



2019/2020

Employment Insurance Monitoring and Assessment Report



2019/2020 Employment Insurance Monitoring and Assessment Report

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March 2021

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 2019/2020 Employment Insurance Monitoring and Assessment Report, to be laid by you before Parliament. This report is the twenty-fourth in a series of annual reports submitted by the Canada Employment Insurance Commission.

This report, which covers the period from April 1, 2019 to March 31, 2020, 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 generally strong performance of the labour market before the Canadian economy and labour market experienced a shock in March 2020 due to the COVID-19 pandemic.

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.

Graham Flack, Chairperson

Lori MacDonald, Vice-chairperson

Pierre Laliberté, Commissioner for Workers



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LIST OF ABBREVIATIONS

ADR	Alternative Dispute Resolution
ASETS	Aboriginal Skills and Employment Training Strategy
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
CAWS	Citizen Access Workstation Services
CCAJ	Connecting Canadians with Available Jobs
CCDA	Canadian Council of Directors of Apprenticeship
CCIS	Call Centre Improvement Strategy
CEIC	Canada Employment Insurance Commission
CERB	Canada Emergency Response Benefit
COLS	Community Outreach and Liaison Service
CPI	Consumer Price Index
CPP	Canada Pension Plan
CRA	Canada Revenue Agency
CRF	Consolidated Revenue Fund
CX	Client Experience
EBSMs	Employment Benefits and Support Measures
ECC	Employment Contact Centre
EI	Employment Insurance
EICS	Employment Insurance Coverage Survey
EIR	Employment Insurance Regulations
EI SQR	Employment Insurance Service Quality Review
eROE	Electronic Record of Employment
ESDC	Employment and Social Development Canada
FLMM	Forum of Labour Market Ministers
FY	Fiscal Year
FY *	Fiscal Year excluding the month of March
G7	Group of Seven
GDP	Gross Domestic Product
HCCS	Hosted Contact Centre Solution
HRSDC	Human Resources and Social Development Canada
IQF	Individual Quality Feedback
IQP	Integrated Quality Platform

ISET	Indigenous Skills and Employment Training
IVR	Interactive Voice Response
LFS	Labour Force Survey
LMDA	Labour Market Development Agreements
LMI	Labour Market Information
LMP	Labour Market Partnerships
MAEST	Ministry of Advanced Education, Skills and Training
MIE	Maximum Insurable Earnings
MSCA	My Service Canada Account
MTESS	Ministère du Travail, de l'Emploi et de la Solidarité sociale
NAICS	North American Industry Classification System
NESI	National Essential Skills Initiative
NIS	National Investigative Services
NOS	National Occupational Standards
NWS	National Workload System
OAS	Old Age Security
OECD	Organization for Economic Co-operation and Development
PAAR	Payment Accuracy Review
PPEs	Clients who are Premiums Paid Eligible
P/Ts	Provinces and Territories
PRAR	Processing Accuracy Review
PRP	Premium Reduction Program
QPIP	Quebec Parental Insurance Plan
R&I	Research and Innovation
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
SLAP	Softwood Lumber Action Plan
SME	Small and medium sized enterprises
SST	Social Security Tribunal
STDP	Short-term disability plan
SUB	Supplemental Unemployment Benefit
TRF	Targeting, Referral and Feedback
UV ratio	Unemployment-to-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*. The reporting period is the fiscal year starting on April 1, 2019 and ending on March 31, 2020 (referred to as FY1920). The highlights below relate to this period or reflect changes between FY1819 and FY1920.

FY1920 was marked by a substantial slowdown in economic activity. In March 2020 there was a sudden shock to the Canadian labour market due to the COVID-19 pandemic.

- Real gross domestic product grew by 1.4% in FY1920 down from the 2.2% growth recorded in the previous year. This low growth was mainly attributable to the economic shutdown in March 2020 to contain the COVID-19 pandemic.
- The Canadian labour market recorded a strong performance during most of the FY1920. From April 2019 to February 2020, growth in employment (+2.1%) surpassed the previous year (+1.6%). In addition, the average unemployment rate during this period reached its lowest level (5.7%) since 1976 when comparable data started to be collected.
- In March 2020, employment fell by almost one million and the unemployment rate increased to 7.9% as a result of the COVID-19 crisis. Youth, women and industries which involve public-facing activities (such as the Accommodation and food services industry) were the most affected by employment losses.
- In 2020, the EI premium rate for employees was set at \$1.58 per \$100 of insurable earnings. This is a decrease of 4 cents from the 2019 rate of \$1.62 per \$100 of insurable earnings. Employers contribute EI premiums at 1.4 times the rate of employees.

Both the number of new EI regular claims established and the total amount paid in EI regular benefits increased over the previous year.

- In FY1920, 1.37 million new EI regular claims were established in Canada. This is up from the 1.29 million claims established in the previous fiscal year (+5.8%). Most of the increase was observed in the last quarter of the fiscal year, and was particularly evident in Ontario, Quebec, Alberta and British Columbia.
- The total amount paid in EI regular benefits increased by 3.7% over the previous year to \$11.1 billion in FY1920.
- Under the seasonal pilot project in the 13 EI economic regions, eligible seasonal claimants established just over 54,000 claims. These claimants received an additional \$84.2 million in EI

regular benefits. On average, each of these claims received an additional \$1,540 and 4.0 weeks of EI regular benefits.

The eligibility rate for EI regular benefits decreased from the previous year.

- Among the unemployed contributors who had a valid job separation, 84.2% were eligible to receive EI regular benefits in 2019. This was a decrease from the 87.4% rate in 2018.
- The historically low unemployment rates in 2019, which translated into higher entry requirements to qualify for EI regular benefits, can partially explain the decrease. The decrease in eligibility mainly affected those who had part-time and non-standard employment.

The number of new claims and total amount paid increased for EI special benefits. Parental benefits reported the largest year-over-year percentage growth among all special benefits.

- The number of new claims established for EI special benefits increased to 619,270 (+2.1%) in FY1920. The total amount paid in EI special benefits rose to 6.2 billion (+6.1%) in FY1920.
- Parental benefits experienced the largest increase in new claims established (+6.4%) over FY1819. This increase is due to a rise in claims established by men. The additional weeks of benefits available since March 17, 2019 to parents who share parental benefits can largely explain the increase.

Similar to last year, 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 652,267 clients (-6.2%) participated in approximately 1,010,565 interventions (-5.4%) across Canada in FY1920.
- The number of active EI claimants served declined by 8.4% year over year, to a total of 262,196. At the same time, the number of former EI claimants served increased by 2.4%, to a total 104,333.
- The count of the newest client type – Premiums Paid Eligible (PPE) – introduced in FY1819, has remained relatively unchanged, at 67,388.
- The non-insured client counts declined, by 9.0%, to a total of 218,350.
- In FY1920, a total of 770,725 Employment Assistance Services interventions were delivered, a decrease of 10.3% year-over-year.
- However, Employment Benefit interventions totalled 197,907, a significant increase of 20.4% 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 a few years ago, as opposed to short-term interventions.
- Participation in LMDA-funded programs provides tools to help overcome various labour market challenges. For instance, these programs help active claimants recover from job loss and leave poverty. However, analysis suggests these results are strongest for white men.

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

- Implementing the Hosted Contact Centre Solution (HCCS), a modern and supported technology. This allowed EI call centres to increase the capacity of the queue.
- In response to the COVID-19 Pandemic, developing new initiatives to respond to the changing needs of its clients. This provided alternative approaches to maintain service delivery. For example:
 - Launched the eServiceCanada portal as a replacement to the Service Canada Centre that were temporarily closed. The portal allows clients to submit an online request and to be contacted within 2 business days. From March 12 to 31, 2020, clients submitted 13,150 EI service requests.
 - Engaged with Indigenous and remote communities to offer alternate service delivery options mechanisms.
 - Offered virtual information sessions for both employers and employees affected by mass layoffs.
- In January 2020, ESDC updated the EI sickness benefits web pages. The goal of the project was to improve the client experience and increase the success rate for clients through:
 - simplifying content and using plain language
 - revising the page layout for easier navigationFollowing these changes, testing showed that 65% of users were able to find and understand the information they needed. This is an increase compared to 44% before the updates.
- As of June 29, 2019, claimants receiving Family Caregiver benefits have been able to use My Service Canada Account (MSCA) to view their claim information. MSCA also added an additional feature in December 2019. It allows claimants who have been approved for extended parental benefits to see what their extended benefit rate will be.
- In FY1920 Service Canada put in place a new procedure to improve service to EI claimants. Processing officers can now send an email to ask the claimant to call them back if:
 - the claim has missing information, and
 - the processing officer cannot reach the claimant immediately by phone.
 - This simple but important change is allowing processing officers to deliver benefits in a more timely way by connecting more quickly with claimants.
- As of March 31, 2020, ESDC had fulfilled its obligations in the Employment Insurance sickness benefits class action.

INTRODUCTION

As per Section 3 of the *Employment Insurance Act*, the Employment Insurance Commission is pleased to present this report to Parliament. Its objective is to monitor and assess the impact and effectiveness of benefits and other assistance offered under the Employment Insurance (EI) program. The intention is to provide a clear understanding of the impact of EI on the Canadian economy and the way it works to address the needs of Canadians.

The Employment Insurance program

The program provides temporary income support to replace part of a person's employment income. It is available for people who are eligible, unemployed, and contribute to the program. The support is available while they search for work, upgrade their skills or are absent from work due to specific life circumstances.¹

EI Part I provides direct income support through EI Regular Benefits, Fishing Benefits, Work-Sharing Benefits and Special Benefits². EI Part II provides Employment Benefits and Support Measures (EBSMs). This includes those offered under the Labour Market Development Agreements (LMDAs) and the Indigenous Skills and Employment Training program.

Through the income benefits funded through Part I and the EBSMs 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 have worked a minimum number of hours in insurable employment, paid EI premiums and had a valid job separation. Individuals must be available for and actively seeking work during their claim period.

EI provides **fishing benefits** to qualifying self-employed fishers who are actively seeking work. Unlike EI regular benefits, eligibility is based on earnings, not insurable hours of employment.

Work-sharing is an adjustment program designed to help employers and employees avoid layoffs when there is a temporary reduction in the normal level of business activity that is beyond the control of the

¹ These circumstances include sickness, pregnancy, providing care to a newborn or newly adopted child, providing care or support to a critically ill or injured person or someone needing end-of-life care.

² 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.

employer. The measure provides income support to employees eligible for EI benefits who work a temporarily reduced work week while their employer 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.

Employment Benefits and Support Measures include programs delivered under EI Part II to help individuals in Canada prepare for, find, and maintain employment. These help 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”.³ The provinces and territories deliver these programs through LMDAs. In the case of pan-Canadian programming, the Government of Canada is responsible for program delivery.

Employment Insurance: 80 years

Canada’s unemployment insurance system dates back to the creation of the Unemployment Insurance Commission in 1940. This was the precursor to the current Canada EI Commission. Collection of premiums to fund the program began in 1941 and the program gave out its first benefit payments in 1942.

Since then, the program and its administration have undergone several reforms to ensure that they are aligned with the evolving needs of Canadians and changes in the Canadian social landscape. Some of the most notable changes over the last 80 years to the EI program include:

- In 1971, the Unemployment Insurance Act introduced sickness and maternity benefits. Additionally, coverage expanded to all employees and benefits were geared to reflect a claimant’s income.
- In 1979, the introduction of variable entrance requirements to better adjust to divergent economic circumstances of labour markets across Canada.
- In 1984, the addition of a summer period for seasonal fishing benefits so that self-employed fishers could claim benefits for both summer and winter periods. This is the current model of EI fishing benefits.
- In 1990, the introduction of shared parental benefits for parents of newborns or adopted children.
- In 1996, the *Employment Insurance Act* established a cap on premium payments based on insured earnings and an hours-based eligibility system. This adapted the system to better reflect emerging work patterns related to part-time work and multiple job holders. The family supplement provision was also introduced during these reforms. These elements are the foundation of the current EI program.
- In 2004, the introduction of EI compassionate care benefits to allow workers to care for a family member with a serious medical condition who is at risk of death.
- In 2005, the creation of Service Canada within ESDC as a one-stop place to offer integrated services to EI clients.
- In 2013, the creation of the Social Security Tribunal as a single-window decision body for appeals matters.

³ Part II, section 56 of the *Employment Insurance Act*.

- In 2016, the reduction of the waiting period from two weeks to one week.

The design of the program has modernized over the past 80 years in order to meet new objectives reflective of the times and evolving needs of workers and employers in Canada's labour market.

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). The Minister then tables the report in Parliament.

The CEIC makes regulations under the authority of the *Employment Insurance Act*, with the approval of the Governor in Council. The CEIC also 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. Each year, it commissions an EI premium report from the Chief Actuary and prepares a summary report. It delivers 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. As of 2017, the CEIC 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 to send for review by the Federal Court of Appeal. 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 has four members. Three are voting members and represent the interests of workers, employers and government. The Commissioners for Employers and Workers are appointed for renewable terms of up to five years. Their mandates are 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

ESDC and Service Canada produce the Employment Insurance Monitoring and Assessment Report under the direction and guidance of the CEIC. The report relies on many sources of information to give a thorough analysis of the impact and effectiveness of the EI program. Sources include 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 FY1920. The second chapter studies the usage, impact and effectiveness of EI benefits provided under EI Part I during the same period. The third chapter assesses supports provided under EI Part II through Employment Benefits and Support Measures. The fourth and final chapter presents information on EI program administration and service delivery.

Recent changes to the Employment Insurance program

The analysis of the temporary changes that were made to the EI program in FY2021 in response to the COVID-19 pandemic are not included in this report. Future EI Monitoring and Assessment reports will cover the impacts of recently implemented changes, beginning with the FY2021 report. However, each chapter briefly discusses the changes that took effect in March 2020.

CHAPTER I

Labour market context

This chapter outlines the overall economic situation and key labour market developments in Canada during the fiscal year of the Government of Canada beginning on April 1, 2019 and ending on March 31, 2020 (FY1920).¹ This is the same period for which this Report assesses the Employment Insurance (EI) program. Section 1.1 provides a general overview and historical context of the economic situation for FY1920. Section 1.2 summarizes key labour market developments in the Canadian economy during the reporting period.² Section 1.3 discusses the evolution of the composition of the unemployed population over the past decades. Definitions and more detailed statistical tables related to key labour market concepts discussed in this chapter can be found in [Annex 1](#).

1.1 Economic overview

The Canadian economy experienced low growth in FY1920 as real Gross Domestic Product (GDP) increased by 1.4% compared to the previous year (see Chart 1). The real GDP growth slowed down for the second consecutive fiscal year after reaching the highest year-over-year rise in FY1718 since FY1011.

Real GDP growth was strong in the first quarter (+1.1%) of the reporting period. It then remained almost flat for the following two quarters (+0.5% and +0.1%), mostly due to continued global trade tensions and market uncertainty. However, the slow growth observed in FY1920 was mainly attributable to the sharp decline in real GDP (-1.9%) observed in the last quarter owing to the measures imposed to contain the COVID-19 pandemic.

In March 2020,³ unprecedented government interventions related to the COVID-19 pandemic were put in place, such as the closure of non-essential businesses, travel restrictions, and public health measures directing Canadians to limit social interactions. These interventions resulted in a substantial slowdown in economic activity and a sudden shock to the Canadian labour market. The pandemic brought about the deepest and fastest recession since the Great Depression, causing a 13.4% drop in Canada's real GDP over the first half of 2020.⁴

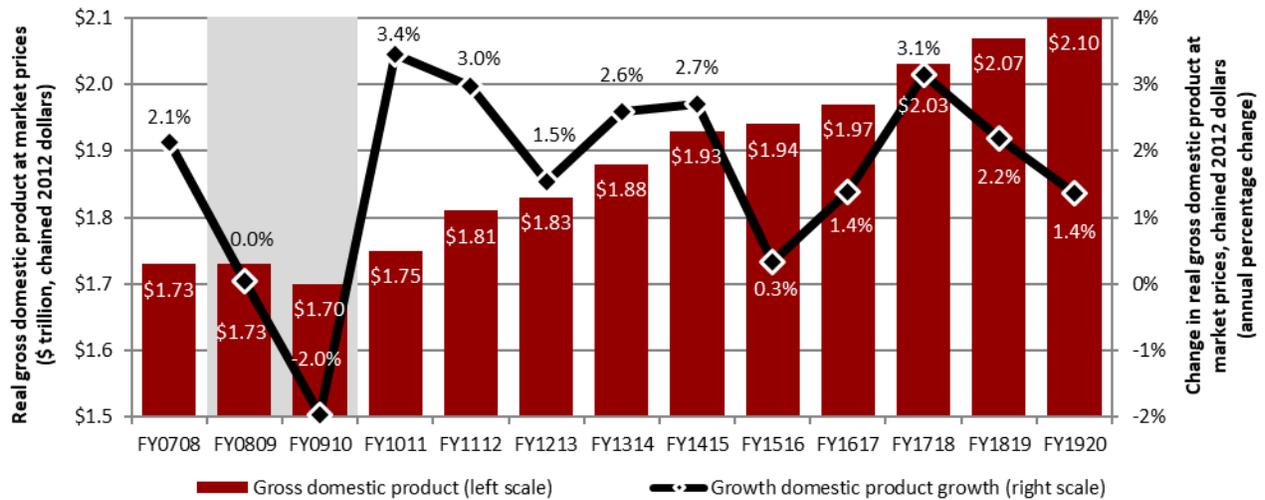
¹ Figures for other periods (e.g. calendar year) are provided in some sections where data were not available by fiscal year.

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 The World Health Organisation declared COVID-19 a pandemic on March 11, 2020.

⁴ Department of Finance Canada, "Supporting Canadians and fighting COVID-19, Fall economic statement 2020", Ottawa: Department of Finance Canada, 2020.

Chart 1– Real gross domestic product, Canada, FY0708 to FY1920



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

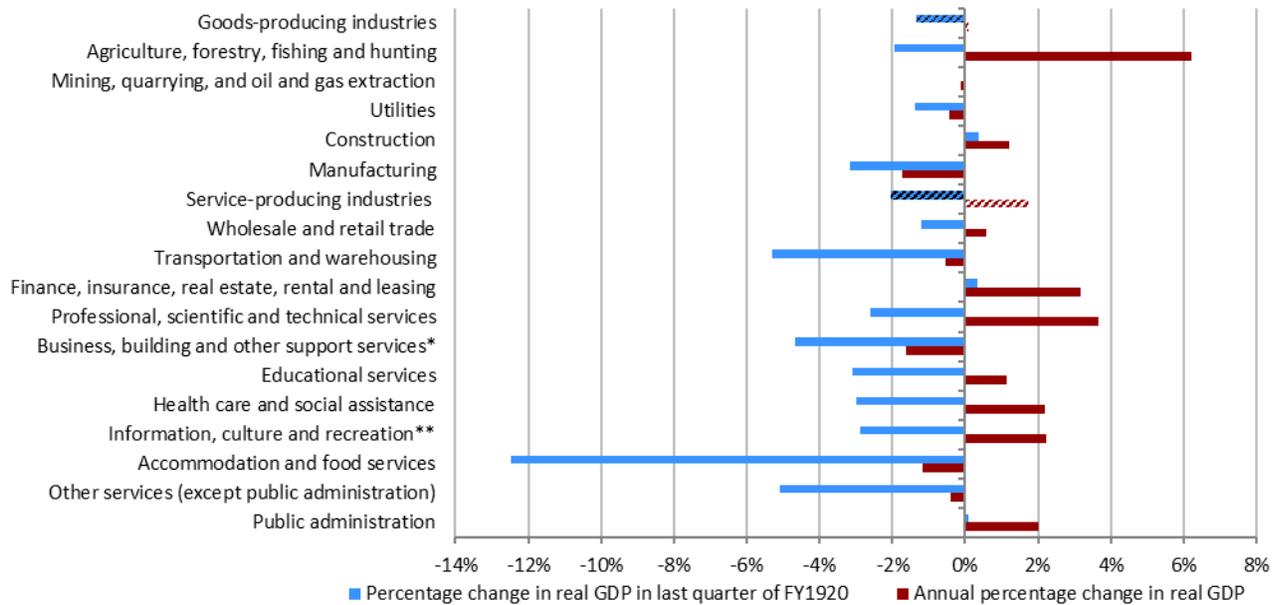
Similar to Canada, other Group of Seven (G7) countries—a group consisting of the world’s major industrialized and advanced countries—experienced lower, or even negative, economic growth in FY1920 relative to the previous year.⁵

Almost all Canadian industries were affected by the COVID-19 economic shutdown in March 2020. This is shown by the widespread declines in terms of real GDP recorded between the third and last quarters of FY1920 (see Chart 2). Three industries recorded a notable year-over-year decrease in real GDP during the full reporting period compared to FY1819. The Manufacturing industry (-1.7%) and the Business, building and other support services industry (-1.6%) went down during most of FY1920. Conversely, the drop in the Accommodation and food services industry (-1.2%) resulted from the mandatory closures of all non-essential businesses in March 2020 which significantly affected this industry.⁶

⁵ Organisation for Economic Co-operation and Development, National Accounts, January 2021.

⁶ Statistics Canada, Table 36-10-0434-01.

Chart 2 – Change in real gross domestic product by industry, Canada, third to last quarter of FY1920, and FY1819 to FY1920



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

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

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

1.2 The Canadian labour market in FY1920

Most of this section presents the labour market conditions prevailing in Canada for the period beginning on April 1, 2019 and ending on February 29, 2020 (identified with an asterisk as FY1920*) separately from those observed in March 2020.

This section highlights key labour market developments in Canada⁷ during the reporting period, including some labour market elements linked to the EI program. Overall, the Canadian labour market was characterized by strong employment growth and a low unemployment rate. However, physical distancing measures and economic shutdowns intended to contain the spread of COVID-19 resulted in sharp declines in labour market activity in March 2020. For this reason, the reporting fiscal year was split to present labour market indicators for the pre-pandemic period separately from March 2020. For most of the indicators, results are reported for the period from April 1, 2019 to February 29, 2020 – identified with an asterisk as FY1920* – and for March 2020.⁸

The size of Canada’s labour force⁹ increased by 1.9% (+372,200) to 20.2 million in FY1920*, which was above the rate recorded in FY1819* (+1.3%). All provinces experienced a positive growth in labour force relative to the previous reporting period, except for Newfoundland and Labrador (-1.2%) and Manitoba

⁷ Figures for Canada’s labour force, employment, unemployment, duration of unemployment, reasons for unemployment, hours worked and hourly wages exclude the territories, while figures for job vacancies and weekly earnings include all provinces and territories.

⁸ Figures in this section come from Statistics Canada, Labour Force Survey, Table 14-10-0287-01, seasonally adjusted data, unless otherwise stated. Reported fiscal year data are averages of monthly or quarterly data. Totals may not always add up due to rounding.

⁹ 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 in [Annex 1.1](#).

where it remained unchanged. The national labour force participation rate increased from 65.3% in FY1819* to 65.6% in FY1920*. It has nonetheless trended downward over the past decade, mainly due to the aging of the population.¹⁰ Nova Scotia, Ontario, Quebec, Prince Edward Island, British Columbia and Saskatchewan registered higher labour force participation rates compared to FY1819*. Growth in their labour force outpaced growth in their working-age population. The remaining provinces posted lower rates.

Employment growth

During the reporting period, Canadian employment increased by 2.1%, surpassing the growth (+1.6%) recorded in FY1819*. Job creation in FY1920* was a bit higher in part-time work (+2.3%) than full-time work (+2.1%). In addition, the number of employees grew at a relatively higher pace in the public sector (+2.5%) than the private sector (+2.1%).¹¹

Employment growth was unevenly spread across enterprises of all sizes over the period examined.¹² Medium-large-sized firms and large-sized firms registered the highest increases in number of employees in the first three quarters of FY1920 (+2.8% and +2.3%, respectively), whereas small-sized firms recorded the lowest (+1.0%).¹³ Small-medium-sized firms observed a +2.1% rise over the same period. On the other hand, the distribution of employees by enterprise size has stayed relatively constant over recent years. Large-sized firms employed 45.1% of workers in the first three quarters of FY1920, while the share of workers in the three other firm size categories ranged from 15.6% to 19.7%.

As a result of the measures related to COVID-19, employment fell by almost one million (-5.2%) in March 2020. Some businesses and organizations had to reduce their activities resulting in a combination of reduced work hours, temporary layoffs or permanent reductions in employment. Largest employment losses in March were in part-time work (-14.7%), among private sector employees (-6.6%), youth 15 to 24 years old (-16.0%), women (-6.9%) and workers in temporary jobs (-14.5%). Largest employment declines during that month were also recorded in industries which involve public-facing activities or limited ability to work from home. The most affected were Accommodation and food services (-23.8%), Information, culture and recreation (-13.2%), Educational services (-8.8%) and Wholesale and retail trade (-7.1%) industries.¹⁴ However, the cumulative effect of the COVID-19 pandemic on employment was most markedly felt in April 2020. Employment started to rebound in May 2020 with the gradual easing of restrictions and re-opening of the economy (see the box titled Impact of the COVID-19 pandemic on the labour market in 2020).

¹⁰ 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.

¹¹ Statistics Canada, Labour Force Survey, Table 14-10-0288-01, seasonally adjusted data.

¹² 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#e

¹³ Statistics Canada, Survey of Employment, Payrolls and Hours (SEPH), Table 14-10-0214-01, quarterly seasonally unadjusted data. The overall employment growth calculated with the SEPH (+2.1%) in the reporting period is equal to the one using the Labour Force Survey (+2.1%).

¹⁴ Statistics Canada, Labour Force Survey, Tables 14-10-0287-01, 14-10-0288-01 and 14-10-0291-01, seasonally adjusted data; and Table 14-10-0071-01, seasonally unadjusted data.

Employment rates

The indicator of employment growth presented above does not take into consideration the working-age population growth (which could be higher, thus resulting in a negative net job creation). The measure of employment rate, which is the proportion of people aged 15 years and over who were employed, accounts for that.

The employment rate increased by 0.3 percentage points to reach 61.8% in FY1920* compared to FY1819*, but was still below its highest level of 63.2%, recorded in FY0708*. Both men and women recorded higher employment rates in FY1920* compared to the previous period. Higher rates were also registered for youth aged 15 to 24 years, individuals aged 25 to 54 years, and individuals aged 55 years and over. However, in response to the COVID-19 crisis, the overall employment rate dropped by 3.3 percentage points in March 2020, to reach 58.5%. The declines in employment rates were sharper for youth and women during that month (-9.3 and -4.0 percentage points, respectively).

