430	520	519	-0.2
Gender						
Men	438	448	455	464	475	+2.4
Women	368	379	388	397	409	+3.0
Age						
24 years old and under	331	346	351	355	377	+6.2
25 to 34 years old	398	410	417	427	439	+2.7
35 to 44 years old	415	426	433	442	453	+2.4
45 to 54 years old	407	421	428	439	450	+2.5
55 to 64 years old	400	407	418	427	438	+2.5
65 years old and over	368	381	391	398	413	+3.8
Canada	398	409	417	426	438	+2.8

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI sickness benefits was paid.

¹ 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 paid¹ (\$ million)

Province or territory	FY1415	FY1516	FY1617	FY1718	FY1819	Change (%) FY1718 to FY1819
Newfoundland and Labrador	38.7	43.0	45.1	49.0	48.7	-0.7
Prince Edward Island	17.0	17.3	20.2	21.1	21.4	+1.5
Nova Scotia	58.9	65.8	74.0	79.0	81.4	+3.1
New Brunswick	71.6	74.3	92.7	103.7	111.2	+7.3
Quebec	367.9	400.0	428.8	490.2	507.0	+3.4
Ontario	386.1	424.3	461.8	502.3	519.7	+3.5
Manitoba	41.6	44.9	43.7	47.3	48.2	+1.9
Saskatchewan	28.9	33.6	35.4	34.6	36.4	+5.1
Alberta	113.0	136.1	138.2	138.3	150.3	+8.7
British Columbia	204.7	212.9	223.9	242.3	241.5	-0.3
Yukon	1.3	1.8	2.1	1.9	1.8	-6.3
Northwest Territories	1.1	1.3	0.9	1.5	1.4	-6.8
Nunavut	0.7	0.5	0.7	0.9	0.6	-33.0
Gender						
Men	621.1	684.5	745.5	797.0	830.0	+4.1
Women	710.6	771.5	821.9	915.0	939.6	+2.7
Age						
24 years old and under	75.2	81.9	91.5	98.6	99.5	+0.9
25 to 34 years old	256.4	283.9	307.8	340.3	356.4	+4.7
35 to 44 years old	278.2	308.2	327.3	353.2	368.8	+4.4
45 to 54 years old	357.4	375.7	396.9	425.7	426.4	+0.2
55 to 64 years old	308.5	341.5	370.0	407.1	426.4	+4.7
65 years old and over	55.9	64.8	74.0	87.2	92.1	+5.6
Canada	1,331.7	1,456.0	1,567.4	1,712.0	1,769.6	+3.4

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 sickness benefits was paid.

¹ 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	FY1415 Employment (000s)	FY1415 Share (%)	FY1819 Employment (000s)	FY1819 Share (%)
Goods-producing industries	3,888.8	21.8	3,930.6	21.0
Agriculture, forestry, fishing, hunting, mining and oil and gas extraction	670.6	3.8	620.4	3.3
Utilities	136.2	0.8	146.3	0.8
Construction	1,376.1	7.7	1,438.5	7.7
Manufacturing	1,705.9	9.6	1,725.4	9.2
Services-producing industries	13,940.9	78.2	14,816.5	79.0
Wholesale trade and retail trade	2,729.1	15.3	2,796.3	14.9
Transportation and warehousing	899.2	5.0	1,006.4	5.4
Finance, insurance, real estate, rental and leasing	1,084.5	6.1	1,176.3	6.3
Professional, scientific and technical services	1,337.2	7.5	1,490.0	7.9
Business, building and other support services ¹	740.1	4.2	788.6	4.2
Educational services	1,253.7	7.0	1,338.4	7.1
Health care and social assistance	2,235.3	12.5	2,423.8	12.9
Information, culture and recreation ²	754.3	4.2	779.8	4.2
Accommodation and food services	1,212.7	6.8	1,232.7	6.6
Other services (except public administration)	784.4	4.4	806.4	4.3
Public administration	910.3	5.1	977.9	5.2
Unclassified*	n/a	n/a	n/a	n/a
Canada	17,829.6	100.0	18,747.1	100.0

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

¹ 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.

² 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.

* For some claims, this information was not available in the data.

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	FY1415 New claims (000s)	FY1415 Share (%)	FY1819 New claims (000s)	FY1819 Share (%)
Goods-producing industries	88,630	25.7	113,690	27.0
Agriculture, forestry, fishing, hunting, mining and oil and gas extraction	16,110	4.7	17,780	4.2
Utilities	490	0.1	560	0.1
Construction	33,820	9.8	42,290	10.0
Manufacturing	38,210	11.1	53,060	12.6
Services-producing industries	237,470	68.8	300,660	71.4
Wholesale trade and retail trade	54,770	15.9	68,730	16.3
Transportation and warehousing	17,470	5.1	22,750	5.4
Finance, insurance, real estate, rental and leasing	10,420	3.0	13,120	3.1
Professional, scientific and technical services	9,520	2.8	11,960	2.8
Business, building and other support services ¹	26,820	7.8	30,700	7.3
Educational services	9,320	2.7	12,930	3.1
Health care and social assistance	40,870	11.8	54,430	12.9
Information, culture and recreation ²	7,030	2.0	8,450	2.0
Accommodation and food services	25,140	7.3	31,560	7.5
Other services (except public administration)	14,070	4.1	18,130	4.3
Public administration	22,040	6.4	27,900	6.6
Unclassified*	18,970	5.5	6,490	1.5
Canada	345,070	100.0	420,840	100.0

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.

¹ 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.

² 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.

* For some claims, this information was not available in the data.

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	FY1415 Amount paid (\$)	FY1415 Share (%)	FY1819 Amount paid (\$)	FY1819 Share (%)
Goods-producing industries	362.0	27.2	503.7	28.5
Agriculture, forestry, fishing, hunting, mining and oil and gas extraction	57.0	4.3	79.6	4.5
Utilities	2.7	0.2	3.1	0.2
Construction	146.2	11.0	199.2	11.3
Manufacturing	156.1	11.7	221.8	12.5
Services-producing industries	911.5	68.4	1,238.4	70.0
Wholesale trade and retail trade	189.3	14.2	258.3	14.6
Transportation and warehousing	77.9	5.9	107.7	6.1
Finance, insurance, real estate, rental and leasing	42.9	3.2	59.6	3.4
Professional, scientific and technical services	37.3	2.8	54.0	3.1
Business, building and other support services ¹	105.1	7.9	127.6	7.2
Educational services	34.1	2.6	47.8	2.7
Health care and social assistance	164.2	12.3	234.3	13.2
Information, culture and recreation ²	25.7	1.9	34.9	2.0
Accommodation and food services	80.9	6.1	107.0	6.0
Other services (except public administration)	52.1	3.9	72.3	4.1
Public administration	101.5	7.6	134.8	7.6
Unclassified*	58.2	4.4	27.5	1.6
Canada	1,331.7	100.0	1,769.6	100.0

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.

¹ 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.

² 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.

* For some claims, this information was not available in the data.

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	FY1415	FY1516	FY1617	FY1718	FY1819	Change (%) FY1718 to FY1819
Newfoundland and Labrador	76	92	106	129	92	-28.7
Prince Edward Island	33	51	55	66	40	-39.4
Nova Scotia	170	243	367	351	281	-19.9
New Brunswick	143	205	245	283	193	-31.8
Quebec	1,046	1,319	1,759	1,808	1,497	-17.2
Ontario	2,738	3,465	4,452	4,966	3,574	-28.0
Manitoba	229	297	391	397	346	-12.8
Saskatchewan	157	200	258	284	219	-22.9
Alberta	675	741	1,002	1,032	866	-16.1
British Columbia	948	1,238	1,523	1,658	1,243	-25.0
Yukon	29 ^c	20 ^c	35 ^c	36 ^c	34 ^c	-5.6
Northwest Territories						
Nunavut						
Gender						
Men	1,833	2,260	2,812	3,120	2,436	-21.9
Women	4,411	5,611	7,381	7,890	5,949	-24.6
Age						
24 years old and under	118	138	176	167	116	-30.5
25 to 44 years old	2,099	2,450	3,259	3,494	2,723	-22.1
45 to 54 years old	2,172	2,758	3,461	3,641	2,681	-26.4
55 years old and over	1,855	2,525	3,297	3,708	2,865	-22.7
Canada	6,244	7,871	10,193	11,010	8,385	-23.8

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

^c 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	FY1415	FY1516 ¹	FY1617	FY1718	FY1819 ^P	Change (%) FY1718 to FY1819
Newfoundland and Labrador	4.6	5.0	9.7	13.4	13.3	-0.7
Prince Edward Island	4.6	5.1	11.0	13.2 ^r	12.1	-8.3
Nova Scotia	4.9	5.0	10.8	13.3 ^r	11.4	-14.5
New Brunswick	4.6	4.5	10.3	13.3 ^r	12.2	-8.3
Quebec	4.4	4.4	8.6	10.8	9.8	-9.3
Ontario	4.7	4.6	9.8	11.8	11.7	-1.3
Manitoba	4.7	4.8	10.2	11.9	11.4	-4.2
Saskatchewan	5.1	5.0	11.7	12.5	12.0	-4.2
Alberta	5.0	5.0	10.0	12.9	12.5	-2.9
British Columbia	4.8	4.7	10.3	12.4	11.7	-6.2
Yukon	4.8 ^c	4.3 ^c	11.1 ^c	14.3 ^c	10.8 ^c	-24.7
Northwest Territories						
Nunavut						
Gender						
Men	4.8	4.7	9.7	12.1	11.8	-3.0
Women	4.7	4.6	9.9	11.9	11.3	-5.1
Age						
24 years old and under	4.8	4.8	9.8	11.0	10.3	-6.2
25 to 44 years old	4.6	4.6	9.5	11.3	11.0	-3.3
45 to 54 years old	4.6	4.6	9.5	11.9	11.2	-5.8
55 years old and over	4.9	4.8	10.5	12.8	12.2	-4.3
Canada	4.7	4.6	9.8	12.0	11.5	-4.5

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.

¹ 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.

^c For confidentiality purposes, data for Yukon, Northwest Territories and Nunavut have been combined.

^P Preliminary

^r Revised.

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 rate¹ (\$)

Province or territory	FY1415	FY15161	FY1617	FY1718	FY1819	Change (%) FY1718 to FY1819
Newfoundland and Labrador	410	421	433	448	458	+2.3
Prince Edward Island	405	411	417	450	440	-2.2
Nova Scotia	395	399	411	418	429	+2.8
New Brunswick	397	392	403	417	430	+3.0
Quebec	411	412	414	429	443	+3.3
Ontario	431	438	450	461	477	+3.4
Manitoba	415	425	448	454	459	+1.0
Saskatchewan	445	465	463	459	484	+5.3
Alberta	457	464	470	477	490	+2.6
British Columbia	427	439	453	459	474	+3.4
Yukon	493 ^c	460 ^c	498 ^c	521 ^c	496 ^c	-4.8
Northwest Territories						
Nunavut						
Gender						
Men	461	468	478	488	498	+1.9
Women	414	420	431	441	456	+3.5
Age						
24 years old and under	361	364	380	386	414	+7.1
25 to 44 years old	440	448	457	466	478	+2.6
45 to 54 years old	432	439	454	464	477	+2.8
55 years old and over	412	417	423	436	453	+3.7
Canada	428	434	444	454	468	+3.1

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI compassionate care benefits was paid.

¹ Takes into account Family Supplement top-ups paid to claimants with compassionate care benefits.

^c 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 paid¹ (\$ million)

Province or territory	FY1415	FY15161	FY1617	FY1718	FY1819	Change (%) FY1718 to FY1819
Newfoundland and Labrador	0.2	0.2	0.6	0.8	0.5	-34.6
Prince Edward Island	0.1	0.1	0.3	0.4	0.2	-36.9
Nova Scotia	0.3	0.6	2.1	2.0	1.4	-32.4
New Brunswick	0.3	0.5	1.4	1.5	1.1	-28.4
Quebec	1.9	2.8	7.7	8.5	6.5	-24.3
Ontario	5.5	8.0	23.0	27.3	20.0	-26.9
Manitoba	0.5	0.7	2.2	2.2	1.8	-16.7
Saskatchewan	0.4	0.5	1.7	1.8	1.4	-19.2
Alberta	1.5	2.0	6.1	6.7	5.7	-15.3
British Columbia	1.9	2.9	8.8	9.5	7.0	-26.4
Yukon	0.1 ^c	0.1 ^c	0.2 ^c	0.3 ^c	0.2 ^c	-19.8
Northwest Territories						
Nunavut						
Gender						
Men	4.1	5.9	16.8	19.1	15.0	-21.8
Women	8.5	12.4	37.3	42.0	30.9	-26.4
Age						
24 years old and under	0.2	0.3	0.7	0.8	0.5	-38.8
25 to 44 years old	4.2	5.8	17.0	18.9	14.4	-23.5
45 to 54 years old	4.4	6.4	18.5	20.5	15.1	-26.4
55 years old and over	3.8	5.9	17.9	21.0	15.9	-24.3
Canada	12.5	18.3	54.1	61.1	45.8	-25.0

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.

¹ Takes into account Family Supplement top-ups paid to claimants with compassionate care benefits.

^c 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 2.19.1 – Family caregiver benefit for adults¹: New claims established

Province or territory	FY1718 ^f	FY1819
Newfoundland and Labrador	54	195
Prince Edward Island	17	65
Nova Scotia	67	290
New Brunswick	65	277
Quebec	508	1,772
Ontario	1,207	4,658
Manitoba	85	332
Saskatchewan	63	232
Alberta	229	899
British Columbia	344 ^c	1,234
Territories		27
Unknown [*]	28	125
Gender		
Men	829	3,117
Women	1,842	6,989
Age		
24 years old and under	37	170
25 to 34 years old	260	1,066
35 to 44 years old	466	1,887
45 to 54 years old	837	3,201
55 to 64 years old	905	3,206
65 years old and over	166	576
Canada	2,671	10,106

Note: Includes claims for which at least \$1 of benefits for family caregiver for adults was paid. Given the short period during which benefits for family caregivers for adults were offered in FY1718, few claims were made. Consequently, the data from FY1819 cannot be compared to the previous year's data.

¹ The family caregiver benefits for adults have been available since December 3, 2017.

^c For confidentiality purposes, data for Yukon, Northwest Territories, and Nunavut have been combined with British Columbia.

^f Revised

^{*} For some claims, this information was not available in the data.

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 2.19.2 – Family caregiver benefit for adults¹: Average actual duration² (number of weeks)

Province or territory	FY1718	FY1819
Newfoundland and Labrador	11.4	11.0
Prince Edward Island	n/a	10.9
Nova Scotia	9.3	11.1
New Brunswick	10.1	11.2
Quebec	9.0	11.4
Ontario	7.6	10.6
Manitoba	7.9	10.1
Saskatchewan	7.6	10.9
Alberta	8.1	11.0
British Columbia and Territories	8.4 ^c	11.1 ^c
Unknown*	3.7	5.0
Gender		
Men	7.9	10.6
Women	8.0	10.8
Age		
24 years old and under	9.8	9.8
25 to 34 years old	7.5	10.2
35 to 44 years old	7.6	10.2
45 to 54 years old	7.7	10.7
55 to 64 years old	8.4	11.1
65 years old and over	8.9	12.0
Canada	8.0	10.7

Note: Includes claims for which at least \$1 of benefits for family caregiver for adults was paid. Given the short period during which benefits for family caregivers for adults were offered in FY1718, few claims were made. Consequently, the data from FY1819 cannot be compared to the previous year's data.

¹ The family caregiver benefits for adults have been available since December 3, 2017.

² Results on actual duration of benefits for family caregiver for adults have been estimated using all claims established over the fiscal year.

^c For confidentiality purposes, data for Yukon, Northwest Territories, and Nunavut have been combined with British Columbia.

* For some claims, this information was not available in the data.

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 2.19.3 – Family caregiver benefit for adults¹: Average weekly benefit rate²

Province or territory	FY1718 ¹	FY1819
Newfoundland and Labrador	415	430
Prince Edward Island	n/a	455
Nova Scotia	376	419
New Brunswick	401	414
Quebec	416	424
Ontario	455	459
Manitoba	443	443
Saskatchewan	487	467
Alberta	480	473
British Columbia and Territories	445 ^c	452 ^c
Gender		
Men	491	490
Women	428	435
Age		
24 years old and under	428	395
25 to 34 years old	471	463
35 to 44 years old	470	463
45 to 54 years old	459	460
55 to 64 years old	418	444
65 years old and over	419	398
Canada	446	451

Note: Includes claims for which at least \$1 of benefits for family caregiver for adults was paid. Given the short period during which benefits for family caregivers for adults were offered in FY1718, few claims were made. Consequently, the data from FY1819 cannot be compared to the previous year's data.

¹ The family caregiver benefits for adults have been available since December 3, 2017.

² Takes into account Family Supplement top-ups paid to claimants with benefits for family caregiver for adults.

^c 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 2.19.4 – Family caregiver benefit for adults¹: Amount paid² (\$ thousands)

Province or territory	FY1718 ^f	FY1819
Newfoundland and Labrador	146.9	966.6
Prince Edward Island	40.9	330.8
Nova Scotia	179.2	1,337.9
New Brunswick	206.5	1,230.1
Quebec	1,481.4	8,192.8
Ontario	3,521.0	22,423.6
Manitoba	244.2	1,513.7
Saskatchewan	186.5	1,190.2
Alberta	728.5	4,617.8
British Columbia and Territories	1,011.7 ^c	6,214.3 ^c
Unknown [*]	40.7	326.8
Gender		
Men	2,711.7	16,047.8
Women	5,094.0	32,296.9
Age		
24 years old and under	76.2	630.3
25 to 34 years old	784.4	4,938.7
35 to 44 years old	1,387.9	8,803.9
45 to 54 years old	2,459.9	15,657.8
55 to 64 years old	2,588.5	15,549.2
65 years old and over	508.9	2,764.8
Canada	7,805.8	48,344.6

Note: Includes claims for which at least \$1 of benefits for family caregiver for adults was paid. Given the short period during which benefits for family caregivers for adults were offered in FY1718, few claims were made. Consequently, the data from FY1819 cannot be compared to the previous year's data.

¹ The family caregiver benefits for adults have been available since December 3, 2017.

² Takes into account Family Supplement top-ups paid to claimants with benefits for family caregiver for adults.

^c For confidentiality purposes, data for Yukon, Northwest Territories, and Nunavut have been combined with British Columbia.

^{*} For some claims, this information was not available in the data.

^f 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 2.20.1 – Family caregiver benefits for children¹: New claims established

Province or territory	FY1415	FY1516	FY1617	FY1718	FY1819	Change (%) FY1718 to FY1819
Newfoundland and Labrador	32	58	44	70 ^r	55	-20.3
Prince Edward Island	10	26	22	18	30	+66.7
Nova Scotia	64	73	86	92 ^r	104	+13.0
New Brunswick	77	74	92	94 ^r	101	+6.3
Quebec	642	822	889	884 ^r	1,050	+18.8
Ontario	1,010	1,329	1,570	1,941 ^r	2,089	+7.6
Manitoba	92	129	158	182 ^r	208	+13.7
Saskatchewan	77	142	153	195 ^r	222	+12.1
Alberta	408	558	613	765 ^r	852	+12.1
British Columbia	349	466	553	628 ^r	708	+12.6
Yukon	5 ^c	13 ^c	16 ^c	12 ^c	18 ^c	+50.0
Northwest Territories						
Nunavut						
Unknown*	80	50	42	40	38	-5.0
Gender						
Men	567	751	818	1,008 ^r	1,151	+14.2
Women	2,279	2,989	3,420	3,913 ^r	4,324	+10.5
Age						
24 years old and under	180	216	225	257 ^r	242	-5.8
25 to 44 years old	2,454	3,276	3,766	4,281 ^r	4,683	+9.4
45 to 54 years old	194	226	227	341 ^r	478	+40.2
55 years old and over	18	22	20	41 ^r	71	+73.2
Canada	2,846	3,740	4,238	4,921^r	5,475	+11.3

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.

¹ 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 became available in June 2013.

^c For confidentiality purposes, data for Yukon, Northwest Territories and Nunavut have been combined.

^r Revised

* For some claims, this information was not available in the data.

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 benefits for children¹: Average actual duration² (number of weeks)

Province or territory	FY1415	FY1516	FY1617	FY1718	FY1819 ^P	Change (%) FY1718 to FY1819
Newfoundland and Labrador	21.4	17.8	17.1	20.6 ^f	22.8	+10.4
Prince Edward Island	10.8	11.0	24.7	20.2	19.1	-5.3
Nova Scotia	19.6	20.6	20.5	20.0 ^f	22.0	+10.0
New Brunswick	16.2	21.0	19.3	20.3	15.3	-24.6
Quebec	15.2	14.6	14.6	15.3	13.8	-9.7
Ontario	16.6	20.9	20.4	17.9 ^f	19.1	+6.5
Manitoba	16.0	19.9	19.6	16.3 ^f	17.1	+4.8
Saskatchewan	15.1	21.4	18.7	17.1 ^f	20.6	+20.6
Alberta	16.5	21.1	20.9	19.4	19.8	+1.8
British Columbia	16.3	20.2	17.8	18.4 ^f	17.8	-3.7
Yukon	19.6 ^c	10.5 ^c	25.0 ^c	11.1 ^c	16.8 ^c	+50.8 ^c
Northwest Territories						
Nunavut						
Unknown [*]	13.0	7.4	6.1	5.9	5.6	-4.9
Gender						
Men	14.9	16.0	14.3	13.8	14.4	+4.2
Women	16.5	18.3	18.7	18.4	18.3	-0.7
Age						
24 years old and under	15.0	15.8	16.2	15.3 ^f	16.4	+7.4
25 to 44 years old	15.8	17.2	16.8	16.3	16.6	+1.4
45 to 54 years old	22.1	21.5	21.7	20.1 ^f	18.7	-7.0
55 years old and over	11.9	12.7	21.9	18.5 ^f	20.5	+10.9
Canada	16.2	17.5	17.3	16.7	17.0	+1.3

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of benefits for family caregiver for children was paid.

¹ 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 became available in June 2013.

² Results on actual duration of benefits for family caregiver for children have been estimated using all claims established over the fiscal year.

^c For confidentiality purposes, data for Yukon, Northwest Territories and Nunavut have been combined.

^P Preliminary

^f Revised

^{*} For some claims, this information was not available in the data.

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 benefits for children¹: Average weekly benefit rate² (\$)

Province or territory	FY1415	FY1516	FY1617	FY1718	FY1819	Change (%) FY1718 to FY1819
Newfoundland and Labrador	431	422	447	424	486	+14.6
Prince Edward Island	376	467	437	447	462	+3.3
Nova Scotia	396	403	441	416 ^f	425	+2.1
New Brunswick	415	435	385	432	447	+3.6
Quebec	423	435	442	447	461	+3.2
Ontario	435	443	455	467	468	+0.3
Manitoba	432	431	435	479 ^f	455	-4.9
Saskatchewan	452	477	442	439 ^f	473	+7.7
Alberta	452	457	461	471 ^f	479	+1.7
British Columbia	434	447	444	469	457	-2.6
Yukon	501 ^c	442 ^c	454 ^c	532 ^c	489 ^c	-8.1
Northwest Territories						
Nunavut						
Gender						
Men	457	474	481	494	500	+1.2
Women	428	424	429	436 ^f	446	+2.3
Age						
24 years old and under	346	376	370	381	392	+2.9
25 to 44 years old	441	445	451	461	468	+1.6
45 to 54 years old	431	435	440	466	461	-1.1
55 years old and over	409	418	458	423	462	+9.3
Canada	433	440	446	457	464	+1.6

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of benefits for family caregiver for children was paid.

¹ 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 became available in June 2013.