Compared to other G7 countries, Canada ranked first in terms of employment rate in the first three quarters of FY1920. However, Germany, Japan and Italy reported higher relative increases in their employment rate compared to Canada over the period examined.¹⁵

Employment among self-employed workers

The number of self-employed workers grew by +1.7% in FY1920*. This was lower than the overall employment growth (+2.1%) for the same period. As a result, the share of self-employed among total employed declined slightly to 15.1% over the reporting period (-0.1 percentage points from FY1819*).¹⁶ Employment losses associated with the COVID-19 pandemic were less pronounced for self-employed than employees in March 2020 (-1.5% and -5.9%, respectively). However, this situation reversed in the subsequent months, as the number of self-employed was farther from its pre-pandemic level than for employees at the end of 2020.¹⁷

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). Nonetheless, they were eligible for the Canada Emergency Response Benefit if they met the eligibility criteria.

Unemployment rates

For the fourth consecutive year, the number of unemployed individuals in Canada declined. It decreased by 1.9% between FY1819* and FY1920*. Combined with the increase in the size of the Canadian labour force during the same period, the unemployment rate decreased from 5.9% in FY1819* to 5.7% in FY1920*. It was the lowest annual unemployment rate since the beginning of the current series in FY7677.

¹⁵ Organization for Economic Co-operation and Development, Short-term Labour Market Statistics, Employment rate, aged 15 and over, January 2021. Comparisons between G7 countries are reported for the first three quarters of FY1920 as some countries were affected by the COVID-19 pandemic before others.

¹⁶ See the Employment Insurance Monitoring and Assessment Report 2018-2019 for more information on the evolution of self-employment and the characteristics of self-employed workers <https://www.canada.ca/en/employment-social-development/programs/ei/ei-list/reports/monitoring2019/chapter1.html#h2.4>.

¹⁷ Statistics Canada, Labour Force Survey, Table 14-10-0288-01, seasonally adjusted data.

In contrast, due to the COVID-19 economic shutdown, the number of unemployed individuals jumped by 35.6% (+408,100) from February to March 2020. The unemployment rate reached 7.9% in March, a 2.2 percentage point increase compared to the previous month. The unemployment rates for youth 15 to 24 years old and women went up the most in March, increasing by 6.6 and 3.2 percentage points, respectively.

As in recent years, Canada continued to register the third highest unemployment rate among the G7 countries in the first three quarters of FY1920, behind France and Italy.¹⁸ Changes in unemployment rates at the onset of the COVID-19 crisis varied greatly across G7 countries. The unemployment rates rose sharply in Canada and in the United States, whereas they posted relatively small increases in the remaining G7 countries. As noted by the Organization for Economic Co-Operation and Development (OECD), the heterogeneity of the impact on unemployment across OECD countries reflected fundamental differences in countries' policy mix to cushion the economic and social effects of the crisis.¹⁹

The unemployment rate is a key labour market element with respect to the EI program. A lower unemployment rate in an EI economic region translates into a higher required number of hours of insurable employment within the qualifying period to qualify for EI regular benefits. This is one of the core eligibility requirements for EI regular benefits in FY1920* (see [section 2.2](#)). The unemployment rate in an EI economic region also plays a role in determining the EI regular benefit entitlement available to a claimant in FY1920*. Regional variations of the unemployment rate are discussed in [subsection 1.2.1](#).

Impact of the COVID-19 pandemic on the labour market in 2020

In mid-March 2020, a number of government interventions were put in place to limit the spread of the COVID-19, which resulted in a shutdown of the Canadian economy. Most of the measures taken by various jurisdictions to protect public health continued to be in place in April. Starting in May, some jurisdictions gradually eased public health restrictions and re-opened parts of their economies. Over the summer months of 2020, businesses and workplaces continued to re-open, while physical distancing measures remained in place. In the fall, several provinces tightened public health measures in response to spikes in COVID-19 cases. These measures were generally targeted at businesses where the risk of COVID transmission was considered to be higher, such as restaurants, and recreational and cultural facilities.

As a result of the measures related to COVID-19, employment fell by almost three million (-15.6%) between February and April (see the chart below). With the gradual resumption of economic activities, employment started to increase in May, jumped in June, and continued to rise at a moderate pace over the summer months. During the fall, as new COVID-19 restrictions were implemented, employment grew more slowly and declined slightly in December. As of December

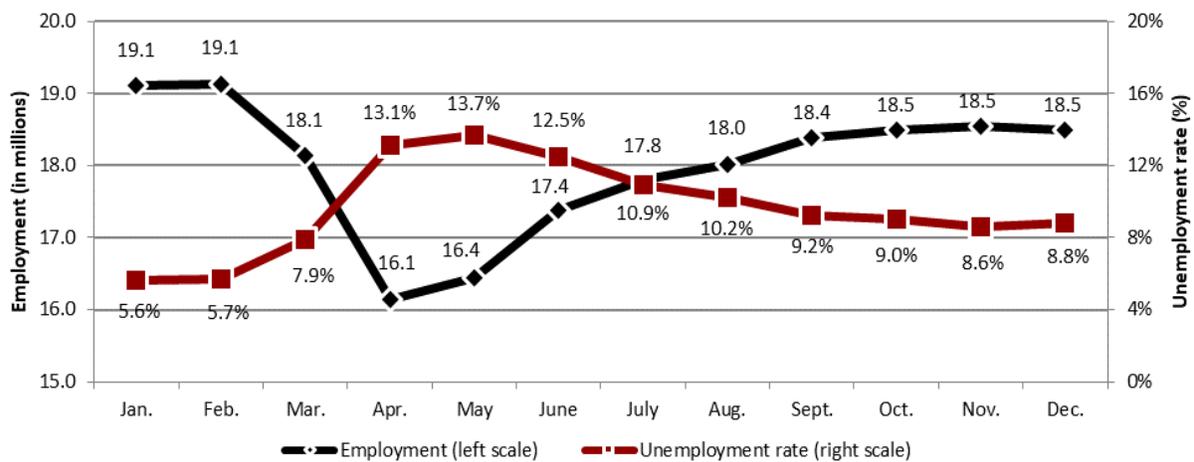
¹⁸ Organization for Economic Co-Operation and Development, Key Short-term Indicators, January 2021.

¹⁹ Organization for Economic Co-Operation and Development, "OECD Employment Outlook 2020: Worker Security and the COVID-19 Crisis", OECD Publishing, Paris, <https://doi.org/10.1787/1686c758-en>.

2020, about 2.3 million of jobs (3.4% below pre-pandemic levels) had been recovered from the February to April employment losses.

In the meantime, the unemployment rate had more than doubled from 5.7% in February to a record high of 13.7% in May (see the chart below). By way of comparison, during the FY0809 recession the unemployment rate reached a peak of 8.7% in June 2009. With the COVID-19 restrictions starting to ease in May and the gradual re-opening of the economy, the unemployment rate began to steadily decline over the summer months of 2020. It continued to decrease during the fall but at a slower pace and increased slightly in December. In December, the unemployment rate stood at 8.8%, which was 4.9 percentage points below the May's record high, but still 3.1 percentage points higher than the February level.

Chart – Monthly employment levels and unemployment rates (seasonally adjusted), Canada, January 2020 to December 2020



Source: Statistics Canada, Labour Force Survey, Table 14-10-0287-01, seasonally adjusted data.

In addition to employment, hours worked were also affected by the COVID-19 economic shutdown. The number of people who were employed but worked less than half of their usual hours for reasons related to COVID-19 increased by 2.5 million from February to April. By December, this number was down to 485,000, but still higher than the February level.*

Some groups of workers were more severely impacted by the economic downturn. They experienced, on average, larger employment losses and greater increases in unemployment than their counterparts. These included women, youth 15 to 24 years old, workers in low-wage jobs, workers in temporary jobs and people designated as visible minorities. Moreover, certain industries, such as Accommodation and food services, were disproportionately impacted compared to others. This was partly attributable to the varying degree of physical distancing and remote work possibilities across industries.

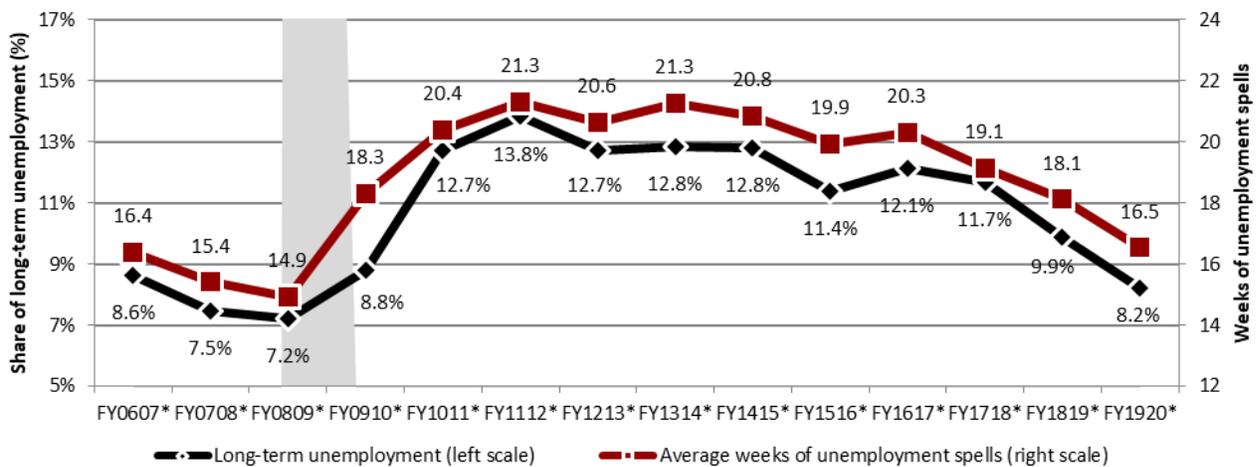
* Statistics Canada, Labour Force Survey (custom tabulation)

Duration of unemployment

Along with the decrease in the national unemployment rate in FY1920*, two indicators related to unemployment duration posted declines. For the third consecutive reporting period, the average duration of unemployment spells (continuous periods of unemployment where an individual is looking for work) decreased compared to the previous period. It fell by 1.6 weeks between FY1819* and FY1920*, to 16.5 weeks (see Chart 3).

Similarly, the share of long-term unemployment (that is, unemployed individuals who have been searching for a job for a period of at least 12 consecutive months as a proportion of all unemployed individuals) fell for the third year in a row. It went from 9.9% in FY1819* to 8.2% in FY1920*. Moreover, Canada continued to report the lowest proportion of long-term unemployment among G7 countries in 2019.²⁰ Despite those declines, both indicators were still above their levels recorded just prior to the recession in FY0809* (see Chart 3).²¹

Chart 3 – Share of long-term unemployment[†] and average duration of unemployment spells, Canada, FY0607* to FY1920*



[†] Long-term unemployment is defined as unemployed individuals who have been searching for a job for a period of at least twelve consecutive months. The percentages presented in this chart are the long-term unemployed as a proportion of all unemployed individuals.
 Note: Shaded area(s) corresponds to recessionary period(s) in Canada's economy.
 Source: Statistics Canada, Labour Force Survey, Table 14-10-0342-01, seasonally adjusted data.

Both indicators of unemployment duration reached lower levels on average in March 2020 compared to FY1920* due to the COVID-19 crisis. The average duration of unemployment spells was 12.6 weeks in March, while the share of long-term unemployment stood at 6.0%. This was mainly due to the large inflow of unemployed individuals who had very low unemployment spells and who contributed to lowering the average unemployment duration during that month.

²⁰ Organization for Economic Co-operation and Development, Labour Force Statistics, Unemployment by duration, January 2021.
²¹ Statistics Canada, Labour Force Survey, Table 14-10-0342-01, seasonally adjusted data.

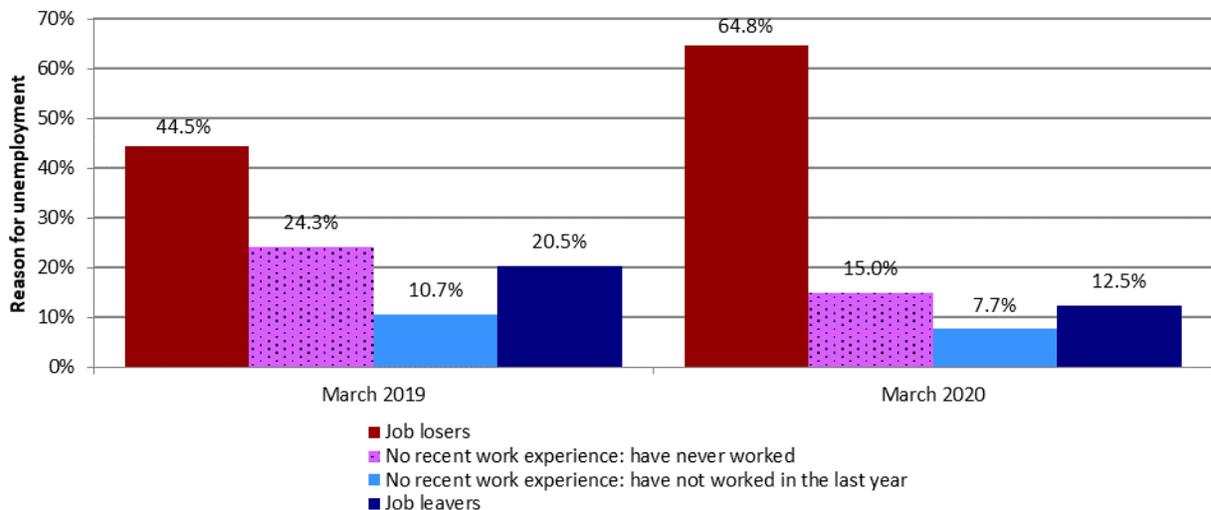
Reasons for unemployment

Unemployment can result from a number of factors and the reasons for a person’s unemployment are another key factor in determining eligibility for EI benefits.²² Generally, EI regular benefits are only available to individuals who have lost their job for reasons outside their control or who left their job with just cause.

As in previous years, individuals who became unemployed because they lost their job accounted for the largest share (41.5%) of the unemployed population in Canada in FY1920*. Generally, nine out of ten of those individuals became unemployed because of a permanent layoff. Individuals who became unemployed because they left their job (job leavers) accounted for 21.0% over the same reporting period. Lastly, unemployed individuals with no recent work experience (that is, those who have not worked in the last year or have never worked) accounted for 37.5% of the unemployed population in FY1920*. These proportions remained roughly the same as FY1819*.²³

However, the large inflow of unemployment caused by the economic shutdown in March 2020 resulted in an increase in the share of job losers among the unemployed population. Compared to the same month in 2019, this share rose by 20.3 percentage points in March 2020 (see Chart 4). Almost all of the inflow in unemployment in March 2020 was due to temporary layoffs (that is, individuals who expected to return to their job within six months).²⁴ Consequently, in March 2020, half of job losers were unemployed because of temporary layoffs compared to one out of ten in March 2019.

Chart 4 – Reason for unemployment, Canada, March 2019 and March 2020



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

From an EI perspective, eligibility for EI regular benefits is largely based on the number of hours of insurable employment that an individual has accumulated in the previous 52 weeks. The COVID-19 crisis led to more individuals with recent job experience among the unemployed population than in previous

²² Service Canada determines whether a claimant’s reason for job interruption is valid in terms of EI eligibility, in accordance with the *Employment Insurance Act* and the *Employment Insurance Regulations*.

²³ Statistics Canada, Labour Force Survey, Table 14-10-0125-01, seasonally unadjusted data.

²⁴ Statistics Canada, "Labour Force Survey, March 2020", Ottawa: Statistics Canada, The Daily, 2020. Statistics Canada Catalogue no. 11-001-X.

years. However, as previously mentioned, employment losses were larger for youth 15 to 24 years old, women and workers in temporary jobs. These workers tend to be less covered by, and eligible for, EI regular benefits (see [subsection 2.2.2](#)). This would likely impact the indicators of access and coverage of the EI program in 2020.

Job vacancies

Following two years of significant increases, the number of job vacancies (unoccupied positions for which employers are actively seeking workers) barely increased during the first three quarters of FY1920 (+0.5%) compared to the previous period. Likewise, the job vacancy rate (the number of job vacancies expressed as a percentage of all occupied and vacant jobs) held constant at 3.3% during the reporting period. The duration of job vacancies, however, continued to rise slightly. This suggests that, in general, it took employers more time to fill their vacant positions during the period examined compared to the previous one.²⁵

Job vacancies usually become more difficult to fill when the available labour force, primarily the unemployed individuals, declines relative to the number of vacant positions. The labour market is tightening in this case. An indicator of labour market tightness is the unemployment-to-vacancy (UV) ratio. It measures the number of unemployed people for every vacant position and describes 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 indicates a tighter labour market.²⁶

The UV ratio stayed virtually unchanged at 2.0 in the first three quarters of FY1920, compared to 2.1 during the same period in FY1819. This means that the labour market tightness appeared to have reached a plateau in Canada over that period.²⁷

Job vacancies and Employment Insurance utilization

One would expect a negative relationship between availability of jobs and the use of the EI program. That means the use of EI would decrease with increases in job availability as unemployed individuals could find jobs from more vacant positions. However, this does not necessarily reflect labour market imbalances between the labour supply and demand.

A recent departmental study* examined this relationship between the availability of jobs and various measures of EI utilization in Canada from 2004 to 2019. At the national level, the study found an unstable negative relationship between job vacancy rates and EI utilization rates** over the short-term. This indicates that the nature and degree of the relationship may have changed over time due,

²⁵ Statistics Canada, Job Vacancy and Wage Survey, Tables 14-10-0325-01 and 14-10-0328-01, quarterly seasonally unadjusted data.

²⁶ A low UV ratio may not always be indicative of a tight labour market. In some cases, a low UV ratio (for example the one generally measured in sale and services occupations) may simply reflect an occupation characterized by a high degree a labour turnover (that is, generating a large number of vacancies in that occupation and a high number of unemployed individuals who held a job in that occupation). Source : Marie Drolet, "Linking labour demand and labour supply : job vacancies and the unemployed", Ottawa : Statistics Canada, Insights on Canadian Society, 2017, Statistics Canada catalogue no. 75-006-X.

²⁷ Statistics Canada, Job Vacancy and Wage Survey, Table 14-10-0325-01, seasonally unadjusted data (for data on job vacancies), and Labour Force Survey, Table 14-10-0287-01, seasonally unadjusted data (for data on unemployment).

for example, to changes in the composition of the unemployed population, in the demand for labour or in the EI program.

The study also showed that the relationship varied substantially across provinces and industries. Larger provinces like Ontario, Quebec, British Columbia and Alberta had negative relationships while Atlantic provinces had no clear relationship between job vacancy rates and EI utilization rates. These mixed results could be partly explained by provincial differences in the degree of skills mismatch and in the composition of employment (e.g. seasonal employment).

At an industry level, no stable negative linear relationship between job vacancy rates and EI utilization rates was found. Inversely, the relationship was slightly positive at higher level of job vacancy rates. This may suggest higher chances of skills mismatch in these industries. The construction industry and the agriculture industry had among the highest job vacancy rates and EI utilization rates over the study period.

* ESDC, Job Vacancies and Employment Insurance Utilization (Ottawa: ESDC, Labour Market Information Directorate, 2021).

** EI utilization rates are defined using two measures: the number of EI beneficiaries over the total number of unemployed individuals (which is sensitive to changes in the composition of the unemployed population) and the number of EI beneficiaries over the labour force (which takes into account both unemployment and employment).

Hours of work

Other indicators, such as hours of work and wages, are also widely used to describe conditions in the labour market. They are also closely linked to the administration of the EI program.

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

The average number of hours usually worked by Canadians—hours usually worked in a typical week, not including any overtime—held constant at 36.6 per week in FY1920*. It has been flat in recent years and below the FY0809* pre-recession level. In contrast, the average actual hours worked decreased by 2.0%, from 33.5 in FY1819* to 32.8 in FY1920*. This latter measure of work hours reflects temporary decreases or increases in work hours (for example, hours lost due to illness or vacation, or more hours worked due to overtime).

In addition to employment, hours worked were also impacted by the COVID-19 economic shutdown. A year-over-year comparison indicated a drop of 11.9% in the average actual hours worked recorded in March 2020 compared to March 2019.²⁸ Moreover, of those who were employed in March 2020, the number who did not work any hours during the week the Labour Force Survey was conducted increased by 1.5 million compared with February. For the same period, the number who worked less than half of

²⁸ Statistics Canada, Labour Force Survey, Table 14-10-0042-01, all jobs, seasonally unadjusted data.

their usual hours increased by 700,000.²⁹ Overall, the total number of actual hours worked was 15.7% lower in March 2020 than in March 2019.

Wages

Earnings are also an important element for the administration of the EI program. They determine the EI premiums paid by employers and employees, as well as the level of benefits that claimants can receive. Earnings can be a combination of hourly wages and hours worked, a fixed amount paid for a specific period (for example, a week) or in the form of commissions, tips or bonuses.³⁰ Indicators of average hourly wages and average weekly earnings are therefore examined.

Average nominal hourly wages grew faster in FY1920* compared to the previous reporting period. The growth ranged from +2.7% to +4.0% in FY1920*, depending on the data sources examined, as opposed to a range of +1.8% to +2.6% in FY1819*.³¹ Average nominal hourly wages also registered a rise relative to the increase in the consumer price index (CPI) (+2.1%) in FY1920*, resulting in higher real hourly wages.³²

Along with hourly wages, the average nominal weekly earnings increased by 3.2% in FY1920* to reach \$1,036, surpassing the growth (+2.3%) observed in the previous period. In real terms, the average weekly earnings went up by 1.1% in FY1920*. In contrast, it remained virtually unchanged in FY1819*, as the CPI grew by 2.2% during that period.³³

Wage growth dynamics are linked to a variety of factors, notably labour productivity, labour market tightness, inflation expectations, demographic shifts, structural changes and minimum wages increases. Compared with one year earlier, average nominal hourly wages rose by 6.4% in March 2020. This increase was mainly attributable to larger employment declines in relatively low-paying industries (such as Accommodation and food services and Wholesale and retail trade industries) associated with the COVID-19 crisis. Half of the decline in employment among employees in March was accounted for by those earning less than two-thirds of the 2019 median hourly wage.³⁴ This caused a shift in the wage distribution that resulted in higher average hourly wages in March.

1.2.1 Canada's regional labour market

Canada's strong labour market performance in FY1920* was essentially driven by British Columbia, Quebec and Ontario. These provinces had among the highest rates of employment growth combined with some of the lowest unemployment rates. In contrast, Newfoundland and Labrador and Alberta,

²⁹ Statistics Canada, Labour Force Survey (custom tabulation).

³⁰ See <https://www.canada.ca/en/services/benefits/ei/earnings-chart.html> for more information on what is considered as insurable earnings under the EI program.

³¹ The growth in average nominal hourly wages in FY1920* was +4.0% in the Labour Force Survey (Table 14-10-0065-01), +3.1% (for salaried employees, including overtime) in the Survey of Employment, Payrolls and Hours (Table 14-10-0209-01), and +2.7% for the first three quarters of FY1920 in the Bank of Canada wage-common indicator (<https://www.bankofcanada.ca/rates/indicators/capacity-and-inflation-pressures/wages-costs-definitions/>).

³² Statistics Canada, Consumer Price Index Measures, Table 18-10-0004-01.

³³ Statistics Canada, Survey of Employment, Payrolls and Hours, Table 14-10-0203-01, all employees and including overtime, seasonally unadjusted data (for data on nominal earnings), and Statistics Canada, Consumer Price Index Measures, Table 18-10-0004-01 (for data on CPI).

³⁴ Statistics Canada, "Labour Force Survey, March 2020", Ottawa: Statistics Canada, The Daily, 2020. Statistics Canada Catalogue no. 11-001-X.

which have economies more dependent on oil production, underperformed the national average in terms of both job creation and unemployment during the reporting period.³⁵

Employment growth was at or above the national average in Prince Edward Island, Ontario, British Columbia, Quebec, as well as Yukon in FY1920* (see Table 1). Conversely, the Northwest Territories saw a decline in employment over the same period. The remaining provinces and territories posted relatively small increases over the reporting period.

However, all provinces experienced a drop in employment in March 2020 related to the COVID-19 pandemic. Relative job losses during that month were the largest in Quebec (-6.0%), Nova Scotia (-5.6%), Ontario (-5.2%), and British Columbia (-5.1%) (see Table 1). The impact of the COVID-19 crisis on employment continued to be felt in April 2020 as most of the measures taken by various jurisdictions to protect public health continued to be in effect. Employment started to rebound in most provinces in May 2020 with the gradual easing of restrictions and re-opening of the economies.

Table 1 – Labour force participation rate, labour force and employment growth, by province or territory, Canada, FY1819* to FY1920*, and February to March 2020

Province or territory	Change in labour force FY1819* to FY1920*	Labour force participation rate (%) FY1920*	Change in employment FY1819* to FY1920*	Change in employment February to March 2020 [†]
Newfoundland and Labrador	-1.2%	57.8%	+0.1%	-2.8%
Prince Edward Island	+3.1%	66.8%	+4.3%	-3.9%
Nova Scotia	+2.2%	61.9%	+2.0%	-5.6%
New Brunswick	+0.7%	61.1%	+0.7%	-4.5%
Quebec	+1.7%	64.9%	+2.1%	-6.0%
Ontario	+2.6%	64.9%	+2.9%	-5.2%
Manitoba	0.0%	66.5%	+0.7%	-4.0%
Saskatchewan	+1.1%	68.5%	+1.7%	-3.8%
Alberta	+0.8%	70.7%	+0.5%	-4.6%
British Columbia	+2.2%	65.7%	+2.2%	-5.1%
Yukon	+3.0%	76.1%	+2.3%	not available [†]
Northwest Territories	0.0%	72.6%	-1.7%	not available [†]
Nunavut	-2.0%	61.9%	+0.3%	not available [†]
Canada	+1.9%	65.6%	+2.1%	-5.2%

Note: Figures for Canada's labour force, participation rate and employment exclude the territories. Percentage change is based on unrounded numbers.

[†] Comparable month-over-month differences are not available for the territories because their data are based on three-month moving average.

Sources: Statistics Canada; Labour Force Survey, Table 14-10-0287-01 and 14-10-0292-01, seasonally adjusted data.

³⁵ Figures for the territories come from Statistics Canada, Labour Force Survey, Table 14-10-0292-01. They are calculated based on three-month moving average using seasonally adjusted monthly data.

In FY1920*, the unemployment rate decreased or remained unchanged in nine jurisdictions compared to FY1819*, while it increased in four regions (see Table 2). Nunavut and Newfoundland and Labrador registered the largest declines in the unemployment rate, which reflected stronger drops in the labour force than changes in employment in both jurisdictions. In comparison, the decreases in unemployment rates in the other regions were all associated with a stronger growth in employment than in labour force.

Similarly, the increases in unemployment rates in Nova Scotia, Alberta and Yukon resulted from a higher boost in labour force than in employment. In contrast, the increase in unemployment rate in Northwest Territories was associated with a decline in employment.