² Takes into account Family Supplement top-ups paid to claimants with benefits for family caregiver for children.

^c For confidentiality purposes, data for Yukon, Northwest Territories and Nunavut have been combined.

^f 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 children¹: Amount paid² (\$ thousands)

Province or territory	FY1415	FY1516	FY1617	FY1718	FY1819	Change (%) FY1718 to FY1819
Newfoundland and Labrador	280.5	330.8	352.9	450.2	542.9	+20.6
Prince Edward Island	34.3	179.4	138.1	133.1	171.1	+28.5
Nova Scotia	501.4	492.8	550.1	522.9	757.5	+44.9
New Brunswick	427.6	525.2	519.6	520.0	654.7	+25.9
Quebec	4,069.5	4,945.1	5,515.1	5,761.5	6,480.2	+12.5
Ontario	6,792.5	8,895.9	10,004.5	12,006.6	14,828.9	+23.5
Manitoba	575.8	775.9	962.9	1,090.7	1,310.1	+20.1
Saskatchewan	456.9	878.6	926.0	1,142.3 ^f	1,707.8	+49.5
Alberta	2,942.2	3,818.3	4,308.4	4,893.3 ^f	5,691.4	+16.3
British Columbia	2,378.6	2,808.5	3,055.5	3,707.1	4,360.7	+17.6
Yukon	44.7 ^c	62.7 ^c	110.9 ^c	63.8 ^c	154.4 ^c	+142.0
Northwest Territories						
Nunavut						
Unknown [*]	363.9	84.5	111.5	113.8	96.9	-14.9
Gender						
Men	3,739.8	5,231.0	5,265.7	6,332.8	8,090.5	+27.8
Women	15,128.1	18,566.7	21,289.6	24,072.4 ^f	28,666.0	+19.1
Age						
24 years old and under	923.5	1,087.6	1,060.3	1,312.1	1,240.3	-5.5
25 to 44 years old	16,087.6	20,549.8	23,335.0	25,978.2	30,846.9	+18.8
45 to 54 years old	1,767.9	2,012.5	2,031.9	2,796.3	4,025.2	+43.9
55 years old and over	89.0	147.8	128.2	318.5	644.1	+102.2
Canada	18,867.9	23,797.7	26,555.4	30,405.2^f	36,756.5	+20.9

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.

¹ 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 became available in June 2013.

² Takes into account Family Supplement top-ups paid to claimants with benefits for family caregiver for children.

^c For confidentiality purposes, data for Yukon, Northwest Territories and Nunavut have been combined.

^f Revised

^{*} For some claims, this information was not available in the data.

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 ¹	FY1415	FY1516	FY1617	FY1718	FY1819	Change (%) FY1718 to FY1819
Newfoundland and Labrador	14	43	41	28 ^c	0 ^c	-100.0
Prince Edward Island	82	12	10			
Nova Scotia	20 ^c	205	145	181	15	-91.7
New Brunswick		42	16	22	11	-50.0
Quebec	3,580	4,451	2,737	941	1,001	+6.4
Ontario	2,255	2,849	2,017	1,737	1,339	-22.9
Manitoba	262	2,482	915	111	539	+385.6
Saskatchewan	742	1,035	577	85	212	+149.4
Alberta	631	7,939	4,872	403	600	+48.9
British Columbia	438	1,463	606	200	98	-51.0
Gender						
Men	5,952	15,933	8,883	2,487	2,721	+9.4
Women	2,072	4,588	3,053	1,221	1,094	-10.4
Age						
24 years old and under	497	1,425	718	151	235	+55.6
25 to 44 years old	3,475	9,463	5,547	1,403	1,409	+0.4
45 to 54 years old	2,403	5,539	3,144	1,075	1,080	+0.5
55 years old and over	1,649	4,094	2,527	1,079	1,091	+1.1
Canada	8,024	20,521	11,936	3,708	3,815	+2.9

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

¹ During the years reported in this table, no Work-Sharing claims were established in the territories.

^c For confidentiality purposes, data for some provinces 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 (number of weeks)

Province or territory	FY1415	FY1516 ^f	FY1617 ^f	FY1718 ^f	FY1819 ^p	Change (%) FY1718 to FY1819
Newfoundland and Labrador	11.3 ^{c,r}	19.3	17.8	19.0 ^c	24.5 ^c	+29.1
Prince Edward Island		7.7	14.5			
Nova Scotia	18.9 ^{c,r}	14.0	15.4	19.9	15.2	-23.5
New Brunswick		9.3	13.8	16.2	17.0	+5.1
Quebec	15.1 ^r	13.0	13.2	21.1	15.7	-25.5
Ontario	16.9 ^f	15.5	14.4	15.9	13.2	-16.5
Manitoba	14.7 ^r	11.6	17.0	23.5	14.5	-38.3
Saskatchewan	11.4 ^r	18.9	17.3	24.5	20.6	-16.1
Alberta	10.5 ^r	14.9	20.6	31.6	18.5	-41.7
British Columbia	12.9 ^{c,r}	13.3	17.5	22.2	15.4	-30.7
Yukon		n/a	n/a	n/a	n/a	n/a
Gender						
Men	15.3 ^r	14.1	16.9	23.2	14.9	-35.7
Women	16.1 ^r	15.3	19.4	25.4	16.9	-33.6
Age						
24 years old and under	13.1	12.0	16.3	22.1	12.8	-42.3
25 to 44 years old	15.1 ^r	14.1	17.2	24.0	15.0	-37.3
45 to 54 years old	16.1 ^r	14.9	17.6	24.6	15.6	-36.7
55 years old and over	16.4 ^r	15.0	17.9	22.9	16.4	-28.6
Canada	15.6^r	14.4	17.4	23.8	15.5	-35.1

Notes: 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 year.

^c For confidentiality purposes, data for some provinces and territories in different years have been combined.

^r Revised.

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 rate¹ (\$)

Province ²	FY1415	FY1516	FY1617	FY1718	FY1819	Change (%) FY1718 to FY1819
Newfoundland and Labrador	135	168	187	148 ^c	0 ^c	-100.0
Prince Edward Island	160	186	211			
Nova Scotia	196 ^c	136	137	113	183	+61.8
New Brunswick		128	176	71	109	+54.3
Quebec	120	116	113	109	127	+15.8
Ontario	118	117	118	102	105	+3.2
Manitoba	135	119	101	113	110	-2.7
Saskatchewan	196	142	142	160	151	-5.4
Alberta	146	142	137	124	135	+9.0
British Columbia	121	150	114	118	167	+42.1
Gender						
Men	135	136	131	115	129	+12.8
Women	112	115	107	99	99	+0.5
Age						
24 years old and under	122	133	120	102	120	+17.8
25 to 44 years old	132	133	125	113	124	+9.6
45 to 54 years old	130	128	126	106	119	+11.6
55 years old and over	125	129	124	108	118	+9.2
Canada	129	131	125	109	121	+10.4

Notes: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI Work-Sharing benefits was paid.

¹ Takes into account Family Supplement top-ups paid to claimants with Work-Sharing benefits.

² During the years reported in this table, no Work-Sharing claims were established in the territories.

^c For confidentiality purposes, data for some provinces 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, except for the amount paid which is based on a 10% sample.

Annex 2.21.4 – Work-Sharing benefits: Amount paid^{1,2} (\$ million)

Province ³	FY1415	FY1516	FY1617	FY1718 ^r	FY1819	Change (%) FY1718 to FY1819
Newfoundland and Labrador	0.0	0.1	0.2	0.2 ^c	0.0 ^c	-97.8
Prince Edward Island	0.0 ^r	0.1	0.0			
Nova Scotia	0.3 ^c	0.3	0.7	0.4	0.0	-91.2
New Brunswick		0.0	0.1	0.0	0.0	-68.6
Quebec	7.7 ^r	6.3 ^r	6.7 ^r	3.2	1.8	-41.6
Ontario	5.5 ^r	5.4 ^r	4.5 ^r	2.8	1.5	-47.4
Manitoba	0.6 ^r	3.0 ^r	3.7 ^r	0.6	0.5	-12.5
Saskatchewan	2.1 ^r	2.4 ^r	1.8 ^r	0.9	0.5	-43.6
Alberta	0.3 ^r	18.3 ^r	25.3 ^r	4.1	1.1	-73.2
British Columbia	0.9 ^r	3.7 ^r	2.3 ^r	0.4	0.3	-23.2
Gender						
Men	13.1 ^r	31.2 ^r	34.4 ^r	9.2	4.3	-53.7
Women	4.3 ^r	8.3	10.8 ^r	3.3	1.5	-54.7
Age						
24 years old and under	0.7 ^r	2.5 ^r	2.7 ^r	0.6	0.3	-54.7
25 to 44 years old	7.4 ^r	18.3 ^r	20.9 ^r	5.1	2.1	-58.9
45 to 54 years old	5.5 ^r	10.8 ^r	12.3 ^r	3.7	1.7	-55.6
55 years old and over	3.7 ^r	8.0 ^r	9.3 ^r	3.1	1.7	-43.8
Canada	17.4^r	39.6^r	45.3^r	12.5	5.7	-53.9

Notes: 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.

¹ Takes into account Family Supplement top-ups paid to claimants with Work-Sharing benefits.

² In previous EI Monitoring and Assessment Reports, amounts paid for Work-Sharing benefits were based on a 10% sample of EI administrative data. Starting in FY1819, amounts paid are based on a 100% sample. Consequently, statistics reported for previous years have been revised.

³ During the years reported in this table, no Work-Sharing claims were established in the territories.

^c For confidentiality purposes, data for some provinces in different years have been combined.

^r Revised.

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

Annex 2.22.1 – Work-Sharing benefits (by industry): New claims established

Industry	FY1415	FY1516	FY1617	FY1718	FY1819	Change (%) FY1718 to FY1819
Goods-producing industries	5,365	15,612	9,315	3,031	3,461	+14.2
Agriculture, forestry, fishing and hunting	75	40	10	18 ^c	13 ^c	-27.8
Mining and oil and gas extraction	67	514 ^c	281			
Utilities	0		0	0	0	n/a
Construction	208	627	550	158	190	+20.3
Manufacturing	5,015	14,431	8,474	2,855	3,258	+14.1
Service-producing industries	2,462	4,869	2,439	633^c	352	-44.4
Wholesale trade	849	2,026	1,017	180	63	-65.0
Retail trade	171	521	167	44	30	-31.8
Transportation and warehousing	71 ^c	220 ^c	78 ^c	14 ^c	20 ^c	+42.9
Finance and insurance						
Real estate and rental and leasing	25	131	203	283 ^c	67 ^c	-76.3
Professional, scientific and technical services	889	1,069	543			
Business, building and support services ¹	114	170	175	39	73	+87.2
Educational services	49	14	32 ^c	24 ^c	23 ^c	-4.2
Health care and social assistance	66	31				
Information, culture and recreation ²	60	105	23	31	45	+45.2
Accommodation and food services	26	216	29	14 ^c	28 ^c	+100.0
Other services (except public administration)	141	352	169			
Public administration	198 ^c	54 ^c	185 ^c	48 ^c	n/a ³	n/a ³
Unclassified⁴					n/a ³	n/a ³
Canada	8,024	20,521	11,936	3,708	3,815	-89.6

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

¹ 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.

² 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.

³ Data have been suppressed to ensure confidentiality.

⁴ For some claims, this information was not available in the data.

⁵ 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 (number of weeks)

Industry	FY1415 ^f	FY1516 ^f	FY1617 ^f	FY1718 ^f	FY1819 ^p	Change (%) FY1718 to FY1819
Goods-producing industries	15.1	13.4	16.5	21.5	14.6	-32.2
Agriculture, forestry, fishing and hunting	10.5	9.8	8.1	37.6 ^c	27.5 ^c	-26.8
Mining and oil and gas extraction	16.5	17.2 ^c	17.6			
Utilities	0.0		14.0			
Construction	13.0	13.6	13.2	23.5	13.2	-43.9
Manufacturing	15.3	13.3	16.6	21.0	14.6	-30.4
Service-producing industries	17.0	16.8	20.8	31.6	21.2	-33.0
Wholesale trade	17.9	16.4	20.3	34.0	18.7	-45.1
Retail trade	18.8	14.2	21.4	25.4	16.3	-35.9
Transportation and warehousing	19.8 ^c	24.0 ^c	19.6 ^c	32.2 ^c	31.2 ^c	-3.2
Finance and insurance						
Real estate and rental and leasing	16.0 ^c	14.4	19.2	28.1 ^c	25.1 ^c	-10.5
Professional, scientific and technical services		19.3	19.9			
Business, building and support services ¹	16.3	13.4	22.9	24.5	12.2	-50.3
Educational services	15.8	18.3 ^c	24.9 ^c	25.4 ^c	24.6 ^c	-3.0
Health care and social assistance	22.8					
Information, culture and recreation ²	20.8	18.3	26.9	55.2	24.2	-56.2
Accommodation and food services	15.3	14.0	25.6	36.7 ^c	27.7 ^c	-24.7
Other services (except public administration)	13.8	12.7	22.9			
Public administration	12.5 ^c	12.8 ^c	15.1 ^c	14.9 ^c	n/a ³	n/a ³
Unclassified⁴						
Canada	15.6	14.4	17.4	23.8	15.5	-35.1

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.

¹ 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.

² 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.

³ Data have been suppressed to ensure confidentiality.

⁴ For some claims, this information was not available in the data.

^c For confidentiality purposes, data for some industries in different years have been combined.

^p Preliminary.

^f Revised.

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 rate¹ (\$)

Industry	FY1415	FY1516	FY1617	FY1718	FY1819	Change (%) FY1718 to FY1819
Goods-producing industries	125	132	124	106	119	+12.4
Agriculture, forestry, fishing and hunting	153	142	116	110 ^c	180 ^c	+63.5
Mining and oil and gas extraction	198	152 ^c	126			
Utilities	0		0			
Construction	113	153	148	112	130	+16.1
Manufacturing	124	130	122	106	119	+11.9
Service-producing industries	138	129	129	123	133	+8.4
Wholesale trade	169	109	111	113	145	+28.1
Retail trade	126	115	130	119	106	-10.6
Transportation and warehousing	155 ^c	136 ^{c,f}	158 ^c	157 ^c	91 ^c	-41.9
Finance and insurance						
Real estate and rental and leasing	116	125	132	131 ^c	140 ^c	+7.0
Professional, scientific and technical services	122	138	145			
Business, building and support services ²	111	140	139	100	156	+57.0
Educational services	144	126 ^c	124 ^c	128 ^c	145 ^c	+13.5
Health care and social assistance	100					
Information, culture and recreation ³	124	179	152	136	118	-13.2
Accommodation and food services	103	211	125	108 ^c	111 ^c	+2.7
Other services (except public administration)	114	158	151			
Public administration	128 ^c	148 ^c	130 ^c	125 ^c	n/a ⁴	n/a ⁴
Unclassified⁵					n/a ⁴	n/a ⁴
Canada	129	131	125	109	121	+10.4

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI Work-Sharing benefits was paid.

¹ Takes into account Family Supplement top-ups paid to claimants with Work-Sharing benefits.

² 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.

³ 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.

⁴ Data have been suppressed to ensure confidentiality.

⁵ For some claims, this information was not available in the data.

^c For confidentiality purposes, data for some industries in different years have been combined.

^f Revised.

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^{1,2} (\$ million)

Industry	FY1415	FY1516	FY1617	FY1718	FY1819	Change (%) FY1718 to FY1819
Goods-producing industries	11.5^r	28.1^r	32.2^r	9.1^r	4.9	-45.9
Agriculture, forestry, fishing and hunting	0.1	0.1	0.0	0.2 ^{c,r}	0.0 ^c	-95.5
Mining and oil and gas extraction	0.2 ^r	1.4 ^{c,r}	1.3			
Utilities	0.0		0.0	0.0	0.0	n/a
Construction	0.3	1.0 ^r	2.0 ^r	0.8 ^r	0.3	-66.7
Manufacturing	10.9 ^r	25.7 ^r	28.9 ^r	8.0 ^r	4.6	-42.5
Service-producing industries	5.8	12.3^r	13.9^r	3.4	0.8	-74.9
Wholesale trade	2.5 ^r	4.1 ^r	4.2 ^r	1.1	0.2	-81.4
Retail trade	0.2	0.8	1.3 ^r	0.2 ^r	0.1	-66.5
Transportation and warehousing	0.1 ^c	0.5 ^{c,r}	0.6 ^{c,r}	0.1 ^{c,r}	0.0 ^c	-66.7
Finance and insurance						
Real estate and rental and leasing	0.0 ^r	0.2 ^r	0.8 ^r	1.3 ^{c,r}	0.2 ^c	-82.7
Professional, scientific and technical services	2.3	2.9 ^r	2.7 ^r			
Business, building and support services ³	0.2	0.4 ^r	0.8	0.2 ^r	0.1	-48.3
Educational services	0.1	0.1 ^c	0.1 ^c	0.1 ^c	0.0 ^c	-53.0
Health care and social assistance	0.1					
Information, culture and recreation ⁴	0.1 ^r	0.5	0.4	0.2 ^r	0.1	-33.9
Accommodation and food services	0.0	1.1 ^r	0.5 ^r	0.3 ^{c,r}	0.1 ^c	-74.0
Other services (except public administration)	0.1	0.9 ^r	1.4			
Public administration	0.1 ^{c,r}	0.0 ^c	0.4 ^{c,r}	0.1 ^c	n/a ⁵	n/a ⁵
Unclassified⁶					n/a ⁵	n/a ⁵
Canada	17.4^r	39.6^r	45.3^r	12.5^r	5.7	-53.9

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.

¹ Takes into account Family Supplement top-ups paid to claimants with Work-Sharing benefits.

² In previous EI Monitoring and Assessment Reports, amounts paid for Work-Sharing benefits were based on a 10% sample of EI administrative data. Starting in FY1819, amounts paid are based on a 100% sample. Consequently, statistics reported for previous years have been revised.

³ 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.

⁴ 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.

⁵ Data have been suppressed to ensure confidentiality.

⁶ For some claims, this information was not available in the data.

^c For confidentiality purposes, data for some industries in different years have been combined.

^r Revised.

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

Annex 2.23.1 – Family Supplement: New claims established¹

Province or territory	FY1415	FY1516	FY1617	FY1718	FY1819	Change (%) FY1718 to FY1819
Newfoundland and Labrador	2,390	2,490	2,500	2,530	2,320	-8.3
Prince Edward Island	930	990	1,020	930	780	-16.1
Nova Scotia	4,210	4,600	4,440	4,170	4,400	+5.5
New Brunswick	4,460	4,100	4,100	3,960	3,890	-1.8
Quebec	17,610	17,470	18,200	17,580	16,900	-3.9
Ontario	28,330	27,680	26,330	25,740	23,470	-8.8
Manitoba	4,260	4,390	4,070	4,010	3,880	-3.2
Saskatchewan	2,680	2,660	3,050	3,110	3,270	+5.1
Alberta	5,950	6,380	6,700	5,790	6,110	+5.5
British Columbia	9,930	9,030	8,780	7,980	7,710	-3.4
Yukon	40	20	40	50	20	-60.0
Northwest Territories	60	20	90	50	60	+20.0
Nunavut	60	80	90	50	90	+80.0
Gender						
Men	16,850	16,540	16,480	15,900	14,930	-6.1
Women	64,060	63,370	62,930	60,050	57,970	-3.5
Age						
24 years old and under	10,640	10,420	9,820	9,580	9,010	-5.9
25 to 44 years old	56,930	57,080	57,040	54,100	52,600	-2.8
45 to 54 years old	11,760	10,840	10,980	10,580	9,880	-6.6
55 years old and over	1,580	1,570	1,570	1,690	1,410	-16.6
Canada	80,910	79,910	79,410	75,950	72,900	-4.0

Note: Includes claims for which at least \$1 in Family Supplement was paid.

¹ Excludes Family caregiver benefits for adults and children due to the 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 2.23.2 – Family Supplement: Percentage of new claims established which included Family Supplement¹ (%)

Province or territory	FY1415	FY1516	FY1617	FY1718	FY1819
Newfoundland and Labrador	2.9	2.9	3.4	3.1	2.7
Prince Edward Island	4.2	4.5	4.5	4.1	3.5
Nova Scotia	5.3	5.6	5.4	4.9	5.2
New Brunswick	5.2	4.6	4.6	4.3	4.3
Quebec	3.6	3.5	3.8	3.6	3.6
Ontario	5.0	4.9	4.8	4.6	4.2
Manitoba	7.5	6.8	6.9	6.5	6.1
Saskatchewan	5.6	4.7	6.1	6.1	6.0
Alberta	3.5	2.7	3.3	3.4	3.2
British Columbia	4.8	4.2	4.4	4.0	3.9
Yukon	1.6	0.8	1.7	2.3	0.9
Northwest Territories	2.7	0.9	3.8	2.1	2.6
Nunavut	6.1	6.5	7.0	3.7	6.1
Gender					
Men	1.7	1.5	1.7	1.6	1.5
Women	7.9	7.5	7.5	7.1	6.9
Age					
24 years old and under	5.8	5.4	5.5	5.5	5.3
25 to 44 years old	6.5	6.1	6.5	6.2	6.0
45 to 54 years old	3.0	2.7	3.0	2.9	2.8
55 years old and over	0.4	0.4	0.4	0.4	0.3
Canada	4.5	4.2	4.4	4.2	4.0

Note: Includes claims for which at least \$1 in Family Supplement was paid.

¹ Excludes Family caregiver benefits for adults and children due to the 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 2.23.3 – Family Supplement: Average weekly Family Supplement¹ (\$)

Province or territory	FY1415	FY1516	FY1617	FY1718	FY1819	Change (%) FY1718 to FY1819
Newfoundland and Labrador	40	42	39	44	43	-1.5
Prince Edward Island	41	43	41	45 ^r	40	-11.1
Nova Scotia	41	43	45	42	44	+3.7
New Brunswick	36	39	41	40	43	+5.7
Quebec	43	43	42	42	43	+0.7
Ontario	39 ^r	40	43	45	43	-3.8
Manitoba	46	49	55	55	54	-2.1
Saskatchewan	47	43 ^r	49	55 ^r	51	-6.4
Alberta	43	41	45 ^r	43 ^r	44	+1.6
British Columbia	38	39	43	40	42	+3.6
Yukon	44	60	30	25	35	+40.8
Northwest Territories	43	15	35	52	43	-17.1
Nunavut	35	61	44	39	46	+16.1
Gender						
Men	46	47	47	48	49	+3.1
Women	39 ^r	40	43	44	43	-1.9
Age						
24 years old and under	35	34 ^r	38	37	38	+3.0
25 to 44 years old	43	44	47	47	47	-1.4
45 to 54 years old	36	37	36	38	37	-2.0
55 years old and over	36	36	34	36	33	-9.9
Canada	41	41	44	44	44	-0.9

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 in Family Supplement was paid.

¹ Excludes Family caregiver benefits for adults and children due to the incompatibility of administrative data sources.

^r Revised data.

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^{1,2} (\$)

Province or territory	FY1415	FY1516	FY1617	FY1718	FY1819	Change (%) FY1617 to FY1718
Newfoundland and Labrador	330	332	341	347	339	-2.1
Prince Edward Island	327	340	343	350	357	+2.0
Nova Scotia	328	329	324	331	342	+3.2
New Brunswick	330	338	340	353	353	0.0
Quebec	347	353	360	363	376	+3.5
Ontario	326	336	341	350	368	+5.0
Manitoba	347	349	369	358	374	+4.5
Saskatchewan	356	359	359	361	378	+4.5
Alberta	348	357	366	374	383	+2.5
British Columbia	333	338	349	354	369	+4.4
Yukon	326	461	480	418	308	-26.2
Northwest Territories	343	500	432	359	405	+12.8
Nunavut	314	385	344	431	352	-18.4
Gender						
Men	384	393	397	404	416	+3.0
Women	323	330	337	343	356	+4.0
Age						
24 years old and under	292	297	299	312	324	+4.0
25 to 44 years old	343	350	358	363	375	+3.3
45 to 54 years old	341	345	349	353	373	+5.7
55 years old and over	350	363	355	377	376	-0.2
Canada	336	343	350	355	369	+3.7

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 in Family Supplement was paid.

¹ Excludes Family caregiver benefits for adults and children due to the incompatibility of administrative data sources.

² Averages include all claims which provided Family Supplement top-ups paid to Employment Insurance claimants.

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 paid¹ (\$ million)

Province or territory	FY1415	FY1516	FY1617	FY1718	FY1819	Change (%) FY1617 to FY1718
Newfoundland and Labrador	3.6	3.4 ^r	3.1 ^r	4.0	3.5	-11.9
Prince Edward Island	1.3	1.2	1.3	1.2	1.0	-20.3
Nova Scotia	5.1	6.2	5.7 ^r	5.6	5.3	-5.6
New Brunswick	5.0	4.9 ^r	4.6	4.9 ^r	4.5	-7.1
Quebec	15.2 ^r	15.3	15.5	15.2	13.3	-12.3
Ontario	32.7 ^r	32.8	30.0 ^r	30.8 ^r	25.3	-17.9
Manitoba	5.4	5.5	6.1	6.1	5.4	-12.5
Saskatchewan	3.9 ^r	3.3 ^r	4.2 ^r	4.7 ^r	4.8	+0.8
Alberta	7.3 ^r	7.4 ^r	8.1 ^r	8.1 ^r	6.4	-20.9
British Columbia	10.3	10.3	9.8	8.9	7.3	-18.1
Yukon	0.1	0.0	0.0	0.0	0.0	+11.7
Northwest Territories	0.1	0.0	0.1	0.1	0.1	+29.9
Nunavut	0.0	0.1	0.1	0.1	0.1	+92.0
Gender						
Men	16.4	17.0	17.0	17.0	14.7	-13.4
Women	73.6	73.6	71.6	72.7	62.3	-14.3
Age						
24 years old and under	13.6	13.5	12.1	12.1	10.0	-17.4
25 to 44 years old	66.8	67.5	67.0	67.4	58.3	-13.5
45 to 54 years old	8.4	8.3	8.5	8.8	7.7	-12.4
55 years old and over	1.2	1.3	1.1	1.3	0.9	-28.8
Canada	90.0	90.6	88.7	89.7	77.0	-14.2

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.

¹ Excludes Family caregiver benefits for adults and children due to the incompatibility of administrative data sources.

^r Revised data.

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

Province or territory	FY1415	FY1516	FY1617	FY1718 ^f	FY1819 ^p	Change (%) FY1718 to FY1819
Newfoundland and Labrador	38,000	36,560	34,480	39,010	44,280	+13.5
Prince Edward Island	9,100	8,950	9,020	9,220	8,610	-6.6
Nova Scotia	33,780	34,730	34,120	36,420	35,410	-2.8
New Brunswick	44,010	43,590	44,660	45,350	40,240	-11.3
Quebec	257,360	249,000	245,130	249,350	230,800	-7.4
Ontario	180,650	182,430	163,780	174,130	157,030	-9.8
Manitoba	17,750	15,790	17,920	18,560	19,310	+4.0
Saskatchewan	12,590	14,650	15,180	17,850	18,960	+6.2
Alberta	35,170	43,880	72,540	71,460	65,300	-8.6
British Columbia	70,660	66,910	65,710	66,110	61,740	-6.6
Yukon	920	870	760	690	700	+1.4
Northwest Territories	720	750	760	730	790	+8.2
Nunavut	270	230	240	330	430	+30.3
Gender						
Men	418,680	418,140	433,580	432,850	407,900	-5.8
Women	282,300	280,200	270,720	296,360	275,700	-7.0
Age						
24 years old and under	67,960	67,700	72,600	69,190	62,060	-10.3
25 to 44 years old	319,090	325,920	334,080	343,220	325,620	-5.1
45 to 54 years old	198,710	188,990	182,110	191,010	171,470	-10.2
55 years old and over	115,220	115,730	115,510	125,790	124,450	-1.1
Canada	700,980	698,340	704,300	729,210	683,600	-6.3

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.

^f Revised data.

^p 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 (number of weeks)

Province or territory	FY1415	FY1516	FY1617	FY1718 ^f	FY1819 ^p	Change (%) FY1718 to FY1819
Newfoundland and Labrador	15.6	15.6	15.2	17.7	16.9	-4.5
Prince Edward Island	13.8	13.3	13.9	13.7	13.1	-4.4
Nova Scotia	14.5	14.3	14.0	13.8	13.3	-3.6
New Brunswick	16.9	16.6	16.4	16.5	15.9	-3.6
Quebec	13.5	13.4	13.5	13.1	12.7	-3.1
Ontario	9.1	8.3	8.4	8.0	7.7	-3.8
Manitoba	5.7	6.0	5.8	6.1	6.1	0.0
Saskatchewan	6.3	6.2	7.0	8.7	7.7	-11.5
Alberta	5.9	6.0	7.0	9.8	7.7	-21.4
British Columbia	8.9	8.9	9.0	9.4	8.6	-8.5
Yukon	8.8	7.7	7.0	8.1	8.0	-1.2
Northwest Territories	5.7	7.1	7.1	6.0	5.0	-16.7
Nunavut	5.8	7.3	8.6	7.2	7.1	-1.4
Gender						
Men	11.6	11.2	11.0	11.5	11.1	-3.5
Women	11.5	11.1	11.3	11.3	10.5	-7.1
Age						
24 years old and under	9.3	9.1	8.8	8.8	8.7	-1.1
25 to 44 years old	10.7	10.4	10.4	10.7	10.1	-5.6
45 to 54 years old	13.1	12.8	12.7	12.9	12.3	-4.7
55 years old and over	12.4	12.0	12.4	12.7	12.2	-3.9
Canada	11.5	11.2	11.2	11.4	10.9	-4.4

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.

^f Revised data.

^p 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 (\$)

Province or territory	FY1415	FY1516	FY1617	FY1718 ^r	FY1819 ^p	Change (%) FY1718 to FY1819
Newfoundland and Labrador	965	1,014	993	1,021	1,070	+4.8
Prince Edward Island	664	743	724	687	724	+5.4
Nova Scotia	803	848	851	821	831	+1.3
New Brunswick	764	793	794	793	818	+3.0
Quebec	731	750	760	778	809	+3.9
Ontario	638	631	640	654	676	+3.3
Manitoba	569	574	615	608	616	+1.4
Saskatchewan	699	769	728	753	815	+8.2
Alberta	841	891	825	858	901	+5.0
British Columbia	673	735	725	726	751	+3.5
Yukon	651	663	658	607	722	+18.9
Northwest Territories	819	899	805	898	873	-2.8
Nunavut	682	819	628	856	816	-4.6
Gender						
Men	878	907	903	930	969	+4.2
Women	485	502	501	515	535	+3.9
Age						
24 years old and under	591	603	611	589	620	+5.2
25 to 44 years old	725	750	762	771	803	+4.1
45 to 54 years old	761	793	788	808	847	+4.8
55 years old and over	707	733	734	760	785	+3.3
Canada	719	744	749	762	794	+4.3

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. 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.

^r Revised.

^p 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 (%)

Province or territory	FY1415	FY1516	FY1617	FY1718 ^f	FY1819 ^g	Change (% points) FY1718 to FY1819
Newfoundland and Labrador	59.5	60.1	60.2	61.0	60.8	-0.2
Prince Edward Island	55.0	55.6	53.2	53.4	51.2	-2.3
Nova Scotia	56.7	55.4	54.7	55.3	54.5	-0.8
New Brunswick	62.6	61.5	60.6	60.3	57.1	-3.3
Quebec	58.5	57.7	58.0	57.5	56.4	-1.1
Ontario	43.6	44.8	43.1	43.9	41.5	-2.4
Manitoba	45.8	42.8	44.3	45.7	43.7	-2.0
Saskatchewan	43.7	47.2	44.0	47.1	45.4	-1.7
Alberta	41.4	42.5	44.6	48.5	46.2	-2.3
British Columbia	48.2	48.0	47.9	49.0	47.9	-1.1
Yukon	42.4	48.3	41.3	38.5	40.2	+1.7
Northwest Territories	43.1	43.6	45.0	43.5	45.1	+1.7
Nunavut	36.5	41.8	32.9	40.2	42.2	+1.9
Gender						
Men	50.4	49.7	49.5	49.9	48.5	-1.4
Women	52.6	53.5	52.5	53.8	51.8	-2.0
Age						
24 years old and under	51.2	50.8	51.4	51.8	49.4	-2.3
25 to 44 years old	53.5	53.6	53.5	54.9	53.9	-1.0
45 to 54 years old	58.6	58.5	57.6	59.4	57.1	-2.3
55 years old and over	38.5	38.6	37.2	37.3	36.2	-1.1
Canada	51.3	51.2	50.6	51.4	49.8	-1.7

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.

^f Revised data.

^g 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 benefits¹,
Canada

Benefit type	FY1617		FY1718		FY1819	
	Level of claims	Combined claims (%)	Level of claims	Combined claims (%)	Level of claims	Combined claims (%)
Regular	1,467,260	11.9	1,498,290	12.4	1,423,840	12.8
Fishing	27,280	13.2	30,570	13.1	30,190	13.5
Sickness	398,040	47.4	435,640	46.6	439,560	46.1
Maternity	175,170	98.4	173,960	98.5	166,180	98.5
Parental ²	202,880	86.0	204,310	85.0	196,260	84.2
Compassionate care	9,690	41.6	12,300	41.1	9,970	41.5
Work-sharing	17,950	22.1	11,310	25.1	3,310	31.1
All claims³	1,922,010	18.0	1,976,800	18.0	1,891,250	18.2

Note: 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.

¹ Excludes Family caregiver benefits for adults and children due to the incompatibility of administrative data sources.

² Parental benefits for biological parents and parental benefits for adoptive parents are grouped together.

³ The sum of claims by benefit type does not add up to the total because more than one benefit type can be part of the same claim.

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 repayment¹: People who repaid benefits

Province or territory	2013	2014	2015	2016	2017	Change (%) 2016 to 2017
Newfoundland and Labrador	12,787	14,168	14,766	14,812	14,412	-2.7
Prince Edward Island	1,048	1,275	1,422	1,573	1,737	+10.4
Nova Scotia	7,722	8,738	8,625	7,952	8,645	+8.7
New Brunswick	6,499	7,220	6,869	6,038	6,135	+1.6
Quebec	40,948	40,567	37,645	39,941	43,401	+8.7
Ontario	38,373	43,716	45,100	36,921	44,092	+19.4
Manitoba	2,918	3,084	3,162	3,074	3,882	+26.3
Saskatchewan	4,585	4,690	4,982	5,230	6,225	+19.0
Alberta	22,813	23,415	28,296	33,926	38,651	+13.9
British Columbia	18,676	19,215	20,590	19,088	21,186	+11.0
Yukon	288	273	299	274	344	+25.5
Northwest Territories	275	259	264	310	299	-3.5
Nunavut	108	96	108	107	120	+12.1
Non-residents of Canada	69	61	97	83	99	+19.3
Gender						
Men	140,103	148,848	153,159	150,835	167,644	+11.1
Women	17,006	17,929	19,066	18,494	21,584	+16.7
Age						
24 years old and under	6,098	6,328	5,408	4,879	5,394	+10.6
25 to 44 years old	68,297	72,948	77,047	78,828	85,933	+9.0
45 to 54 years old	41,376	43,660	44,369	41,292	45,790	+10.9
55 years old and over	41,338	43,841	45,401	44,330	52,111	+17.6
Canada	157,109	166,777	172,225	169,329	189,228	+11.8

¹ As benefit repayments are administered through the tax system, the most recent data available are for the 2017 tax 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 repayment¹: Amount repaid (\$ million)

Province or territory	2013	2014	2015	2016	2017	Change (%) 2016 to 2017
Newfoundland and Labrador	21.0	26.9	28.7	31.6	32.1	+1.5
Prince Edward Island	1.9	2.7	3.8	4.7	5.7	+22.4
Nova Scotia	14.5	17.5	20.0	18.8	21.4	+13.8
New Brunswick	11.6	13.5	14.7	13.3	14.2	+6.9
Quebec	45.3	46.1	44.3	45.9	52.2	+13.8
Ontario	44.5	49.8	54.8	46.2	53.6	+16.1
Manitoba	3.7	4.2	4.4	4.2	5.3	+27.2
Saskatchewan	5.7	6.4	7.1	7.7	9.9	+29.2
Alberta	29.1	31.2	40.0	51.4	60.8	+18.3
British Columbia	23.3	24.9	28.6	25.9	29.0	+11.9
Yukon	0.4	0.4	0.4	0.4	0.5	+28.8
Northwest Territories	0.4	0.4	0.4	0.4	0.5	+8.7
Nunavut	0.1	0.1	0.2	0.2	0.2	+7.9
Non-residents of Canada	0.1	0.1	0.2	0.1	0.2	+41.0
Gender						
Men	182.9	203.8	224.4	227.7	257.4	+13.1
Women	18.8	20.2	23.1	23.0	28.1	+22.2
Age						
24 years old and under	7.2	8.0	7.4	6.7	7.4	+10.6
25 to 44 years old	79.8	89.8	100.9	104.8	116.3	+11.0
45 to 54 years old	52.0	57.1	63.0	61.6	69.1	+12.1
55 years old and over	62.6	69.1	76.1	77.6	92.7	+19.5
Canada	201.7	224.0	247.5	250.6	285.5	+13.9

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

¹ As benefit repayments are administered through the tax system, the most recent data available are for the 2017 tax year.

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

Annex 2.27.1 – Contributors to the Employment Insurance program¹: EI premium (\$ million)

Province or territory	Total		% of total	Paid by employers ²	Paid by employees
	2016	2017	2017	2017	2017
Newfoundland and Labrador	370.3	315.6	1.5	183.0	136.5
Prince Edward Island	94.7	86.1	0.4	49.6	37.0
Nova Scotia	614.7	545.8	2.6	311.5	238.0
New Brunswick	497.8	443.6	2.1	253.8	192.2
Quebec	4,375.5	3,763.8	17.7	2,123.7	1,669.1
Ontario	9,621.7	8,617.6	40.6	4,929.2	3,768.2
Manitoba	892.4	795.7	3.7	454.4	347.8
Saskatchewan	786.1	681.2	3.2	388.1	300.7
Alberta	3,399.7	2,969.2	14.0	1,707.0	1,311.6
British Columbia	3,188.3	2,911.2	13.7	1,675.0	1,268.2
Yukon	36.3	33.6	0.2	19.5	14.6
Northwest Territories	50.4	43.2	0.2	25.0	19.0
Nunavut	34.0	31.1	0.1	18.2	13.6
Gender					
Men	13,202.1	11,725.4	55.2	6,729.7	5,146.0
Women	10,758.6	9,510.8	44.8	5,407.5	4,170.0
Unknown ³	1.2	1.4	0.0	0.8	0.6
Age					
24 years old and under	1,871.8	1,694.2	8.0	980.9	718.8
25 to 44 years old	11,271.5	10,040.9	47.3	5,750.1	4,413.6
45 to 54 years old	5,963.2	5,129.0	24.2	2,918.8	2,267.5
55 years old and over	4,850.3	4,368.4	20.6	2,485.4	1,914.5
Unknown ³	5.1	5.0	0.0	2.9	2.2
Industry					
Goods-producing industries	5,386.6	4,801.4	22.6	2,772.4	2,096.6
Agriculture, forestry, fishing and hunting	293.9	268.5	1.3	157.1	114.3
Mining, and oil and gas extraction	395.2	362.8	1.7	209.5	163.6
Utilities	221.4	189.2	0.9	105.0	86.3
Construction	1,841.1	1,650.1	7.8	977.0	708.8
Manufacturing	2,634.9	2,330.8	11.0	1,323.8	1,023.7
Service-producing industries	18,397.7	16,307.3	76.8	9,289.5	7,165.1
Wholesale trade	1,281.6	1,076.0	5.1	616.6	469.8
Retail trade	1,954.4	1,732.8	8.2	998.3	743.5
Transportation and warehousing	1,111.7	1,000.4	4.7	568.9	441.0
Finance and insurance	1,172.6	1,019.5	4.8	567.1	462.7
Real estate, and rental and leasing	403.0	364.1	1.7	211.6	156.8
Professional, scientific and technical services	1,465.1	1,341.4	6.3	773.6	588.3
Business, building and other support services ⁴	1,313.0	1,198.1	5.6	691.6	518.2
Educational services	1,900.5	1,662.4	7.8	923.8	750.2
Health care and social assistance	2,170.1	1,924.9	9.1	1,099.7	847.6
Information, culture and recreation ⁵	837.7	724.8	3.4	413.3	318.9
Accommodation and food services	975.0	890.2	4.2	518.3	374.3

(continued)

Annex 2.27.1 (continued)

Service-producing industries	Total		% of total	Paid by employers ²	Paid by employees
	2016	2017	2017	2017	2017
Other services (except public administration)	802.8	727.2	3.4	423.4	310.8
Public administration	3,010.1	2,645.5	12.5	1,483.2	1,183.0
Unclassified ³	177.6	128.9	0.6	76.2	54.9
Canada	23,962.0	21,237.6	100.0	12,138.0	9,316.5

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

¹ As Employment Insurance premium payments are administered through the tax system, the most recent data available are for the 2017 taxation year.

² 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.

³ For some T4 slips, this information was not available in the data.

⁴ 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.

⁵ 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 program¹: 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)	
	2016	2017	% of total 2017	2016	2017	2016	2017	% of total 2017	2016'	2017	2016'	2017
Newfoundland and Labrador	12,634.5	11,934.9	1.3	8,480.7	8,360.9	276,450	270,930	1.4	45,703	44,052	30,677	30,860
Prince Edward Island	2,776.2	2,899.8	0.3	2,156.4	2,266.6	80,420	83,490	0.4	34,521	34,732	26,814	27,148
Nova Scotia	18,948.3	19,208.7	2.2	14,147.4	14,586.3	480,370	490,840	2.6	39,445	39,134	29,451	29,717
New Brunswick	15,002.7	15,286.2	1.7	11,406.6	11,775.1	393,650	397,910	2.1	38,112	38,416	28,977	29,592
Quebec	173,833.1	178,586.5	20.1	126,262.6	131,202.1	4,204,180	4,283,290	22.3	41,348	41,694	30,033	30,631
Ontario	352,225.5	352,072.4	39.7	222,248.7	230,942.6	7,191,750	7,373,130	38.3	48,976	47,751	30,903	31,322
Manitoba	28,950.3	29,872.1	3.4	20,611.3	21,318.7	685,070	689,480	3.6	42,259	43,326	30,086	30,920
Saskatchewan	27,130.3	26,556.7	3.0	18,294.9	18,431.7	591,870	580,370	3.0	45,838	45,758	30,910	31,759
Alberta	133,969.4	131,577.0	14.8	78,890.4	80,385.5	2,406,620	2,388,480	12.4	55,667	55,088	32,781	33,655
British Columbia	111,651.7	114,362.2	12.9	73,416.5	77,707.8	2,510,010	2,594,000	13.5	44,483	44,087	29,249	29,957
Yukon	1,220.5	1,266.5	0.1	833.6	894.5	25,110	26,300	0.1	48,606	48,156	33,198	34,010
Northwest Territories	2,110.6	2,060.6	0.2	1,172.1	1,163.9	32,340	32,420	0.2	65,264	63,559	36,244	35,901
Nunavut	1,387.5	1,385.1	0.2	791.2	842.6	24,500	25,370	0.1	56,634	54,597	32,295	34,010
Gender												
Men	533,908.4	532,725.2	60.1	319,151.7	331,266.3	9,769,570	9,949,350	51.7	54,650	53,544	32,668	33,295
Women	347,697.1	354,066.2	39.9	259,532.9	268,574.3	9,124,560	9,278,320	48.2	38,106	38,161	28,443	28,946
Unknown ²	235.0	277.3	0.0	27.9	37.7	8,210	8,340	0.0	28,628	33,254	3,400	4,517
Age												
24 years old and under	46,628.2	48,902.5	5.5	43,863.4	46,199.5	3,145,600	3,207,240	16.7	14,823	15,248	13,944	14,405
25 to 44 years old	388,047.3	392,390.3	44.2	272,671.7	284,231.8	7,936,370	8,102,540	42.1	48,895	48,428	34,357	35,079
45 to 54 years old	246,069.6	239,728.8	27.0	145,046.4	146,092.4	3,918,440	3,871,250	20.1	62,798	61,925	37,016	37,738
55 years old and over	200,743.5	205,644.5	23.2	117,009.2	123,216.6	3,889,940	4,042,960	21.0	51,606	50,865	30,080	30,477
Unknown ²	352.0	402.6	0.0	121.9	138.0	11,990	12,020	0.1	29,357	33,496	10,165	11,481
Industry												
Goods-producing industries	204,589.3	205,297.9	23.1	129,749.8	135,102.8	3,722,260	3,784,600	19.7	54,964	54,246	34,858	35,698
Agriculture, forestry, fishing and hunting	9,811.4	10,343.8	1.2	6,887.3	7,308.0	343,520	352,550	1.8	28,561	29,340	20,049	20,729
Mining, and oil and gas extraction	21,957.8	21,653.4	2.4	9,568.4	10,267.1	216,210	223,850	1.2	101,558	96,732	44,255	45,866
Utilities	11,557.3	11,060.1	1.2	5,503.1	5,556.7	119,150	118,300	0.6	96,998	93,492	46,187	46,972
Construction	66,509.7	68,076.8	7.7	43,424.3	45,292.0	1,306,280	1,319,800	6.9	50,915	51,581	33,243	34,317
Manufacturing	94,753.1	94,163.7	10.6	64,366.6	66,679.1	1,737,100	1,770,100	9.2	54,547	53,197	37,054	37,670
Service-producing industries	670,685.7	676,338.7	76.2	444,757.1	461,281.7	14,969,360	15,274,330	79.4	44,804	44,279	29,711	30,200
Wholesale trade	51,694.6	45,616.4	5.1	30,988.8	30,313.6	876,750	842,860	4.4	58,962	54,121	35,345	35,965
Retail trade	60,197.2	61,066.5	6.9	46,418.2	48,028.7	2,135,840	2,166,550	11.3	28,184	28,186	21,733	22,168
Transportation and warehousing	39,968.0	41,054.7	4.6	26,974.1	28,369.8	805,660	833,530	4.3	49,609	49,254	33,481	34,036

(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)	
	2016	2017	% of total 2017	2016	2017	2016	2017	% of total 2017	2016 ^f	2017	2016 ^f	2017
Finance and insurance	59,075.9	58,357.9	6.6	29,021.8	29,613.5	758,180	754,000	3.9	77,918	77,398	38,278	39,275
Real estate, and rental and leasing	15,798.2	16,140.5	1.8	9,531.8	10,014.9	339,030	343,690	1.8	46,598	46,963	28,115	29,139
Professional, scientific and technical services	66,494.7	65,440.9	7.4	35,453.3	37,928.4	1,064,390	1,107,980	5.8	62,472	59,063	33,309	34,232
Business, building and other support services ³	47,604.8	48,300.4	5.4	31,188.1	33,166.6	1,218,450	1,274,680	6.6	39,070	37,892	25,597	26,020
Educational services	67,204.4	68,706.3	7.7	47,095.5	48,485.8	1,380,110	1,396,890	7.3	48,695	49,185	34,124	34,710
Health care and social assistance	71,116.7	73,460.8	8.3	53,444.3	55,580.3	1,637,510	1,677,770	8.7	43,430	43,785	32,638	33,127
Information, culture and recreation ⁴	32,221.8	31,701.8	3.6	20,287.8	20,556.6	686,600	687,800	3.6	46,930	46,092	29,548	29,887
Accommodation and food services	26,055.3	27,422.5	3.1	22,682.6	24,025.6	1,487,310	1,530,940	8.0	17,518	17,912	15,251	15,693
Other services (except public administration)	26,091.4	26,393.8	3.0	18,912.7	19,908.0	730,140	746,480	3.9	35,735	35,358	25,903	26,669
Public administration	107,162.6	112,676.2	12.7	72,758.1	75,290.0	1,849,390	1,911,160	9.9	57,945	58,957	39,342	39,395
Unclassified²	6,565.6	5,432.3	0.6	4,205.7	3,493.8	210,720	177,080	0.9	31,158	30,677	19,959	19,730
Canada	881,840.6	887,068.8	100.0	578,712.5	599,878.3	18,902,340	19,236,010	100.0	46,652	46,115	30,616	31,185

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

¹ As Employment Insurance premium payments are administered through the tax system, the most recent data available are for the 2017 taxation year.