Among the provinces, British Columbia continued to record the lowest unemployment rate (4.8%) for the fourth consecutive year in FY1920*, despite posting no change compared to FY1819* (see Table 2). Quebec, Manitoba, Ontario and Saskatchewan also posted unemployment rates at or below the national average. The unemployment rate in Alberta increased to 7.1%, well above the level observed prior to the downturn in crude oil prices in FY1415. That said, Alberta continued to record the highest labour force participation rate among the provinces. The Atlantic provinces still had much higher unemployment rates than the national average. In the territories, Yukon registered the lowest unemployment rate, whereas Nunavut posted the highest.

Table 2 – Unemployment rate, by province or territory, Canada, FY1819* to FY1920*, and February to March 2020

Province or territory	Unemployment rate FY1819*	Unemployment rate FY1920*	Change in unemployment rate (% points) FY1819* to FY1920*	Unemployment rate March 2020	Change in unemployment rate (% points) February to March 2020†
Newfoundland and Labrador	13.5%	12.3%	-1.2	11.6%	-0.8
Prince Edward Island	9.3%	8.2%	-1.1	8.9%	+0.9
Nova Scotia	7.4%	7.6%	+0.2	9.4%	+1.4
New Brunswick	8.0%	8.0%	0.0	9.1%	+1.8
Quebec	5.4%	5.0%	-0.4	8.2%	+3.7
Ontario	5.8%	5.5%	-0.2	7.4%	+1.9
Manitoba	5.9%	5.3%	-0.6	6.7%	+1.6
Saskatchewan	6.2%	5.7%	-0.5	7.4%	+1.1
Alberta	6.8%	7.1%	+0.3	9.1%	+1.6
British Columbia	4.8%	4.8%	0.0	7.2%	+2.1
Yukon	3.2%	3.6%	+0.4	3.4%	not available†
Northwest Territories	6.7%	8.0%	+1.4	8.5%	not available†
Nunavut	14.5%	13.0%	-1.6	15.6%	not available†
Canada	5.9%	5.7%	-0.2	7.9%	+2.2

Note: Figures for Canada's unemployment rate exclude the territories. Percentage change is based on unrounded numbers.

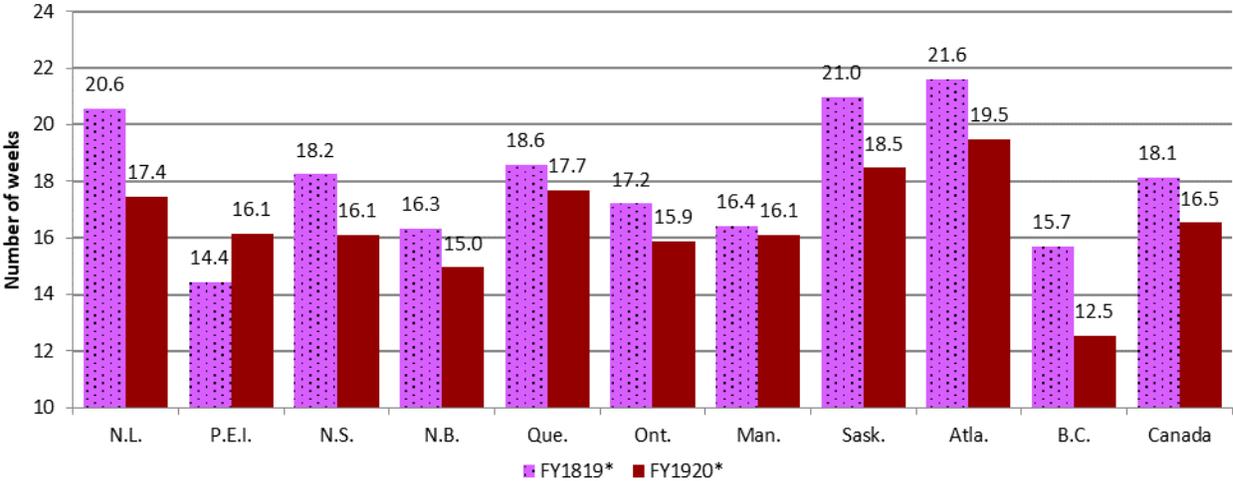
† Comparable month-over-month differences are not available for the territories because their data are based on three-month moving average.

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

Because of the notable slowdown in economic activity in March 2020, the unemployment rate rose in most provinces from February to March 2020. The increases ranged from +0.9 percentage points in Prince Edward Island to +3.7 percentage points in Quebec. Unemployment rates generally continued to increase in April and May 2020, and then started to decrease at different paces across the provinces over the following months.

As opposed to the contrasting regional evolution of unemployment rates, the average duration of unemployment spells went down in all provinces in FY1920*, with the exception of Prince Edward Island (see Chart 5). For the fourth consecutive year, Alberta posted the highest average unemployment duration (19.5 weeks), while the lowest was observed in British Columbia (12.5 weeks). As explained by the substantial inflow of unemployed individuals due to the COVID-19 crisis, the average unemployment duration decreased in almost all provinces in March 2020.³⁶

Chart 5 – Average unemployment spells, by province or territory, Canada, FY1819* and FY1920*



Note: The average unemployment spells for Canada exclude the territories.
 Source: Statistics Canada, Labour Force Survey, Table 14-10-0342-01, seasonally adjusted data.

In terms of vacant positions, growth in job vacancies varied greatly across provinces between the first three quarters of FY1819 and the same period in FY1920 (see Table 3). Quebec, Newfoundland and Labrador, Nova Scotia and Saskatchewan recorded notable increases in job vacancies and posted a higher job vacancy rate compared to the previous reporting period. Among the provinces, British Columbia and Quebec posted the highest job vacancy rates in the first three quarters of FY1920. As these provinces also reported the lowest unemployment rates, data suggest that they had the tightest labour markets across Canada over the reporting period. This was also reflected in the unemployment-to-vacancy (UV) ratio, as British Columbia and Quebec had the lowest UV ratios (1.3 and 1.6, respectively) in the country during this period.

³⁶ Statistics Canada, Labour Force Survey, Tables 14-10-0342-01, seasonally adjusted data.

Table 3 – Job vacancy growth, job vacancy rate and unemployment-to-job vacancy ratio, by province, Canada, first three quarters of FY1819 to first three quarters of FY1920

Province	Change in job vacancies First three quarters - FY1819 to FY1920	Job vacancy rate (%) First three quarters of FY1920	Unemployment-to-vacancy ratio First three quarters of FY1920
Newfoundland and Labrador	+14.0%	2.3	6.4
Prince Edward Island	-13.3%	3.2	3.1
Nova Scotia	+11.0%	3.1	2.9
New Brunswick	+0.4%	3.1	3.0
Quebec	+14.8%	3.6	1.6
Ontario	-3.2%	3.1	2.1
Manitoba	+0.9%	2.6	2.4
Saskatchewan	+6.5%	2.3	3.0
Alberta	-8.8%	2.6	3.2
British Columbia	-5.1%	4.3	1.3
Canada	+0.5%	3.3	2.0

Note: Figures for Canada's job vacancy growth, job vacancy rate and unemployment-to-job vacancy ratio include all provinces and territories. Percentage change is based on unrounded numbers.

Sources: Statistics Canada, Labour Force Survey, Table 14-10-0287-01, seasonally unadjusted data (for data on unemployment) and Statistics Canada, Job Vacancy and Wage Survey, Table 14-10-0325-01, seasonally unadjusted data (for data on job vacancies).

In comparison, Ontario had a UV ratio of 2.1 in the reporting period, indicating that labour market tightness in this province was more in line with the national average (2.0). All other provinces registered UV ratios above the national average, suggesting some labour market slack relative to the Canadian average.

Regarding weekly hours worked, Saskatchewan, Alberta and most Atlantic provinces generally recorded higher actual hours worked than the Canadian average in FY1920* (see Table 4).³⁷ Conversely, those worked in Quebec and British Columbia were lower on average. The number of hours worked is a key eligibility criterion of the EI program. In general, provinces with above-average number of hours worked record high EI eligibility rates (see [subsection 2.2.2](#)). However, eligibility to the EI program is sensitive to economic and employment conditions in a given region, and could also vary within a province.

All jurisdictions experienced an increase in their average nominal weekly earnings in FY1920* compared to the previous reporting period (see Table 4). In real terms, they also all recorded a greater rise in weekly earnings relative to the increase in the consumer price index, except for Manitoba.³⁸ This generally indicates an increase in the purchasing power of workers in those jurisdictions in FY1920*.³⁹

³⁷ Statistics Canada, Labour Force Survey, Table 14-10-0042-01, seasonally unadjusted data.

³⁸ Statistics Canada, Survey of Employment, Payrolls and Hours, Table 14-10-0203-01, all employees and including overtime, seasonally unadjusted data (for data on nominal earnings), and Statistics Canada, Consumer Price Index Measures, Table 18-10-0004-01 (for data on CPI).

³⁹ The increase 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 a decrease of employees in lower paid industries relative to those employed in higher paying industries).

Table 4 – Average weekly hours worked, nominal weekly earnings and consumer price index by province or territory, Canada, FY1819* to FY1920*

Province or territory	Average weekly hours worked [‡] FY1920*	Average nominal weekly earnings (\$)† FY1920*	Change in nominal weekly earnings (%) FY1819* to FY1920*	Change in consumer price index (%) FY1819* to FY1920*
Newfoundland and Labrador	34.0	1,064	+2.4%	+1.3%
Prince Edward Island	34.5	873	+3.7%	+1.6%
Nova Scotia	32.9	913	+4.1%	+1.9%
New Brunswick	34.0	949	+3.7%	+2.0%
Quebec	31.8	974	+3.9%	+2.3%
Ontario	33.1	1,056	+3.1%	+2.0%
Manitoba	33.2	953	+1.2%	+2.4%
Saskatchewan	34.0	1,046	+3.1%	+1.9%
Alberta	33.8	1,171	+2.3%	+1.9%
British Columbia	32.1	1,008	+3.8%	+2.3%
Yukon	not available	1,173	+3.7%	+2.5%
Northwest Territories	not available	1,469	+3.4%	+1.9%
Nunavut	not available	1,466	+5.7%	+1.7%
Canada	32.8	1,036	+3.2%	+2.1%

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

‡ Average hours worked per week reflects the number of hours actually worked in the reference week of the Labour Force Survey at all jobs.

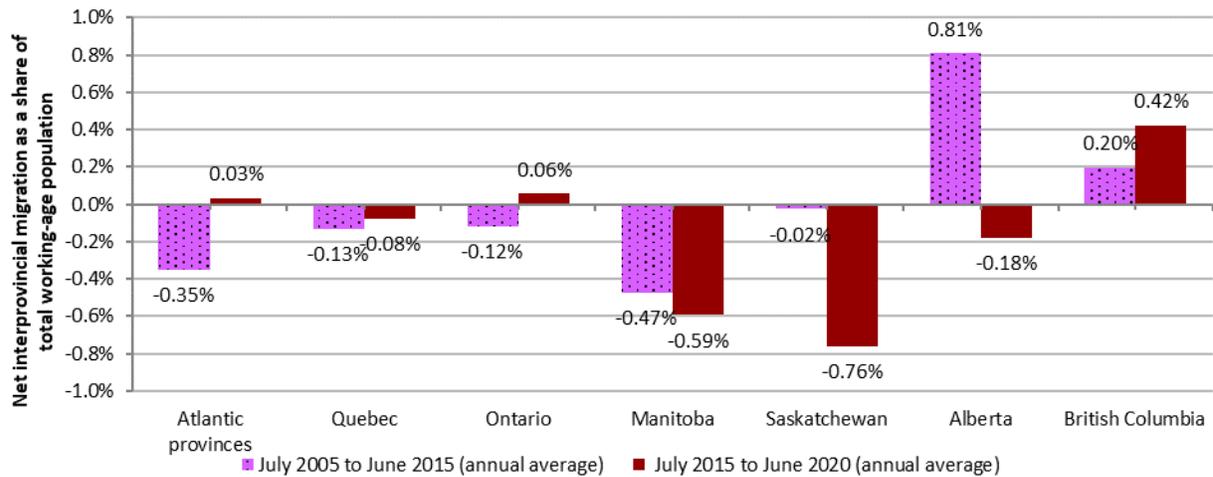
Sources: Statistics Canada, Labour Force Survey, Table 14-10-0042-01, seasonally unadjusted data (for data on hours worked), Statistics Canada, Survey of Employment, Payrolls and Hours, Table 14-10-0203-01, seasonally unadjusted data (for data on nominal earnings), and Statistics Canada, Consumer Price Index Measures, Table 18-10-0004-01 (for data on CPI).

1.2.2 Interprovincial mobility trends

A substantial number of people in Canada relocate across provincial and territorial borders each year. Between July 1, 2019 and June 30, 2020, an estimated 278,000 individuals relocated within Canada. Several factors can influence an individual's decision to move across provinces and territories, including but not limited to, job opportunities, education/school or family reasons. Interprovincial mobility attributable to emerging employment opportunities or declines in labour demand gives workers the possibility to access labour markets in other jurisdictions and 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. This occurs when workers from provinces with high unemployment and an excess of labour supply move to provinces with lower unemployment and labour shortages.

Since the mid-1990s, Western Canada, in particular Alberta, was the destination of choice for a majority of working-age Canadian interprovincial migrants (aged 15 to 64 years). However, with the downturn in crude oil prices in FY1415 and less favourable labour market conditions in Alberta, trends have somewhat shifted to Ontario and British Columbia in recent years. In Alberta, the net migration was on average 21,400 each year from July 2005 to June 2015 (representing 0.81% of its working-age population) (see Chart 6). This trend has reversed since July 2015, with a net migration of -5,200 on average per year or -0.18% of the working-age population in that province. Saskatchewan, another oil-producing province, also recorded a substantial negative average annual net migration since July 2015. Conversely, labour market developments in Ontario and British Columbia have made these provinces the preferred destination of interprovincial migrants since July 2015 (+5,500 and +14,400 of net migration on average per year, respectively).

Chart 6 – Net annual interprovincial migration among the 15 to 64 years old population by region, Canada, July 2005 to June 2020^P



Note: Annual is defined as the period from July 1 to June 30.

^P Preliminary data for July 1, 2019 to June 30, 2020.

Source: Statistics Canada, Table 17-10-0015-01 (for interprovincial migration) and 17-10-0005-01 (for population estimates).

1.3 Composition of the unemployed population

Along with the developments observed in the last year, the Canadian labour market is characterised by long-term demographic and economic trends that have reshaped its labour force over the past 40 years. For instance, population aging and the increase in women’s labour market participation have affected the labour supply. During the same period, the demand for skilled workers and the growing share of employment in services-producing industries have changed the labour demand. This section highlights how the unemployed population has evolved over the past decades as a result of those changes and of economic cycles.⁴⁰

As mentioned in the previous sections, the Canadian labour market experienced a shock caused by the COVID-19 pandemic at the end of FY1920, which continued to be felt in FY2021. The composition of the unemployed population was affected by this situation starting in mid-March 2020. However, those effects are not apparent in this section, as it covers a predating period from FY7677 to FY1920. For a first glance at those effects, see the box titled Changes in the composition of the unemployed population in 2020.

Unemployment can result from temporary transitions in employment. This includes, for instance, new people who are entering the workforce, anyone who moves to find work in a different city, or people who quit their jobs to find other work. This frictional unemployment is usually present in an economic system because some people are always searching for new jobs. Unemployment can also result from a mismatch between the skills of job seekers and available jobs or from persistent shifts in the economy caused, for example, by technological changes. This type of structural unemployment is more likely to

⁴⁰ Figures in this section come from Statistics Canada, Labour Force Survey, Table 14-10-0287-01, seasonally unadjusted data, unless otherwise stated. Reported fiscal year data are averages of monthly (April to March) data. Figures for Canada exclude the territories.

be of longer duration. Unemployment can also be cyclical as the result of a general decline in production and economic activity, leading sometimes to recessions.

Fluctuations in the age and gender composition of the labour force over time have greatly affected the profile of the unemployed population. Changes in social norms regarding gender roles, public policies such as affordable public day cares and educational attainment are key factors that have contributed to the increase in women’s labour market participation.⁴¹ The participation rate of women has increased by 15.2 percentage points since FY7677, to reach 61.1% in FY1920. However, it remained below the participation rate for men (69.9%) in FY1920.

Chart 7 presents the distribution of the labour force (solid lines) and of the unemployed population (dotted lines) by gender. It shows that the shares of men in the labour force and the unemployed population were constantly higher than that of women over the period examined. However, starting in the 1990s, women began to account for a smaller portion of the unemployed population than their weight in the labour force (illustrated by the dotted line below the solid line), while the situation reversed for men.

Chart 7 – Distribution of the labour force and unemployment by gender, Canada, FY7677 to FY1920



Note: Shaded area(s) corresponds to recessionary period(s) in Canada's economy.
 Source: Statistics Canada, Labour Force Survey, Table 14-10-0287-01, seasonally unadjusted data.

The difference between the proportion of a group in the unemployed population relative to its share in the labour force can be expressed by an unemployed/labour force ratio. A ratio higher than 1.0 means that the underlying group is overrepresented among the unemployed population compared to its weight in the labour force. On the other hand, a ratio lower than 1.0 indicates that the group is underrepresented. Since FY9091, the average ratio for women was 0.94, while it was 1.05 for men.

⁴¹ Melissa Moyser, “Women and paid work”, Ottawa: Statistics Canada, 2017, Statistics Canada catalogue 89-503-X.

Changes in the composition of the unemployed population in 2020

The number of unemployed individuals jumped by 127.8% between February and May 2020, to reach 2.6 million in May. In December 2020, the level of unemployment stood at 1.8 million, still 54.8% higher than its pre-COVID-19 level in February. In addition to its impact on the unemployment level, the COVID-19 crisis also affected the composition of the unemployed population.

In general, women were more impacted by the COVID-19 crisis than men. At the onset of the crisis, women became overrepresented in the unemployed population compared to their share in the labour force. Their average unemployed/labour force ratio went above 1.0 from March to June 2020. This can be partly attributable to the fact that a greater proportion of women than men work in part-time jobs and in services-producing industries, where employment declined significantly during that period. The relative weight of women in the unemployed population went back to its pre-COVID-19 level afterwards, as more public health restrictions were lifted and more businesses and workplaces continued to re-open (see the table below).

Youth aged 15 to 24 years were also disproportionately affected by the COVID-19 crisis, notably because they are more likely to work in hard-hit sectors such as the Accommodation and food services industry. As shown in the table below, this age group was already overrepresented in the unemployed population prior to the arrival of COVID-19. This situation was further amplified in the summer months when students entered the labour market.

The largest employment declines due to the COVID-19 were generally recorded in industries which involve public-facing activities or limited ability to work from home. For example, in the Accommodation and food services industry and the Information, culture and recreation industry. As such, the unemployed/labour force ratio of former employees from the services-producing industries increased during the COVID-19 crisis, while the ratio of those from the goods-producing industries decreased.

Table – Unemployed/labour force ratio by gender, age and industry, Canada, January 2020 to October 2020

Gender	January 2020	April 2020	July 2020	October 2020
Men	1.03	0.97	1.04	1.04
Women	0.96	1.04	0.95	0.96
Age category				
15 to 24 years old	1.85	2.08	2.19	2.05
25 to 54 years old	0.86	0.84	0.80	0.80
55 years old and over	0.85	0.85	0.80	0.89
Industry[†]				
Goods-producing industries	1.46	1.13	1.07	1.11
Services-producing industries	0.88	0.97	0.98	0.97

[†] Excludes the category unclassified industries.

Source: Statistics Canada, Labour Force Survey, Tables 14-10-0287-01 and 14-10-0291-01, seasonally adjusted data.

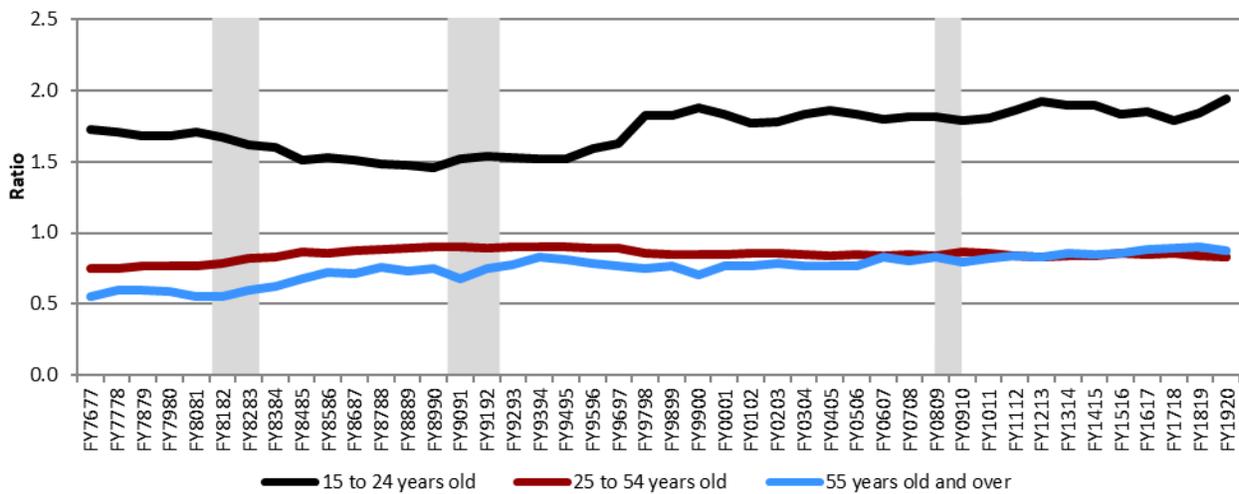
Meanwhile, Canada's population has experienced a sizeable increase in the median age, going from 27.7 years in 1976 to 40.9 years in 2020.⁴² Population aging, in part driven by lower fertility rates and longer

⁴² Statistics Canada, Annual demographic estimates, Table 17-10-0005-01.

life expectancies, has affected the supply of labour, notably by changing the distribution of the workforce across different age groups. For instance, the share of individuals aged 55 years old and over in the labour force went up from 11.3% in FY7677 to 21.6% in FY1920. The proportion of youth aged 15 to 24 years in the labour force decreased from 27.6% to 14.3% over the same period.

The distribution of the unemployed population by age group over time followed somewhat similar trajectories to those of the labour force. However, the relative weight of youth aged 15 to 24 years in the unemployed population did not decline as much as in the labour force. This is indicated in Chart 8 by the increasing unemployed/labour force ratio of youth, notably at the end of the 1990s. Moreover, the proportion of youth in the unemployed population was nearly twice their share of the labour force in FY1920.

Chart 8 – Unemployed/labour force ratio by age, Canada, FY7677 to FY1920



Note: Shaded area(s) corresponds to recessionary period(s) in Canada's economy.
 Source: Statistics Canada, Labour Force Survey, Table 14-10-0287-01, seasonally unadjusted data.

The unemployment rate of youth aged 15 to 24 years has historically been much higher than that for older age groups. In FY1920, it was 11.4% compared to 4.9% for individuals aged 25 to 54 years and 5.1% for individuals aged 55 years and over. Youth's overrepresentation in unemployment can partly be explained by their inherent lack of work experience and/or educational attainment, and by their greater employment and unemployment dynamics.⁴³

From an EI perspective, the share of youth aged 15 to 24 years among EI regular benefit claimants (9.0%) was closer to their share in the labour force (14.3%) than in the unemployed population (27.8%) in FY1920. Unemployed youth are usually less covered by, and eligible to, EI regular benefits. This is because they are more likely to have never worked, left their job to return to school or had not accumulated enough hours of insurable employment to qualify for EI regular benefits (see [subsection 2.2.2](#)).

⁴³ André Bernard, "Unemployment dynamics among Canada's youth", Ottawa: Statistics Canada, Economic Insights, 2013, Statistics Canada catalogue 11-626-X.

As for individuals aged 55 years and over, they were underrepresented in the unemployed population relative to their share of the labour force. Their unemployed/labour force ratio was below 1.0 for the whole period (see Chart 8). On the other hand, their ratio gradually increased to equal, in the 2010s, those of individuals aged 25 to 54 years. Older individuals might face particular challenges when looking for work. For example, they are generally less-educated and less likely to have recently attended school or taken job-related training than their younger counterparts.⁴⁴ In terms of EI, the share of regular benefit claims established by claimants aged 55 years and over has increased slowly but steadily over the past several years (see [subsection 2.2.1](#)), such as their share in unemployment.

Individuals aged 25 to 54 years, for their part, experienced a fairly constant relationship in their share of unemployment relative to their share of the labour force. They posted an average ratio of 0.85 for the overall period examined (see Chart 8).

Along with demographic shifts, Canada, as other advanced economies, has been marked by ongoing technological change and globalisation over the past decades. These have increased the demand for high-skilled workers or workers with higher educational attainment.⁴⁵ As a result, the composition of the labour force by educational attainment has changed significantly over the years. The share of the labour force aged 25 years and over holding a university degree more than doubled between FY9091 and FY1920 (from 16.2% to 35.2%). Conversely, the proportion having a high school diploma or less declined by almost half (from 55.9% to 27.1%) over the same period.⁴⁶

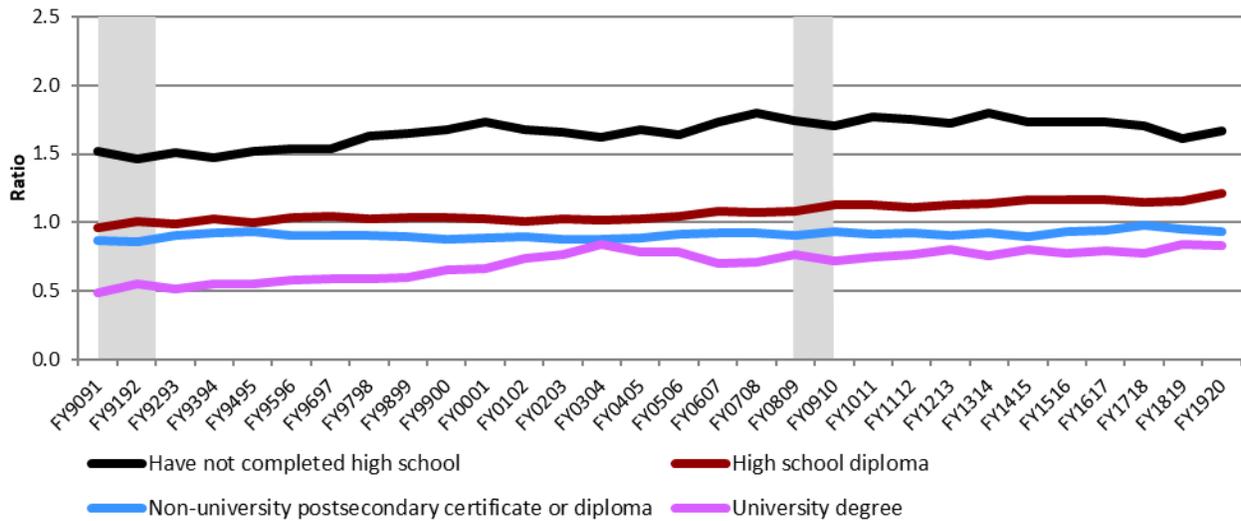
The composition of the unemployed population aged 25 years and over by educational attainment followed similar trends as those observed in the labour force. As shown in Chart 9, the unemployed/labour force ratio for the three lowest levels of educational attainment either stayed unchanged or rose slightly from FY9091 to FY1920. In comparison, the ratio for university graduates recorded a stronger increase over the period examined. This rise may be partly attributable to the fact that university graduates generally have specialized skills and knowledge that are not always easily transferable to jobs outside their field of study.

⁴⁴ Jungwee Park, "Job-related training of older workers", Ottawa: Statistics Canada, Perspectives on Labour and Income, 2012.

⁴⁵ Baldwin, J.R. and D. Beckstead, "Knowledge workers in Canada's economy, 1971-2001", Ottawa: Statistics Canada, Insights on the Canadian economy, 2003.

⁴⁶ Statistics Canada, Labour Force Survey, Table 14-10-0019-01, seasonally unadjusted data.

Chart 9 – Unemployed/labour force ratio by educational attainment, Canada, FY9091 to FY1920



Note: Shaded area(s) corresponds to recessionary period(s) in Canada's economy.
 Source: Statistics Canada, Labour Force Survey, Table 14-10-0019-01, seasonally unadjusted data.

Nevertheless, university graduates aged 25 years and over still presented a lower unemployment rate in FY1920 (4.1%) when compared with non-university postsecondary graduates (4.6%), high school graduates (6.0%) or those who have not graduated high school (8.2%). Moreover, the latter two groups were overrepresented in the unemployed population compared to their weight in the labour force. This is shown in Chart 9 by their respective ratio higher than 1.0. This may be partly explained by the fact that, in recent years, individuals with lower educational attainment are generally older and tend to work in industries with more temporary employment. They are also more likely to be affected by less favorable labour market conditions.

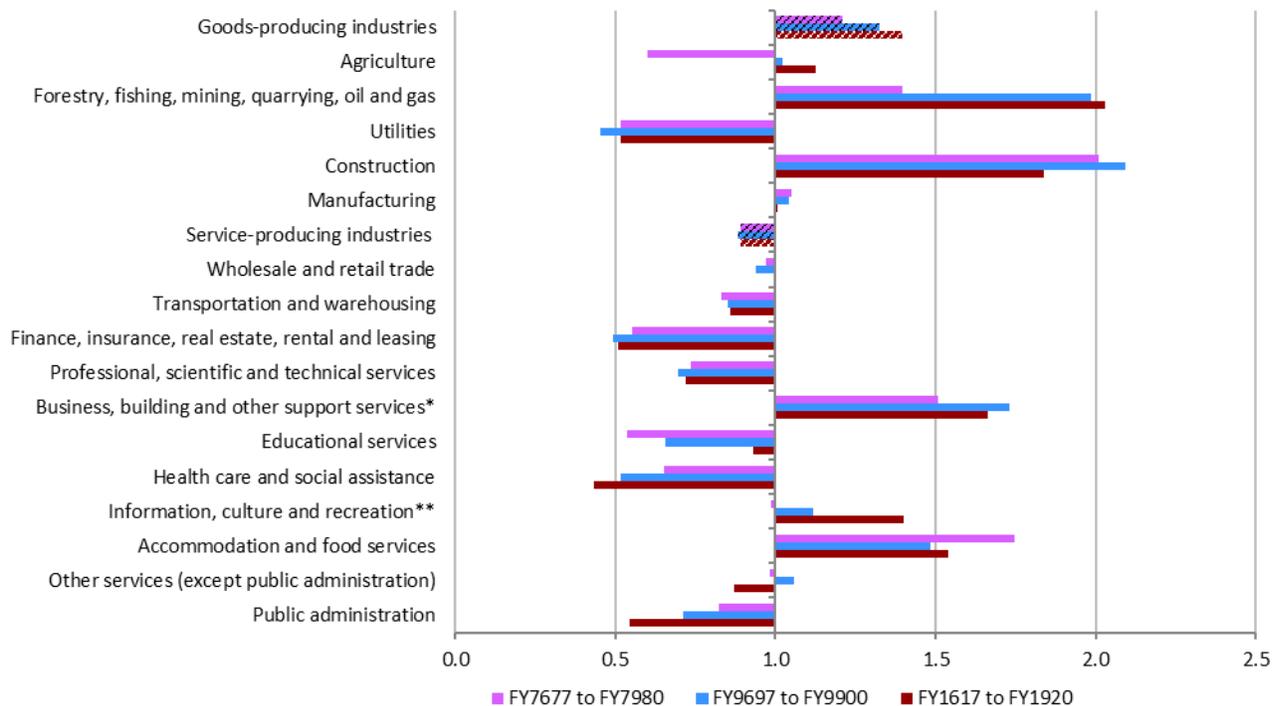
In addition to the rising demand for high-skilled workers, the services-producing industries have been growing in importance between FY7677 and FY1920. They recorded an average annual employment growth of +2.0% compared to +0.4% for the goods-producing industries. As presented in Chart 10, using a four-year average unemployed/labour force ratio for three different periods, unemployed individuals who previously worked in the goods-producing industries were overrepresented in the unemployed population for the overall period examined (as shown by the ratios higher than 1.0). In contrast, those who had worked in the services-producing industries were underrepresented. Moreover, the relative proportion among the unemployed population of former employees of the goods-producing industries gradually increased over time, while the one of the services-producing industries remained stable.⁴⁷

Chart 10 also shows that the overrepresentation or underrepresentation status of an industry in the unemployed population relative to its share of the labour force was usually steady over time. However, a few industries changed status over the period examined. For instance, at the end of the 1970s, workers from the Agriculture industry were underrepresented in the unemployed population (as shown

⁴⁷ Statistics Canada, Labour Force Survey, Table 14-10-0022-01, seasonally unadjusted data. Labour force and unemployment figures by industry exclude the unclassified category. This category regroups the unemployed individuals who have last worked more than a year ago, and therefore could not be classified in any industry.

by the ratio lower than 1.0). This situation was reversed at the end of the 1990s, which may be attributable, in part, to the shift away from family farms toward larger farms with non-family employees. The Information, culture and recreation industry and Other services industry also registered changes in their status over time.

Chart 10 – Four-year average unemployed/labour force ratio by industry, Canada, FY7677 to FY7980, FY9697 to FY9900, and FY1617 to FY1920



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

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

Source: Statistics Canada, Labour Force Survey, Table 14-10-0022-01, seasonally unadjusted data.

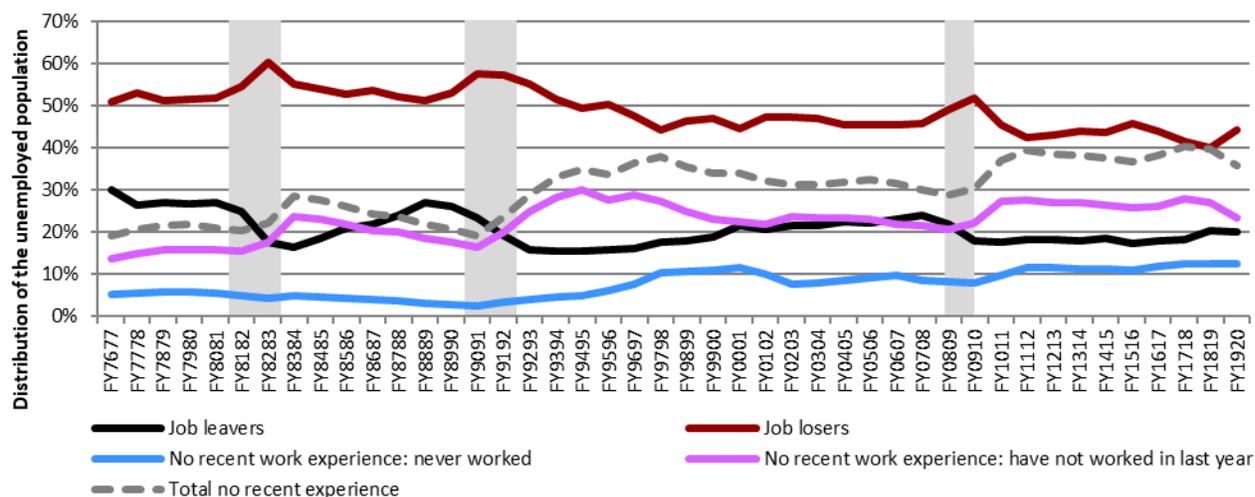
From an EI perspective, claims established by former workers from the services-producing industries accounted for a smaller share (58.6%) of all EI regular benefit claims compared to the weight of those workers in the unemployed population (71.5%) in FY1920. Conversely, the good-producing industries accounted for a larger share (38.3%) of regular benefit claims versus 28.5% of unemployment in FY1920. The greater representation of the goods-producing industries among EI regular benefit claims relative to their share of unemployment may be partly attributable to the higher proportion of seasonal employment in these industries.

The profile of the unemployed population is also affected by economic cycles. Canada experienced three major recessions between 1970 and FY1920: in the early 1980s (1981 to 1982), in the early 1990s (1990 to 1992), and in FY0809 (2008 to 2009). How employment and unemployment changed during those cycles differed across recessions. For instance, employers relied mostly on job cuts to lower their labour inputs in the first two recessions, whereas they relied almost equally on shorter workweek and

job cuts in the FY0809 recession.⁴⁸ As a result, workers were more likely to be laid-off during the early 1980s and 1990s downturns than in the FY0809 recession.⁴⁹ Permanent layoffs accounted for much of the inflow into unemployment during the first two recessions. This is in contrast to the FY0809 recession, where a larger part of the increase in unemployment was due to individuals not previously in the labour force who were looking for jobs.⁵⁰

These differences across cycles are partly reflected in Chart 11 that shows the distribution of the unemployed population by the reason of unemployment since FY7677. The share of individuals who became unemployed because they lost their job (job losers) among the unemployed population went up during each recession period, albeit being lower during the FY0809 recession. Conversely, the share of the unemployed population with no recent work experience was higher in the FY0809 downturn than in the previous two recessions. As for individuals who were unemployed because they left their job (job leavers), their proportions tend to decline in times of recession.⁵¹

Chart 11 – Distribution of the unemployed population by reason of unemployment, Canada, FY7677 to FY1920



Note: Shaded area(s) corresponds to recessionary period(s) in Canada's economy.
 Source: Statistics Canada, Labour Force Survey, Table 14-10-0125-01, seasonally unadjusted data.

Aside from changes resulting from economic downturns, the profile of the unemployed population has also been modified by shifts in the reasons leading to unemployment over the years. As presented in Chart 11, more than half of the individuals who became unemployed at the end of the 1970s and in the 1980s had lost their job (job losers). This proportion slightly decreased afterwards but remained over 40%. Meanwhile, the share of individuals with no recent work experience—those who have not worked in the last year or even for a longer period, or have never worked—among the unemployed population

⁴⁸ Philip Cross, "How did the 2008-2010 recession and recovery compare with previous cycles?", Ottawa: Statistics Canada, Canadian Economic Observer, 2011. Statistics Canada, catalogue no. 11-010-X.

⁴⁹ Ping Ching Winnie Chan, René Morissette and Marc Frenette, "Workers laid-off during the last three recessions: who were they, and how did they fare?", Ottawa: Statistics Canada, 2011, Statistics Canada catalogue 11F0019M.

⁵⁰ Jason Gilmore and Sébastien LaRochelle-Côté, "Inside the labour market downturn", Ottawa :Statistics Canada, Perspectives on labour and income, 2011, Statistics Canada catalogue 75-001-X.

⁵¹ Statistics Canada, Labour Force Survey, Table 14-10-0125-01, seasonally unadjusted data.

almost doubled over the same period. That share also nearly equaled the proportion of job losers at the end of the 2010s. The growing proportion of unemployed individuals with no recent work experience from the end of the 1970s to the mid-1990s was due to those who have not worked in the last year. However, most of the increase observed from the mid-1990s until the FY0809 recession was due to those looking for their first job. The increased proportion of unemployed individuals with no recent work experience has an impact on the indicators of access and coverage of the EI program measured in [subsection 2.2.2](#).

Altogether, the composition of the unemployed population has been affected by long-term trends in labour supply and labour demand over the past decades. In general, men, youth aged 15 to 24 years, individuals with a high school diploma or less, and former workers from the goods-producing industries have been overrepresented in unemployment during this period. Whereas, the relative weight in the unemployed population of individuals aged 55 years and over, university graduates and individuals with no recent work experience has increased over the years.

1.4 Summary

In FY1920, the Canadian economy was characterized by a low growth in real GDP (+1.4%). This was mainly attributable to the unprecedented government interventions, starting in mid-March 2020, to contain the COVID-19 pandemic. These interventions resulted in a substantial slowdown in economic activity and a sudden shock to the Canadian labour market at the end of the reporting period.

The national labour market recorded a strong performance during most of the FY1920, notably by posting the lowest annual unemployment rate (5.7%) since FY7677. However, as a result of the COVID-19 crisis, employment fell sharply and the unemployment rate jumped in March 2020.

There were important regional variations in labour market conditions during FY1920. The oil-producing provinces (Newfoundland and Labrador and Alberta) continued to be affected by the weakness in crude oil prices. On the other hand, British Columbia, Ontario and Quebec's economies posted strong overall labour market performances. The impact of the changing economic situation in many of these regions on the EI program is seen in this report.

Finally, over the past decades, long-term demographic and economic trends have reshaped the Canadian labour force, and so, the composition of the unemployed population. Unemployed individuals are now on average older, more educated, and are less likely to have recent work experience. These changes in the unemployed population, together with the recent labour market developments, have affected the EI program.

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. Indicators like maximum and actual duration are based on claims completed 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.

In response to the economic and labour market disruptions due to the COVID-19 pandemic that started in March 2020, the Government of Canada introduced the Canada Emergency Response Benefit (CERB) on March 15, 2020 to provide income support for Canadians as part of [Canada's COVID-19 Economic Response Plan](#). The CERB provided financial support to eligible employed and self-employed Canadians who stopped working and lost their income due to COVID-19. As a result, eligible claimants who would have otherwise applied for EI regular or sickness benefits applied for CERB as of March 15, 2020 instead. Consequently, this chapter excludes data related to CERB during the FY1920 reporting period (from March 15, 2020 to March 31, 2020). This ensures continuity in the reported data on EI regular and sickness benefits from year to year and enables us to perform meaningful yearly comparisons in FY1920 with previous fiscal years. Eligible claimants who had applied for EI benefits and whose application had not been processed as of March 15, 2020 did not have to reapply for CERB and are included in the EI data estimates provided in this chapter. Furthermore, the results on amount of benefits paid cover the full period from April 1, 2019 to March 31, 2020.

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 FY1920 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 2020.

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 search for work 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 or support to a critically ill or injured person or someone needing end-of-life care).

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
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 ¹
Special ²			
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
			Extended parental (at a lower replacement rate): 61 weeks plus 8 additional weeks when benefits are shared
Sickness	Unavailable to work because of illness, injury or quarantine	600 hours	15 weeks
Family caregiver for children	Providing care or support to a critically ill or injured child under the age of 18	600 hours	35 weeks ³
Family caregiver for adults	Providing care or support to a critically ill or injured person 18 years or older	600 hours	15 weeks ³
Compassionate care	Providing care to a person of any age who requires end-of-life care	600 hours	26 weeks ³

¹ 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 measures for the forestry sector were in effect from July 30, 2017 to March 28, 2020. The temporary special measures for the steel and aluminum sector are in effect from August 19, 2018 to March 27, 2021.

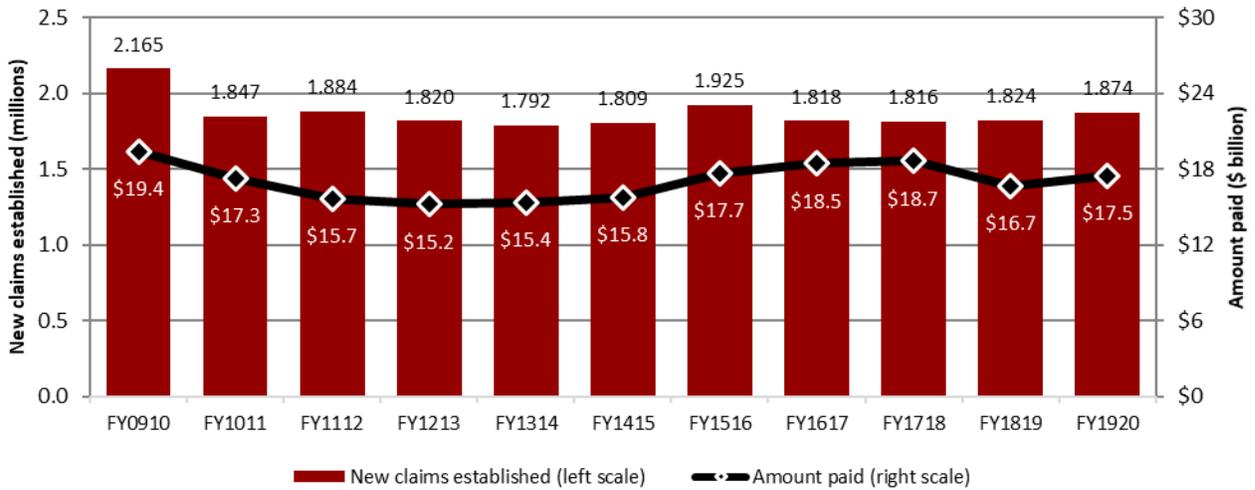
² Self-employed workers (other than fishers) who have opted into EI special benefits must meet an insurable earnings threshold for the calendar year preceding the claim. The threshold was \$7,121 for claims established in 2019 and \$7,279 for claims established in 2020.

³ Benefits can be shared between eligible claimants (i.e. parents or family members).

2.1.1 Employment Insurance claims, amount paid and level of benefits

For the period beginning April 1, 2019, and ending March 31, 2020 (FY1920), the number of new EI claims increased by 2.7% (+50,150) to 1.87 million new claims (see Chart 1). Total EI benefit payments increased by \$817 million, or +4.9%, to \$17.5 billion.

Chart 1 – Employment Insurance claims established and amount paid, Canada, FY0910 to FY1920



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 740,000 beneficiaries receiving EI benefits on average each month in FY1920, representing an increase of 3.1% from 717,600 beneficiaries during the previous reporting period.¹

The average weekly benefit rate increased by 3.2% from \$465 in FY1819 to \$480 in FY1920.^{2, 3} The proportion of claimants receiving the maximum weekly benefit increased from 48.0% in FY1819 to 48.6% in FY1920.

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 regular and parental benefits (see Table 2). Fishing, maternity, and sickness claims were relatively unchanged.

¹ 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.

² 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 2020 Actuarial Report on the Employment Insurance Premium Rate (Ottawa: Office of the Superintendent of Financial Institutions Canada, Office of the Chief Actuary, 2019). The MIE was \$53,100 in 2019 and \$54,200 in 2020. Accordingly, the maximum weekly benefit rate was \$562 in 2019 and \$573 in 2020.

³ 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, FY1819 to FY1920

Types of Employment Insurance benefit	New claims established			Amount paid (\$ millions)		
	FY1819	FY1920	Change (%)	FY1819	FY1920	Change (%)
Regular	1,292,710	1,367,080	+5.8%	\$10,673.8	\$11,064.4	+3.7%
Fishing	30,367	30,385	+0.1%	\$297.7	\$303.1	+1.8%
Work-Sharing	3,815	11,046	+189.5%	\$5.7	\$16.5	+187.3%
Special	606,540	619,270	+2.1%	\$5,796.2 ^f	\$6,150.1	+6.1%
Maternity	170,010	167,690	-1.4%	\$1,164.1	\$1,208.1	+3.8%
Parental	200,030	212,750	+6.4%	\$2,730.7 ^f	\$2,921.7	+7.0%
Sickness	420,840	421,140	+0.1%	\$1,769.6	\$1,888.8	+6.7%
Family caregiver for children	5,722 ^f	5,403	-5.6%	\$36.9 ^f	\$36.3	-1.7%
Family caregiver for adults	11,365 ^f	11,592	+2.0%	\$49.1 ^f	\$55.7	+13.4%
Compassionate care	8,385	7,581	-9.6%	\$45.8	\$39.6	-13.7%
Canada	1,824,330	1,874,480	+2.7%	\$16,685.3	\$17,502.7	+4.9%

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.

^f Revised 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%).

The Atlantic provinces and territories all experienced declines in the number of new EI claims established between FY1819 and FY1920 while the rest of the provinces recorded increases. Ontario (+5.2%), Saskatchewan (+5.7%), British Columbia (+6.0%) and Alberta (+6.1%) recorded the largest increases over the reporting period (see Table 3).

Table 3 – Employment Insurance claims and amount paid by province or territory, gender and age, Canada, FY1819 to FY1920

Province or territory	New claims established			Amount paid (\$ millions)		
	FY1819	FY1920	Change (%)	FY1819	FY1920	Change (%)
Newfoundland and Labrador	86,070	81,790	-5.0%	\$1,022.9	\$992.5	-3.0%
Prince Edward Island	22,480	21,770	-3.2%	\$231.1	\$226.0	-2.2%
Nova Scotia	84,570	82,540	-2.4%	\$845.1	\$851.3	+0.7%
New Brunswick	89,820	89,380	-0.5%	\$869.6	\$925.1	+6.4%
Quebec	473,060	475,220	+0.5%	\$3,106.0	\$3,210.3	+3.4%
Ontario	556,900	585,670	+5.2%	\$5,240.4	\$5,680.5	+8.4%
Manitoba	64,020	64,780	+1.2%	\$619.2	\$631.2	+1.9%
Saskatchewan	54,210	57,280	+5.7%	\$624.7	\$639.3	+2.3%
Alberta	188,870	200,450	+6.1%	\$2,171.0	\$2,266.4	+4.4%
British Columbia	198,240	210,060	+6.0%	\$1,878.1	\$2,004.3	+6.7%
Yukon	2,310	2,300	-0.4%	\$25.0	\$26.0	+3.7%
Northwest Territories	2,310	2,030	-12.1%	\$31.1	\$29.7	-4.6%
Nunavut	1,470	1,210	-17.7%	\$21.0	\$20.0	-4.3%
Gender						
Male	988,250	1,018,710	+3.1%	\$8,416.6	\$8,833.7	+5.0%
Female	836,080	855,770	+2.4%	\$8,268.7	\$8,669.0	+4.8%
Age category						
24 years old and under	170,480	171,760	+0.8%	\$1,284.6	\$1,302.6	+1.4%
25 to 44 years old	882,780	914,700	+3.6%	\$9,038.7	\$9,554.9	+5.7%
45 to 54 years old	352,640	352,040	-0.2%	\$2,883.7	\$2,915.8	+1.1%
55 years old and over	418,430	435,980	+4.2%	\$3,478.3	\$3,729.3	+7.2%
Canada	1,824,330	1,874,480	+2.7%	\$16,685.3	\$17,502.7	+4.9%

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

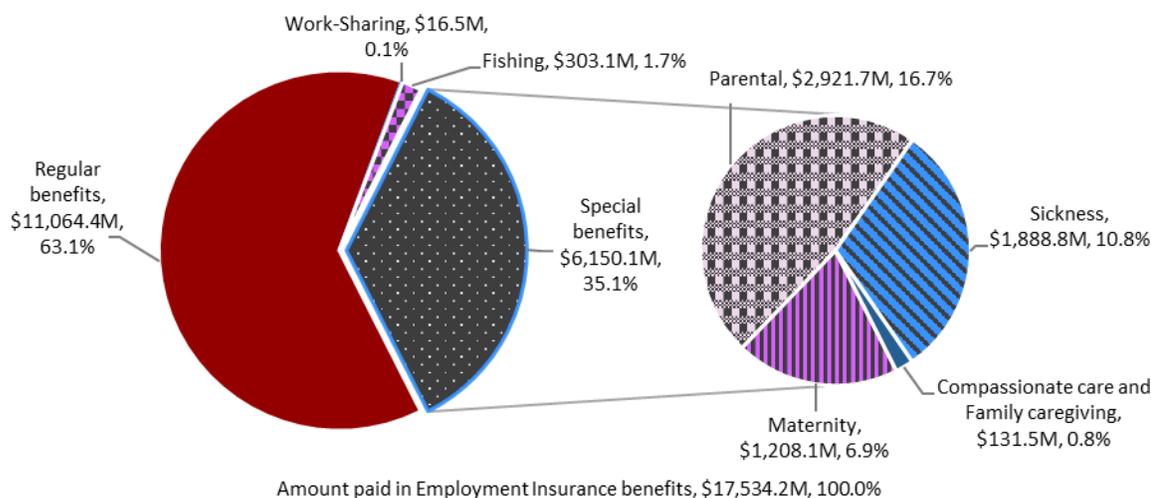
Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a sample of 10% of the EI administrative data.

The number of new claims established by both men and women increased during FY1920. Men established 54.3% of all new claims. Levels of new EI claims only slightly decreased for workers aged 45 to 54 years old (-0.2%) while increasing for all other age groups.

Total amount paid in Employment Insurance benefits

The amount paid for all types of EI benefits combined reached \$17.5 billion in FY1920, an increase of \$817 million or +4.9%. This increase was largely attributable to the increase in the amount paid in EI regular benefits (+\$390.6 million or +3.7%). The share of EI benefits paid by benefit type remains relatively unchanged compared to the previous reporting period.

Chart 2 – Amount paid in Employment Insurance benefits*, by benefit type, Canada, FY1920



* The total amount paid reported in Chart 2 does not correspond to the total reported in Table 2 and 3 because data on compassionate care benefits and family caregiver benefits can only be reported on a 100% sampling basis 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 increased in all but four provinces and territories: Newfoundland and Labrador (-3.0%), Prince Edward Island (-2.2%), Northwest Territories (-4.6%), and Nunavut (-4.3%) (see Table 3).

EI benefits received by both men and women increased from the previous fiscal year, with both experiencing similar growth (+5.0% and +4.8%, respectively). The amount paid in EI benefits also increased for each age group. Claimants aged 25 to 44 years old and those aged 55 years old and over saw particularly large increases (+5.7% and +7.2%, respectively).

Levels of benefits

For all claims, excluding those for extended parental benefits,⁴ the average weekly benefit rate increased by 3.2% nationally to \$480 over the reporting period (see [Annex 2.3.2](#)). This rise is higher than the 2.1% increase in maximum insurable earnings from 2019 to 2020 (see [Section 2.7](#)). All provinces and territories recorded increases. Nunavut had the highest average weekly benefit rate (\$542), while Nova Scotia posted the lowest average rate (\$453).

⁴ 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.

Nunavut also had the highest proportion of claimants receiving the maximum weekly benefit rate (85.0%) for FY1920, while Prince Edward Island and New Brunswick maintained their positions with the lowest proportions of claimants receiving the maximum rate (36.1% and 35.6%, respectively).