² For some T4 slips, this information was not available in the data.

³ 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.

⁴ 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.

^f Revised data.

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) ratios¹

Province or territory ⁴	EI premium		EI regular benefits		Total EI benefits		Adjusted regular B/C ratio ^{2,3} (Canada=1)	Adjusted total B/C ratio ³ (Canada=1)
	2017 (\$ million)	% of total 2017	2017 (\$ million)	% of total 2017	2017 (\$ million)	% of total 2017	2017	2017
Newfoundland and Labrador	315.6	1.5	811.8	6.7	1,060.7	5.8	4.81	3.87
Prince Edward Island	86.1	0.4	148.4	1.2	227.0	1.2	3.24	3.03
Nova Scotia	545.8	2.6	570.2	4.7	834.7	4.5	1.94	1.76
New Brunswick	443.6	2.1	669.0	5.5	921.8	5.0	2.81	2.39
Quebec	3,763.8	17.7	2,939.5	24.3	3,496.7	19.0	1.11	1.07
Ontario	8,617.6	40.6	3,003.6	24.8	5,458.6	29.6	0.64	0.73
Manitoba	795.7	3.7	324.5	2.7	590.2	3.2	0.75	0.85
Saskatchewan	681.2	3.2	377.0	3.1	618.3	3.4	1.01	1.05
Alberta	2,969.2	14.0	2,069.0	17.1	3,111.3	16.9	1.28	1.21
British Columbia	2,911.2	13.7	1,148.6	9.5	2,044.3	11.1	0.73	0.81
Yukon	33.6	0.2	16.7	0.1	24.9	0.1	0.92	0.85
Northwest Territories	43.2	0.2	17.1	0.1	29.0	0.2	0.73	0.77
Nunavut	31.1	0.1	9.8	0.1	16.4	0.1	0.57	0.61
Outside Canada	0.0	0.0	3.0	0.0	10.0	0.1	0.00	0.00
Gender								
Men	11,725.4	55.2	8,244.5	68.1	9,923.4	53.8	1.23	0.97
Women	9,510.8	44.8	3,863.6	31.9	8,520.5	46.2	0.71	1.03
Unknown ⁵	1.4	0.0	0.0	0.0	0.0	0.0	0.00	0.00
Age								
24 years old and under	1,694.2	8.0	1,020.0	8.4	1,583.9	8.6	1.09	1.08
25 to 44 years old	10,040.9	47.3	5,253.0	43.4	9,860.6	53.5	0.92	1.13
45 to 54 years old	5,129.0	24.2	2,877.9	23.8	3,456.6	18.7	0.98	0.78
55 years old and over	4,368.4	20.6	2,957.1	24.4	3,542.8	19.2	1.19	0.93
Unknown ⁵	5.0	0.0	0.0	0.0	0.0	0.0	0.00	0.00
Industry								
Goods-producing industries	4,801.4	22.6	5,344.1	44.1	6,752.8	36.6	1.96	1.62
Agriculture, forestry, fishing and hunting	268.5	1.3	515.0	4.3	877.6	4.8	3.49	3.76
Mining, and oil and gas extraction	362.8	1.7	463.5	3.8	539.3	2.9	2.24	1.71
Utilities	189.2	0.9	40.1	0.3	66.7	0.4	0.36	0.41
Construction	1,650.1	7.8	2,947.9	24.3	3,423.7	18.6	3.22	2.39
Manufacturing	2,330.8	11.0	1,377.6	11.4	1,845.5	10.0	1.02	0.91
Service-producing industries	16,307.3	76.8	6,527.7	53.9	11,370.2	61.6	0.70	0.80
Wholesale trade	1,076.0	5.1	486.0	4.0	698.1	3.8	0.79	0.75
Retail trade	1,732.8	8.2	675.6	5.6	1,171.4	6.4	0.70	0.78
Transportation and warehousing	1,000.4	4.7	565.3	4.7	764.9	4.1	0.99	0.88
Finance and insurance	1,019.5	4.8	168.5	1.4	446.8	2.4	0.28	0.50
Real estate and rental and leasing	364.1	1.7	207.2	1.7	302.2	1.6	1.03	0.96
Professional, scientific and technical services	1,341.4	6.3	636.5	5.3	952.2	5.2	0.83	0.82
Business, building and other support ⁶	1,198.1	5.6	864.1	7.1	1,217.3	6.6	1.29	1.17
Educational services	1,662.4	7.8	688.2	5.7	1,205.6	6.5	0.70	0.84

(continued)

Annex 2.28 (continued)

Service-producing industries	EI premium		EI regular benefits		Total EI benefits		Adjusted regular B/C ratio ^{2,3} (Canada=1)	Adjusted total B/C ratio ³ (Canada=1)
	2017 (\$ million)	% of total 2017	2017 (\$ million)	% of total 2017	2017 (\$ million)	% of total 2017	2017	2017
Health care and social assistance	1,924.9	9.1	379.5	3.1	1,215.8	6.6	0.34	0.73
Information, culture and recreation ⁷	724.8	3.4	338.3	2.8	496.2	2.7	0.82	0.79
Accommodation and food services	890.2	4.2	505.4	4.2	821.5	4.5	1.04	1.06
Other services (except public administration)	727.2	3.4	412.1	3.4	660.4	3.6	1.03	1.05
Public administration	2,645.5	12.5	601.0	5.0	1,417.7	7.7	0.40	0.62
Unclassified⁵	128.9	0.6	236.3	2.0	320.9	1.7	3.35	2.87
Canada	21,237.6	100.0	12,108.1	100.0	18,443.9	100.0	1.00	1.00

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

¹ As Employment Insurance premium payments are administered through the tax system, the most recent data available are for the 2017 taxation year.

² 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 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.

³ For ease of analysis, the benefits-to-contributions ratios have been adjusted (i.e., standardized) so that the figure for Canada equals one.

⁴ 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.

⁵ For some T4 slips, this information was not available in the data.

⁶ 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.

⁷ 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.

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)¹

Effective date ³	Regional rate of unemployment ²												Minimum of the 12 months	Average of the 12 months	Maximum of the 12 months
	April 08, 2018 to May 12, 2018	May 13, 2018 to June 09, 2018	June 10, 2018 to July 07, 2018	July 08, 2018 to August 11, 2018	August 12, 2018 to Sept. 08, 2018	Sept. 09, 2018 to Oct. 06, 2018	Oct. 07, 2018 to Nov. 03, 2018	Nov. 04, 2018 to Dec. 08, 2018	Dec. 09, 2018 to January 05, 2019	January 06, 2019 to February 09, 2019	February 10, 2019 to March 09, 2019	March 10, 2019 to April 06, 2019			
Unemployment rate moving average ending on the month of ... ⁴	March 2018 (%)	April 2018 (%)	May 2018 (%)	June 2018 (%)	July 2018 (%)	August 2018 (%)	Sept. 2018 (%)	Oct. 2018 (%)	Nov. 2018 (%)	Dec. 2018 (%)	January 2019 (%)	February 2019 (%)	FY1819 (%)	FY1819 (%)	FY1819 (%)
Newfoundland and Labrador															
St. John's	8.3	8.5	8.6	8.7	8.9	9.3	9.4	8.9	8.0	7.5	7.3	7.3	7.3	8.4	9.4
Newfoundland-Labrador	18.7	19.1	19.3	19.8	19.7	19.4	18.5	18.0	17.8	17.1	16.1	15.5	15.5	18.3	19.8
Prince Edward Island															
Charlottetown	6.7	6.8	6.9	7.0	7.1	7.2	6.8	6.1	5.9	6.1	6.7	7.2	5.9	6.7	7.2
Prince Edward Island	13.8	14.5	13.9	13.1	11.7	11.5	11.7	11.2	11.0	11.3	11.8	12.6	11.0	12.3	14.5
Nova Scotia															
Eastern Nova Scotia	14.3	14.6	14.5	15.1	14.8	15.7	15.8	16.0	15.7	16.0	15.8	14.8	14.3	15.3	16.0
Western Nova Scotia	8.4	7.9	7.4	7.4	7.6	7.6	7.4	7.2	7.0	6.9	6.9	7.0	6.9	7.4	8.4
Halifax	6.2	5.7	5.8	6.0	6.4	6.7	6.7	6.7	6.2	5.7	5.2	4.9	4.9	6.0	6.7
New Brunswick															
Fredericton-Moncton-Saint-John	6.7	6.2	6.2	6.2	6.1	6.6	6.6	6.5	6.2	6.3	6.5	6.4	6.1	6.4	6.4
Madawaska-Charlotte	8.8	8.4	8.6	8.4	8.5	7.9	7.7	7.2	7.7	8.3	8.6	8.3	7.2	8.2	8.8
Restigouche-Albert	11.8	11.9	11.3	11.0	10.8	11.3	12.0	11.9	11.8	11.8	12.3	12.8	10.8	11.7	12.8
Quebec															
Gaspésie - Îles-de-la-Madeleine	13.3	13.9	14.3	14.4	14.4	14.7	15.8	16.5	15.7	13.9	13.7	14.2	13.3	14.6	16.5
Québec	3.8	4.0	4.1	3.9	4.0	3.8	3.9	4.0	4.0	4.0	3.9	4.0	3.8	4.0	4.1
Trois-Rivières	5.2	5.3	5.1	5.2	4.9	4.8	4.6	5.1	5.5	5.4	5.3	5.3	4.6	5.1	5.5
South Central Québec	2.7	2.6	2.5	2.3	2.5	2.9	3.1	3.0	2.6	2.5	2.3	2.3	2.3	2.6	3.1
Sherbrooke	5.8	5.6	5.1	4.7	4.2	4.0	3.9	4.4	5.3	5.5	5.3	4.3	3.9	4.8	5.8
Montréal	5.0	4.9	4.4	3.9	3.8	4.1	4.6	4.6	4.4	4.4	4.6	5.1	3.8	4.5	5.1
Montréal	6.3	6.3	6.2	6.2	6.3	6.2	6.3	6.1	6.1	6.1	6.3	6.1	6.1	6.2	6.3
Central Québec	5.9	5.3	4.7	5.2	5.8	6.6	6.2	5.8	5.7	5.5	5.0	4.9	4.7	5.6	6.6
North Western Québec	7.1	7.3	7.1	7.1	6.6	6.5	6.5	6.6	6.6	6.4	6.7	6.6	6.4	6.8	7.3
Bas-Saint-Laurent - Côte-Nord	6.3	7.1	7.1	6.7	6.5	7.1	7.3	7.6	7.7	7.9	8.0	7.8	6.3	7.3	8.0
Hull	4.8	5.0	5.2	4.9	4.8	4.7	4.5	4.5	4.8	5.2	5.4	5.5	4.5	4.9	5.5
Chicoutimi-Jonquière	5.9	6.0	6.3	6.6	6.8	6.7	6.5	6.1	6.0	5.8	5.4	5.4	5.4	6.1	6.8
Ontario															
Ottawa	4.9	4.3	4.2	4.3	4.4	4.6	4.6	4.7	4.7	5.0	5.3	5.2	4.2	4.7	5.3
Eastern Ontario	6.6	6.3	6.0	5.7	5.4	5.3	5.4	5.5	6.3	6.9	7.0	6.3	5.3	6.1	7.0

(continued)

Annex 2.29 (continued)

Effective date ³	Regional rate of unemployment ²														
	April 08, 2018 to May 12, 2018	May 13, 2018 to June 09, 2018	June 10, 2018 to July 07, 2018	July 08, 2018 to August 11, 2018	August 12, 2018 to Sept. 08, 2018	Sept. 09, 2018 to Oct. 06, 2018	Oct. 07, 2018 to Nov. 03, 2018	Nov. 04, 2018 to Dec. 08, 2018	Dec. 09, 2018 to January 05, 2019	January 06, 2019 to February 09, 2019	February 10, 2019 to March 09, 2019	March 10, 2019 to April 06, 2019	Minimum of the 12 months	Average of the 12 months	Maximum of the 12 months
Unemployment rate moving average ending on the month of ... ⁴	March 2018 (%)	April 2018 (%)	May 2018 (%)	June 2018 (%)	July 2018 (%)	August 2018 (%)	Sept. 2018 (%)	Oct. 2018 (%)	Nov. 2018 (%)	Dec. 2018 (%)	January 2019 (%)	February 2019 (%)	FY1819 (%)	FY1819 (%)	FY1819 (%)
Ontario (continued)															
Kingston	5.3	5.1	5.4	5.8	5.9	5.9	5.5	5.4	5.4	5.8	5.7	5.3	5.1	5.5	5.9
Central Ontario	6.0	5.8	5.8	6.2	6.4	6.3	6.2	6.4	6.3	5.7	5.8	5.6	5.6	6.0	6.4
Oshawa	4.6	4.5	4.6	4.2	4.3	4.7	5.5	5.9	5.9	6.0	5.9	5.4	4.2	5.1	6.0
Toronto	5.8	6.0	6.2	6.3	6.1	6.1	6.1	6.3	6.2	6.0	6.0	6.2	5.8	6.1	6.3
Hamilton	5.6	5.4	4.8	4.4	4.5	4.9	5.2	5.1	4.8	4.4	3.8	3.6	3.6	4.7	5.6
St. Catharines	5.7	5.9	6.3	6.3	7.0	7.5	7.5	7.3	7.0	7.0	6.7	6.8	5.7	6.8	7.5
London	6.3	5.7	5.3	5.6	5.6	5.4	5.3	4.9	4.7	4.8	4.9	5.3	4.7	5.3	6.3
Niagara	7.6	7.4	7.8	7.4	7.5	7.4	8.1	8.0	8.2	7.8	7.4	6.8	6.8	7.6	8.2
Windsor	5.9	5.9	6.0	5.9	6.3	6.8	7.6	7.3	6.9	6.3	6.2	6.2	5.9	6.4	7.6
Kitchener	5.0	5.4	5.7	6.0	5.5	5.2	4.7	4.8	4.7	4.6	4.5	4.4	4.4	5.0	6.0
Huron	5.3	5.7	5.6	5.3	5.3	5.4	5.4	5.7	5.1	5.2	5.3	6.5	5.1	5.5	6.5
South Central Ontario	5.1	4.9	4.9	4.8	4.7	4.3	4.1	4.0	4.2	4.2	4.5	4.6	4.0	4.5	5.1
Sudbury	6.4	6.9	6.9	6.8	6.5	6.7	6.4	6.2	6.2	6.0	6.4	5.8	5.8	6.4	6.9
Thunder Bay	4.8	4.9	4.7	4.8	4.5	4.8	4.9	5.0	4.8	4.9	5.2	5.8	4.5	4.9	5.8
Northern Ontario	10.9	10.5	10.4	10.7	11.0	10.7	10.6	10.8	11.2	11.3	10.8	10.5	10.4	10.8	11.3
Manitoba															
Winnipeg	6.3	6.5	6.8	6.8	6.7	6.4	6.2	6.1	5.9	5.8	5.7	5.5	5.5	6.2	6.8
Southern Manitoba	6.4	6.5	6.7	6.5	6.5	6.5	6.6	7.4	7.7	8.2	7.4	7.3	6.4	7.0	8.2
Northern Manitoba	34.5	34.5	34.2	33.5	32.5	31.6	31.6	32.0	32.7	33.5	33.6	33.6	31.6	33.2	34.5
Saskatchewan															
Regina	5.1	5.7	6.1	6.2	6.0	5.9	6.1	6.5	6.3	6.0	5.3	5.2	5.1	5.9	6.5
Saskatoon	6.5	6.7	6.9	7.0	7.1	7.1	7.3	6.8	6.1	5.5	5.7	6.1	5.5	6.6	7.3
Southern Saskatchewan	8.2	8.0	8.1	7.8	7.5	7.4	7.5	7.8	7.7	7.6	7.2	7.4	7.2	7.7	8.2
Northern Saskatchewan	17.4	18.2	19.0	19.6	19.9	20.1	19.7	19.1	18.9	19.1	19.5	19.5	17.4	19.2	20.1
Alberta															
Calgary	8.1	7.8	7.4	7.4	7.7	8.2	8.3	8.4	8.1	7.6	7.3	7.5	7.3	7.8	8.4
Edmonton	6.8	6.7	6.6	6.7	6.5	6.4	6.4	6.6	6.6	6.6	6.6	7.0	6.4	6.6	7.0
Northern Alberta	11.1	11.1	11.3	11.2	10.9	10.5	10.6	10.8	10.7	10.4	10.3	10.7	10.3	10.8	11.3
Southern Alberta	5.9	6.0	6.2	6.5	6.5	6.6	6.8	6.9	6.6	6.4	6.4	6.9	5.9	6.5	6.9
British Columbia															
Southern Interior British Columbia	7.9	7.7	7.9	8.2	8.0	8.1	7.7	7.2	6.4	5.9	5.7	5.6	5.6	7.2	8.2
Abbotsford	4.1	4.6	4.8	4.9	4.9	5.2	5.0	4.8	4.7	4.6	4.9	5.1	4.1	4.8	5.2
Vancouver	4.1	4.2	4.2	4.4	4.5	4.8	4.6	4.4	4.2	4.5	4.8	5.0	4.1	4.5	5.0
Victoria	5.4	5.2	4.8	5.2	5.1	5.1	4.7	4.7	4.7	4.5	4.5	4.1	4.1	4.8	5.4

(continued)

Annex 2.29 (continued)

Effective date ³	Regional rate of unemployment ²														
	April 08, 2018 to May 12, 2018	May 13, 2018 to June 09, 2018	June 10, 2018 to July 07, 2018	July 08, 2018 to August 11, 2018	August 12, 2018 to Sept. 08, 2018	Sept. 09, 2018 to Oct. 06, 2018	Oct. 07, 2018 to Nov. 03, 2018	Nov. 04, 2018 to Dec. 08, 2018	Dec. 09, 2018 to January 05, 2019	January 06, 2019 to February 09, 2019	February 10, 2019 to March 09, 2019	March 10, 2019 to April 06, 2019	Minimum of the 12 months	Average of the 12 months	Maximum of the 12 months
Unemployment rate moving average ending on the month of ... ⁴	March 2018 (%)	April 2018 (%)	May 2018 (%)	June 2018 (%)	July 2018 (%)	August 2018 (%)	Sept. 2018 (%)	Oct. 2018 (%)	Nov. 2018 (%)	Dec. 2018 (%)	January 2019 (%)	February 2019 (%)	FY1819 (%)	FY1819 (%)	FY1819 (%)
British Columbia (continued)															
Southern Coastal British Columbia	6.8	6.8	6.8	6.8	6.4	6.5	6.2	6.2	5.7	5.4	5.0	4.9	4.9	6.1	6.8
Northern British Columbia	10.4	10.4	10.4	10.0	9.8	9.6	9.4	9.3	9.3	9.2	9.2	9.4	9.2	9.7	10.4
Territories															
Whitehorse	3.0	2.8	2.6	2.5	2.4	2.6	3.0	3.5	3.8	3.7	3.4	3.9	2.4	3.1	3.9
Yukon	6.5	5.8	7.5	7.3	7.7	6.2	6.2	6.2	5.9	6.0	6.0	6.5	5.8	6.5	7.7
Yellowknife	3.8	3.4	3.4	3.4	3.9	3.6	3.2	4.1	4.4	4.4	3.8	3.7	3.2	3.8	4.4
Northwest Territories	14.4	12.8	13.8	14.2	12.8	12.4	11.8	12.0	11.6	11.7	13.2	13.3	11.6	12.8	14.4
Iqaluit	7.1	7.1	6.4	5.7	5.5	5.4	6.4	6.8	8.7	8.8	7.0	7.0	5.4	6.8	8.8
Nunavut	17.1	16.7	17.2	18.7	18.9	19.0	18.1	16.9	17.2	18.0	18.1	20.5	16.7	18.0	20.5

¹ 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.

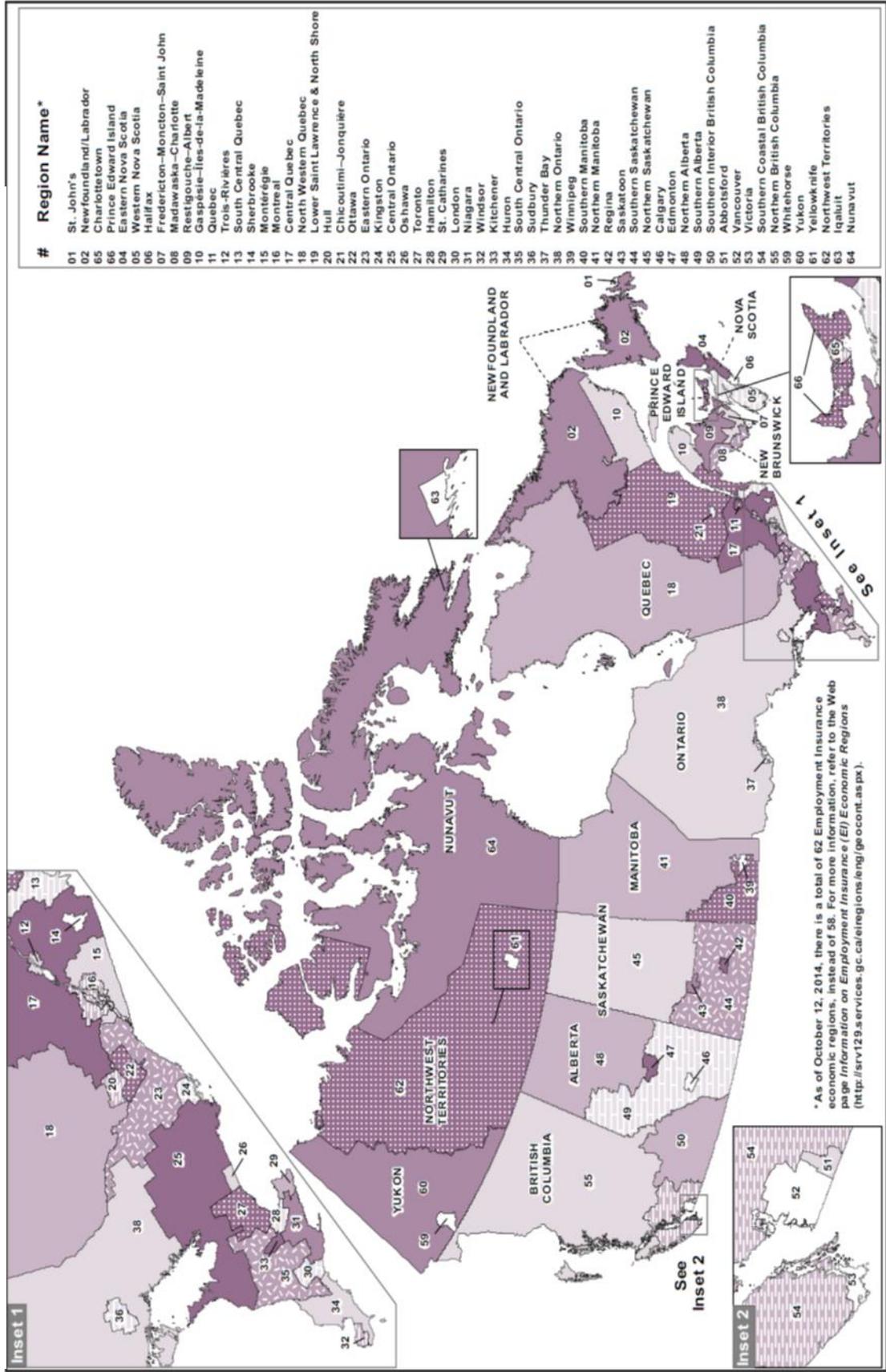
² To obtain the monthly unemployment rates used for the purposes of the Employment Insurance program relating to periods before April 8 2018, please refer to the Web page Monthly Seasonal Adjusted Unemployment Rates by EI Economic Region [http://srv129.services.gc.ca/ei_regions/eng/rates.aspx?id=2018]

³ Effective for new claims established between the dates indicated.