The average weekly benefit rate increased for male and female claimants to \$506 and \$448, respectively. Men were, once again, proportionally more likely to receive the maximum weekly benefit rate (60.4%) compared to women (34.1%) in FY1920.

The average weekly benefit rate also increased for all age groups compared to FY1819. Claimants aged 25 to 44 still received the highest average weekly benefit rate (\$493) and were more likely to collect the maximum weekly benefit rate (53.5%). Claimants under 25 years of age received, on average, the lowest amount of weekly benefits (\$434), and only 30.3% of them received the maximum weekly benefit rate in FY1920.

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

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

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

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

Supplemental Unemployment Benefit plans

While the temporary support from EI benefits provide an income floor for unemployed workers, employers can use a Supplemental Unemployment Benefit (SUB) plan to increase their employees' weekly earnings when they are unemployed due to a temporary stoppage of work, training, illness, injury or quarantine. These SUB plans need to be registered with Service Canada so that supplemental payments (or top-ups) are not considered as earnings and are not deducted from EI benefits.* A recent departmental study** examined the characteristics of employers and employees with SUB plans, and their pattern of utilization of the EI program.

From 2008 to 2017, an annual average of over 6,800 firms (0.5% of all firms in Canada) had active SUB plans, increasing over time. Around 63% of these plans were for illness, injury or quarantine, while plans for temporary stoppage of work, training and plans consisting of a combination of top-up plans accounted for around 10%, 7% and 20% respectively. Firms offering SUB plans were generally larger in size and more likely to be associated with the services industries.

Overall, EI claims that receive top-up payments through SUB plans constituted between 40,000 and 60,000 claims per year (around 3% of all EI claims). Most of these claims were for EI regular benefits, followed by claims for EI sickness benefits.

When firms offering SUB plans are compared with firms having similar characteristics but that do not offer SUB plans, results showed that the average number of EI claims and number of claims per worker were higher for firms offering SUB plans. However, EI claimants from firms offering SUB plans had shorter duration of EI benefits and lower EI exhaustion rates.

One of the main rationales behind a firm offering a SUB plan to their employees is to maintain the employee-employer relationship and facilitate employee retention. When comparing regular benefit claimants who previously worked in firms offering SUB plans, those who received SUB top-ups were more likely to return to the same firm after a claim compare to those who did not receive top-ups.***

* Employers who provide supplemental payments to maternity, parental (including adoption) or caregiving benefits (including compassionate care, family caregiver benefit for children and family caregiver benefit for adults) do not have to register their plans with Service Canada. Those plans were not included in the study.

** ESDC, Supplemental Unemployment Benefit Plans (Ottawa: ESDC, Evaluation Directorate, 2021).

*** The study found that among all EI claimants within SUB firms, only 13% received a top-up payment over the period examined. This suggests that not all employees in a given firm are entitled to SUB payments.

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.⁵

In FY1920, low-income families received a total of \$70.1 million in additional benefits through the Family Supplement provision. A total of 65,910 claims received the family supplement in FY1920, a decrease of 9.6% from FY1819. The number of EI claims receiving the family supplement has now decreased for 18 consecutive years from a high of 187,300 claims in FY0102. This decrease can be explained by the fact that the eligibility threshold has not been indexed over time, as well as by changes in family composition and wage growth. Women (80.8%) and claimants aged 25 to 44 (73.5%) continue to be the main

⁵ For more information on the Family Supplement provision, see [section 34 of the Employment Insurance Regulations](#).

demographic groups benefitting from the Family Supplement provision. The average weekly family supplement was \$45 in FY1920 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.⁶ 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 80.3% of all completed claims in FY1920 (see Table 4).

Table 4 – Completed pure and combined Employment Insurance claims by type of benefits, Canada, FY1920

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	1,312.4	1,133.4	86.4%	179.0	13.6%	Sickness (93.0%)
Fishing	27.8	24.0	86.3%	3.8	13.7%	Sickness (87.9%)
Work-Sharing	3.9	2.9	76.1%	0.9	23.9%	Regular (70.7%)
Maternity	166.4	2.0	1.2%	164.4	98.8%	Parental (98.4%)
Parental**	208.0	40.9	19.6%	167.2	80.4%	Maternity (96.8%)
Sickness	422.6	222.9	52.7%	199.7	47.3%	Regular (83.4%)
Compassionate care	7.3	4.2	57.4%	3.1	42.6%	Sickness (67.3%)
All claims***	1,780.6	1,430.2	80.3%	350.4	19.7%	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. 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 (29.8%) than men (11.0%) 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 (16.9%), resulting in the claimant starting her leave before becoming eligible for maternity benefits (available twelve weeks prior to the child’s expected date of birth).⁷ The combination of maternity, parental and sickness benefits was the most common among claims with three or more benefit types (26,400 claims representing 15.9% of completed claims for maternity benefits in FY1920).

Claims for parental benefits were combined at a slightly lower rate than maternity, as only 10.6% of men who claimed parental also received another benefit payment. Of those male claimants, 87.0% received

⁶ 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.

⁷ 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).

regular benefits and 15.2% 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 (96.2%), while sickness claims from women were most often combined with regular (71.0%), maternity (27.4%) and parental benefits (26.1%). Sickness also represented the greatest share of combined regular claims.

When combined, compassionate care benefits are most often shared with sickness benefits (67.3%) or regular benefits (46.8%). Men tended to combine compassionate care benefits with regular benefits (62.6%) more often than women (40.3%). Women were most likely to combine compassionate care benefits with sickness benefits (72.9%) compared to men (53.8%).

Almost a quarter of all work-sharing claims were combined with other benefit types (23.9%), 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 13.7% of fishing claims were combined claims. Of those claims, 87.9% 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 subsection examines two different ratios: the total benefits-contributions ratio (total B/C ratio) and the regular benefits-contributions ratio (regular B/C ratio) for 2018.⁸ 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.⁹

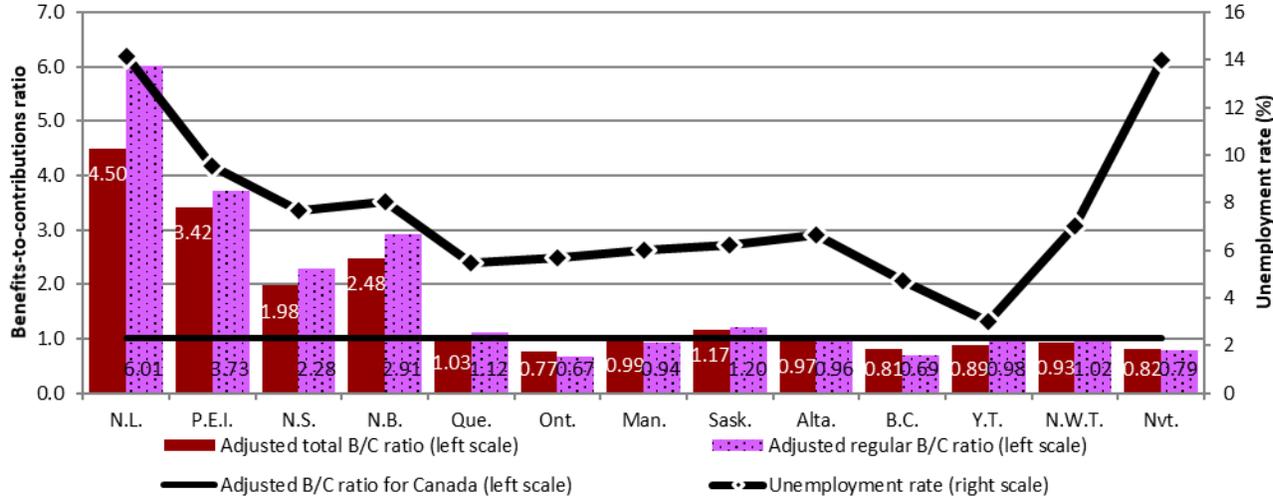
This subsection presents adjusted ratios that are normalized, with Canada's ratio set at 1.0. This provides a benchmark for examining the ratios based on certain sociodemographic characteristics. An adjusted ratio higher than 1.0 means that the underlying sub-population (such as province, territory, or 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.

⁸ The B/C ratios are based on the latest tax data available at the time of preparing this report (calendar year 2018) from the Canada Revenue Agency.

⁹ The Quebec Parental Insurance Plan (QPIP) reduces the EI premiums paid by employers and employees in Quebec and the Premium Reduction Program (PRP) reduces the premiums paid—by both employers and employees—for businesses offering a short-term disability plan meeting certain requirements established by the Canada Employment Insurance Commission. The regular B/C ratios have been calculated based on an estimate of the EI contributions that would have been paid by employees and employers in the absence of the PRP and QPIP.

Provinces¹⁰ with high numbers of seasonal claimants generally exhibit adjusted total B/C ratios that are above the national average. In 2018, 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 and British Columbia 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, 2018



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 2018, women continued to receive more in EI benefits than they contributed in premiums compared to male claimants, with adjusted total B/C ratios of 1.10 and 0.92 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 1.52, compared to women aged 45 to 54 with the lowest ratio (0.66) 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 0.66.

¹⁰ 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, 2018

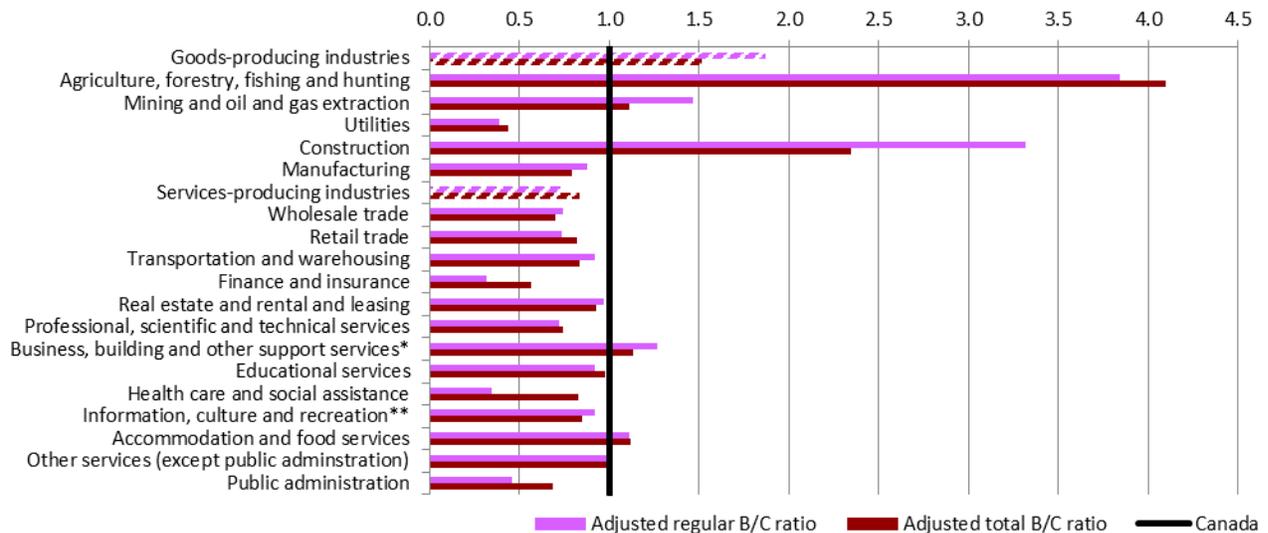
Age category	Adjusted total B/C ratio			Adjusted regular B/C ratio		
	Men	Women	Total	Men	Women	Total
24 years old and under	1.05	0.85	0.96	1.29	0.50	0.94
25 to 44 years old	0.84	1.52	1.14	1.08	0.66	0.89
45 to 54 years old	0.82	0.66	0.74	1.10	0.81	0.97
55 years old and over	1.13	0.79	0.98	1.54	1.02	1.31
Total	0.92	1.10	1.00	1.20	0.76	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 1.20) received more EI regular benefits than they contributed compared to women (ratio of 0.76). This is true for all age groups.

In 2018 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-contributions ratios by industry, Canada, 2018



* 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 are designed to provide temporary income support to partially replace lost employment income for eligible claimants while they search for work or upgrade their skills.

In response to the economic and labour market disruptions due to the COVID-19 pandemic that started in March 2020, the Government of Canada introduced the Canada Emergency Response Benefit (CERB) on March 15, 2020 to provide income support for Canadians as part of [Canada's COVID-19 Economic Response Plan](#). The CERB provided financial support to eligible employed and self-employed Canadians who stopped working and lost their income due to COVID-19. As a result, eligible claimants who would have otherwise applied for EI regular or sickness benefits applied for CERB as of March 15, 2020 instead. Consequently, the section on EI regular benefits in this year's Report excludes data related to CERB during the FY1920 reporting period (from March 15, 2020 to March 31, 2020). This ensures continuity in the reported data on EI regular benefits from year to year and enables to perform meaningful yearly comparisons in FY1920 with previous fiscal years. Eligible claimants who had applied for EI benefits and whose application had not been processed as of March 15, 2020 did not have to reapply for CERB and are included in the EI data estimates provided in this section. Furthermore, the results on amount of benefits paid out cover the full period from April 1, 2019 to March 31, 2020.

In order to qualify for EI regular benefits, unemployed individuals have to meet the following three eligibility criteria:

- the claimant must have had insurable employment and paid EI premiums during the qualifying period (defined as either the previous 52 weeks or since the establishment of their last claim, whichever is shorter)
- have a valid reason for job separation according to the *Employment Insurance Act*
- have worked a minimum number of insurable employment hours (ranging from 420 and 700 hours, depending on the regional unemployment rate where the claimant lived at the time of the claim) during the qualifying period

In addition to meeting these three eligibility criteria, claimants must also be available for and actively seeking suitable employment while claiming benefits.¹¹

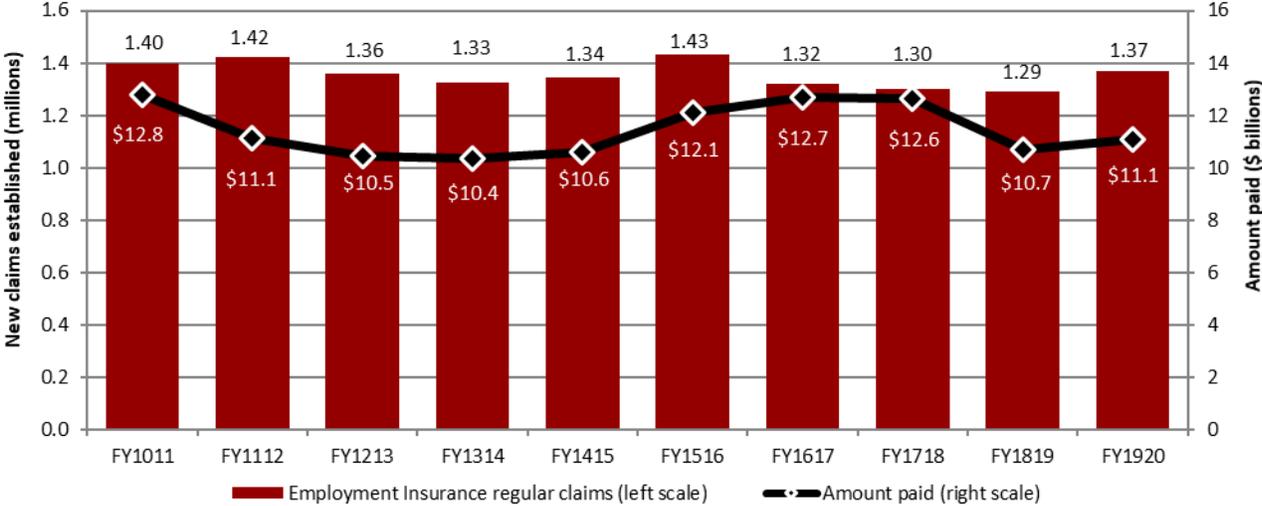
2.2.1 Employment Insurance regular claims and benefits paid

The number of EI regular claims established increased by 5.8% in the reporting fiscal year, increasing from 1.29 million claims established in FY1819 to 1.37 million claims established in FY1920. This marks an increase in the number of EI regular claims established after decreasing for the past three consecutive years (see Chart 5). The increase in the total number of EI regular claims established in FY1920 was mostly attributable to increases in Ontario (+30,300 claims), Quebec (+16,000 claims), British Columbia (+14,900 claims) and Alberta (+13,500 claim).

¹¹ Except for those who are on referred training.

The total amount of EI regular benefits paid increased by 3.7% in the reporting fiscal year, increasing from \$10.7 billion in FY1819 to \$11.1 billion in FY1920. This marks an increase in the total amount paid in EI regular benefits after decreasing for the past two consecutive years (see Chart 5). The increase in the total amount of EI regular benefits paid in FY1920 is partly attributable to the pilot project that provided additional weeks of EI regular benefits to seasonal claimants in 13 EI economic regions¹².

Chart 5 – Employment Insurance regular claims established and amount paid, Canada, FY1011 to FY1920



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, as well as initiatives (such as EI pilot projects). 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 the highest at 1.43 million in FY1516 following the economic slowdown due to the downturn in commodity prices. Similar increases in the number of new EI regular claims were observed following the recession in FY0809. As discussed in Chapter I, the Canadian economy experienced a slowdown in growth in FY1920 as GDP increased by 1.4% compared to the previous year. Meanwhile, for the period of April 1, 2019 to February 29, 2020,¹³ the labour force increased by 1.9% and the unemployment rate declined by 0.2 percentage points from the previous fiscal year. Despite the overall favourable economic and labour market conditions observed for most of the fiscal year in FY1920, the increase in the number of EI regular claims was mostly in the last quarter of the year, attributable to the rising unemployment rates

¹² Following the commitment made in Budget 2018 to better support seasonal workers over the next two years, a 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. See the text box “Pilot project: Additional weeks of EI regular benefits for seasonal claimants in 13 EI economic regions” in [subsection 2.2.5](#) for further discussion on this pilot project

¹³ The significant economic and labour market disruptions that started in March 2020 due to the widespread shutdowns to contain the COVID-19 pandemic resulted in outliers for data estimates in that month. Consequently, excluding data for March 2020 enables to perform meaningful yearly comparisons in FY1920 with previous fiscal years. See [Chapter 1](#) for detailed separate discussion on the Canadian labour market during the pre-COVID-19 period (between April 1, 2019 and February 29, 2020) and in March 2020.

in February 2020.¹⁴ In addition, a particularly high number of EI regular claims were also established in the first two weeks of March 2020 (that is, the period in March 2020 for which data on EI regular benefits is included in this report), likely reflecting the effect of the COVID-19 pandemic before CERB came into effect on March 15, 2020.¹⁵

On average, there were 459,900 beneficiaries receiving EI regular benefits each month in FY1920, up from 453,400 (+1.4%) in the previous fiscal year.¹⁶ Because the number of beneficiaries is based on previously established claims, these two measures generally trend in the same direction, with the count of beneficiaries usually lagging behind the number of new claims established. To illustrate this, suppose there is an increase in the number of claims established for EI regular benefits after an economic shock. The number of beneficiaries will increase following the increase in claims. However, the count of beneficiaries can still remain elevated even after the volume of new claims have subsided once the labour market conditions improve, as payments continue to be made on previously established claims until benefits are exhausted or the claimants have found employment. In FY1920, the number of beneficiaries of EI regular benefits decreased from the previous year, despite the increase in the number of EI regular claims established during this period. The effect of the increase in the number of claims established will likely be reflected on the number of beneficiaries in the next reporting period.

Characteristics of EI regular benefits claimants with separation monies

Following a job separation, by no fault of the employees, workers are entitled to separation monies that are paid to compensate for a variety of reasons; including the loss of wages, other benefits related to employment, unused entitlement to certain benefits under the terms of employment and as a form of recognition for years of service. The addition of separation monies earned from a temporary or permanent layoff has an effect on the utilization of the EI program because the majority of these payments are considered earnings from employment. In some cases, individuals do not receive EI because the allocation of their separation monies do not allow for an interruption in earnings to occur. In other cases, individuals do not apply for EI knowing that they will end up not receiving benefits.

A recent departmental study* looked into the characteristics of claimants for EI regular benefits who received severance/vacation monies** between 2009 and 2018. The study found a general downward trend in the incidence of EI regular benefits claimants receiving severance/vacation monies during this period. This downward trend was observed in all provinces and territories, in all age groups and genders, in claimants from all industries and among all claimant types.

¹⁴ Nationally, on a month-over-month basis, the unemployment rate increased from 5.6% in January 2020 to 5.7% in February 2020. Notable increases were observed particularly in Ontario and British Columbia, where the unemployment rate increased from 5.3% to 5.5% and 4.6% to 5.1%, respectively, during this period. Source: Statistics Canada, Labour Force Survey, Table 14-10-0287-03.

¹⁵ A total of 61,000 EI regular claims were established in the first two weeks in March 2020, compared to 68,300 claims established during the full month in March 2019.

¹⁶ 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.

Among claimants, those in Atlantic Canada were much less likely to receive severance/vacation payments than those in the rest of the country. This is mainly because claimants in Atlantic Canada are much more likely to be seasonal claimants (on a temporary layoff) and the fact that temporary layoffs generally do not require payment of monies on separation. Other factors contributing to the variation across jurisdictions are differences in provincial/territorial employment legislation and differences in the composition of industries, such that the maximum severance pay in Western provinces is twice the maximum severance pay in Atlantic provinces. Claimants in the Atlantic provinces also had more variation among themselves in terms of age and gender in the likelihood of receiving severance/vacation monies. These claimants, along with those in Quebec, received relatively lower amounts of severance/vacation monies compared to their counterparts in Ontario and Western Canada, likely due to the higher average wages in the latter regions. Women were more likely to receive severance/vacation monies than men, although on average they received comparatively lower amounts, corresponding to the lower average employment income earned by them. Variations in the likelihood of receiving severance/vacation monies were also found across industries of previous work—over 50% of claimants who had worked in the Information and cultural industries or in the Finance and insurance industry received separation/vacation monies, whereas less than 15% of claimants who had worked in the Agriculture, forestry, fishing and hunting industry or in the Construction industry received these monies. In addition, claimants who received separation/vacation monies were more likely to be long-tenured workers or occasional claimants^{***}, have longer entitlements for EI regular benefits and comparatively higher exhaustion rates.

* ESDC, Characteristics and Trends of EI Regular Benefits Claimants and Claims With Separation Monies (Ottawa: ESDC, Employment Insurance Policy Directorate, 2021).

** The study focused on these two types of separation monies as they accounted for around 72% of all separation monies received by EI regular benefit claimants during the period considered.

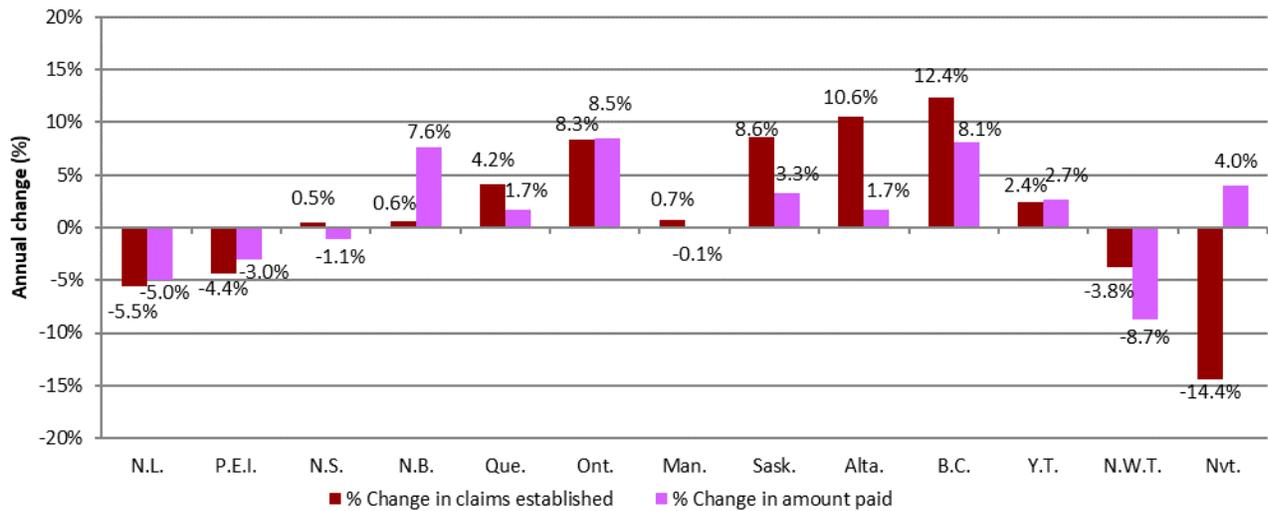
*** See [Annex 2.1](#) for the definitions of EI claimant categories.

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

As illustrated in Chart 6, the number of claims established for EI regular benefits increased in all provinces except for Newfoundland and Labrador (-5.5%) and Prince Edward Island (-4.4%) in FY1920 compared to the previous year. The number of EI regular claims established increased slightly in Yukon (+2.4%), while it decreased in the other two territories during this period. Among provinces and territories, the most significant relative changes in the number of EI regular claims in FY1920 were observed in Nunavut (-14.4%) and British Columbia (+12.4%).

The total amount paid in EI regular benefits increased in all provinces with the exception of Newfoundland and Labrador (-5.0%), Prince Edward Island (-3.0%) and Nova Scotia (-1.1%), and stayed relatively unchanged in Manitoba (-0.1%). Yukon and Nunavut both saw an increase in the total amount paid in EI regular benefits (+2.7% and 4.0%, respectively), while it decreased in the Northwest Territories (-8.7%) (see Chart 6). Similarly to previous years, Ontario and Quebec continued to account for more than half (58.1%) of total EI regular claims established, and just over half (50.9%) of the total amount paid in EI regular benefits in the reporting period.

Chart 6 – Percentage change in Employment Insurance regular claims and amount paid by province or territory, Canada, FY1819 to FY1920



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 6 outlines the number of EI regular claims established and the total amount paid by gender and age groups in FY1920 and the previous year (FY1819). The number of new claims established by both men and women increased during this period. Similar to previous years, men accounted for around three in every five (60.8%) EI regular claims in the reporting period. The total amount paid in EI regular benefits to men and women had similar relative increases in FY1920 from the previous year (+3.9% and +3.2%, respectively). In FY1920, men accounted for the nearly two-thirds (66.4%) of the total amount paid in EI regular benefits. This share has remained relatively stable in recent years as well.

Both the number of new EI regular claims established and the total amount paid increased in FY1920 compared to the previous year across all age groups. Younger claimants (aged below 25 years) had the highest increase (+8.0%) in the number of EI regular claims during this period. In terms of total amount paid in EI regular benefits, older claimants (aged over 54 years) had the highest increase (+6.0%) in FY1920 from FY1819. Similar to the previous years, claimants who were aged between 25 and 44 years continued to account for the largest shares of new regular claims (44.1%) and total amount paid (43.2%) in FY1920, while the smallest shares were for younger claimants aged less than 25 years (9.0% of claims and 8.5% of amount paid, respectively).