⁴ 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).

Annex 2.30 Employment Insurance economic regions map – FY1819





ANNEX 3

EBSM Data Tables

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Annex 3.1 - Overview of Labour Market Development Agreements

			Allocations (\$000) ¹											
Province/Territory	Signature date	Implementation date	FY1920			FY1819			FY1718			Additional Targeted Funding Made Available in FY1819		
			Additional \$250M ²	\$1.95B envelope	Total LMDA funding	Additional \$225M ²	\$1.95B envelope	Total LMDA funding	Additional \$125M ²	\$1.95B envelope	Total LMDA funding	Seasonal	Steel and Aluminium	Softwood Lumber ³
Newfoundland and Labrador	September 4, 2008	November 2, 2009	9,941	125,599	135,541	7,797	125,599	133,397	4,602	125,651	130,253	1,631	500	500
Prince Edward Island	September 5, 2008	October 5, 2009	2,425	24,124	26,549	2,147	24,124	26,271	1,123	24,484	25,607	525	500	500
Nova Scotia	June 13, 2008	July 1, 2009	10,346	77,374	87,720	8,643	77,374	86,018	4,639	77,960	82,599	1,562	500	521
New Brunswick	December 13, 1996	April 1, 1997	9,968	89,192	99,161	8,964	89,192	98,156	4,884	89,599	94,483	2,249	500	950
Quebec	April 21, 1997	April 1, 1998	65,579	569,315	634,894	59,869	569,315	629,184	33,988	574,763	608,751	7,967	6,609	14,667
Ontario	November 23, 2005	January 1, 2007	81,072	571,427	652,499	71,719	571,427	643,146	40,092	574,961	615,053	3,482	12,027	3,318
Manitoba	April 17, 1997	November 27, 1997	7,725	42,955	50,680	6,786	42,955	49,741	3,598	42,806	46,404	250	624	583
Saskatchewan	February 6, 1998	January 1, 1999	7,203	35,943	43,146	6,140	35,943	42,083	3,226	35,158	38,384	354	709	500
Alberta	December 6, 1996	November 1, 1997	29,686	127,676	157,362	29,290	127,676	156,966	14,822	116,795	131,617	743	1,468	1,110
British Columbia	February 20, 2008	February 2, 2009	25,185	276,944	302,129	22,847	276,944	299,791	13,576	278,354	291,931	986	1,563	4,955
Northwest Territories	February 27, 1998	October 1, 1998	227	2,964	3,191	292	2,964	3,256	162	3,000	3,162	250	n/a	500
Yukon	July 8, 2009	February 1, 2010	340	3,762	4,101	247	3,762	4,009	140	3,708	3,848	250	n/a	500
Nunavut	May 11, 2000	April 1, 2000	303	2,725	3,028	257	2,725	2,983	147	2,761	2,908	250	n/a	500
Canada			250,000	1,950,000	2,200,000	225,000	1,950,000	2,175,000	125,000	1,950,000	2,075,000	20,500	25,000	29,104

1. Funds that are transferred to cover administrative costs are not included in the amounts. Please refer to Annex 3.12 for administrative costs.
2. Announced in Budget 2017.
3. Includes approximately \$4.1M in funding repurposed from the Targeted Earnings Supplements measure announced as part of the Softwood Lumber Action Plan in 2017.

Eligibility for Employment Benefits and Support Measures (EBSMs) or similar programs funded under Part II

In FY1819, 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. In addition, in FY1819, eligibility for Employment Benefits was expanded to include all unemployed individuals who have made EI premium contributions above the premium refund contribution threshold (\$2,000 in earnings annually) in at least five of the last ten years. These clients are said to be *Premium Paid Eligible* (PPE).

Unemployed individuals who are neither active, former EI clients, nor PPEs are considered “non-insured” and are eligible to participate in Employment Assistance Services (EAS), as well as self-services provided by the National Employment Service. In FY1819, eligibility to EAS was expanded to include employed Canadians.

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 sunset 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. This program transitioned to the Indigenous Skills and Employment Training (ISET) program as of April 1, 2019.

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.

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 overview¹

FY1819

Clients served ²		Participation in interventions as a percentage of total	
Gender		Employment benefits	
Men	56.7%	Targeted Wage Subsidies	1.7%
Women	43.3%	Self-Employment	0.5%
Age³		Job Creation Partnerships	0.3%
15 to 19	7.0%	Skills Development-Regular	6.8%
20 to 24	15.3%	Skills Development-Apprentices	6.2%
25 to 29	14.5%	Targeted Earning Supplements	0.0%
30 to 34	12.4%	Support Measures: Employment Assistance Services	
35 to 39	11.0%	Employment services	47.5%
40 to 44	9.1%	Group services	1.4%
45 to 49	8.1%	Individual counselling	31.4%
50 to 54	7.8%	Pan-Canadian	
55 and older	13.4%	4.2%	
Unknown	1.3%	Designated group participation in EBSMs	
EI clients served		Women	45.5%
Active claimants	62.8%	Indigenous peoples ⁴	10.7%
Former claimants	22.4%	Persons with disabilities ⁴	13.5%
PPE	14.8%	Visible minorities ⁴	7.1%
Intervention-to-client ratio		Labour market	
Clients	695,610	Employment	18,747,100
Interventions	1,067,991	Unemployment rate	5.8%
Ratio	1.54		

1. In FY1314, Newfoundland and Labrador implemented a new case management system. In the context of the transition to this new system, FY1819 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^{1,2}

FY1819							
Provinces and Territories	Insured clients					Non-insured clients served	Total clients served
	Active claimants		Former claimants served	PPE	Total insured clients served		
	Target ³	Active claimants served					
Newfoundland and Labrador	9,000	7,716	1,371	124	9,211	542	9,753
Prince Edward Island	2,860	3,624	712	438	4,774	1,595	6,369
Nova Scotia	9,500	9,466	1,901	1,041	12,408	3,040	15,448
New Brunswick	10,000	10,387	2,263	1,327	13,977	7,550	21,527
Quebec	136,500	116,261	23,005	17,248	156,514	58,228	214,742
Ontario	60,000	53,221	26,626	25,228	105,075	100,631	205,706
Manitoba	8,900	8,453	3,085	2,518	14,056	10,022	24,078
Saskatchewan	11,475	8,850	6,058	7,772	22,680	2,527	25,207
Alberta	48,000	30,363	13,036	8,388	51,787	31,484	83,271
British Columbia	33,000	28,399	7,055	2,904	38,358	23,332	61,690
Northwest Territories	300	266	205	229	700	355	1,055
Yukon	250	189	35	39	263	75	338
Nunavut	n/a	142	177	234	553	694	1,247
National Headquarters	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Total EBSMs	329,785	277,337	85,529	67,490	430,356	240,075	670,431
Indigenous Pan-Canadian	n/a	8,860	16,319	n/a	25,179	n/a	25,179
Canada	329,785	286,197	101,848	67,490	455,535	240,075	695,610

1. In FY1314, Newfoundland and Labrador implemented a new case management system. In the context of the transition to this new system, FY1819 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, 2018, and March 31, 2019, 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^{1,2}

FY1819																
	N.L.	P.E.I.	N.S.	N.B.	Que.	Ont. ³	Man.	Sask.	Alta.	B.C.	N.W.T	Yk.	Nun.	NHQ	Canada	
Employment benefits																
Targeted Wage Subsidies	802	562	928	3,254	8,196	3322	31	0	179	1,501	14	4	0	n/a	18,793	
Self-Employment	267	151	558	248	1,638	0	83	67	260	1,690	11	0	5	n/a	4,978	
Job Creation Partnerships	1,386	59	133	0	0	113	240	0	987	204	0	0	0	n/a	3,122	
Skills Development–Regular	3,244	2,398	3,510	7,208	23,376	9,564	2,515	15,783	1,284	2,944	87	29	284	n/a	72,226	
Skills Development–Apprentices	1,547	305	2,007	2,054	0	18,692	3,997	7,125	15,422	13,843	126	164	41	n/a	65,323	
Targeted Earning Supplements	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	0	
Total employment benefits	7,246	3,475	7,136	12,764	33,210	31,691	6,866	22,975	18,132	20,182	238	197	330	n/a	164,442	
Support Measures: EAS																
Employment services	5,091	4,502	17,570	8,988	184,608	0	34,994	6,928	140,687	100,236	0	207	1,371	n/a	505,182	
Group services	3,603	0	808	0	13,929	0	0	300	0	58	0	0	0	n/a	18,698	
Individual counselling	4,993	2,386	1,854	19,346	38,836	200,387	19,049	5,563	0	40,995	1,762	0	0	n/a	335,171	
Total Support Measures: EAS	13,687	6,888	20,232	28,334	237,373	200,387	54,043	12,791	140,687	141,289	1,762	207	1,371	n/a	859,051	
Total Support Measures: EAS–without group services	10,084	6,888	19,424	28,334	223,444	200,387	54,043	12,491	140,687	141,231	1,762	207	1,371	n/a	840,353	
Total benefits and Support Measures: EAS	20,933	10,363	27,368	41,098	270,583	232,078	60,909	35,766	158,819	161,471	2,000	404	1,701	n/a	1,023,493	
Indigenous Pan-Canadian	397	139	724	613	3,425	7,420	7,402	7,427	4,324	11,332	524	228	229	314	44,498	
Grand Total–Benefits and Support Measures: EAS	21,330	10,502	28,092	41,711	274,008	239,498	68,311	43,193	163,143	172,803	2,524	632	1,930	314	1,067,991	
Grand Total–without group services	17,727	10,502	27,284	41,711	260,079	239,498	68,311	42,893	163,143	172,745	2,524	632	1,930	314	1,049,293	

1. In FY1314, Newfoundland and Labrador implemented a new case management system. In the context of the transition to this new system, FY1819 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, 2018 and March 31, 2019.

3. Ontario counts one individual counselling intervention per client.

Source: Participant dataset.

Annex 3.7 – EBSM designated members – women^{1,2}

New Starts, by Intervention (%)—FY1819															
	N.L.	P.E.I.	N.S.	N.B.	Que.	Ont.	Man.	Sask.	Alta.	B.C.	N.W.T	Yk.	Nun.	NHQ	Canada
Employment benefits															
Targeted Wage Subsidies	59.6	40.7	45.5	57.2	44.9	46.7	61.3	0	48.0	47.3	42.9	50.0	0	n/a	47.8
Self-Employment	53.2	45.0	50.2	43.1	49.2	0	36.1	46.3	49.6	52.1	45.5	0	40.0	n/a	49.8
Job Creation Partnerships	41.9	52.5	55.6	0	0	76.1	40.0	0	46.8	38.7	0	0	0	n/a	45.1
Skills Development—Regular	43.6	57.5	51.7	52.8	46.0	54.7	52.2	57.3	65.2	59.2	54.0	44.8	59.5	n/a	52.0
Skills Development—Apprentices	8.3	7.2	6.9	4.2	0	2.7	2.9	5.1	6.1	6.1	3.2	7.3	4.9	n/a	4.8
Targeted Earning Supplements	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	0
Total employment benefits	36.2	49.8	38.3	45.9	45.9	23.3	22.9	41.1	13.6	21.1	26.1	13.7	52.4	n/a	32.5
Support Measures: EAS															
Employment services	44.8	53.4	52.0	48.4	45.2	0	50.6	36.2	49.1	50.0	0.0	59.4	49.7	n/a	47.9
Individual counselling	44.3	52.8	57.5	48.0	46.2	48.4	51.5	46.7	0	49.4	35.7	0	0	n/a	48.4
Total Support Measures: EAS	44.6	53.2	52.5	48.1	45.3	48.4	50.9	40.9	49.1	49.8	35.7	59.4	49.7	n/a	48.1
Total benefits and Support Measures: EAS	39.2	52.1	48.7	47.4	45.4	45.0	47.8	41.0	45.1	46.2	34.6	37.1	50.2	n/a	45.5
Indigenous Pan-Canadian	37.8	42.4	50.4	43.7	52.2	47.9	45.5	49.7	37.3	43.6	51.7	32.5	62.9	63.1	46.0
Grand total, benefits and Support Measures: EAS	39.2	51.9	48.7	47.4	45.5	45.1	47.5	42.5	44.8	46.1	38.1	35.4	51.7	63.1	45.5

1. In FY1314, Newfoundland and Labrador implemented a new case management system. In the context of the transition to this new system, FY1819 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 FY1819).

Source: Participant dataset.

Annex 3.8 – EBSM designated members – Persons with disabilities^{1,2}

New Starts, by Intervention (%)—FY1819															
	N.L.	P.E.I.	N.S.	N.B.	Que.	Ont.	Man.	Sask.	Alta.	B.C.	N.W.T	Yk.	Nun.	NHQ	Canada
Employment benefits															
Targeted Wage Subsidies	0.0	2.7	20.8	4.9	51.4	10.4	9.7	0.0	2.8	32.2	0.0	0.0	0.0	n/a	29.6
Self-Employment	0.0	0.0	17.7	2.0	2.9	0.0	3.6	7.5	3.1	34.9	0.0	0.0	0.0	n/a	15.2
Job Creation Partnerships	0.0	1.7	15.0	0.0	0.0	7.1	9.6	0.0	2.6	34.8	0.0	0.0	0.0	n/a	4.8
Skills Development—Regular	0.0	3.0	7.6	5.3	5.8	16.0	4.4	9.7	2.2	40.4	1.1	13.8	2.1	n/a	9.0
Skills Development—Apprentices	0.1	0.0	0.0	0.6	0.0	0.4	0.1	3.0	0.0	0.4	0.8	0.0	0.0	n/a	0.6
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
Total employment benefits	0.0	2.5	8.1	4.4	16.9	6.2	2.1	7.6	0.4	11.8	0.8	2.0	1.8	n/a	8.0
Support Measures: EAS															
Employment services	0.0	33.0	29.5	15.6	9.6	0.0	9.3	10.3	5.0	41.0	0.0	2.9	1.2	n/a	15.5
Individual counselling	0.0	10.9	40.1	10.6	7.4	10.7	7.8	11.2	0.0	43.7	1.7	0.0	0.0	n/a	14.3
Total Support Measures: EAS	0.0	25.3	30.5	12.2	9.2	10.7	8.8	10.7	5.0	41.8	1.7	2.9	1.2	n/a	15.0
Total benefits and Support Measures: EAS	0.0	17.7	24.5	9.7	10.2	10.1	8.0	8.7	4.5	38.0	1.6	2.5	1.3	n/a	13.9
Indigenous Pan-Canadian	3.3	7.2	6.6	5.2	0.7	4.2	6.6	12.7	2.4	6.4	0.8	0.4	0.9	4.8	6.1
Grand total, benefits and Support Measures: EAS	0.1	17.5	24.0	9.7	10.1	9.9	7.9	9.4	4.4	36.0	1.4	1.7	1.2	4.8	13.5

1. In FY1314, Newfoundland and Labrador implemented a new case management system. In the context of the transition to this new system, FY1819 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 FY1819). 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^{1,2}

New Starts, by Intervention (%)—FY1819															
	N.L.	P.E.I.	N.S.	N.B.	Que.	Ont.	Man.	Sask.	Alta.	B.C.	N.W.T	Yk.	Nun.	NHQ	Canada
Employment benefits															
Targeted Wage Subsidies	0.0	1.1	4.3	2.5	0.5	1.0	58.1	0.0	1.1	9.0	64.3	25.0	0.0	n/a	2.0
Self-Employment	0.0	1.3	4.3	1.6	0.4	0.0	22.9	9.0	6.9	9.3	18.2	0.0	40.0	n/a	4.8
Job Creation Partnerships	0.0	0.0	4.5	0.0	0.0	0.0	34.6	0.0	11.0	19.6	0.0	0.0	0.0	n/a	7.6
Skills Development—Regular	0.0	1.3	1.5	3.6	0.9	1.5	28.7	7.4	2.9	11.3	87.4	31.0	75.0	n/a	4.5
Skills Development—Apprentices	0.1	0.0	0.6	0.4	0.0	0.1	3.7	0.0	0.2	0.2	21.4	0.0	51.2	n/a	0.5
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
Total employment benefits	0.0	1.1	1.9	2.8	0.8	0.6	14.4	5.1	1.1	3.5	47.9	5.1	71.5	n/a	2.7
Support Measures: EAS															
Employment services	0.0	0.8	3.8	2.3	0.8	0.0	35.3	12.7	10.8	13.8	0.0	9.2	73.9	n/a	9.1
Individual counselling	0.0	0.8	4.7	3.2	2.0	1.0	27.9	12.5	0.0	14.8	77.1	0.0	0.0	n/a	5.1
Total Support Measures: EAS	0.0	0.8	3.9	2.9	1.0	1.0	32.7	12.6	10.8	14.1	77.1	9.2	73.9	n/a	7.5
Total benefits and Support Measures: EAS	0.0	0.9	3.3	2.8	1.0	0.9	30.7	7.8	9.7	12.8	73.6	7.2	73.4	n/a	6.7
Indigenous Pan-Canadian	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100.0
Grand total, benefits and Support Measures: EAS	3.6	2.2	5.9	4.3	2.3	4.0	38.2	23.7	12.1	18.5	79.1	40.7	76.6	100.0	10.7

1. In FY1314, Newfoundland and Labrador implemented a new case management system. In the context of the transition to this new system, FY1819 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 FY1819). 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^{1,2,3}

New Starts, by Intervention (%)—FY1819															
	N.L.	P.E.I.	N.S.	N.B.	Que.	Ont.	Man.	Sask.	Alta.	B.C.	N.W.T	Yk.	Nun.	NHQ	Canada
Employment benefits															
Targeted Wage Subsidies	0.0	3.4	4.5	2.4	0.0	8.8	16.1	0.0	1.1	10.1	14.3	0.0	0.0	0.0	3.2
Self-Employment	0.0	4.6	4.7	0.4	0.0	0.0	6.0	7.5	3.1	10.2	0.0	0.0	0.0	0.0	4.5
Job Creation Partnerships	0.0	0.0	6.0	0.0	0.0	5.3	10.8	0.0	1.6	10.3	0.0	0.0	0.0	0.0	2.5
Skills Development—Regular	0.0	3.5	1.3	2.9	0.0	13.3	24.7	12.4	3.2	11.0	19.5	3.4	1.1	0.0	6.3
Skills Development—Apprentices	0.0	0.0	0.3	0.1	0.0	0.7	0.8	3.9	0.0	0.2	1.6	0.0	0.0	0.0	0.7
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	0.0	0.0
Total employment benefits	0.0	3.2	1.8	2.3	0.0	5.4	10.0	9.8	0.4	3.4	8.8	0.5	0.9	0.0	3.6
Support Measures: EAS															
Employment services	0.0	15.9	9.4	16.9	0.0	0.0	24.3	8.3	1.8	15.8	0.0	0.0	0.8	0.0	6.3
Individual counselling	0.0	6.9	7.2	7.1	0.0	11.0	29.2	9.4	0.0	15.2	19.4	0.0	0.0	0.0	11.0
Total Support Measures: EAS	0.0	12.8	9.2	10.2	0.0	11.0	26.1	8.8	1.8	15.6	19.4	0.0	0.8	0.0	8.1
Total benefits and Support Measures: EAS	0.0	9.6	7.2	7.8	0.0	10.2	24.3	9.4	1.7	14.1	18.1	0.2	0.8	0.0	7.4
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
Grand total, benefits and Support Measures: EAS	0.0	0.0	7.0	7.6	0.0	9.9	21.6	7.8	1.6	13.2	14.3	0.2	0.7	0.0	7.1

1. In FY1314, Newfoundland and Labrador implemented a new case management system. In the context of the transition to this new system, FY1819 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 FY1819). 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—FY1819															
	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	1,338	941	2,244	2,517	5,757	28	672	327	1,379	2,432	129	0	11	0	17,775
Job Creation Partnerships ¹	1,109	132	168	19	50	120	267	6	7	142	0	0	0	0	2,020
Skills Development	17,964	16,656	27,558	50,618	44,258	81,727	28,166	19,459	83,025	53,821	852	673	206	0	424,983
TOTAL²	20,411	17,729	29,970	53,154	50,065	81,875	29,105	19,792	84,411	56,395	981	673	217	0	444,778

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 expenditures⁵

In \$000s by Intervention—FY1819															
	N.L.	P.E.I.	N.S.	N.B.	Que.	Ont. ⁴	Man.	Sask.	Alta.	B.C.	N.W.T.	Yk.	Nun. ⁶	NHQ	Canada
Employment benefits															
Targeted Wage Subsidies	7,519	3,696	3,293	16,883	93,219	6,258	150	0	1,662	9,037	230	12	400	n/a	142,358
Self-Employment	6,507	1,986	6,218	5,202	22,832	0	1,232	339	1,906	14,178	216	0	18	n/a	60,634
Job Creation Partnerships	8,509	734	884	0	0	1,281	1,682	0	13,323	7,484	144	0	0	n/a	34,041
Skills Development	90,792	14,923	37,942	56,047	218,048	171,819	29,620	29,952	75,494	148,902	1,166	1,496	1,501	n/a	877,703
Targeted Earning Supplements including Supplement de retour au travail	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	n/a	n/a
Total employment benefits	113,327	21,338	48,338	78,132	334,099	179,358	32,684	30,291	92,385	179,601	1,756	1,508	1,918	n/a	1,114,735
Support Measures: EAS															
Employment assistance	10,060	4,651	33,414	7,656	146,589	323,004	10,092	10,885	56,657	99,723	958	1,544	150	n/a	705,383
Total Support Measures: EAS	10,060	4,651	33,414	7,656	146,589	323,004	10,092	10,885	56,657	99,723	958	1,544	150	n/a	705,383
Sub-total : Employment benefits and Support Measures: EAS	123,388	25,989	81,752	85,789	480,688	502,361	42,776	41,176	149,042	279,324	2,714	3,052	2,068	n/a	1,820,118
Other Support Measures															
Labour Market Partnerships	7,448	1,731	4,727	12,073	113,338	90,781	5,669	1,405	4,995	10,955	75	0	172	n/a	253,371
Research and Innovation	3,123	0	267	294	4,533	68,831	1,296	451	0	15,080	77	51	0	n/a	94,004
Total other Support Measures	10,572	1,731	4,994	12,368	117,872	159,612	6,965	1,856	4,995	26,035	152	51	172	n/a	347,375
Total EBSM— Part II	133,959	27,720	86,746	98,156	598,559	661,973	49,741	43,032	154,037	305,359	2,866	3,103	2,240	n/a	2,167,493
Overcontribution ¹	1,081	0	0	0	0	0	0	0	0	1,935	390	886	992	0	5,284
Pan-Canadian (see details in Annex 3.13)	2,584	246	1,838	1,437	12,695	22,846	16,086	13,513	14,633	15,443	3,219	1,372	5,710	27,379	139,000
Adjustment ²	(1,430)	0	0	0	0	25,435	(35)	0	0	(4,415)	(253)	(364)	(521)	(27,379)	(8,962)
Total including Pan-Canadian	136,195	27,966	88,584	99,593	611,254	710,255	65,792	56,545	168,670	318,321	6,221	4,997	8,422	0	2,302,815
Administrative costs related to LMDAs³															
	9,424	2,771	10,983	8,922	58,920	57,277	6,079	6,636	12,523	19,761	1,450	409	546	0	195,700

1. Overcontributions will be recovered during FY1920.

2. This adjustment reflects overpayments established, refunds of previous years' expenditures and other accounting adjustments. CFOB is currently working on it and will provide them shortly.

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.

6. Expenditures are estimates as Nunavut was unable to provide an audited financial statement at time of writing, as Government of Nunavut networks were impacted by ransomware in late 2019.

Source: provincial/territorial audited statements.

Annex 3.13 - EI Part II Pan-Canadian — Final expenditures¹

	N.L.	P.E.I.	N.S.	N.B.	Que.	Ont.	Man.	Sask.	Alberta	B.C.	N.W.T.	Yk.	Nun.	NHQ	Canada
Pan-Canadian - Programming funds															
Aboriginal Skills and Employment Training Strategy	2,584	246	1,838	1,437	12,695	22,846	16,086	13,513	14,633	15,443	3,219	1,372	5,710	1,228	112,848
Labour Market Partnerships	0	0	0	0		0	0	0	0	0	0	0	0	22,486	22,486
Research and Innovation	0	0	0	0	0	0	0	0	0	0	0	0	0	3,665	3,665
Grand total Pan-Canadian	2,584	246	1,838	1,437	12,695	22,846	16,086	13,513	14,633	15,443	3,219	1,372	5,710	27,379	139,000

1. Totals may not add due to rounding.

Source: SAP

Annex 3.14 - Returns to employment and unpaid benefits indicators¹

FY1819												
Province/Territory	Clients who returned to employment ²						Unpaid benefits (\$ millions) ²					
	Targets ³	Results				Results vs. targets (%)	Targets ³	Results				Results vs. targets (%)
		SD-Apprentices	Group services	Other ⁴	Total			SD-Apprentices	Group services	Other ⁴	Total ⁵	
Newfoundland and Labrador	4,000	1,134	3	1,918	3,055	76%	24.0	12.2	0.0	4.0	16.2	67%
Prince Edward Island	2,201	220	0	2,250	2,470	112%	7.0	2.6	0.0	4.1	6.7	96%
Nova Scotia	5,250	1,308	342	3,425	5,075	97%	24.0	15.6	2.2	8.6	26.4	110%
New Brunswick	8,300	1,523	0	6,508	8,031	97%	30.5	16.5	0.0	8.5	25.0	82%
Quebec	50,900	0	6,900	67,635	74,535	146%	262.0	0.0	43.7	250.2	293.9	112%
Ontario	37,000	14,670	0	32,730	47,400	128%	246.0	167.8	0.0	97.5	265.2	108%
Manitoba	6,000	2,874	0	1,596	4,470	75%	44.0	32.3	0.0	9.9	42.2	96%
Saskatchewan	6,700	3,095	99	1,954	5,148	77%	50.0	39.2	0.8	9.2	49.1	98%
Alberta	24,000	13,117	0	5,552	18,669	78%	240.0	169.4	0.0	36.5	205.9	86%
British Columbia	20,000	9,484	22	12,009	21,515	108%	136.0	110.7	0.1	26.0	136.8	101%
Northwest Territories	200	98	0	83	181	91%	2.5	1.3	0.0	0.3	1.6	66%
Yukon	160	93	0	27	120	75%	1.2	0.9	0.0	0.1	1.1	89%
Nunavut	n/a	24	0	24	48	n/a	n/a	0.4	0.0	0.2	0.6	n/a
Canada	164,711	47,640	7,366	135,711	190,717	116%	1 067	568.8	46.8	455.1	1 071	100%

1. In FY1314, Newfoundland and Labrador implemented a new case management system. In the context of the transition to this new system, FY1819 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 12,032 returns to employment and \$16.9 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^{1,2}

FY1819															
	N.L.	P.E.I.	N.S.	N.B.	Que. ⁴	Ont.	Man.	Sask.	Alta.	B.C. ⁴	N.W.T ⁴	Yk.	Nun.	NHQ	Canada
Employment benefits															
Targeted Wage Subsidies	123	337	311	859	2,380	1,486	0	0	37	943	3	0	0	n/a	6,479
Self-Employment	143	110	295	196	1,034	0	8	11	60	849	10	0	0	n/a	2,716
Job Creation Partnerships	330	21	45	0	0	22	12	0	249	92	0	0	0	n/a	771
Skills Development—Regular	1,009	727	473	2,547	8,647	2,122	175	309	28	1,427	32	4	7	n/a	17,507
Skills Development—Apprentices ³	1,134	220	1,308	1,523	0	14,670	2,874	3,095	13,117	9,484	98	93	24	n/a	47,640
Targeted Earning Supplements	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	0
Total benefits	2,739	1,415	2,432	5,125	12,061	18,300	3,069	3,415	13,491	12,795	143	97	31	n/a	75,113
Support Measures: EAS															
Employment services	152	722	2,086	472	49,379	0	624	599	5,178	4,826	1	23	17	n/a	64,079
Group services	3	0	342	0	6,900	0	0	99	0	22	0	0	0	n/a	7,366
Individual counselling	161	333	215	2,434	6,195	29,100	777	1,035	0	3,872	37	0	0	n/a	44,159
Total Support Measures: EAS	316	1,055	2,643	2,906	62,474	29,100	1,401	1,733	5,178	8,720	38	23	17	n/a	115,604
Total employment benefits and Support Measures: EAS	3,055	2,470	5,075	8,031	74,535	47,400	4,470	5,148	18,669	21,515	181	120	48	n/a	190,717
Target	4,000	2,201	5,250	8,300	50,900	37,000	6,000	6,700	24,000	20,000	200	160	n/a	n/a	164,711
Results vs. targets (%)	76%	112%	97%	97%	146%	128%	75%	77%	78%	108%	91%	n/a	n/a	n/a	116%

1. In FY1314, Newfoundland and Labrador implemented a new case management system. In the context of the transition to this new system, FY1819 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.

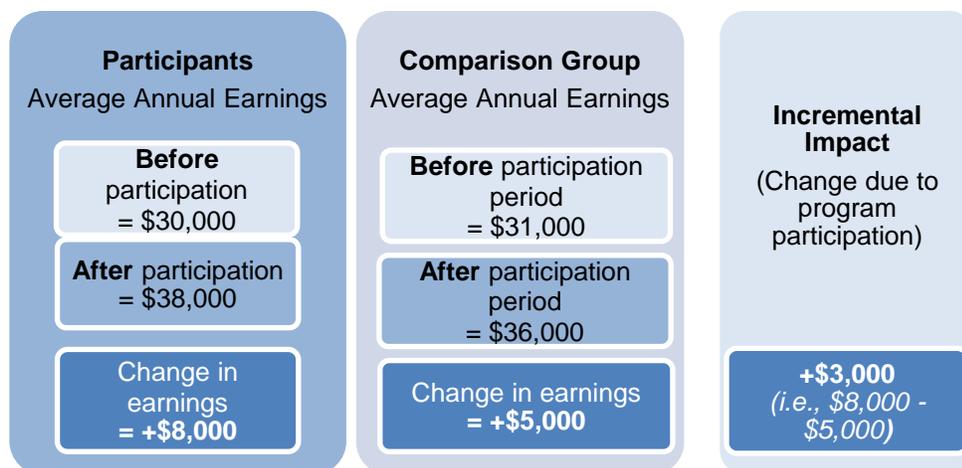
1. Study Objective and Methodology

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 LMDA¹. 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

¹ 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.² 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

² 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		
Skills Development (n=18,025)					
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***
Targeted Wage Subsidies (n=9,114)					
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
Self-Employment (n=10,220)¹					
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***
Job Creation Partnerships (n=2,456)					
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
Employment Assistance Services (EAS) (n=108,230)					
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%

¹ 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.³ 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.

³ 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		
Skills Development (n=8,611)					
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***
Targeted Wage Subsidies (n=728)					
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***
Self-Employment (n=314)¹					
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***
Job Creation Partnerships (n=1,346)					
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
Employment Assistance Services (EAS) (n=11,904)					
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%

¹ 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		
Skills Development (n=1,516)					
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***
Targeted Wage Subsidies					
Not available due to low sample size.					
Self-Employment					
Not available due to low sample size.					
Job Creation Partnerships					
Not available due to low sample size.					
Employment Assistance Services (EAS) (n=1,635)					
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		
Skills Development (n=4,911)					
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***
Targeted Wage Subsidies (n=307)					
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***
Self-Employment (n=846)¹					
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***
Job Creation Partnerships (n=350)					
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*
Employment Assistance Services (EAS) (n=9,456)					
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%

¹ 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		
Skills Development (n=4,528)					
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
EI benefits (\$)	-\$752***	-\$294	\$86	-\$320*	-\$960*
EI weeks (weeks)	-0.8	0.5	0.8	0.2	0.5
Targeted Wage Subsidies (n=388)					
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
EI benefits (\$)	\$441	\$802**	\$720**	\$655**	\$1,964**
EI weeks (weeks)	2.0**	2.9***	2.2**	2.4***	7.2***
Self-Employment (n=628)¹					
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
EI benefits (\$)	-\$3,297***	-\$2,804***	-\$2,512***	-\$2,871***	-\$8,613***
EI weeks (weeks)	-8.6***	-7.0***	-6.1***	-7.2***	-21.7***
Job Creation Partnerships					
JCP was not delivered in New Brunswick during the observed period.					
Employment Assistance Services (EAS) (n=12,841)					
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
EI benefits (\$)	-\$117	\$6	\$183*	\$24	\$72
EI weeks (weeks)	0.0	0.5*	1.0***	0.5**	1.5**

Significance level *** 1%; ** 5%; * 10%

¹ See note 1 under table 1.

2.6 Ontario²

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		
Skills Development (n=17,015)					
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***
Targeted Wage Subsidies (n=2,530)					
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
Self-Employment (n=3,731)¹					
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***
Job Creation Partnerships (n=668)					
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**
Employment Assistance Services (EAS) (n=35,302)					
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		
Skills Development (n=3,750)					
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***
Targeted Wage Subsidies (n=339)					
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
Self-Employment (n=517)¹					
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***
Job Creation Partnerships (n=286)					
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**
Employment Assistance Services (EAS) (n=15,131)					
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		
Skills Development (n=1,375)					
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**
Targeted Wage Subsidies					
Not available due to low sample size.					
Self-Employment					
Not available due to low sample size.					
Job Creation Partnerships					
JCP was not delivered by Saskatchewan during the observed period.					
Employment Assistance Services (EAS) (n=5,269)					
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		
Skills Development (n=2,356)					
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
EI benefits (\$)	-\$277*	\$137	\$42	-\$33	-\$98
EI weeks (weeks)	-1.0**	0.2	0.0	-0.3	-0.7
Targeted Wage Subsidies					
Not available due to low sample size.					
Self-Employment (n=658)¹					
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
EI benefits (\$)	-\$971***	-\$658***	-\$308*	-\$646***	-\$1,938***
EI weeks (weeks)	-2.4***	-1.6***	-0.8*	-1.6***	-4.9***
Job Creation Partnerships (n=521)					
Earnings (\$)	\$144	-\$950	-\$1,144	-\$650	-\$1,950
Incidence of employment (percentage points)	7.0***	9.8***	3.7	6.8***	n/a
EI benefits (\$)	\$314	\$616***	\$503**	\$478***	\$1,433***
EI weeks (weeks)	0.9	1.6***	1.4**	1.3***	4.0***
Employment Assistance Services (EAS) (n=20,997)					
Earnings (\$)	-\$969***	-\$627**	-\$602**	-\$733***	-\$2,198***
Incidence of employment (percentage points)	1.7***	1.6***	0.8*	1.4***	n/a
EI benefits (\$)	-\$530***	-\$253***	-\$164***	-\$315***	-\$946***
EI weeks (weeks)	-1.5***	-0.6***	-0.4***	-0.8***	-2.5***

Significance level *** 1%; ** 5%; * 10%

¹ See note 1 under table 1.

2.10 British Columbia

Table 10. Incremental impacts for Active Claimants in British Columbia
(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		
Skills Development (n=4,090)					
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***
Targeted Wage Subsidies (n=1,491)					
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
Self-Employment (n=1,764)¹					
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***
Job Creation Partnerships					
Not available due to low sample size.					
Employment Assistance Services (EAS) (n=28,985)					
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%

¹ 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
Skills Development									
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***
Targeted Wage Subsidies									
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
Self-Employment¹									
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***
Job Creation Partnerships									
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***	
Employment Assistance Services (EAS)									
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%

¹See 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 4

Key Program Administration Data and Results

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Annex 4.1.1 – Service Delivery: In-person Employment Insurance Requests¹ (In Millions)

REGION	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	% Change ²
Atlantic	0.8	0.6	0.7	0.7	0.6	0.6	0.0%
Quebec	1.2	1.1	1.1	1.3	1.2	1.2	0.0%
Ontario	1.3	1.2	1	1	0.9	0.9	0.0%
Western	1.2	1.2	1.3	1.4	1.2	1.1	-8.3%
CANADA	4.6	4	4.1	4.4	3.9	3.8	-3%

Note: Totals may not add up due to rounding.

Source: Service Canada, Employment Insurance (EI) administrative data.

¹These 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.

²Percentage change between 2017 to 2018 and 2018 to 2019.

Annex 4.1.2 – Service Delivery: My Service Canada Account Logins¹ (In Millions)

Fiscal Year	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	% Change ²
CANADA	21.2	22.8	28.4	29.3	28.8	32.2	11.8%

Note: Totals may not add up due to rounding.

Source: Service Canada, Employment Insurance (EI) administrative data.

¹Regional 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.

²Percentage change between 2017 to 2018 and 2018 to 2019.

Annex 4.1.3 – Service Delivery: EI Claimants who accessed My Service Canada Account (%)

Fiscal Year	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	% Change ¹
CANADA	27.8	31.4	36.2	36.8	35.2	38	8.0%

Note: Totals may not add up due to rounding.

Source: Service Canada, Employment Insurance (EI) administrative data.

¹Percentage change between 2017 to 2018 and 2018 to 2019.

Annex 4.1.4 – Points of Service for EI Program Delivery¹ (Number)

REGION	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	% Change ²
Atlantic	86	84	84	84	84	84	0.0%
Quebec	97	95	93	94	93	92	-1.1%
Ontario	185	172	167	167	167	165	-1.2%
Western	213	205	213	213	214	238	11.2%
CANADA	581	556	557	558	558	579	3.8%

Note: Totals may not add up due to rounding.

Source: Service Canada, Employment Insurance (EI) administrative data.

¹The 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.

²Percentage change between 2017 to 2018 and 2018 to 2019.

Annex 4.2.1 – Call Centres: Enquiries Resolved via Employment Insurance Voice Response System (In Millions)

Fiscal Year	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	% Change ¹
CANADA	22	20	18.6	18.6	16.6	15.9	-4.2%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹Percentage change between 2017 to 2018 and 2018 to 2019.

Annex 4.2.2 – Call Centres: Calls Answered (Employment Insurance Specialized Call Centres) (In Thousands)

Fiscal Year	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	% Change ¹
CANADA	4,166	3,789	3,418	3,962	4,608	4,649	0.9%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹Percentage change between 2017 to 2018 and 2018 to 2019.

Annex 4.2.3 – Call Centres: First Contact Resolution – Employment Insurance Specialized Call Centres (%)

Fiscal Year	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	% Change ¹
CANADA	80.7	82.6	86.3	83.5	80.7	81.5	1.0%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹Percentage change between 2017 to 2018 and 2018 to 2019.

Annex 4.2.4 – Call Centres: 1 800 O-Canada Employment Insurance Related Calls¹ (In Thousands)

REGION	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	% Change ²
Atlantic	60	53	54	46	43	41	-4.7%
Quebec	140	134	143	94	93	109	17.2%
Ontario	195	185	189	138	114	114	0.0%
Western	185	179	214	161	133	133	0.0%
CANADA	580	552	605	442	385	402	4.4%

Note: Totals may not add up due to rounding.

Source: Service Canada, Employment Insurance (EI) administrative data.

¹Data includes calls from within Canada only.

²Percentage change between 2017 to 2018 and 2018 to 2019.

Annex 4.2.5 – Call Centres: First Call Resolution – 1 800 O-Canada Employment Insurance Related Calls¹ (%)

REGION	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	% Change ²
Atlantic	10.8%	8.8%	11.5%	17.6%	18.6%	20.2%	8.6%
Quebec	11.5%	9.0%	11.1%	17.0%	17.5%	19.8%	13.1%
Ontario	12.2%	9.2%	11.9%	17.7%	18.9%	20.8%	10.1%
Western	12.2%	9.6%	12.7%	18.4%	19.2%	21.6%	12.5%
CANADA	11.9%	9.2%	11.9%	17.8%	18.7%	21.0%	12.3%

Note: Totals may not add up due to rounding.

Source: Service Canada, Employment Insurance (EI) administrative data.

¹EI 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.

²Percentage change between 2017 to 2018 and 2018 to 2019.

Annex 4.3.1 – Community Outreach & Liaison Services Sessions: All Employment Insurance Information Sessions – Citizens (Number)

REGION	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	% Change ¹
Atlantic	114	119	133	115	106	115	8.5%
Quebec	425	586	395	277	274	197	-28.1%
Ontario	1,029	632	470	381	440	228	-48.2%
Western	202	282	177	152	216	156	-28.1%
CANADA	1,770	1,619	1,175	925	1,036	696	-32.9%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹Percentage change between 2017 to 2018 and 2018 to 2019.

Annex 4.3.2 – Community Outreach & Liaison Services: Workers Facing Mass Layoffs Reached (Number)

REGION	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	% Change ¹
Atlantic	998	1,095	1,904	769	807	781	-3.2%
Quebec	5,668	6,972	4,290	2,408	3,607	2,811	-22.1%
Ontario	6,277	6,637	1,888	2,623	3,659	2,363	-35.4%
Western	2,207	3,202	2,894	2,361	2,507	1,247	-50.3%
CANADA	15,150	17,906	10,976	8,161	10,580	7,202	-31.9%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹Percentage change between 2017 to 2018 and 2018 to 2019.

Annex 4.3.3 – Community Outreach & Liaison Services: Employers Reached (Number)

REGION	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	% Change ¹
Atlantic	134	47	204	46	70	21	-70.0%
Quebec	470	272	175	221	134	120	-10.4%
Ontario	718	496	376	305	284	105	-63.0%
Western	241	136	115	183	47	32	-31.9%
CANADA	1,563	951	870	755	535	278	-48.0%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹ Percentage change between 2017 to 2018 and 2018 to 2019.

Annex 4.3.4 – Community Outreach & Liaison Services: Work-Sharing Sessions – Citizens (Number)

REGION	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	% Change ¹
Atlantic	23	10	14	17	7	4	-42.9%
Quebec	217	193	172	118	57	48	-15.8%
Ontario	90	55	75	52	23	18	-21.7%
Western	24	5	18	3	0	0	-0.0%
CANADA	354	263	279	190	87	70	-19.5%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹ Percentage change between 2017 to 2018 and 2018 to 2019.

Annex 4.4.1 – Electronic Records of Employment (eROEs): New Record of Employment Web Registrations (Number)

Fiscal Year	FY1314 ¹	FY1415	FY1516	FY1617	FY1718	FY1819	% Change ²
CANADA	55,521	37,224	48,249	51,625	42,411	39,949	-5.8%

Source: ROE Single Database, Corporate Client Information Service (CCIS or Easy Access) - Employer Summary Table (Note: 2nd copy paper ROEs loaded in CCIS).

¹As 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.

²Percentage change between 2017 to 2018 and 2018 to 2019.

Annex 4.4.2 – Electronic Records of Employment (eROEs): Records of Employment Submitted Electronically by Employers¹ (Number)

Fiscal Year	FY1314	FY1415 ²	FY1516	FY1617	FY1718	FY1819	% Change ³
CANADA	6,868,995	7,490,971	8,122,245	8,726,202	9,290,983	9,800,954	5.5%

Source: ROE Single Database, Corporate Client Information Service (CCIS or Easy Access) - Employer Summary Table (Note: 2nd copy paper ROEs loaded in CCIS).

¹Electronic Records of Employment (eROEs) consist of Web eROEs and Secure Automated Transfer (SAT) eROEs.

²As 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.

³Percentage change between 2017 to 2018 and 2018 to 2019.

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		FY1819		Year-by-Year Comparison ¹
	eROEs	Paper	eROEs	Paper	eROEs	Paper	eROEs	Paper	eROEs	Paper	eROEs	Paper	
CANADA	75	25	80.2	19.8	84.1	15.9	88.1	11.9	90.4	9.6	92.3	7.7	2.1%

Source: ROE Single Database, Corporate Client Information Service (CCIS or Easy Access) - Employer Summary Table (Note: 2nd copy paper ROEs loaded in CCIS).

¹This 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	FY1819	% Change ¹
Atlantic	363,173	367,670	377,698	380,477	375,846	382,382	1.7%
Quebec	812,714	816,579	806,524	777,249	764,175	767,231	0.4%
Ontario	891,160	903,317	886,613	868,584	865,308	875,406	1.2%
Western	699,424	751,325	885,074	942,287	778,727	786,678	1.0%
CANADA	2,766,471	2,838,891	2,955,909	2,968,597	2,784,056	2,811,697	1.0%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹Percentage change between 2017 to 2018 and 2018 to 2019.

Annex 4.5.2 – Employment Insurance Claims Processing: Payment Accuracy Rates^{1 2} (%)

REGION	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	% Change ³
Atlantic	N/A						
Quebec	N/A						
Ontario	N/A						
Western	N/A						
CANADA	95.4	95.5	93.9	95.4	96.0	95.9	-0.1%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹ 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

² For analysis of the Payment Accuracy Rate by source, please refer to section 4.6 Service Quality: 4.6.1 EI Payment Accuracy Review of Chapter 4 of this Report for more information.

³ Percentage change between 2017 to 2018 and 2018 to 2019.

Annex 4.5.3 – Employment Insurance Claims Processing: Processing Accuracy Rates (%)

REGION	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	% Change ¹
Atlantic	97.0	94.7	95.6	94.0	93.6	92.4	-1.3%
Quebec	92.6	94.4	98.0	95.2	93.0	84.0	-9.7%
Ontario	81.8	82.6	83.8	77.7	81.0	79.7	-1.6%
Western	84.1	85.3	89.1	75.6	79.9	79.5	-0.5%
CANADA	87.9	88.5	90.8	85.5	86.9	83.9	-3.5%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹ Percentage change between 2017 to 2018 and 2018 to 2019.

Annex 4.5.4 – Employment Insurance Claims Processing: Speed of Payment (%)

REGION	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	% Change ¹
Atlantic	73.0	75.9	88.9	89.5	88.0	86.6	-1.6%
Quebec	78.2	79.0	84.1	83.0	82.4	80.2	-2.7%
Ontario	67.8	69.9	83.5	82.1	81.3	79.3	-2.5%
Western	58.9	65.9	81.5	81.7	80.3	77.2	-3.9%
CANADA	69.3	72.3	83.8	83.2	82.2	80	-2.7%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹ Percentage change between 2017 to 2018 and 2018 to 2019.