Table 6 – Employment Insurance regular claims and amount paid by gender and age, Canada, FY1819 to FY1920

Gender	Number of claims			Amount paid (\$ million)		
	FY1819	FY1920	Change (%)	FY1819	FY1920	Change (%)
Men	791,220	830,770	+5.0%	\$7,072.5	7,348.8	+3.9%
Women	501,490	536,310	+6.9%	\$3,601.3	3,715.6	+3.2%
Age category						
24 years old and under	113,780	122,860	+8.0%	\$922.7	939.3	+1.8%
25 to 44 years old	568,800	603,290	+6.1%	\$4,585.2	4,783.1	+4.3%
45 to 54 years old	278,900	286,640	+2.8%	\$2,335.9	2,342.4	+0.3%
55 years old and over	331,230	354,290	+7.0%	\$2,830.0	2,999.6	+6.0%
Canada	1,292,710	1,367,080	+5.8%	\$10,673.8	11,064.4	+3.7%

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.

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 21.6% of the labour force in FY1920, up from 16.1% in FY0910, representing a 5.5 percentage points increase in the past decade.

Employment Insurance regular claims and amount paid by industry

As outlined in Table 7, the number of new EI regular claims established in FY1920 increased in both goods-producing and services-producing industries from the previous year. The increase in the number of EI regular claims in the reporting year established by claimants who worked in the services-producing industries (+4.8%) was higher than the increase in those established by claimants who worked in the goods-producing industries (+3.6%). Among the goods-producing industries, notable increases were in the Manufacturing industry (+17.5%) and the Utilities industry (+17.3%), while the number of claims decreased in the rest of the industries. Among the services-producing industries, the highest increase in the number of claims established was observed in the Accommodation and food services industry (+14.0%), followed by the Retail trade industry (+9.8%). Notably, there was a significant increase in the number of claims (+83.2%) in the Unclassified industries category in FY1920 from the previous year. This was due to the missing information in the EI claims that is required to classify them. This indicates that the increases in the number of EI regular claims in some industries in FY1920 would have been even higher if these unclassified claims had been categorized. The distribution of claims in the goods and services-producing industries remained relatively unchanged in FY1920 from the previous year.

Table 7 – Employment Insurance regular claims and amount paid by industry, Canada, FY1819 to FY1920

Industry	Number of claims (% share of all claims)			Amount paid (\$ million) (% share of total amount paid)		
	FY1819	FY1920	Change (%)	FY1819	FY1920	Change (%)
Goods-producing industries	505,200 (39.1%)	523,350 (38.3%)	+3.6%	\$4,473.4 (41.9%)	\$4,590.7 (41.5%)	+2.6%
Agriculture, forestry, fishing and hunting	52,440 (4.1%)	51,240 (3.7%)	-2.3%	\$496.8 (4.7%)	\$525.8 (4.8%)	+5.8%
Mining and oil and gas extraction	24,980 (1.9%)	24,130 (1.8%)	-3.4%	\$274.2 (2.6%)	\$270.0 (2.4%)	-1.6%
Utilities	4,150 (0.3%)	4,870 (0.4%)	+17.3%	\$36.4 (0.3%)	\$42.2 (0.4%)	+15.9%
Construction	292,720 (22.6%)	289,330 (21.2%)	-1.2%	\$2,640.3 (24.7%)	\$2,592.1 (23.4%)	-1.8%
Manufacturing	130,910 (10.1%)	153,780 (11.2%)	+17.5%	\$1,025.7 (9.6%)	\$1,160.7 (10.5%)	+13.2%
Services-producing industries	764,220 (59.1%)	801,070 (58.6%)	+4.8%	\$5,995.6 (56.2%)	\$6,151.8 (55.6%)	+2.6%
Wholesale trade	38,920 (3.0%)	41,670 (3.0%)	+7.1%	\$402.6 (3.8%)	\$425.2 (3.8%)	+5.6%
Retail trade	69,330 (5.4%)	76,100 (5.6%)	+9.8%	\$620.9 (5.8%)	\$610.1 (5.5%)	-1.7%
Transportation and warehousing	62,640 (4.8%)	64,460 (4.7%)	+2.9%	\$466.0 (4.4%)	\$499.1 (4.5%)	+7.1%
Finance and insurance	12,630 (1.0%)	12,480 (0.9%)	-1.2%	\$155.0 (1.5%)	\$148.8 (1.3%)	-4.0%
Real estate, rental and leasing	18,270 (1.4%)	18,800 (1.4%)	+2.9%	\$175.4 (1.6%)	\$174.8 (1.6%)	-0.4%
Professional, scientific and technical services	50,950 (3.9%)	55,220 (4.0%)	+8.4%	\$479.4 (4.5%)	\$516.5 (4.7%)	+7.7%
Business, building and other support services*	88,130 (6.8%)	85,720 (6.3%)	-2.7%	\$768.8 (7.2%)	\$768.0 (6.9%)	-0.1%
Educational services	163,030 (12.6%)	170,300 (12.5%)	+4.5%	\$774.6 (7.3%)	\$823.5 (7.4%)	+6.3%
Health care and social assistance	45,870 (3.5%)	50,050 (3.7%)	+9.1%	\$349.6 (3.3%)	\$359.2 (3.2%)	+2.8%
Information, culture and recreation**	40,250 (3.1%)	39,900 (2.9%)	-0.9%	\$324.7 (3.0%)	\$317.1 (2.9%)	-2.3%
Accommodation and food services	63,280 (4.9%)	72,130 (5.3%)	+14.0%	\$487.2 (4.6%)	\$489.4 (4.4%)	+0.5%
Other services (excluding Public administration)	42,010 (3.2%)	45,450 (3.3%)	+8.2%	\$371.7 (3.5%)	\$376.7 (3.4%)	+1.4%
Public administration	68,910 (5.3%)	68,790 (5.0%)	-0.2%	\$619.7 (5.8%)	\$643.4 (5.8%)	+3.8%
Unclassified***	23,290 (1.8%)	42,660 (3.1%)	+83.2%	\$204.8 (1.9%)	\$321.8 (2.9%)	+57.1%
Canada	1,292,710 (100.0%)	1,367,080 (100.0%)	+5.8%	\$10,673.8 (100.0%)	\$11,064.4 (100.0%)	+3.7%

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 paid in EI regular benefits in the goods and services-producing industries saw similar increases (+2.6%) in FY1920 from the previous year. Among the goods-producing industries, the highest increase in the total amount paid in EI regular benefits during this period was observed in the Utilities industry (+15.9%), followed by the Manufacturing industry (+13.2%). Among the services-producing industries, the highest increase in the total amount paid was observed in the Professional, scientific and

technical services industry (+7.7%), while the highest decrease was observed in the Finance and insurance industry (-4.0%).

Benefit repayments in the 2018 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 2018 taxation year, claimants whose net income exceeded \$64,625*** were required to repay 30% of the lesser of:

- the net income in excess of \$64,625
- 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 2018 taxation year, around 187,000 EI claimants repaid a total of \$278.6 million in EI benefits. On average, each EI claimant subject to the benefit repayment provision repaid \$1,490 in 2018, while they received \$6,147 in EI benefits in the same year. Compared to the previous taxation year, changes in both the number of claimants who repaid benefits (-2,300 or -1.2%) and the total amount repaid (-\$7.0 million or -2.4%) were relatively moderate in 2018. In addition, changes in the average amount of benefit repaid (-\$19 or -1.3%) and the average benefit received (-\$225 or -3.5%) by these EI claimants were also relatively moderate in 2018 compared to the previous taxation year.

In 2018, more than 2 out of 3 (68.2%) claimants who repaid benefits lived in Quebec, Ontario and Alberta. Together, these claimants accounted for 58.5% of the total amount repaid in EI benefits. In comparison, Atlantic provinces represented 15.2% of the total number of claimants who repaid benefits, accounting for 24.7% of the total amount repaid.

Generally, men are over-represented among claimants who repay EI benefits. In 2018, 88.6% of claimants who repaid EI benefits were men. Similarly, men accounted for 90.2% of the total amount repaid in EI benefits in 2018. These proportions have remained relatively unchanged in recent years.

Benefit repayments also vary by industry. In 2018, around two-thirds (66.9%) of claimants who repaid benefits had worked in the goods-producing industries, unchanged from 2017. These claimants accounted for 66.5% of the total amount repaid. In comparison, services-producing industries accounted for 29.2% claimants who repaid benefits and 30.8% of total amount repaid. These proportions have remained stable since 2011.

* The most recent taxation year for which data are available is 2018.

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

*** The maximum insurable earnings in 2018 was \$51,700.

Impacts of Employment Insurance regular benefits on job match quality

An important aspect of the EI program to consider, beyond immediate income support, is the relative impact of receiving EI regular benefits on the suitability of a job a claimant accepts following receipt of benefits. That is to examine the extent to which receiving EI regular benefits provides additional time for individuals to find a more suitable job than they otherwise would have in the absence of benefits.

A recent departmental study* looked at this question by examining the impact of receiving EI regular benefits on job match quality for claimants with low labour market attachment.** The study compared the job outcomes of those EI regular claimants to the job outcomes of laid-off workers who were ineligible for EI benefits due to insufficient insurable hours. Three post-unemployment outcomes were examined: post-earnings, incidence of employment, and job tenure.

When comparing the EI regular claimants with a comparable group of ineligible laid-off workers (using a statistical methodology) a positive but moderate impact of receiving EI benefits was found on all three job outcomes. Results showed that within the first five years after layoff, EI claimants tend to earn more on average (the difference in post-claim earnings peaking in the third year to an average of +\$1,204). Additionally, the incidence of employment (+1 percentage point in the first year to +4 percentage points in the fifth year post-claim) and job tenure (on average, +4% over the first five years) were slightly higher for EI claimants.

The study also conducted a complementary and more statistically robust analysis to examine the marginal effects of providing two additional weeks of EI regular benefits to claimants with low labour market attachment on the same job suitability outcomes.*** It found a small positive impact on earnings in the second and third year (on average +\$560 and +\$528, respectively) following a claim. However, having access to two additional entitlement weeks did not have a significant impact on incidence of employment or job tenure in the first five years following a claim for those workers.

*ESDC, Employment Insurance Benefits and Job Match Quality (Ottawa: ESDC, Evaluation Directorate, 2021).

** Having worked between 420 and 1050 insurable hours in the qualifying period.

*** This analysis used the discontinuities in the Variable Entrance Requirement table. That is when EI claimants with a similar level of labour force attachment (hours of insurable employment) and residing in the same EI economic region have access to a different number of weeks of benefits because the monthly regional unemployment rate has slightly changed.

Employment Insurance regular benefits and firms

According to the tax data¹⁷ available from Canada Revenue Agency (CRA), there were around 1.23 million firms operating in Canada in 2018, up slightly (+1.5%) from the previous year. Of those, 295,400 firms (24.0%) employed at least one employee who had received EI regular benefits in that year.

¹⁷ The data sources used in this section for the analysis on firms are EI and Canada Revenue Agency (CRA) administrative data. The 2018 CRA data is the most recent tax year available and are subject to change.

As outlined in Table 8, the proportion of firms which employed at least one employee receiving EI regular benefits increased with firm size¹⁸, with smaller firms being less likely to be the last employer of a claimant. In 2018, 18.6% of small-sized firms had at least one former employee who received EI regular benefits, compared to 71.4% of small-to-medium sized firms, 94.1% 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 21.3% of the total workforce while they represented 26.6% of the total EI regular benefit claimants in 2018. Similarly, employees in the small-to-medium sized firms were also over-represented among EI regular claimants, as they accounted for 19.7% of the total employees and 24.1% of the total EI regular claimants in 2018. 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 can be observed—these firms represented 42.9% of the total workforce in Canada in 2018 but accounted for only 31.8% 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. This results in a larger share of their employees claiming EI regular benefits as a result of layoffs following a reduction in business activities. 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.¹⁹

¹⁸ 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.

¹⁹ For example, in the Agriculture and Construction industries, which consist of jobs that are predominantly seasonal, employees working in small-sized firms accounted for 65.3% and 47.8%, respectively, of the total workers in these industries in 2018. 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, 2018

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	1,112,500	207,070	21.3%	26.6%
Small-medium	97,220	69,460	19.7%	24.1%
Medium-large	16,540	15,570	16.2%	17.6%
Large	3,310	3,290	42.9%	31.8%
Canada	1,229,580	295,380	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 2018.

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 claims established for EI regular benefits and amount paid by EI claimant category in the reporting fiscal year and the previous year.²⁰ In FY1920, the number of EI regular claims by long-tenured workers saw the highest relative increase (+15.6%) from FY1819, while the total amount paid to them had a moderate increase (+2.1%) during this period. The increase in the number of claims established by occasional claimants (+5.4%) was proportional to the increase in the total amount paid in EI regular benefits to them (+4.4%). However, the number of EI claims established by frequent claimants decreased by 3.3% in FY1920 from the previous year, but the total amount paid in EI regular benefits to them increased by 3.6% in this period. This is likely due to the pilot project introduced in August 2018 that provided additional weeks of EI regular benefits to eligible seasonal claimants in 13 EI economic regions, a large portion of whom can also be considered as frequent claimants.²¹

In the reporting year, long-tenured workers and occasional claimants benefited proportionally less when their shares in the total number of claims and total amount paid are considered. Long-tenured workers accounted for 24.9% of all new regular claims established while they received 22.8% of the total amount paid. Occasional claimants accounted for 54.0% of all new regular claims established in FY1920 but received 51.9% of the total amount paid. Frequent claimants, on the other hand, benefited proportionally more, as they accounted for 21.0% of total new regular claims in FY1920 and received 25.3% of the total amount paid in EI regular benefits.

²⁰ See [Annex 2.1](#) for the definitions of EI claimant categories.

²¹ In FY1920, 83.6% of all frequent claimants could also be classified as seasonal claimants. See the text box “Pilot project: Additional weeks of EI regular benefits for seasonal claimants in 13 EI economic regions” and the discussion on overlapping definitions of seasonal and frequent claimants in [subsection 2.2.5](#).

Table 9 – Employment Insurance regular claims and amount paid by EI claimant category, Canada, FY1819 to FY1920

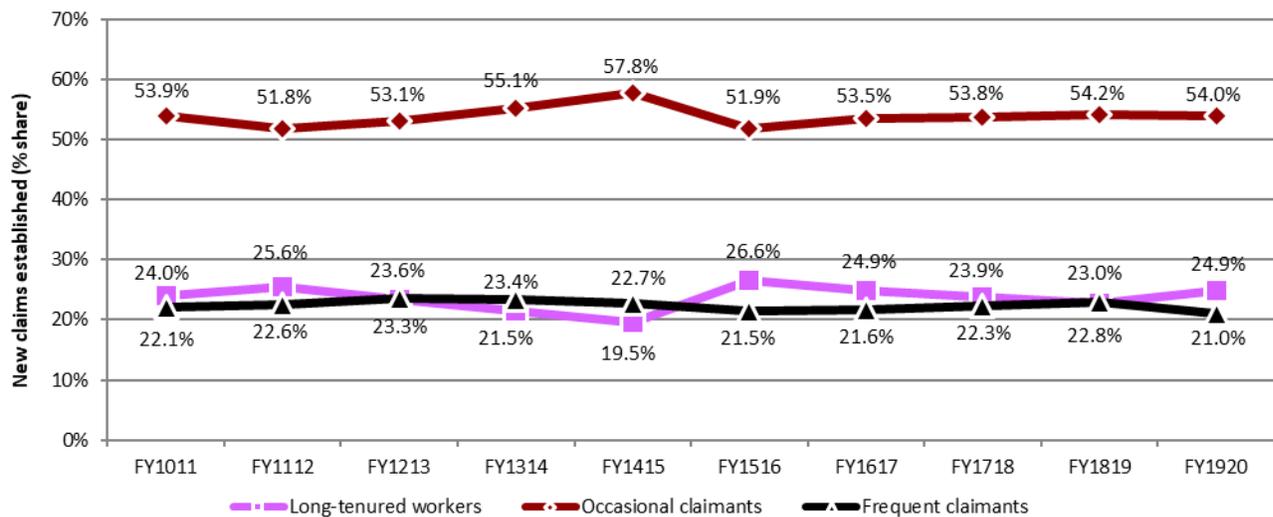
Claimant category	Number of claims (% share of all EI regular claims)			Amount paid (\$ million) (% share of total amount paid for EI regular benefits)		
	FY1819	FY1920	Change (%)	FY1819	FY1920	Change (%)
Long-tenured workers	294,820 (22.8%)	340,900 (24.9%)	+15.6%	\$2,467.4 (23.1%)	\$2,518.1 (22.8%)	+2.1%
Occasional claimants	700,580 (54.2%)	738,600 (54.0%)	+5.4%	\$5,505.2 (51.6%)	\$5,746.6 (51.9%)	+4.4%
Frequent claimants	297,310 (23.0%)	287,580 (21.0%)	-3.3%	\$2,701.2 (25.3%)	\$2,799.7 (25.3%)	+3.6%
Canada	1,292,710 (100.0%)	1,367,080 (100.0%)	+5.8%	\$10,673.8 (100.0%)	\$11,064.4 (100.0%)	+3.7%

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.

Chart 7 and Chart 8 illustrate the share of new EI regular claims established and the share of total amount paid by claimant categories in the past decade. During this period, the share of EI regular claims established by occasional claimants has ranged between 51.8% in FY1112 and 57.8% in FY1415. The share of claims established by long-tenured workers has experienced some variation in the last decade, while the share by frequent claimants has remained relatively unchanged.

Chart 7 – Share of Employment Insurance regular claims established by claimant category, Canada, FY1011 to FY1920

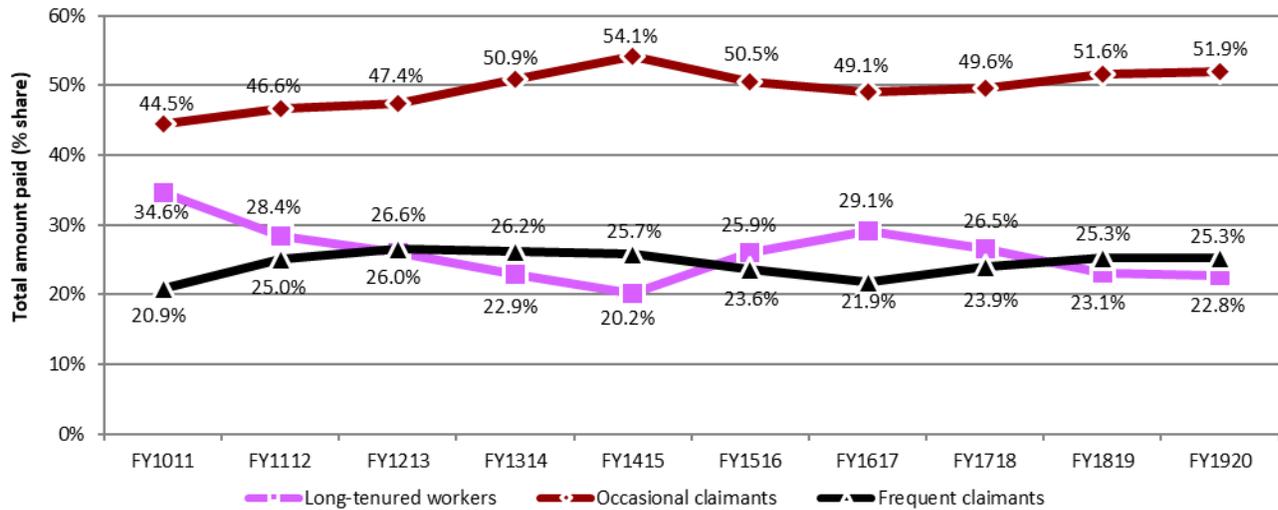


Note: Includes claims for which at least \$1 of EI regular benefits was paid.

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

The share paid to occasional claimants has trended upward in the last decade. The share paid to long-tenured workers has trended downward over this time.

Chart 8 – Share of total amount paid in Employment Insurance regular benefits by claimant category, Canada, FY1011 to FY1920



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

The number of required hours depends on the unemployment rate in the EI economic region at the time of submitting the application for EI 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). A detailed discussion on the eligibility and access to EI regular benefits is provided in [subsection 2.2.2](#).

Variable entrance requirement*

In order to qualify for EI regular benefits, a worker must accumulate a minimum 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 by the number of hours of insurable employment that were used to qualify for EI regular benefits in the past 5 years. In FY1920, EI regular benefit claimants who accumulated 1,820 or more hours of insurable employment during their qualifying period accounted for the largest share of total EI regular benefits established. The number of claims in this category increased by 15.0% in FY1920 from the previous year, while its share in total EI regular claims established increased by 2.2 percentage points during this period. Claimants with less than 700 hours of insurable employment accounted for the lowest share (3.8%) of total EI regular claims established in FY1920. In the past five years, the shares of the categories in total EI regular claims established have remained relatively stable, as shown in Table 10.

Table 10 – Number and share of Employment Insurance regular claims by hours of insurable employment, Canada, FY1516 to FY1920

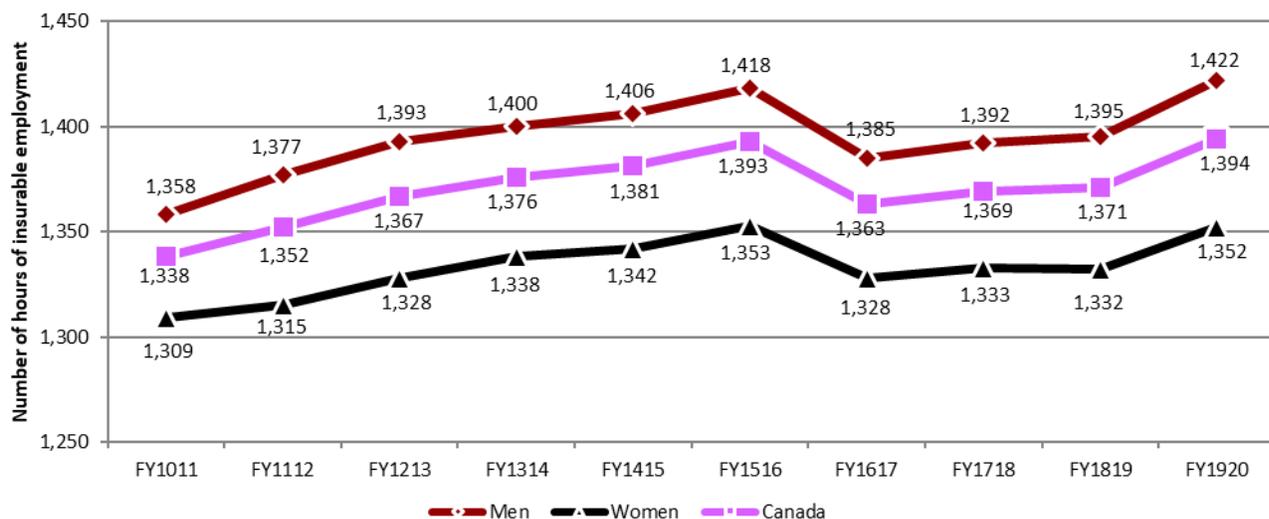
Number of hours of insurable employment in the qualifying period	FY1516	FY1617	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
Less than 700 hours	67,170 (4.7%)	76,340 (5.8%)	66,150 (5.1%)	60,150 (4.7%)	52,630 (3.8%)	-12.5%
700 to 979 hours	207,610 (14.5%)	216,650 (16.4%)	215,600 (16.6%)	212,640 (16.4%)	213,380 (15.6%)	+0.3%
980 to 1,259 hours	264,500 (18.5%)	242,610 (18.4%)	234,850 (18.1%)	239,650 (18.5%)	243,580 (17.8%)	+1.6%
1,260 to 1,539 hours	260,870 (18.2%)	239,030 (18.1%)	239,600 (18.4%)	243,490 (18.8%)	254,120 (18.6%)	+4.4%
1,540 to 1,819 hours	235,120 (16.4%)	207,440 (15.7%)	211,880 (16.3%)	213,480 (16.5%)	231,540 (16.9%)	+8.5%
1,820 hours and more	395,820 (27.7%)	339,060 (25.7%)	331,630 (25.5%)	323,300 (25.0%)	371,830 (27.2%)	+15.0%
Canada	1,431,090 (100.0%)	1,321,130 (100.0%)	1,299,710 (100.0%)	1,292,710 (100.0%)	1,367,080 (100.0%)	+5.8%

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 claimant receiving EI regular benefits in the past decade by gender. In the reporting period, claimants had accumulated 1,394 hours of insurable employment during their qualifying period, up from 1,371 hours in FY1819. Among claimants who receive EI regular benefits, the average number of hours of insurable employment accumulated by claims established by men are generally higher compared to those established by 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 so accumulate fewer hours of insurable employment on average. In FY1920, men had about 70 more hours of insurable employment than women. The difference between the average number of hours of insurable employment for men and women has stayed around 60 hours in the past decade.

Chart 9 – Average number of hours of insurable employment of claims established for Employment Insurance regular benefits by gender, Canada, FY1011 to FY1920



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 average number of hours of insurable employment per claim varies 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, due to the composition of regional labour markets. In FY1920, the lowest average hours of insurable employment per claim among all provinces and territories was observed in Newfoundland and Labrador (1,147 hours), followed by Northwest Territories (1,215 hours) and Nunavut (1,218 hours). The highest average hours of insurable employment per claim in FY1920 was observed in Ontario (1,457 hours), then Alberta (1,453 hours) and British Columbia (1,422 hours).

The average number of hours of insurable employment also varies between age groups. In FY1920, EI regular claimants who were aged between 25 and 44 years accumulated the highest average number of hours of insurable employment during their qualifying period (1,430 hours), followed closely by those who were 45 to 54 years old (1,422 hours). Older claimants (aged 55 years and over) accumulated the lowest average number of hours of insurable employment (1,329 hours) in FY1920, followed by younger claimants aged less than 25 years (1,340 hours). This may be explained by the over-representation of individuals from these two age groups in part-time and seasonal employment²², leading them to accumulate fewer hours of insurable employment on average compared to those in other age groups.

Table 11 outlines the number and distribution of EI regular claims established in the past five fiscal years, as well as the labour force and the unemployed population by regional unemployment rate in the reporting fiscal year. In FY1920, EI economic regions where the unemployment rate was between 0.1% and 6% accounted for around half (50.1%) of all EI regular claims established. The share of claims established in these regions has increased significantly in the past five years due to the steady decrease

²² For example, in FY1920, 48.6% of younger employees and 22.7% of older employees had part-time employment, whereas 11.2% employees aged between 25 and 54 years had part-time employment. Source: Statistics Canada, Labour Force Survey, Table 14-10-0050-01.

in the unemployment rate in the country during this time. These regions also accounted for more than half (52.2%) of the total unemployed population and 63.1% of the total labour force in FY1920. In contrast, the share of EI regular claims established in EI economic regions with high unemployment rates (for example, 14.1% and higher) has been decreasing in the past five years.

Table 11 – Number and share of Employment Insurance regular claims by regional unemployment rate *, Canada, FY1516 to FY1920

Unemployment rate	Employment Insurance regular claims established (in thousands) (% share of total claims)					Labour force (in thousands) (% share of labour force)	Number of unemployed (in thousands) (% share of unemployed)
	FY1516	FY1617	FY1718	FY1819	FY1920	FY1920	FY1920
0.1% to 6%	218.0 (15.2%)	171.4 (13.0%)	384.2 (29.6%)	411.2 (31.8%)	685.1 (50.1%)	12,655.7 (61.9%)	667.4 (51.1%)
6.1% to 7%	363.7 (25.4%)	363.2 (27.5%)	425.6 (32.7%)	479.0 (37.1%)	284.2 (20.8%)	3,751.7 (18.4%)	248.2 (19.0%)
7.1% to 8%	279.0 (19.5%)	299.0 (22.6%)	134.8 (10.4%)	129.4 (10.0%)	134.7 (9.9%)	2,353.2 (11.5%)	179.5 (13.7%)
8.1% to 9%	216.3 (15.1%)	169.3 (12.8%)	110.9 (8.5%)	40.8 (3.2%)	35.0 (2.6%)	454.6 (2.2%)	40.0 (3.1%)
9.1% to 10%	75.7 (5.3%)	65.5 (5.0%)	31.7 (2.4%)	13.9 (1.1%)	9.6 (0.7%)	56.6 (0.3%)	5.3 (0.4%)
10.1% to 11%	50.4 (3.5%)	35.4 (2.7%)	8.0 (0.6%)	37.0 (2.9%)	28.7 (2.1%)	333.8 (1.6%)	36.0 (2.8%)
11.1% to 12%	16.7 (1.2%)	21.4 (1.6%)	60.1 (4.6%)	49.0 (3.8%)	34.8 (2.5%)	242.7 (1.2%)	27.7 (2.1%)
12.1% to 13%	43.9 (3.1%)	35.3 (2.7%)	13.4 (1.0%)	4.1 (0.3%)	23.8 (1.7%)	92.1 (0.5%)	11.3 (0.9%)
13.1% to 14%	16.9 (1.2%)	11.4 (0.9%)	28.2 (2.2%)	7.0 (0.5%)	47.4 (3.5%)	116.9 (0.6%)	15.9 (1.2%)
14.1% to 15%	23.7 (1.7%)	38.2 (2.9%)	24.0 (1.8%)	17.9 (1.4%)	9.0 (0.7%)	32.1 (0.2%)	4.7 (0.4%)
15.1% to 16%	32.0 (2.2%)	25.4 (1.9%)	10.3 (0.8%)	25.0 (1.9%)	14.5 (1.1%)	61.0 (0.3%)	9.5 (0.7%)
16% or higher	94.8 (6.6%)	85.8 (6.5%)	68.6 (5.3%)	78.6 (6.1%)	60.4 (4.4%)	281.0 (1.4%)	60.3 (4.6%)
Canada	1,431.1 (100.0%)	1,321.1 (100.0%)	1,299.7 (100.0%)	1,292.7 (100.0%)	1,367.1 (100.0%)	20,431.3 (100.0%)	1,305.8 (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.

Sources: 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.

Using multiple Records of Employment (ROEs) * to establish claims for EI regular benefits

The introduction of the EI system in 1996 recognized all hours of insurable employment starting from the first hour, shifting from the previous Unemployment Insurance (UI) system which was based on weeks worked that excluded weeks with less than 15 hours of work. This switch allowed workers to combine multiple ROEs to establish claims for EI benefits, recognizing the variety of work patterns and rising trends in non-standard forms of employment (including multiple jobholding).

A recent departmental study** examined the socio-demographic profiles of claimants for EI regular benefits who used multiple ROEs compared to those who used a single ROE to establish their claims. Over the period 2000 to 2018, the study found that on average 35.8% of yearly EI regular claims were established using multiple ROEs. Men, younger workers aged 15 to 24, unemployed workers from the construction sector and claimants who worked while on claim were more likely to establish claims for EI regular benefits with multiple ROEs. The incidence of claiming with multiple ROEs was higher in most of Eastern Canada (Newfoundland and Labrador, New Brunswick and Prince Edward Island), Quebec and Manitoba compared to other regions in the country. On average, claims associated with multiple ROEs received 16 weeks of EI regular benefits compared to 18 weeks for those associated with a single ROE.

The study also looked at claimants with multiple ROEs who had a single job and those with multiple jobs***. The majority (about 70%) of claims associated with multiple ROEs were from claimants who had multiple jobs, which were more likely to be held sequentially (56%) than concurrently (44%). The incidence rate of holding jobs concurrently was higher for women, younger workers aged 15 to 24, and workers in the government and social service sectors.

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

** ESDC, Trends in the Use of Multiple Records of Employment to Establish Employment Insurance Claims (Ottawa: ESDC, Evaluation Directorate, 2021).

*** Multiple jobholders in this context are those who work for more than one employer over their qualifying period for EI regular benefits.

Claimants 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 of Canada made legislative and regulatory changes in July 2016 to simplify job search responsibilities for claimants of EI regular benefits.²³ 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 report²⁴ 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

²³ 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

²⁴ ESDC, Evaluation of the Connecting Canadians with Available Jobs Initiative. (Ottawa: ESDC, Strategic and Service Policy Branch, 2018).

total number of disqualifications and disentitlements during the period in which CCAJ was in effect (January 2013 to July 2016). This indicates 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 five years. In FY1920,²⁵ there were a total of 1,190 disqualifications and disentitlements related to failure to search for work and a total of 180 disqualifications and disentitlements related to refusal of suitable work. However, these two factors represent only a fraction (0.2%) of all disqualifications and disentitlements in the reporting year, and do not take into consideration that benefits would generally have been reinstated 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, FY1516 to FY1920*

Type of disqualification or disentitlement	FY1516	FY1617	FY1718	FY1819	FY1920
Refusal of suitable work	180	170	130	170	180
Failure to search for work	1,020	1,340	1,730	1,430	1,190

* The total for the reporting fiscal year is calculated using monthly estimates from April 2019 to February 2020, and excludes data for the month of March 2020. Due to the COVID-19 situation, many Canadians who were not employed and seeking income assistance between March 15 and September 26, 2020, were accessing Government of Canada benefit programs other than Employment Insurance, such as the Canada Emergency Response Benefit (CERB). As a result, the Employment Insurance Statistics program was suspended between the March and September 2020 reference months. Consequently, data on the number of EI disqualification and disentitlements are not available for this period.

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

²⁵ Because the Employment Insurance Statistics program was suspended between March and September 2020 due to the COVID-19 situation, the total for FY1920 is calculated using monthly estimates from April 2019 to February 2020, and excludes data for the month of March 2020.

Section 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 claimant must have had insurable employment and paid EI premiums during the qualifying period (defined as either the previous 52 weeks or since the establishment of their last claim, whichever is shorter)
- have a valid reason for job separation according to the *Employment Insurance Act*
- have worked a minimum number of hours of insurable employment (ranging from 420 and 700 hours, depending on the regional unemployment rate where the claimant lived at the time of the claim) during the qualifying period

This subsection provides an overview of the unemployed population in Canada in terms of these three eligibility criteria. All estimates on the unemployed population provided in this subsection are based on results from the Employment Insurance Coverage Survey (EICS),²⁶ published annually by Statistics Canada. The survey provides statistics on the contributors and non-contributors to the EI program among the unemployed population in the calendar year, 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 2019 in terms of their eligibility criteria for EI regular benefits. On average, there were 1,088,700 unemployed individuals per month in Canada in 2019. Of them, 419,100 (38.5%) individuals did not pay EI premiums during the year because they did not work in the previous 12 months or never worked, or because they were self-employed or unpaid family workers. The other 669,600 (61.5%) unemployed individuals had paid EI premiums in the 12 months prior to becoming unemployed in 2019, and thus were covered by the EI program.

Of the total unemployed population, 14.2% were ineligible for EI benefits as they had invalid reasons for job separation, although they had paid EI premiums. Of these individuals, some quit their jobs to go to school while others quit for other reasons. The number of unemployed individuals ineligible for EI regular benefits for quitting their jobs to go to school dropped by almost half (47.5%) from 2018 to 2019, likely due to the continued strong labour market performance in 2019.²⁷ The remaining 515,400 unemployed individuals (47.3% of total unemployed) had paid EI premiums and had a valid reason for

²⁶ The EICS is administered to a sub-sample of the Labour Force Survey population and has four sample collection periods every year (namely in April-May, July-August, November-December and January-February) lasting for 5 weeks. The EICS sample excludes 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. Source: Employment Insurance Coverage Survey User Guide, Statistics Canada. <https://www23.statcan.gc.ca/imdb/p2SV.pl?Function=getSurvey&SDDS=4428>

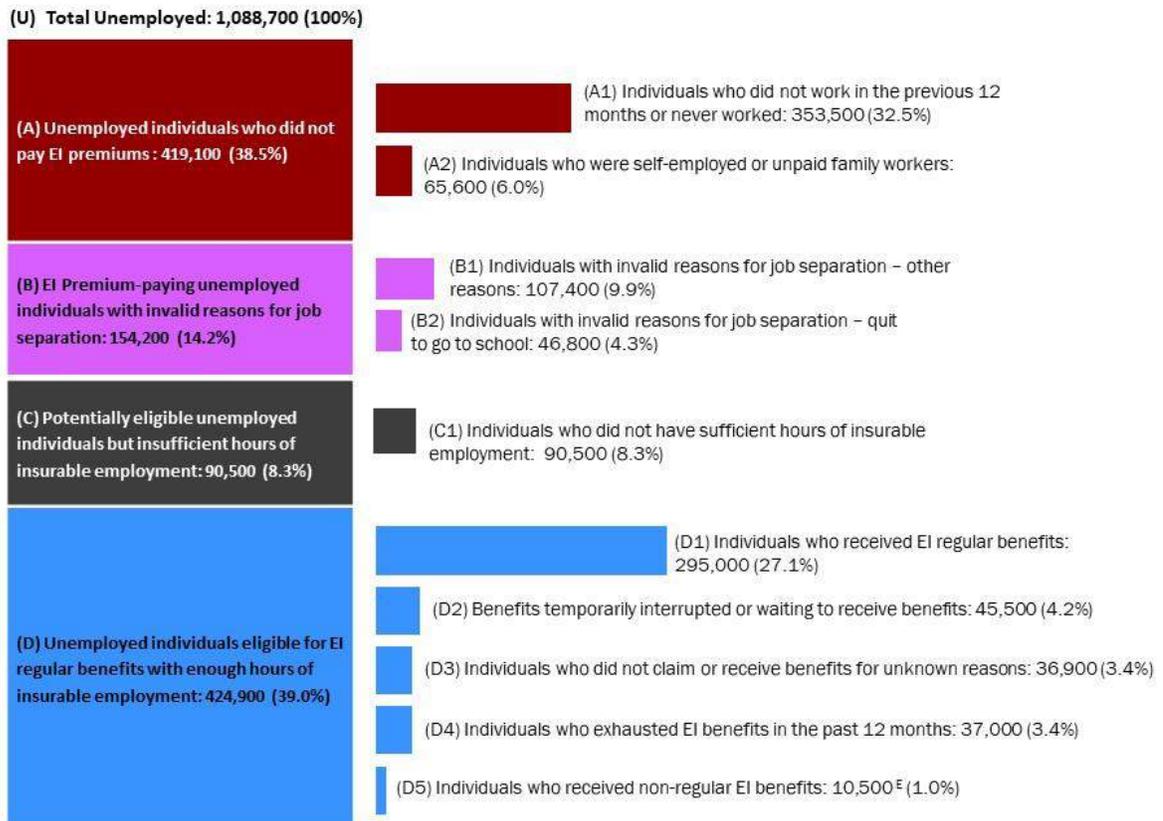
²⁷ During economic downturns, the demand for post-secondary education rises as more people go back to school to improve their job prospects in a constrained labour market. On the other hand, fewer people may decide to quit their employment to go back to school in a well-performing labour market, as the opportunity cost of doing so is high. Source: Bridget Terry Long, "The financial crisis and college enrollment: how have students and their families responded?", *How the financial crisis and Great Recession affected higher education*, University of Chicago Press, 2014, pp. 209-233.

job separation. However, some of them (8.3% of total unemployed) did not accumulate enough hours of insurable employment during their qualifying period. The rest (39.0% of total unemployed) had enough hours of insurable employment during their qualifying period and were eligible for EI regular benefits, as they had met all three eligibility criteria of the EI program.

While the majority of the unemployed population eligible for EI regular benefits with enough hours of insurable employment had received EI benefits at the time they were surveyed in 2019, some were not receiving them even though they were eligible (see Chart 10). This was due to one of the following reasons:

- their benefits were temporarily interrupted or they were waiting to receive benefits
- they did not claim or receive benefits for unknown reasons
- they had exhausted benefits in the past 12 months, or
- they were receiving non-regular EI benefits

Chart 10 – Distribution of the unemployed population in terms of eligibility for Employment Insurance regular benefits, Canada, 2019*



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

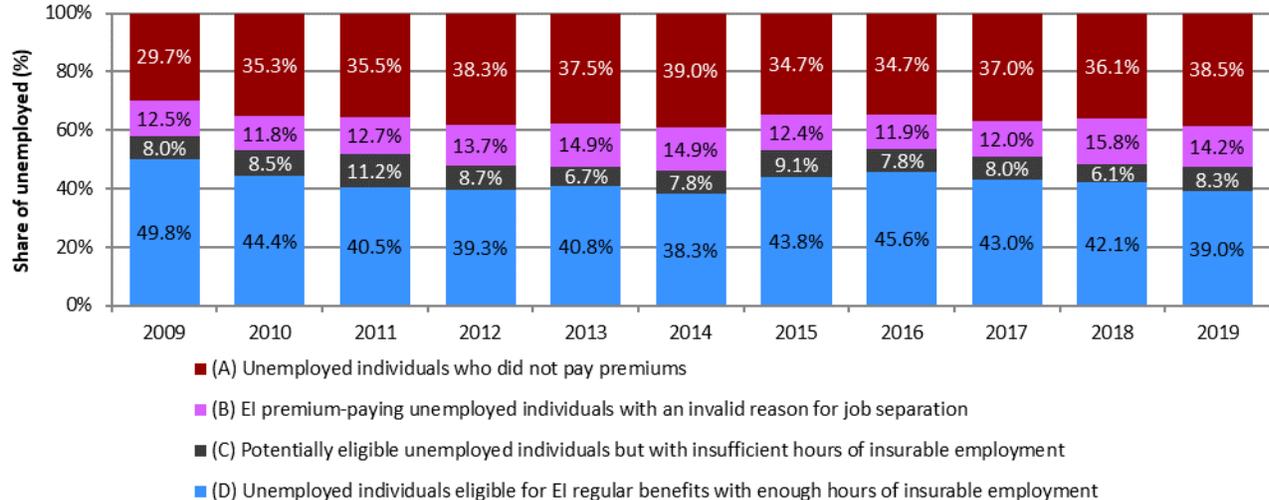
* Estimates for the year are based on monthly averages.

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

Source: Statistics Canada, Employment Insurance Coverage Survey, 2019.

Chart 11 shows the distribution of the unemployed population in Canada over the past 10 years in terms of their eligibility for EI regular benefits. Generally, the share of unemployed individuals who meet all three eligibility criteria for EI regular benefits go up following economic or labour market disruptions; for example, the recession in FY0809 and the downturn in global commodity prices in 2015. On the other hand, during periods of strong economic and labour market conditions with low unemployment rates, a lower share of unemployed individuals are eligible for EI regular benefits as they need a higher number of hours of insurable employment to qualify. This explains the third consecutive yearly decrease in the share of unemployed individuals with enough hours of insurable employment (see Chart 11).

Chart 11 – Distribution of the unemployed population according to their Employment Insurance regular benefits eligibility, Canada, 2009 to 2019



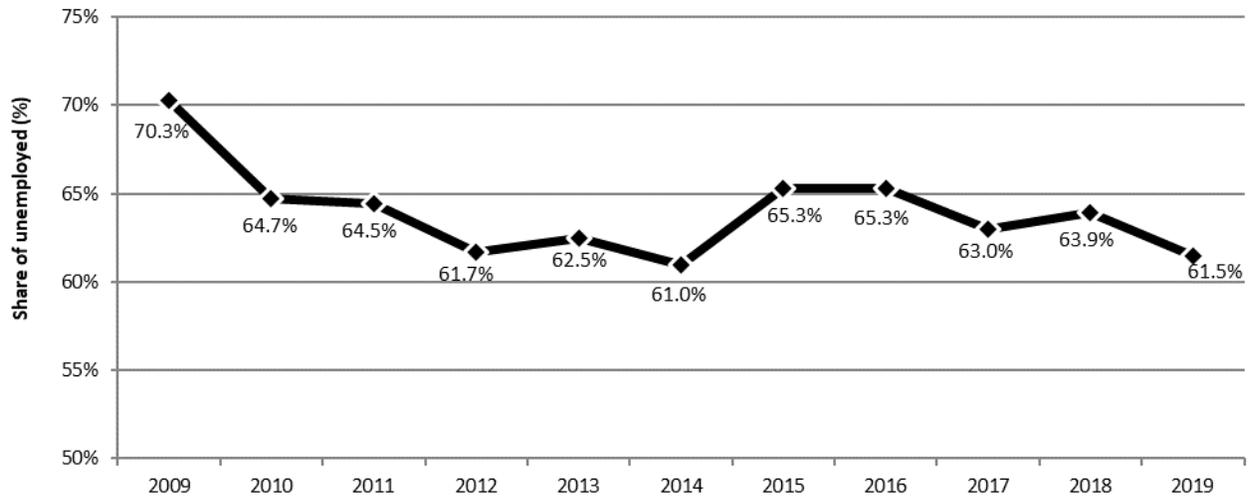
Source: Statistics Canada, Employment Insurance Coverage Survey, 2009 to 2019.

Coverage of Employment Insurance regular benefits

The coverage rate of EI regular benefits shows the proportion of unemployed individuals who contributed to the EI program by paying EI premiums in the preceding 52 weeks prior to becoming unemployed. Thus, the coverage rate is calculated by dividing the number of unemployed individuals who had insurable employment and paid EI premiums within the previous 52 weeks by the number of total unemployed individuals in Canada. In 2019, the coverage rate was 61.5%, down slightly from 63.9% observed in 2018.

Higher coverage rates of EI regular benefits 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 in the past decade peaked in 2009, corresponding with the FY0809 recession and rose again during the downturn in commodity prices in 2015 and 2016. The coverage rate decreased by 2.4 percentage points to 61.5% in 2019 from the previous year—within the range observed between 2012 and 2014, just before the economic downturn in 2015 (see Chart 12).

Chart 12 – Coverage rate of Employment Insurance regular benefits for the unemployed population, Canada, 2009 to 2019



Source: Statistics Canada, Employment Insurance Coverage Survey, 2009 to 2019.

Table 13 outlines the coverage rates of EI regular benefits by province, gender, age and previous work pattern for the past five years. Despite a large decrease from the previous year, Prince Edward Island had the highest coverage rate among all provinces in 2019, same as in 2018. Similarly, Ontario continued to have the lowest coverage rate among all provinces in 2019. Historically, the Atlantic provinces have higher coverage rates than the rest of the country—this may be explained by the composition of unemployed individuals, such as the prevalence of the seasonal employment pattern in that region.²⁸

The coverage rate for men decreased in 2019 from the previous year but continued to be higher than that for women, which remained relatively unchanged. The lower coverage rate for women can be explained by the fact that unemployed women are less likely to have recent insurable employment compared to unemployed men. The coverage rate of younger unemployed individuals and those aged 45 years and older remained relatively unchanged in 2019, while it dropped for those aged between 25 and 44 years.

When the unemployed population is categorized by their previous work pattern, it can be seen that a higher share of unemployed individuals with previous non-permanent jobs paid EI premiums in the previous 52 weeks than those who had permanent jobs. This can be explained by the high coverage rate of unemployed individuals who worked in non-permanent seasonal jobs. 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 those who were in permanent jobs and might be unemployed for more than a year. Among unemployed individuals who previously held permanent jobs, those who had part-time jobs had a higher coverage rate than those who had full-time jobs in 2019, contrary to the previous year.

²⁸ Unemployed individuals who occupied seasonal jobs usually have higher EI coverage rates than those who held non-seasonal jobs because of their cyclical employment pattern over a year, making them more likely to pay EI premiums during the last 52 weeks than unemployed who worked in non-seasonal jobs. See the text box "Seasonal workers in the Labour Force Survey" in [subsection 2.2.5](#).

This can be explained by the increase in the share of unemployed individuals with previous permanent full-time jobs in 2019 who did not pay EI premiums—likely those who have been unemployed for more than a year—among the total unemployed with such previous work pattern, compared to the previous year. Over the same period, the share of unemployed with previous permanent part-time jobs who did not pay EI premiums decreased, resulting in a higher coverage rate for them.²⁹ Among unemployed individuals who previously were in non-permanent employment, those who had seasonal work continued to have a significantly higher coverage rate in 2019 compared to those who had non-seasonal non-standard work.

Table 13 – Employment Insurance regular benefits coverage rates for the unemployed population by province, gender, age and previous work pattern, Canada, 2015 to 2019

Province	2015	2016	2017	2018	2019	Change (% points) 2018 to 2019
Newfoundland and Labrador	87.2%	82.9%	87.4%	87.3%	77.7%	-9.6
Prince Edward Island	86.1%	90.5%	78.8%	91.0%	81.8%	-9.2
Nova Scotia	71.9%	76.2%	69.3%	73.0%	73.7%	+0.7
New Brunswick	81.9%	80.9%	80.8%	69.7%	76.1%	+6.4
Quebec	67.1%	65.6%	65.0%	67.0%	63.9%	-3.1
Ontario	57.0%	57.7%	57.9%	59.6%	57.9%	-1.7
Manitoba	67.2%	59.0%	60.9%	62.5%	59.5%	-3.0
Saskatchewan	77.3%	71.3%	72.5%	70.2%	58.0%	-12.2
Alberta	71.0%	70.0%	55.8%	61.7%	61.6%	-0.1
British Columbia	67.2%	69.9%	69.8%	61.7%	58.5%	-3.2
Gender						
Men	69.3%	70.9%	66.8%	68.3%	62.8%	-5.5
Women	59.4%	56.8%	58.1%	58.1%	59.9%	+1.8
Age category						
24 years old and under	54.4%	56.3%	50.9%	57.1%	57.9%	+0.8
25 to 44 years old	67.3%	65.5%	65.7%	64.4%	59.4%	-5.0
45 years old and over	70.4%	71.2%	67.1%	67.5%	65.6%	-1.9
Previous work pattern*						
Permanent	74.0%	72.0%	68.8%	72.1%	67.6%	-4.5
Full-time	76.8%	74.5%	70.6%	74.0%	66.1%	-7.9
Part-time	64.3%	59.6%	65.9%	67.1%	72.7%	+5.6
Non-permanent	78.5%	78.8%	77.6%	81.1%	79.4%	-1.7
Seasonal**	87.4%	85.5%	90.2%	86.9%	88.2%	+1.3
Other non-standard**	72.7%	74.5%	69.0%	77.2%	72.8%	-4.4
Canada	65.3%	65.3%	63.0%	63.9%	61.5%	-2.4

* The coverage rates of unemployed individuals for most of the work pattern categories are higher than the national average. This can be explained by the 0% coverage rate of unemployed individuals for whom a previous work pattern is not applicable because they never worked before. The national average is lower because these individuals are included.

** 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. This excludes unemployed individuals who were self-employed.

Source: Statistics Canada, Employment Insurance Coverage Survey, 2018 to 2019.

Eligibility for Employment Insurance regular benefits

As mentioned at the beginning of this subsection, applicants for EI regular benefits must meet three criteria to be considered eligible (they must have paid EI premiums, have a valid reason for job

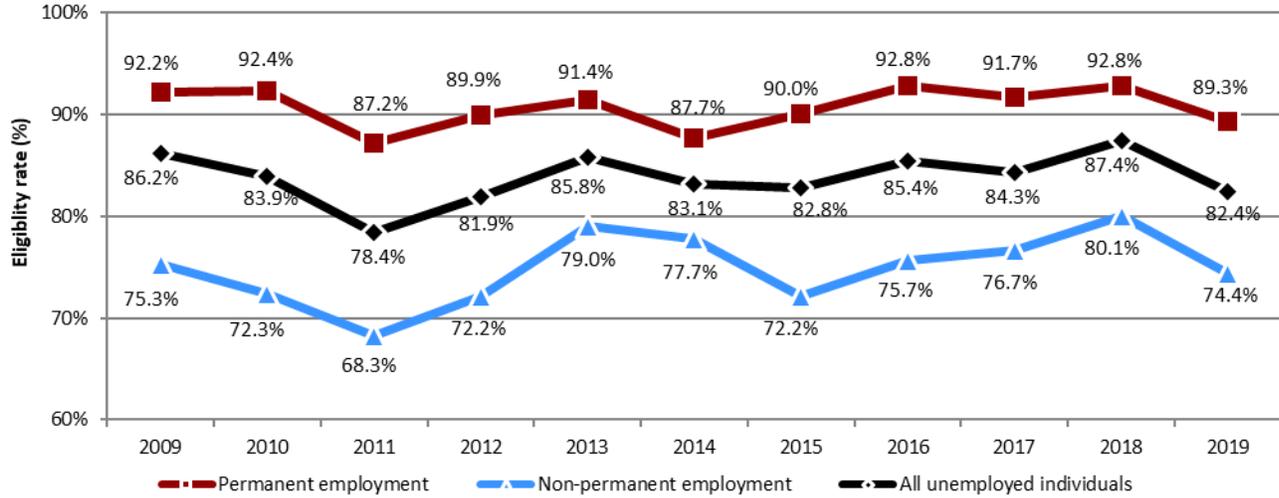
²⁹ The share of unemployed individuals with previous permanent full-time jobs who did not pay EI premiums increased by 39.2% in 2019 compared to 2018, while the increase in the number of unemployed individuals with such previous work pattern was much lower at 6.9% during this period. In comparison, the share of unemployed individuals with previous permanent part-time jobs who did not pay EI premiums decreased by 17.6% in 2019 from the previous year, while the number of unemployed individuals with such previous work pattern remained relatively unchanged (-0.8%) during this period. Source: Statistics Canada, Employment Insurance Coverage Survey, 2018 and 2019.

separation and have accumulated enough hours of insurable employment during their qualifying period). The eligibility rate is expressed as the share of unemployed individuals with sufficient hours of insurable employment among those who meet the other two eligibility criteria.