Annex 4.6.1 – Electronic Services: Applications Submitted Online (%)

REGION	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	% Change ¹
Atlantic	98.8	98.7	98.8	98.6	99.2	99.3	0.1%
Quebec	97.9	98	98.1	98.2	98.5	98.6	0.1%
Ontario	98.5	98.5	98.7	98.7	98.9	98.8	-0.1%
Western	98.5	98.6	98.6	98.3	98.9	99	0.1%
CANADA	98.4	98.4	98.5	98.4	98.8	98.9	0.1%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹ Percentage change between 2017 to 2018 and 2018 to 2019.

Annex 4.6.2 – Electronic Services: Partially or Fully Automated Claims (%)

REGION	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	% Change ¹
Atlantic	73.6	73.6	77.6	78.9	79.2	80.1	1.1%
Quebec	68.2	68.4	70.6	71.3	72.2	72.4	0.3%
Ontario	66.3	67.5	71.0	72.1	72.5	72.3	-0.3%
Western	60.1	62.4	68.0	71.9	69.1	69.6	0.7%
CANADA	66.2	67.2	70.8	72.7	72.4	72.6	0.3%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹ Percentage change between 2017 to 2018 and 2018 to 2019.

Annex 4.6.3 – Electronic Services: Claimants Receiving Benefits through Direct Deposit¹ (%)

REGION	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	% Change ²
Atlantic	92.1	93.8	95.7	96.7	97.0	97.5	0.5%
Quebec	93.6	94.6	95.5	96.0	96.2	96.5	0.3%
Ontario	91.9	93.3	94.6	95.3	95.7	96.4	0.7%
Western	91.0	92.1	93.7	95.1	95.3	95.7	0.4%
CANADA	92.1	93.4	94.7	95.6	95.9	96.4	0.5%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹ Prior to the FY1314 Monitoring and Assessment Report, this information was reported under Annex 4.5.

² Percentage change between 2017 to 2018 and 2018 to 2019.

Annex 4.7.1 – Integrity Operations: Investigations Completed (Number)

REGION	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	% Change ²
NIS ¹	29,464	32,289	39,675	38,815	31,862	32,229	1.2%
Atlantic	29,452	27,342	23,084	25,119	33,722	26,272	-22.1%
Quebec	65,148	62,503	57,303	62,822	83,578	71,772	-14.1%
Ontario	65,152	66,643	102,491	94,463	98,352	89,444	-9.1%
Western	100,471	77,466	114,844	100,239	104,697	103,987	-0.7%
CANADA	289,687	266,243	337,397	321,458	352,211	323,704	-8.1%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹ National Investigative Services (NIS).

² Percentage change between 2017 to 2018 and 2018 to 2019.

Annex 4.7.2 – Integrity Operations: Value of Overpayments Imposed (\$ Million)

REGION	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	% Change ²
NIS ¹	9	15.9	15.8	13.6	11.4	14.8	29.8%
Atlantic	20	13.9	11.5	16.6	22.3	19.3	-13.5%
Quebec	43.2	39.9	41.6	43.2	47.7	49.9	4.6%
Ontario	44.9	30.1	40.2	58.7	62.1	53.2	-14.3%
Western	40.6	28.7	53.3	79.2	76.5	82.0	-7.2%
CANADA	157.7	128.5	162.4	211.3	220	219.2	-0.4%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹ National Investigative Services (NIS).

² Percentage change between 2017 to 2018 and 2018 to 2019.

Annex 4.7.3 – Integrity Operations: Value of Penalties Imposed (\$ Million)

REGION	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	% Change ²
NIS ¹	2.3	4.9	4.7	3.0	3.6	4.5	25.0%
Atlantic	5.3	5.3	3.6	4.1	7.2	5.7	-20.8%
Quebec	11.9	11.1	10.2	10.1	12.4	12	-3.2%
Ontario	11.2	6.9	9.2	10.8	14.9	11.6	-22.1%
Western	9.5	8.3	15.1	19.3	19.9	22.2	11.6%
CANADA	40.1	36.4	42.8	47.3	58	56	-3.4%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹ National Investigative Services (NIS).

² Percentage change between 2017 to 2018 and 2018 to 2019.

Annex 4.7.4 – Integrity Operations: Total Savings (\$ Million)

REGION	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	% Change ²
NIS ¹	22.6	35.4	33.4	28.7	25.6	27.3	6.6%
Atlantic	43.9	39.5	39.6	44.9	54.4	51.7	-5.0%
Quebec	105	100.2	104.5	105.5	116.4	118.8	2.1%
Ontario	97.9	87	95.7	118.5	137.7	131.9	-4.2%
Western	113.6	88.7	139.1	164.1	157.4	166.7	5.9%
CANADA	383	350.8	412.3	461.7	491.5	496.4	1.0%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹ National Investigative Services (NIS).

² Percentage change between 2017 to 2018 and 2018 to 2019.



ANNEX 5

Employment Insurance Financial Information

Annex 5.1 Employment Insurance operating account..... 522

Annex 5.1 – Employment Insurance operating account (\$ million)

Statement of operations and accumulated surplus (deficit) for the year ended March 31¹

Operating account	FY1617	FY1718	FY1819
Revenues and funding			
Premiums	22,537.4	21,533.0	22,698.4
Interest ²	14.7	16.6 ^r	21.2
Penalties	51.3	64.4 ^r	62.0
Total revenues and funding	22,603.3	21,614.0	22,781.6
Expenditures³			
Part-I: Employment Insurance benefits			
Regular benefits	12,907.2	11,751.0	10,639.3
Fishing benefits	300.6	326.9	332.8
Work-Sharing benefits	47.5	12.9	5.8
Special benefits for insured employees	5,529.2	5,755.2	5,878.6
Parental benefits ⁴	2,721.3	2,805.0	2,771.9
Sickness benefits	1,560.3	1,681.6	1,781.3
Maternity benefits	1,172.0	1,175.3	1,191.6
Other special benefits ⁵	75.5	93.3	133.8
Special benefits for self-employed	9.8	9.7	9.9
Total income benefits	18,794.3	17,855.6	16,866.3
Less: Benefit repayments⁶	(263.1)	(308.6)	(286.2)
Total Part-I: Employment Insurance benefits	18,531.2	17,547.1	16,580.0
Part-II: Employment benefits and support measures			
Employment benefits ⁷	2,067.4	2,048.6	2,171.0
Support measures	112.5	119.2	137.0
Labour market partnerships	106.7	112.6	133.3
Research and innovation	5.8	6.6	3.7
Total Part-II: Employment benefits and support measures	2,179.9	2,167.8	2,307.9
Administration costs			
Employment and Social Development Canada – Personnel related-costs	823.0	985.1	950.3
Employment and Social Development Canada – Non-personnel related costs	447.8	384.0	379.3
Canada Revenue Agency – Collection of premiums and rulings	230.2	214.5	212.8
Treasury Board Secretariat – Health Insurance Plan and Public Service Insurance	79.0	92.6	83.3
Administrative Tribunals Support Service of Canada – Social Security Tribunal	9.2	14.2	18.2
Courts Administration Services	1.1	1.0	1.0
Less: Recovery of costs from the Canada Pension Plan for maintaining the social insurance number registry	(5.6)	(5.3)	(4.1)
Total administration costs: Related parties	1,584.6	1,686.2	1,640.7
Total administration costs: External parties (administration costs incurred by provinces and territories under the LMDA)	191.2	191.6	189.7
Total administration costs	1,775.9	1,877.8	1,830.4

(continued)

Operating account	FY1617	FY1718	FY1819
Bad debts	31.9	69.3	99.0
Total expenditures	22,518.9	21,662.0	20,817.4
Net surplus for the year	84.4	(48.0)	1,964.3
Accumulated surplus (deficit) at beginning of year	2,914.9	2,999.4	2,951.4
Accumulated surplus (deficit) at end of year	2,999.4	2,951.4	4,915.6

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

¹ 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.

² This interest includes interest accrued on overdue accounts receivable.

³ 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.

⁴ Include parental benefits paid to biological parents and adoptive parents.

⁵ Include compassionate care benefits (for FY1617, FY1718 and FY1819), benefits for parents of critically ill children (for FY1617 and FY1718) and family caregiver benefits (for FY1718 and FY1819).

⁶ These repayments correspond to benefit repayments from higher income claimants.

⁷ These benefits correspond to transfer payments to provinces and territories related to labour market development agreements, net of previous fiscal years' over-contribution.

[†] Revised.

Source: Government of Canada, Public Accounts of Canada 2019, Volume I: Summary Report and Consolidated Financial Statements (Ottawa: Receiver General for Canada, 2019) and past year versions of the Public Accounts report.

ANNEX 6

Key Studies Referenced in the Report

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Factors that Influence the Probability of Finding Jobs in EI Regions

Author(s), Year

ESDC: Labour Market Information Directorate, 2020

Objective(s)

This study examines factors influencing the ability of the unemployed to find a job, and whether or not the unemployment rate is a good proxy for job-finding rate.

Key Finding(s)

- The probability of finding a job varies considerably across employment insurance (EI) regions with similar unemployment rates. This holds true even across the business cycle within each EI region.
- The probability of finding a job decreases as the unemployment spell lengthens, but increases with educational attainment. It also varies significantly across occupations.
- After accounting for occupation and region, neither gender nor age seem to affect the probability of finding a job. The correlation between job-finding rate and gender are highly confounded by a marked gender differences in occupational and regional distribution.
- The inclusion of involuntary part-time workers in calculating the official unemployment rate would increase the unemployment rate by an average of 1.2 percentage points (pp), with a considerable variation by EI region, compared to a rise of an average of 0.3 pp if we include discouraged workers.
- However, none of these unemployment measures on its own would fully capture the probability of finding a job.

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.

Trends in Temporary Layoffs and Recall Expectations

Author(s), Year

ESDC: Labour Market Information Directorate, 2020

Objective(s)

This study examines the trends in the number and nature of temporary layoffs in Canada, as well as the characteristics of workers experiencing temporary layoffs with recall expectations from their employers.

Key Finding(s)

- Layoff rates (i.e., total number of layoffs divided by total employment) in Canada decreased from around 4.0% in 1976 to 2.5% in 2018. During the same period, women had a lower chance of being laid off than men.

- Considering the last three recessions (i.e. 1980s, 1990s and the 2008), temporary layoffs showed smaller, less abrupt increases during the more recent recessions, compared to previous recessions. The rate declined from around 0.8% to 0.7% to 0.5% during the three recessionary periods.
- There was also a decrease in volatility of layoff rates that coincided with a lower volatility in economic activity (GDP).
- The expected recall rate (i.e. the proportion of laid off employees with recall expectations from their former employer) has declined over the period between 1996 and 2018, with no marked gender differences in the rates. Surprisingly, over the same study period, the actual recall rate has increased. In 2016, about two thirds of laid-off employees were recalled by their former employer, which is a significant increase from 1999, at a rate of slightly lower than one in two employees
- There are marked variations in recall expectations and actual recalls by province and industry.

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.

Employment Insurance and the Changing Stability of Employment Relationships

Author(s), Year

ESDC: Labour Market Information Directorate, 2020

Objective(s)

This study examines the potential increase in employment instability faced by workers across employers, and the interactions of this potential trend with the Employment Insurance (EI) system.

Key Finding(s)

- Using data from the Labour Force Survey (LFS) and Canada Revenue Agency (CRA) tax files, the study found mixed evidence on the trend of employment instability (mainly measured by the number of employees holding multiple concurrent jobs) in Canada over time.
 - The LFS showed an increase in multiple jobholding rate, from 9.1% in 2000 to almost 12% in 2018. The rate increased steadily for all age groups during this period, with more pronounced increase for older workers aged between 45 and 64 years. Women were more likely to hold multiple jobs than men, and this gender gap was found to be more evident among older workers.
 - According to the CRA data, for both all taxpayers and EI recipients, multiple jobholding rate has declined over time, although the numbers are markedly lower for EI recipients. Between 1999 and 2015, the rate for all employees declined from 18.0% to 12.0% and for EI recipients, it decreased from about 7% to 4%.

- The study also looked at other measures of employment instability, namely average job tenure and earnings instability.
 - The average job tenure declined for workers in Canada between 1990 and 2018. On the other hand, the percentage of employees with earnings instability, indicated by a drop in the real annual income by 2% or more, increased over time, from 30% in 2000 to 39% in 2015, indicative of greater employment instability from an annual income perspective.

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.

2019 Actuarial Report on the Employment Insurance Premium Rate

Author(s), Year

Office of the Chief Actuary, 2018

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 2019 Maximum Insurable Earnings (MIE) was \$53,100 or a 2.7% increase from the 2018 MIE of \$51,700.
- The 2019 estimated employer premium reduction due to qualified wage-loss replacement (WLR) plans is \$1,009 million, compared to \$973 million in 2018.

Availability

This report is available on the Canada Employment Insurance Financing Board's website

<https://www.osfi-bsif.gc.ca/Eng/Docs/EI2019.pdf>

Impacts of Variable Best Weeks on Benefit Amounts

Author(s), Year

ESDC: Employment Insurance Policy Directorate, 2020

Objective(s)

This paper examines the impacts of the Variable Best Weeks (VBW) method for calculating weekly benefit rates compared with the previous two methods: the Small Weeks provision (SWP) and the Best 14 Weeks pilot project (B14). The VBW calculation aims to reduce work disincentives. It encourages claimants to accept available work prior to claiming EI as their benefit rate won't generally be lowered by partial weeks of work.

Key Finding(s)

- The study found that of the 9.7 million of claims established during the period from April 2013 to August 2018, 75.4% were not impacted by the change (because they would have received the same weekly benefit amounts if the old calculation methods had still been in effect).
- However, 6.8% (0.7 million of claims) resulted in a lower benefit rate. Their benefit rate would have been higher by an average of \$13 to \$19 per week with the B14 method, representing a decrease of about 5% of their benefit rate following the implementation of VBW.
- In addition, 17.8% (1.7 million of claims) received a higher benefit rate. Their benefit rate would have been lower by an average of \$43 to \$49 per week if the previous SWP method had still been in effect, representing an increase of about 11% of their benefit rate following the implementation of VBW.
- Claims from youth (aged 15 to 24), men, with less than 700 hours of insurable employment and from the goods-producing industries were the most impacted by the change in the calculation method.

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

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.

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>

Weeks between Repeat Regular Claims

Author(s), Year

ESDC: Employment Insurance Policy Directorate, 2020

Objective(s)

This study examines the changes in time between repeat claims over the 2001-2016 period, the proportion of employed weeks between claims and whether there are demographic differences associated with time between claims.

Key Finding(s)

- Consistently, about 47% of EI regular claims were followed by a successive claim
- Weeks between the start of successive claims remained stable at around 56 weeks – seasonality of a job plays an important role in repeat claims
- There was an overall decrease in weeks between EI repeat regular claims from an average of 19.7 weeks (2001-2007) to an average of 17.5 weeks (2010-2016)
- There was an overall decrease in weeks worked between EI repeat regular claims from an average of 16.9 weeks (2001-2007) to an average of 14.8 weeks (2010-2016)
 - However, the share of weeks worked between EI repeat regular claims did not vary over time (around 85.5%)
- Men, older claimants, those living in Atlantic provinces and those working in goods-producing industries had fewer weeks in between claims
- Approximately two-thirds of EI repeat regular claims were seasonal and this share did not vary over time
 - The majority of seasonal repeat claimants returned to the same employer
 - Non-seasonal claimants worked more weeks between claims and had a more consistent share of weeks worked

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 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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Characteristics of Firms that Hire Apprentices

Author(s), Year

ESDC, Labour Market Information Directorate, 2090

Objective(s)

The purpose of this study is to examine the characteristics of firms that employ employment insurance (EI)-supported apprentices. This involves examining the interaction between firms and apprentices during and after apprenticeship.

Key Finding(s)

- The share of apprentices in a firm's workforce is positively correlated with its productivity (i.e. value-added per employee), a pattern that has become more apparent since the 2008-2009 recession.
- There is no clearly defined hypothesis regarding a firm's capital-intensity and its demand for apprentices. The study found that EI-supported apprentices are concentrated in the workforces of moderately capital-intensive firms and do not make up a large proportion of the workforce of the most capital-intensive firms nor the least capital-intensive firms.
- Firms that train apprentices do so regularly. More specifically, larger firms are more likely to hire apprentices every year and are more likely to have hired an apprentice at least once in the study period (2001 to 2016). However, on average, smaller firms hire disproportionately more apprentices: almost one in two apprentices work in firms with 5 to 49 employees.
- On average, four out of five apprentices that claimed EI worked for a single employer from 2001-2012. However, not many apprentices end up working long-term with the employers that train them: just under 50% of apprentices stay with their first firm for more than three years.

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

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.

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

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.

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

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.

Trends in EI Claimants' Registration with Job Bank

Author(s), Year

ESDC: Evaluation Directorate, 2020

Objective(s)

The purpose of this study is to examine the use of the Job Alerts feature available on the Job Bank platform from December 2017 to April 2019 by job seekers. It also examines the characteristics of jobs that are posted by employers on Job Bank from January 2017 to April 2019.

Key Finding(s)

- The share of EI applicants, who subscribed to Job Alerts after receiving an invitation, steadily increased from 19.5% in December 2017 to 34.5% in April 2019.
- Those who subscribed to the Job Alert feature were more likely to be women; 45 years or older; and to have graduated from college or university.
- Overall, about one-third of job postings were associated with Sales and Service occupations, while Business, Finance, and Administration occupations accounted for close to one-quarter of the postings.
- Close to half of job postings required a university degree or college diploma/apprenticeship training. On the other hand, about 37.1% of job postings required a high school diploma and/or job-specific training and 16.6% required on-the-job-training.
- The average hourly rate of pay of posted jobs increased from \$16.5 in 2017 to \$18.6 in 2019, for a percentage increase of 12.7%.
- In 2019, the average duration of job postings was about 40 days, relative to about 30 days in 2017.

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.

ANNEX 7

Legislative changes to the Employment Insurance program implemented and in force from April 1, 1996 to January 1, 2020

Budget Implementation Act 2018, No. 2, S.C. 2018, c. 27 (Bill C-86)	
Parental Sharing Benefits	
Element	Rationale
<ul style="list-style-type: none"> • Effective March 17, 2019, additional weeks of EI parental benefits are available when eligible parents agree to share parental leave. • Parents who share standard parental benefits are eligible for 5 additional weeks of benefits, for a total of 40 weeks. No parent can receive more than 35 weeks of standard benefits. • Parents who share extended parental benefits are eligible for 8 additional weeks of benefits, for a total of 69 weeks. No parent can receive more than 61 weeks of extended parental benefits. • This measure is available to eligible two-parent families, including adoptive and same-sex couples. • Bill C-86 also amended the <i>Canada Labour Code</i> to ensure that workers in federally regulated sectors have the job protection they need while they are receiving the parental sharing benefits. 	<ul style="list-style-type: none"> • Encourage greater gender equality in the home and in the workplace by encouraging all parents to take some leave when welcoming a new child and share the joy and responsibility of raising their children more equally.

Budget Implementation Act 2018, No. 1, S.C. 2018, c. 12 (Bill C-74)	
Working While on Claim	
Element	Rationale
<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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.

<p>to 90% of their previous weekly insurable earnings. Any earning above this threshold results in a dollar-for-dollar reduction of their EI benefits.</p> <ul style="list-style-type: none"> The new permanent rules are extended to EI maternity and sickness benefits. 	<ul style="list-style-type: none"> Mothers and those dealing with an illness or injury have greater flexibility and can keep more of their EI benefits if they choose to work.
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Regulatory Amendments: Increased weeks of benefits for seasonal claimants (2018)	
Element	Rationale
<ul style="list-style-type: none"> On August 20, 2018, the Government announced a 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 are available to eligible seasonal claimants who start a benefit period between August 5, 2018 and May 30, 2020. 	<ul style="list-style-type: none"> Pilot Project No. 21 tests the outcomes of increasing the number of weeks of benefits paid to targeted seasonal claimants.

Budget Implementation Act 2017, No. 1, S.C. 2017, c. 20, Division 11, Part 4 (Bill C-44)	
Element	Rationale
Family Caregiver Benefit for Adults	
<ul style="list-style-type: none"> 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. 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. 	<ul style="list-style-type: none"> 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. Recognizes that caregivers are likely to take time away from work when an adult member in their family is critically ill.
Family Caregiver Benefit for Children	
<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> Enhances access to benefits by expanding eligibility to a wider support network that includes extended family members, rather than only parents.

<p>considered to be like family is now eligible to receive benefits, rather than only parents.</p>	
<p>Making it Easier to Apply for Caregiving Benefits</p>	
<ul style="list-style-type: none"> • To improve access to EI caregiving benefits, nurse practitioners and medical doctors are now able to sign medical certificates. • 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. 	<ul style="list-style-type: none"> • 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.
<p>Earlier Access to Maternity Benefits</p>	
<ul style="list-style-type: none"> • 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. • 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. 	<ul style="list-style-type: none"> • This increased flexibility allows pregnant workers to consider their personal, health, and workplace circumstances when choosing when to begin their claim for maternity benefits. • Aligns job protection for workers in workplaces that are federally regulated with the change to EI maternity benefits.
<p>More Choice for Parents</p>	
<ul style="list-style-type: none"> • As of December 3, 2017, parents with a newborn or newly adopted child can choose between standard and extended parental benefits. • The EI standard parental benefits provide up to 35 weeks of benefits at a 55% income replacement rate paid over 12 months. • The EI extended parental benefits provide up to 61 weeks of benefits at a 33% income replacement rate paid over 18 months. • 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. • Parents must choose the same option. Parental benefits can be shared, at the same time or separately. 	<ul style="list-style-type: none"> • 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.

<ul style="list-style-type: none"> • 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 the equivalent of up to 50 “standard” EI weeks. 	
<p>Expanded eligibility under EI Part II</p>	
<ul style="list-style-type: none"> • Broadened 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; • Expanded eligibility for Employment Assistance Services (e.g. employment counselling, job search assistance), previously available to unemployed individuals, to also include employed workers; and, • Increased flexibility to support employer sponsored training under the Labour Market Partnerships Support Measure to also 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). • These changes came into effect on April 1, 2018, allowing provinces, territories and Indigenous agreement holders to benefit from the flexibilities upon the signing of amended or new agreements. 	<ul style="list-style-type: none"> • The changes to the EI Act provide increased flexibility to provincial and territorial governments under the Labour Market Development Agreements (LMDAs) and Indigenous organizations under the Indigenous Skills and Employment Training (ISET) Program, 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.

Budget Implementation Act 2016, No. 2, S.C. 2016, c. 12 (Bill C-29)	
Element	Rationale
Changes to the Definition of Suitable Employment Under the Employment Insurance Act	
<ul style="list-style-type: none"> Amendments introduced under Part IV, Division 1 of the <i>Budget Implementation Act No. 2</i> amend the <i>Employment Insurance Act</i> to change the definition of what is classified as suitable employment when determining whether a claimant should be disentitled to EI benefits. 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. 	<ul style="list-style-type: none"> Enhances the flexibility and responsiveness of the EI program in situations where employers may be engaged in hiring practices 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. 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.

Budget Implementation Act 2016, No. 1, S.C. 2016, c. 7 (Bill C-15)	
Element	Rationale
Reduced Waiting period for Employment Insurance Benefits	
<ul style="list-style-type: none"> 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. These changes came into effect on January 1, 2017. 	<ul style="list-style-type: none"> 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.
Elimination of the New Entrant and Re-Entrant (NERE) Requirements for Employment Insurance Benefits	
<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> Ensures greater equity for new entrants and re-entrants in accessing EI benefits and training and employment supports under EI Part II.

<p><i>Employment Insurance Regulations</i> and <i>Employment Insurance (Fishing) Regulations</i> were also made.</p> <ul style="list-style-type: none"> • 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"> ○ 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. • 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"> ○ 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. • These changes also make it easier for workers entering or re-entering the labour market to receive EI-funded employment and training supports under Part II of the <i>Employment Insurance Act</i>. 	<ul style="list-style-type: none"> • Evaluation of the NERE provisions by Employment and Social Development Canada concluded that the NERE provisions did not act to discourage future frequent use of EI, the original intent of the provision.
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<p>Extra Weeks of Benefits for Workers in Regions Affected by Downturns in Global Commodity Prices</p>	
<ul style="list-style-type: none"> • 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. • 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. 	<ul style="list-style-type: none"> • Declines in global commodity prices since late 2014 led to sharp and sustained shocks of unemployment in commodity-based regions. • This temporary measure is meant to provide the financial support these workers need while they search for work and to inform possible future changes to the EI program. • This measure ensures that long-tenured workers, who may have spent years working in one industry or for one employer, have the

<ul style="list-style-type: none"> 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. 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. 	<p>financial support they need while they search for work, possibly in an entirely different industry and/or acquire the skills necessary to change career.</p> <ul style="list-style-type: none"> 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.
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Regulatory Amendments: Simplifying Job Search Requirements (2016)	
Element	Rationale
Changes to the Definition of Suitable Employment Under the Employment Insurance Regulations	
<ul style="list-style-type: none"> 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. These changes came into effect on July 3, 2016. 	<ul style="list-style-type: none"> Introduces more flexibility and simplifies job search responsibilities.

Regulatory Amendments: Working While on Claim (2016)	
Element	Rationale
Working While on Claim Pilot Projects	
<ul style="list-style-type: none"> On August 7, 2016, as part of Budget 2016, the Government introduced Pilot Project No. 20 (Working While on Claim Pilot Project). This pilot allowed all eligible claimants to choose from two options. 	<ul style="list-style-type: none"> 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.

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| <ul style="list-style-type: none"> • Under the default rule, claimants could 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 could 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). • This pilot applied to regular, fishing, parental and compassionate care benefits but excluded maternity and sickness benefits. The 'optional rule' did not apply to claimants receiving special benefits for self-employed persons, where only the 'default rule' was available. • This Pilot Project No 20 concluded on August 11, 2018. • Since 2005, a number of Working While on Claim (WWC) pilot projects were introduced. <ul style="list-style-type: none"> ○ 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. ○ Budget 2011 announced a one-year renewal of the WWC Pilot Project parameters through a 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 | <ul style="list-style-type: none"> • 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. • 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. • 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. • 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. |
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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.

Economic Action Plan 2015 Act, No. 1, S.C. 2015, c. 36 (Bill C-59)	
Element	Rationale
Increased Duration of Compassionate Care Benefits	
<ul style="list-style-type: none"> • 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). • 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. • These changes came into effect on January 3, 2016. 	<ul style="list-style-type: none"> • Provides additional financial security to Canadians workers and their families providing end-of-life care or support.

Regulatory Amendments: Unemployment Rates in the Territories and Employment Insurance Economic Regions in the Territories and Prince Edward Island (2014)	
Element	Rationale
New Regional Unemployment Rate Methodology in the Territories and New Employment Insurance Economic Regions in the Territories and Prince Edward Island	
<ul style="list-style-type: none"> • 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. • In addition, the EI economic regions of Prince Edward Island, Yukon, the Northwest Territories and Nunavut were each divided 	<ul style="list-style-type: none"> • Ensures a better reflection of regional labour market conditions in the territories. • 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). • Recognizes differences in labour market realities between the capital and the non-capital areas in the Yukon, the Northwest

<p>into two EI economic regions, one consisting of the capital area and the other the remaining non-capital area.</p> <ul style="list-style-type: none"> • These changes came into effect on October 12, 2014. 	<p>Territories, Nunavut and Prince Edward Island.</p>
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Economic Action Plan 2014 Act, No. 2, S.C. 2014, c. 39 (Bill C-43)	
Element	Rationale
Small Business Job Credit	
<ul style="list-style-type: none"> • 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. • 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. • 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. • The 39-cent premium reduction applied in addition to the premium reduction related to Quebec’s parental insurance plan, the Québec Parental Insurance Plan. • 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. 	<ul style="list-style-type: none"> • 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. • 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.

Economic Action Plan 2014 Act, No. 1, S.C. 2014, c. 20 (Bill C-31)	
Element	Rationale
Enhanced Access to Sickness Benefits for Compassionate Care Benefits or Parents of Critically Ill Children Benefits Claimants	
<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> 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. Enhances the flexibility and responsiveness of the EI program.

Regulatory Amendments: Access to Maternity and Parental Benefits (2012)	
Element	Rationale
Limiting Access to Maternity and Parental Benefits to Persons Authorized to Remain in Canada	
<ul style="list-style-type: none"> Claimants who leave Canada and whose work permit and Social Insurance Number (SIN) expire are no longer eligible to receive maternity and parental benefits. Claimants with a valid SIN can continue to receive these benefits both inside and outside Canada. 	<ul style="list-style-type: none"> 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.

Jobs and Growth Act, 2012, S.C. 2012, c. 31 (Bill C-45)	
Element	Rationale
Canada Employment Insurance Financing Board Act	
<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> Ensures that independent Employment Insurance rate-setting is performed in the most cost-effective manner.
Premium Rate-setting	
<ul style="list-style-type: none"> An interim rate-setting regime takes effect, under which Employment Insurance premium 	<ul style="list-style-type: none"> Ensures premium rates are set according to the premium rate-setting mechanism set out

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.	in the <i>Employment Insurance Act</i> , and provides ongoing stability and predictability for contributors.
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Helping Families in Need Act, S.C. 2012, c. 27 (Bill C-44)	
Element	Rationale
Parents of Critically Ill Children	
<ul style="list-style-type: none"> 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. 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. 	<ul style="list-style-type: none"> 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. Recognizes the needs of parents who are likely to take time away from work when their child is critically ill.
Enhanced Access to Sickness Benefits for Parental Benefits Claimants	
<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> Recognizes that it may be difficult for a parent who becomes ill or injured to take care of and bond with his/her child. Enhances the flexibility and responsiveness of the EI program.

Jobs, Growth and Long-term Prosperity Act, S.C. 2012, c. 19 (Bill C-38)	
Element	Rationale
Connecting Canadians to Available Jobs	
<ul style="list-style-type: none"> Enhanced the content and frequency of job and labour market information for job seekers. Strengthened and clarified claimants' obligations by defining reasonable job search and suitable employment for claimants who were receiving regular or fishing benefits. 	<ul style="list-style-type: none"> Ensures unemployed Canadians are better connected with available jobs in their local area. Clarifies claimants' responsibility to undertake a reasonable job search for suitable employment while receiving EI regular or fishing benefits.

<ul style="list-style-type: none"> • Ensured qualified Canadians were considered before temporary foreign workers were hired to fill job vacancies. • Initiated discussions with provinces and territories to make skills training and job search support available to Employment Insurance (EI) claimants earlier in their claim. 	
<p>Variable Best Weeks</p>	
<ul style="list-style-type: none"> • 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. • 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. 	<ul style="list-style-type: none"> • Makes the EI program more responsive to regional economic conditions. • Ensures that those living in areas with similar labour market conditions receive similar benefits.
<p>Premium Rate-Setting</p>	
<ul style="list-style-type: none"> • 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. • 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. • Advanced the date by which the premium rate must be set to September 14, rather than November 14. 	<ul style="list-style-type: none"> • Ensures that the Employment Insurance Operating Account is in cumulative balance at the end of the seven-year period. • Enhances the predictability and stability of the EI premium rate. • Provides employers and workers with more notice of the EI premium rate for the coming year.
<p>Social Security Tribunal</p>	
<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • 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.

<ul style="list-style-type: none"> • The SST is comprised of two levels of appeal, similar to the previous appeal process: <ul style="list-style-type: none"> ○ 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. ○ The Appeal Division reviews decisions made by the General Division. The third vice-chairperson heads this Division. • 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. • 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. • The SST began its operations on April 1, 2013. 	<ul style="list-style-type: none"> • This new approach to appeals introduced a number of measures to improve efficiencies, simplify and modernize the process and reduce costs.
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Keeping Canada’s Economy and Jobs Growing Act, S.C. 2011, c. 24 (Bill C-13)	
Element	Rationale
Temporary Hiring Credit for Small Businesses	
<ul style="list-style-type: none"> • 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. • 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. 	<ul style="list-style-type: none"> • Encourages additional hiring in small businesses, and helps them to take advantage of emerging opportunities and compete in the global economy.

Regulatory Amendments: Extended EI Benefits and Best 14 Weeks Pilot Projects (2010)	
Element	Rationale
Extended Employment Insurance Benefits Pilot Project	
<ul style="list-style-type: none"> • 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. • 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. • 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. • 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 unemployment rates were below 8% for 12 consecutive months. It included the same 21 	<ul style="list-style-type: none"> • Tests the cost and impact of extending the number of weeks of benefits in EI economic regions of relatively high unemployment. • Provides time-limited, broad-based support for all workers during the recent recession. • 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. • 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.

<p>Employment Insurance (EI) economic regions as Pilot Project No. 10.</p> <ul style="list-style-type: none"> • 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. • 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). 	
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Best 14 Weeks Pilot Project	
<ul style="list-style-type: none"> • 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. • Under this pilot project, EI benefits were based on claimants' 14 weeks of highest earnings in the qualifying period. • Initially scheduled to end on October 23, 2010, Pilot Project No. 11 was subsequently extended until June 25, 2011. • 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. 	<ul style="list-style-type: none"> • 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. • Provides additional data to assess the effectiveness of the pilot during a period of economic recovery and a full economic cycle.

Fairness for Military Families (Employment Insurance) Act, S.C. 2010, c. 9 (Bill C-13)	
Element	Rationale
Improved Access to Parental Benefits for Military Families	
<ul style="list-style-type: none"> • The Employment Insurance (EI) parental benefits eligibility window has been extended 	<ul style="list-style-type: none"> • Provides additional flexibility to CF members to access parental benefits for parent-child

<p>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.</p> <ul style="list-style-type: none"> • 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. 	<p>care and bonding, while recognizing the importance of military service.</p>
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Jobs and Economic Growth Act, S.C. 2010, c. 12 (Bill C-9)

Element	Rationale
Employment Insurance Operating Account	
<ul style="list-style-type: none"> • 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. • 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. • The CEIFB’s obligation to set EI premium rates under section 66 of the <i>Employment Insurance Act</i> has been clarified to ensure that EI revenues and expenditures recorded in the Employment Insurance Operating Account balance over time, beginning January 1, 2009. 	<ul style="list-style-type: none"> • Further strengthens the transparency and effectiveness of the financing of the EI program. • In line with steps taken in 2008 to establish the CEIFB.

Fairness for the Self-employed Act, S.C. 2009, c. 33 (Bill C-56)

Element	Rationale
Special Benefits for Self-employed Persons	
<ul style="list-style-type: none"> • Effective January 31, 2010, Employment Insurance (EI) special benefits (maternity, 	<ul style="list-style-type: none"> • Provides a voluntary scheme of EI benefits to self-employed Canadians for life transitions

<p>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.</p> <ul style="list-style-type: none"> • These benefits for self-employed persons mirror special benefits available to salaried employees under the current EI program. 	<p>such as the birth of a child, adoption, illness, injury or critical illness of a family member.</p>
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Budget Implementation Act, 2009, S.C. 2009, c. 2 (Bill C-10)	
Element	Rationale
Career Transition Assistance Initiative	
<ul style="list-style-type: none"> • Two measures to support long-tenured workers: <ul style="list-style-type: none"> ○ 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. ○ The Severance Investment for Training Initiative allowed eligible long-tenured workers who used their severance payments to invest in full-time training to receive EI regular benefits sooner. • 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. 	<ul style="list-style-type: none"> • Improved claimants' incentive to renew or upgrade their skills. • Encouraged claimants to invest in their own training. • Encouraged claimants to undertake long-term training to improve their re-employability.
Premium Rate Freeze	
<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • Maintained premium rate stability during the recession despite higher EI costs.
Premium Rates	
<ul style="list-style-type: none"> • Legislation was enacted to retroactively set the premium rates for 2002, 2003 and 2005. 	<ul style="list-style-type: none"> • 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.
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Budget Implementation Act, 2008, S.C. 2008, c. 28 (Bill C-50)	
Element	Rationale
Temporary Additional Employment Insurance Benefits for Unemployed Long-tenured Workers	
<ul style="list-style-type: none"> • 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. • Provided up to 20 weeks of additional benefits, depending on how long an eligible individual had been working and paying into EI. • Applied to claimants who met the long-tenured worker definition and who made their claim between January 4, 2009, and September 11, 2010. 	<ul style="list-style-type: none"> • Benefited workers who faced unemployment with low prospects of finding work and who had previously made limited use of EI benefits. • 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.
Canada Employment Insurance Financing Board	
<ul style="list-style-type: none"> • The legislation creating the Canada Employment Insurance Financing Board (CEIFB) received Royal Assent on June 18, 2008. • The CEIFB's legislated mandate was to: <ul style="list-style-type: none"> ○ set Employment Insurance (EI) premium rates in a transparent fashion; ○ manage a separate account where excess premiums were held and invested; and ○ maintain a reserve to ensure the Employment Insurance Operating Account breaks even over time. 	<ul style="list-style-type: none"> • Ensures that EI revenues were sufficient to cover EI costs in the following year. • Uses current premium surpluses to reduce future premium rates.

Regulatory Amendments: New Entrants and Re-Entrants Pilot Project (2008)	
Element	Rationale
New Entrants and Re-Entrants Pilot Project	
<ul style="list-style-type: none"> • Pilot Project No. 9 (New Entrants and Re-Entrants Pilot Project) was introduced on December 11, 2005 in 23 Employment 	<ul style="list-style-type: none"> • Tests to determine whether providing NEREs with lower EI eligibility requirements and informing them of EI employment programs

<p>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.</p> <ul style="list-style-type: none"> • 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. • Pilot Project No. 13 sunset as scheduled on December 4, 2010. 	<p>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>.</p>
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Regulatory Amendments: Quebec Parental Insurance Plan (2006)	
Element	Rationale
Quebec Parental Insurance Plan	
<ul style="list-style-type: none"> • 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. • 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. 	<ul style="list-style-type: none"> • 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.

Regulatory Amendments: Compassionate Care Benefit (2006)	
Element	Rationale
Definition of Family Member	
<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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.

a serious medical condition to be like family members.	
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Budget Implementation Act, 2005, S.C. 2005, c. 30 (Bill C-43)	
Element	Rationale
Premium Rate-setting Process	
<ul style="list-style-type: none"> • Effective January 1, 2006, the legislation allows the Canada Employment Insurance Commission to set the premium rate under a new rate-setting mechanism. • 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. 	<ul style="list-style-type: none"> • Allows for a new rate-setting process where the Employment Insurance premium rate is determined independently by the Canada Employment Insurance Commission.

Budget Implementation Act, 2003, S.C. 2003, c. 15 (Bill C-28)	
Element	Rationale
Compassionate Care Benefits	
<ul style="list-style-type: none"> • 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. • 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. 	<ul style="list-style-type: none"> • 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.

Budget Implementation Act, 2001, S.C. 2002, c. 9 (Bill C-49)	
Element	Rationale
Extension of Benefit Period for Parental Benefits – Child in Hospital	
<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> Provides flexibility for parents who choose to wait until their child comes home before collecting parental benefits.
Maximum Duration of Combined Special Benefits	
<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> Ensures full access to special benefits for biological mothers who claim sickness benefits prior to and following maternity or parental benefits. Responds to the ruling of the Canadian Human Rights Tribunal in the <i>McAllister-Windsor</i> case.

Regulatory Amendments: Small Weeks Provision (2001)	
Element	Rationale
Small Weeks Provision	
<ul style="list-style-type: none"> 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". 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 September 7, 2003, the legislation was amended to increase the exclusion to \$225. 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. 	<ul style="list-style-type: none"> 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. 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

<ul style="list-style-type: none"> The small weeks provision was replaced by the Variable Best Weeks provision on April 7, 2013, except for fishers. 	<p>ensure that workers who accept work with lower earnings will not see a reduction in their EI benefits.</p>
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An Act to amend the Employment Insurance Act and the Employment Insurance (Fishing) Regulations, S.C. 2001, c. 5 (Bill C-2)	
Element	Rationale
Intensity Rule	
<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> Eliminated an ineffective rule that had the unintended effect of being punitive.
Benefit Repayment (Clawback)	
<ul style="list-style-type: none"> Applied new rule, effective retroactively to the 2000 taxation year: <ul style="list-style-type: none"> First-time claimants of regular or fishing benefits are now exempt from the benefit repayment. Claimants of special benefits (maternity, parental and sickness benefits) are no longer required to repay any of those benefits. 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 net income above the threshold of \$48,750, or 30% of the claimant's benefits. 	<ul style="list-style-type: none"> Corrects a discrepancy, as analysis indicated that the benefit repayment provision was having a disproportionate impact on middle-income claimants. Focuses on repeat claimants with high incomes. Simplifies the provision.
Re-Entrant Parents	
<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> Ensures that parents returning to the workforce following an extended absence to raise young children are not penalized.

as other workers to qualify for regular benefits.	
Maximum Insurable Earnings	
<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> Corrects a discrepancy in which the MIE was higher than the average industrial wage.

Budget Implementation Act, 2000, S.C. 2000, c. 14 (Bill C-32)	
Element	Rationale
Parental Benefits	
<ul style="list-style-type: none"> Effective December 31, 2000, the duration of parental benefits has been increased from 10 to 35 weeks. 	<ul style="list-style-type: none"> 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).
Entrance Requirements: Special Benefits	
<ul style="list-style-type: none"> Effective December 31, 2000, the number of hours of insurable employment required to qualify for maternity, parental or sickness benefits has been reduced from 700 to 600 hours. 	<ul style="list-style-type: none"> Improves access to special benefits.
Waiting Period	
<ul style="list-style-type: none"> Effective December 31, 2000, the second parent sharing parental leave is no longer required to serve the two-week waiting period. 	<ul style="list-style-type: none"> Promotes gender equality and improves flexibility by reducing the income loss for the second parent.
Allowable Earnings While on Claim (Parental Benefits)	
<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> Improves flexibility and fosters labour attachment by allowing parents to work while receiving parental benefits.

Employment Insurance Act, S.C. 1996, c. 23 (Bill C-12)	
Element	Rationale
Hours-based System	
<ul style="list-style-type: none"> • Effective January 1997, Employment Insurance eligibility is based on hours of insurable employment rather than weeks worked. • For regular benefits, claimants need 420 to 700 hours of insurable employment instead of 12 to 20 weeks of insurable employment. • For special benefits, claimants need 700 hours instead of 20 weeks. 	<ul style="list-style-type: none"> • Introduces a fairer and more equitable measure of time worked by making all hours count. • Removes inequities and anomalies of the weeks system by: <ul style="list-style-type: none"> ○ recognizing the intense work patterns of some employees; ○ 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 ○ 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 time) with a single employer were not insured or not fully insured.
New Entrants and Re-Entrants	
<ul style="list-style-type: none"> • 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"> ○ 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. • 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 	<ul style="list-style-type: none"> • Discourages a cycle of reliance by ensuring that workers, especially young people, develop a significant attachment to the labour force before collecting EI benefits. • Reintroduces insurance principles to the system by ensuring that workers make a reasonable contribution to the system before collecting benefits. • Strengthens the relationship between work effort and entitlement to benefits.

<p>earnings of \$5,500 from employment as a fisher.</p> <ul style="list-style-type: none"> ○ 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. 	
Reduction in Maximum Insurable Earnings	
<ul style="list-style-type: none"> ● 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 1995 and \$465 for the first six months of 1996. 	<ul style="list-style-type: none"> ● 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. ● 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.
Reduced Maximum Duration of Regular Benefits	
<ul style="list-style-type: none"> ● Effective July 1996, the maximum length of a claim was reduced from 50 to 45 weeks. 	<ul style="list-style-type: none"> ● Reflects the fact that most claimants find work within the first 40 weeks of receiving benefits.
Calculation of Weekly Benefit Rate	
<ul style="list-style-type: none"> ● 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. 	<ul style="list-style-type: none"> ● 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). ● Provides an incentive to work in the "shoulder" season.
Family Supplement	
<ul style="list-style-type: none"> ● Claimants with children who receive the Canada child tax benefit and who have an annual family net income of up to \$25,921 	<ul style="list-style-type: none"> ● Improves assistance to those most in need, because: <ul style="list-style-type: none"> – the old 60% dependent rate under the Unemployment Insurance was very

<p>receive a top-up of their basic Employment Insurance benefits.</p> <ul style="list-style-type: none"> 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. 	<p>poorly targeted—about 45% of low-income families did not qualify; and</p> <ul style="list-style-type: none"> about 30% of those who did receive the 60% rate had family incomes over \$45,000.
<p>Allowable Earnings While on Claim</p>	
<ul style="list-style-type: none"> Effective January 1997, claimants can earn \$50 or 25% of their weekly benefit rate, whichever is higher, without a reduction of their Employment Insurance benefits. Prior to 1997, the exemption was only 25% of the weekly benefit rate. 	<ul style="list-style-type: none"> Helps low-income claimants. Encourages claimants to maintain work attachment and increase their earnings from work.
<p>Benefit Repayment (Clawback)</p>	
<ul style="list-style-type: none"> Benefits were repaid at the rate of \$0.30 for every \$1 of net income above the threshold. 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. 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. 	<ul style="list-style-type: none"> Makes benefits fairer and more accurately reflective of insurance principles. Discourages repeated use of EI by those with high levels of annual income. The Benefit Repayment provision was revised in Bill C-2 (2001).
<p>Intensity Rule</p>	
<ul style="list-style-type: none"> 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. The maximum reduction was 5 percentage points. 	<ul style="list-style-type: none"> Introduces an element of experience rating to the program, since heavy users of the system bore more of the costs. 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. Creates a better balance between contributions made and benefits received. Repealed in Bill C-2 (2001).

First-dollar Coverage	
<ul style="list-style-type: none"> • Effective January 1997, all earnings from the first dollar are insurable up to the maximum yearly insurable earnings. There are no weekly minimums or maximums for determining earnings. 	<ul style="list-style-type: none"> • Creates a more equitable and balanced system—all earnings are insurable. • Decreases paper burden for employers. • Helps guard against abusing the system to avoid paying premiums.
Premium Refunds	
<ul style="list-style-type: none"> • Since 1997, workers earning \$2,000 or less per year have had their premiums refunded. 	<ul style="list-style-type: none"> • Helps workers who must pay premiums but do not have enough hours to qualify for benefits.
Increased Sanctions for Fraud	
<ul style="list-style-type: none"> • Effective July 1996, penalties for fraud by employers and claimants were increased. • Since January 1997, claimants who committed fraud after June 1996 have faced higher entrance requirements. 	<ul style="list-style-type: none"> • Protects the integrity of the Employment Insurance program.
Part II of the Employment Insurance Act: Employment Benefits and the National Employment Service	
<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • The Canada EI Commission is authorized to: <ul style="list-style-type: none"> ○ establish federal employment programs, coupled with a duty to work with provincial governments regarding their design, delivery and evaluation; ○ enter into agreements for the administration on its behalf of its employment benefits and support measures; and ○ enter into agreements with provinces, territories and other entities to contribute toward the costs of their similar benefits and measures programs (Labour Market Development Agreements/Indigenous Skills and Employment Training program agreements).