The eligibility rate for EI regular benefits decreased by 5.0 percentage points in 2019 from the previous year (see Chart 13). In the past decade, it has ranged between 78.4% in 2011 and 87.4% in 2018. The decrease in the eligibility rate can partly be explained by the historically low unemployment rates in 2019, which translated into a higher entry requirement for EI regular benefits. While the eligibility rate decreased for both previous employment patterns (permanent and non-permanent), the decrease was more significant for those who previously had non-permanent employment compared to those who had permanent employment. Notably, in the last decade, the variability in eligibility rates for those who had non-permanent employment was greater than it was for those who previously had permanent jobs.

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 employment, 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.

Chart 13 – Eligibility rate for Employment Insurance regular benefits by previous employment characteristics, Canada, 2009 to 2019



Source: Statistics Canada, Employment Insurance Coverage Survey, 2009 to 2019.

As outlined in Table 14, unemployed individuals in Prince Edward Island had the highest eligibility rate among provinces in 2019, followed closely by New Brunswick and Nova Scotia, unchanged from 2018. On the other hand, following the significant decrease in the eligibility rate from the previous year, British Columbia had the lowest eligibility rate in 2019, followed by Ontario and Manitoba. On a year-over-year basis, five provinces had an increase in their eligibility rate in 2019, while the other five experienced a decrease. Notably, significant drops in Ontario and British Columbia mostly drove the decrease in the national eligibility rate in 2019 while changes in other provinces were insignificant. As mentioned, this

can be explained by the low unemployment rates in these provinces in 2019,³⁰ as well as the concentration of part-time and non-permanent jobs.³¹ Low unemployment rates translates into a higher required number of hours of insurable employment to qualify for EI regular benefits.³² In particular, unemployed individuals who had part-time or non-standard employment were less likely to accumulate the required number of hours of insurable employment due to their work pattern, resulting in significant decreases in their eligibility rate (see Table 14).

Table 14 – Employment Insurance regular benefits eligibility rates by province, gender, age and previous work pattern, Canada, 2015 to 2019

Province	2015	2016	2017	2018	2019	Change (% points) 2018 to 2019
Newfoundland and Labrador	93.7%	95.9%	96.7%	93.8%	94.1%	+0.3
Prince Edward Island	92.7%	98.5%	94.3%	98.2%	97.0%	-1.2
Nova Scotia	82.3%	93.3%	86.0%	93.8%	95.2%	+1.4
New Brunswick	96.2%	94.6%	93.1%	94.0%	96.7%	+2.7
Quebec	81.5%	86.7%	85.1%	85.5%	87.8%	+2.3
Ontario	84.8%	81.3%	79.6%	88.7%	75.7%	-13.0
Manitoba	82.9%	75.3%	84.9%	83.1%	79.1%	-4.0
Saskatchewan	89.9%	78.9%	69.7%	86.6%	83.2%	-3.4
Alberta	78.6%	84.9%	85.2%	79.6%	84.1%	+4.5
British Columbia	75.2%	87.3%	90.0%	91.0%	73.6%	-17.4
Gender						
Men	82.0%	87.2%	85.8%	88.3%	84.7%	-3.6
Women	84.3%	81.6%	82.1%	86.1%	79.5%	-6.6
Age category						
24 years old and under	54.0%	50.8%	40.7%	60.5%	51.7%	-8.8
25 to 44 years old	82.1%	88.4%	89.4%	90.7%	82.1%	-8.6
45 years old and over	90.7%	94.0%	90.2%	90.5%	91.4%	+0.9
Previous work pattern						
Permanent	90.0%	92.8%	91.7%	92.8%	89.3%	-3.5
Full-time	93.3%	95.3%	94.5%	93.6%	94.2%	+0.6
Part-time	65.8%	62.4%	69.3%	86.0%	64.7%	-21.3
Non-permanent	72.2%	75.7%	76.7%	80.1%	74.4%	-5.7
Seasonal*	82.6%	87.5%	86.7%	82.0%	83.5%	+1.5
Other non-standard**	64.0%	66.4%	66.8%	78.5%	64.5%	-14.0
Canada	82.8%	85.4%	84.3%	87.4%	82.4%	-5.0

* 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. This excludes unemployed individuals who were self-employed

Source: Statistics Canada, Employment Insurance Coverage Survey, 2015 to 2019.

Regional unemployment rates and eligibility for EI regular benefits

As mentioned in [subsection 2.2.1](#), the Variable Entrance Requirement (VER) ensures equitability among claimants from regions with different unemployment rates. The rationale behind VER is the fact that it is more difficult to find employment in regions with high unemployment rates and thus to accumulate hours of insurable employment, which is one of the three eligibility criteria for EI regular benefits. Variations in the proportion of unemployed individuals meeting the VER following a job

³⁰ The unemployment rate in Ontario and British Columbia were 5.6% and 4.7% respectively, compared to the national unemployment rate of 5.7% in 2019. Source: Statistics Canada, Labour Force Survey, Table 14-10-0287-01.

³¹ Ontario and British Columbia accounted for 53.9% of all part-time jobs and 49.7% of all non-permanent jobs in Canada in 2019. Source: Statistics Canada, Labour Force Survey, Table 14-10-0028-01 and Table 14-10-0072-01.

³² See the text box "Variable entrance requirement" in [subsection 2.2.1](#).

separation are found in regions with different unemployment rates. A recent departmental study* used the Record of Employment (ROE)** data from 2001 to 2017 to estimate the proportion of job separators who met the required number of hours of insurable employment to qualify for EI regular benefits. Generally, the percentages of job separators who did not have enough accumulated hours of insurable employment were lower in regions with higher unemployment rates. Between 2001 and 2017, the percentage of job separators who did not meet the VER in their respective regions varied between 26.1% in 2009 to 32.1% in 2007. In 2017, around 31.3% of job separators in regions with low unemployment rates (6% or less) did not have enough accumulated hours of insurable employment to meet the VER, compared to 14.8% of job separators in high unemployment rate (13% or more) regions. The study also found that the probability to accumulate enough hours of insurable employment increased with regional unemployment rates—from 70.4% in regions with low unemployment rates (6% or less) to 85.2% in regions with high unemployment rates (13% or more).

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

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

Between 2018 and 2019, the decrease in the eligibility rate for unemployed women was more profound than it was for unemployed men. It also decreased substantially for individuals aged 15 to 24³³ and 25 to 44, while the rate was virtually unchanged for individuals aged 45 and over.

Variations in the eligibility criteria for EI regular benefits by age

Some variations in meeting the eligibility criteria to qualify for EI regular benefits can be observed when claimants' age are considered. A recent departmental study* looked at the profiles of seniors compared to individuals in other age groups in terms of labour market participation and indicators related to the coverage, eligibility and levels of EI regular benefits received. The study looked at the reasons for job separation and the proportion of job separators who met the required number of hours of insurable employment to qualify for EI regular benefits in 2017, 2018 and 2019 by age group. The share of job separators who had enough hours of insurable employment to meet the Variable Entrance Requirement (VER) was the highest among older job separators (aged between 55 and 64 years) in these three years, followed closely by the core-aged job separators (aged between 25 and 54 years). Younger job separators (aged below 25 years) had the lowest share of people with enough hours of insurable employment to meet the VER, followed by seniors aged 70 years and over.

The study also looked at the reasons for job separation by analyzing Record of Employments (ROEs) issued to employees in different age groups in these three years. Notably, the share of ROEs issued for shortage of work increases with the age of employees—among younger employees, almost one in three ROEs (around 31% in these 3 years) was issued due to this reason, while among older senior

³³ The eligibility rate for youth (aged between 15 and 24 years) is subject to statistical uncertainty and should be interpreted cautiously, as their sample size in the survey is relatively small.

employees aged 70 years and above, almost two in three ROEs (around 65% in these 3 years) were issued due to this reason.

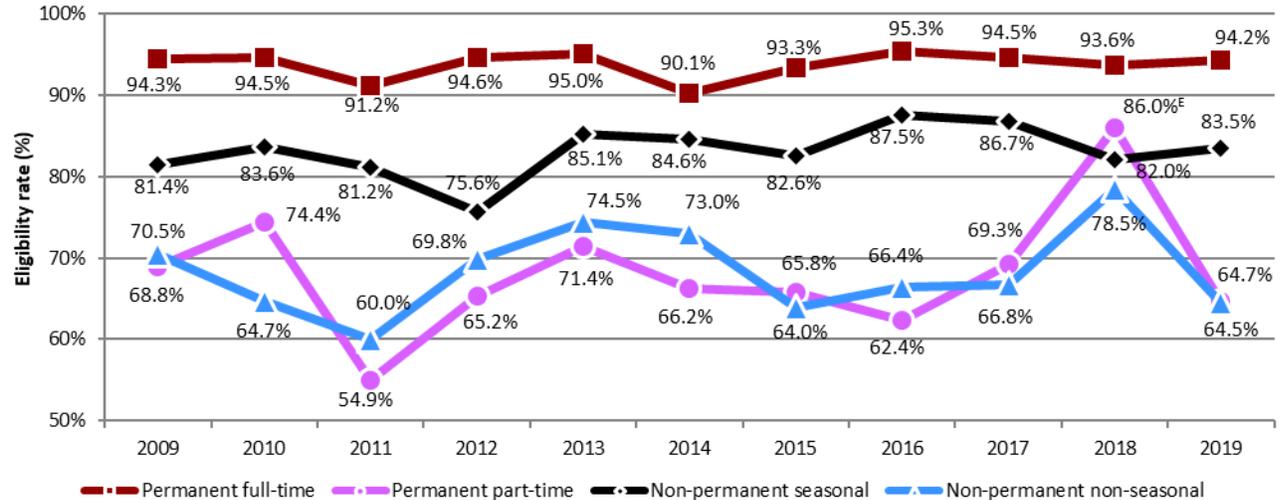
The study also found that seniors had the lowest average number of hours of insurable employment and the lowest average weekly insured earnings compared to claimants in other age groups. This was mainly attributable to their preference to work in part-time and self-employment.

* ESDC, Profile of Employment Insurance Coverage and Benefits of Seniors (Ottawa: ESDC, Employment Insurance Policy Directorate, 2021).

As mentioned, eligibility rates also vary across different employment characteristics. Intuitively, unemployed individuals who previously held full-time positions are more likely to have accumulated the required number of hours of insurable employment and have a higher eligibility rate than those who had part-time jobs. Similarly, unemployed individuals who previously had permanent jobs are more likely to meet the hours requirement than those who had temporary employment. This is evident in Table 14 and Chart 14, where unemployed individuals who previously had permanent employment are classified into full-time and part-time categories, and those who previously had non-permanent employment are classified into seasonal and non-seasonal categories.

In the past decade, the eligibility rates for EI regular benefits for the unemployed individuals who previously had permanent full-time employment showed little variation. The variation, on the other hand, for those with previous permanent part-time employment was much greater, ranging between 54.9% in 2011 and 86.0% in 2018. The drop in the eligibility rate in 2019 from the previous year for unemployed individuals in this group was also the highest (21.3 percentage points) recorded in the past 10 years. Similarly, among unemployed individuals who previously had non-permanent employment, the eligibility rates for those with previous seasonal employment showed comparatively less variation than the eligibility rates for those who had non-permanent non-seasonal employment. The sharp decline in the eligibility rate for those who previously had non-permanent non-seasonal jobs (14.0 percentage points), along with the decline for those with previous permanent part-time jobs mainly drove the decrease in the eligibility rate for Canada in 2019 from the previous year.

Chart 14 – Eligibility rates for Employment Insurance regular benefits by previous work pattern, Canada 2009 to 2019



^E As per the EICS release guidelines, this estimate should be used with caution.
 Source: Statistics Canada, Employment Insurance Coverage Survey, 2009 to 2019.

Access to Employment Insurance regular benefits

Access to EI regular benefits is another way to measure how well the EI program is functioning to meet the needs of Canada’s unemployed in providing financial support following a job loss and helping them transition to new employment. For the purpose of the EI Monitoring and Assessment Report, access to EI regular benefits is measured by two ratios: the Beneficiary-to-Unemployed (B/U) ratio and the Beneficiary-to-Unemployed Contributor (B/UC) ratio.³⁴

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 reported in Statistics Canada’s monthly EI Statistics releases as a share of the overall unemployed population obtained from the EICS. 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’s coverage.

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

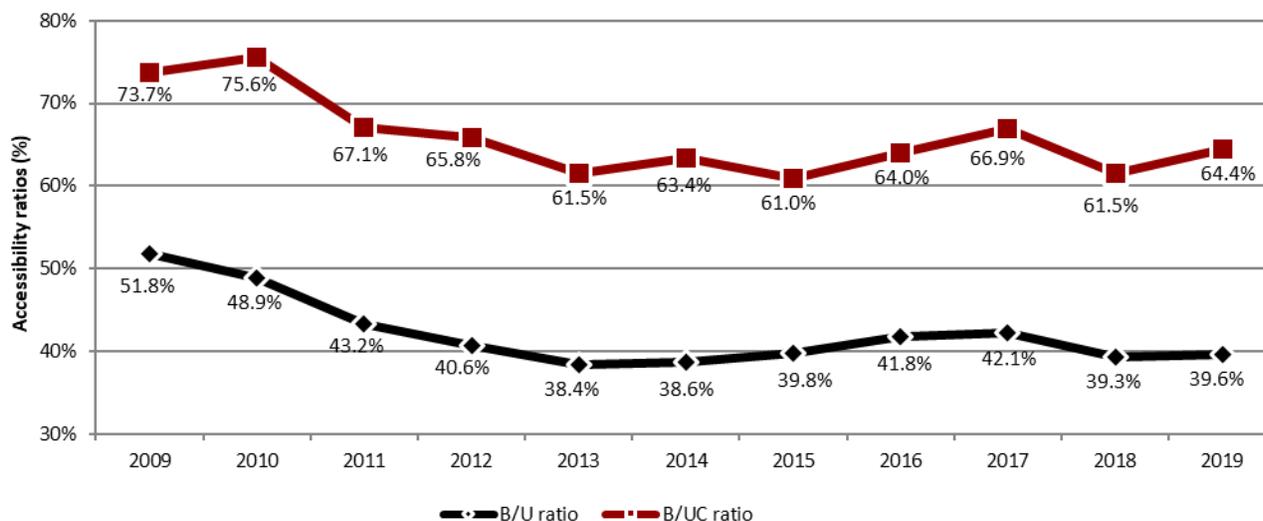
The Beneficiary-to-Unemployed Contributor (B/UC) ratio is calculated by expressing the average number of EI regular beneficiaries as a share of the corresponding unemployed population who contributed EI premiums in the previous 12 months. Because the B/UC ratio measures accessibility among unemployed workers for whom the EI regular benefits are designed to provide coverage, and excludes those who did

³⁴ 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.

not contribute EI premiums during their last employment period or did not have any labour force attachment, this ratio provides a better assessment of accessibility to EI regular benefits.

Chart 15 illustrates the B/U and B/UC ratios over the past 10 years. In 2019, the number of total unemployed (U), unemployed contributors (UC) and EI regular beneficiaries (B) decreased from the previous year. However, the decrease in the number of EI regular beneficiaries was lower than the decrease in the number of unemployed, and significantly lower than the unemployed contributors, which caused the B/U ratio to remain relatively unchanged (+0.3 percentage points) from the previous year, and the B/UC ratio to increase slightly (+2.9 percentage points). The continued strong labour market performance in 2019 resulted in the lowest unemployment rate observed in Canada since 1976,³⁵ which meant relatively fewer people were faced with job separation and needed support from the EI program, resulting in a lower number of beneficiaries (B). Similarly, the low unemployment rate denotes a reduction in the unemployed population (U) among the labour force. In addition, it is indicative of a tight labour market, which means there were fewer laid off unemployed contributors (UC) in 2019 compared to the previous year, resulting in the large drop in their number.

Chart 15 – Beneficiary-to-Unemployed (B/U) and Beneficiary-to-Unemployed Contributor (B/UC) ratio, Canada, 2009 to 2019



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)).

³⁵ Source: Statistics Canada, Labour Force Survey, Table 14-10-0287-01.

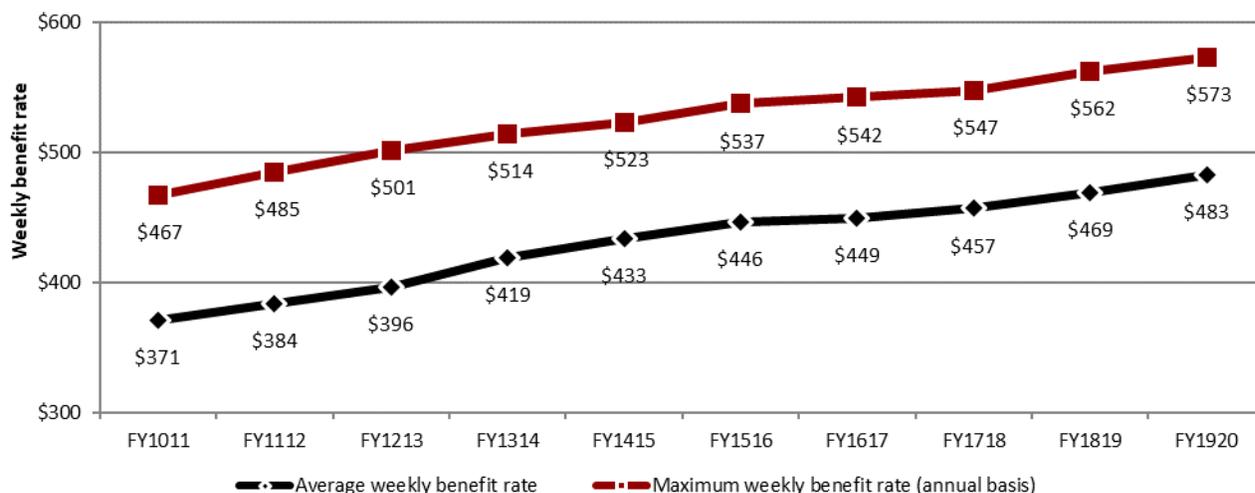
2.2.3 Level of Employment Insurance regular benefits

Under the Variables Best Weeks provision, the weekly regular benefit rate to which EI claimants are entitled is calculated as 55% of the average of their highest (best) weeks of insurable earnings over their qualifying period.³⁶ The maximum weekly benefit rate is based on the maximum insurable earnings (MIE).³⁷ The number of weeks used for calculating the weekly benefit rate ranges from 14 to 22 weeks, depending on the unemployment rate of the claimant’s EI economic region.

Furthermore, claimants with children (under the age of 18 years) and low annual family income may be eligible for the Family Supplement provision. This can increase their benefit rate from 55% up to a maximum of 80% of their weekly insurable earnings, 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 FY1920, the average weekly benefit rate for EI regular benefits increased by 3.0% to \$483, up from \$469 observed in the previous fiscal year (+\$14). This increase is attributable in part to the increase in the MIE.³⁸ 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 Employment Insurance regular benefits and maximum weekly benefit rate, Canada, FY1011 to FY1920



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 FY1920 in all provinces and territories compared to the previous fiscal year. The highest growth was observed in Nunavut (+9.6%), followed by Quebec (+3.5%). The average weekly regular benefit rate varied across provinces and territories—from the highest observed in Nunavut (\$550) to the lowest observed in Prince Edward

³⁶ See [section 2.1](#) for more information on the Variable Best Weeks provision.

³⁷ The maximum weekly benefit rate is 55% of the maximum yearly insurable earnings divided by 52. As of January 1, 2020, the maximum yearly insurable earnings amount was \$54,200. This means that the maximum amount of EI benefits a claimant could get was \$573 per week in 2020.

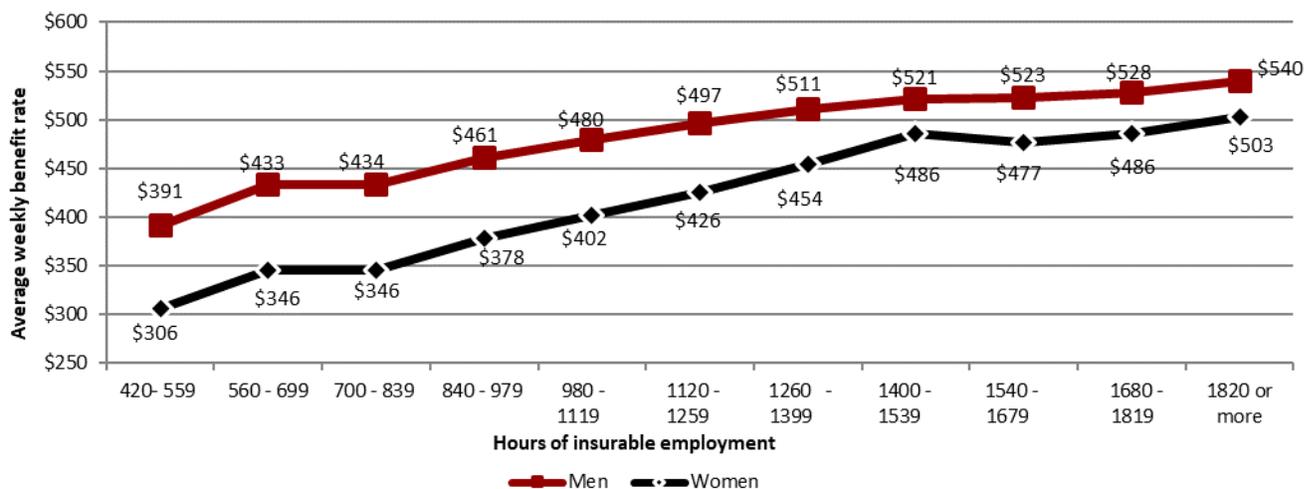
³⁸ An increase in the MIE increases the maximum weekly benefit rate, and in turn, the average weekly benefit rate. The MIE increased from \$53,100 in 2019 to \$54,200 in 2020 (+2.1 %).

Island (\$446). 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 Ontario, Saskatchewan, Alberta, British Columbia and the territories remained above the national average.

Consistent with past years, in FY1920, men had a higher average weekly regular benefit rate (\$507, up from \$493 in FY1819) than women (\$444, up from \$432 in FY1819), as shown in [Annex 2.5.3](#). Historically, this has also been the case. During the reporting period, the men and women’s average weekly regular benefits increased at the same rate of 2.8%. Over time, the gap between the average weekly benefit rates of men and women is gradually closing. For example, in FY1516, the average weekly benefit rate of women was 84.6% of men’s, while in FY1920 it reached 87.6%.

This overall gap in the average weekly benefit rate between men and women 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 (see Chart 17). However, this gap was the narrowest for claimants who had between 1,400 and 1,539 hours of insurable employment during their qualifying period.

Chart 17 – Average weekly regular benefit rate by gender and hours of insurable employment, Canada, FY1920



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 reporting period and the previous year. Claimants aged 25 to 44 years had the highest average weekly regular benefit rate (\$495) in FY1920, up from \$481 in the previous year (+\$14 or +2.9%). However, the highest increase was observed for those who were aged 45 to 54 years (+\$15 or +3.2%). When claimants are categorized by age group and gender, it can be seen that men aged 45 to 54 years had the highest average weekly regular benefit rate (\$522) in FY1920, while for women the highest benefit rate was among those aged 25 to 44 years (\$459). The difference in the average weekly regular benefit rate between men and women was the highest for claimants aged between 55 years old and over, and 45 and 54 years.

Table 15 – Average weekly regular benefit rate by age group and gender, Canada, FY1819 and FY1920

Age category	Men		Women		All claimants	
	FY1819	FY1920	FY1819	FY1920	FY1819	FY1920
24 years old and under	\$452	\$466	\$384	\$394	\$433	\$445
25 to 44 years old	\$502	\$518	\$447	\$459	\$481	\$495
45 to 54 years old	\$507	\$522	\$436	\$453	\$475	\$490
55 years old and over	\$482	\$496	\$414	\$426	\$455	\$468
Canada	\$493	\$507	\$432	\$444	\$469	\$483

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 FY1920, all claimant categories³⁹ experienced an increase in their average weekly benefit rate, with the largest increase observed for frequent claimants (+2.9%), followed by occasional claimants (+2.7%) (see Table 16). The average weekly regular benefit rate was the highest for long-tenured workers (\$515), while the lowest was for occasional claimants (\$464).

Table 16 – Average weekly regular benefit rate by Employment Insurance claimant category, Canada, FY1819 and FY1920

EI claimant category	Average weekly regular benefit rate (\$)		
	FY1819	FY1920	Change (%)
Long-tenured workers	\$503	\$515	+2.4%
Occasional claimants	\$452	\$464	+2.7%
Frequent claimants	\$477	\$491	+2.9%
Canada	\$469	\$483	+3.0%

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 (49.0%) of all claims established for EI regular benefits in FY1920 received the maximum weekly benefit rate. This is steady year-over-year. The share of claims receiving the maximum weekly benefit rate established by men (60.8%) was almost double the share of such claims established by women (30.8%), 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.⁴⁰ 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 (33.2%). Long-tenured workers had the highest share of claims (63.7%) receiving the maximum weekly benefit rate in FY1920, followed by frequent claimants (51.9%). In addition to the 49.0% at the maximum weekly benefit rate, 8.3% of claims had a weekly benefit rate of \$300 or less, 15.3% were between \$301 and \$400, 17.3% were between \$401 and \$500 and 10.1% were between \$501 and the maximum weekly benefit rate (\$562 in 2019 and \$573 in 2020).

³⁹ See [Annex 2.1](#) for definitions of the EI claimant categories.

⁴⁰ In FY1920, the share of part-time workers among all employed men was 12.5%, compared to 25.3% 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, FY1819 and FY1920

Gender	Share of claims that received the maximum weekly benefit rate	
	FY1819	FY1920
Men	60.4%	60.8%
Women	31.3%	30.8%
Age category		
24 years old and under	33.3%	33.2%
25 to 44 years old	53.6%	53.6%
45 to 54 years old	51.4%	51.9%
55 years old and over	45.1%	44.5%
EI claimant category		
Long-tenured workers	64.5%	63.7%
Occasional claimants	41.7%	41.2%
Frequent claimants	51.5%	51.9%
Canada	49.1%	49.0%

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 period⁴¹ 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).⁴²

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 completed⁴³ 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.⁴⁴ 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 work⁴⁵).

As illustrated in Chart 18, the average maximum entitlement of completed EI regular claims decreased from 30.3 weeks in FY1819 to 29.7 weeks in FY1920 (-0.6 weeks or -1.9%). The average actual duration, on the other hand, decreased from 18.5 weeks in FY1819 to 18.0 weeks in FY1920 (-0.5 weeks or -2.6%). This decline in both durations is attributable, in part, to the continued improvement in labour market conditions from last year in several provinces and territories, with strong employment growth (+2.1%) and low unemployment rates until March 2020 when COVID-19 restrictions resulted in employment losses (see [Chapter 1](#)).

⁴¹ The qualifying period is generally the shorter of the 52-week period immediately before the start date of an EI claim, or the period since the start of a previous claim.

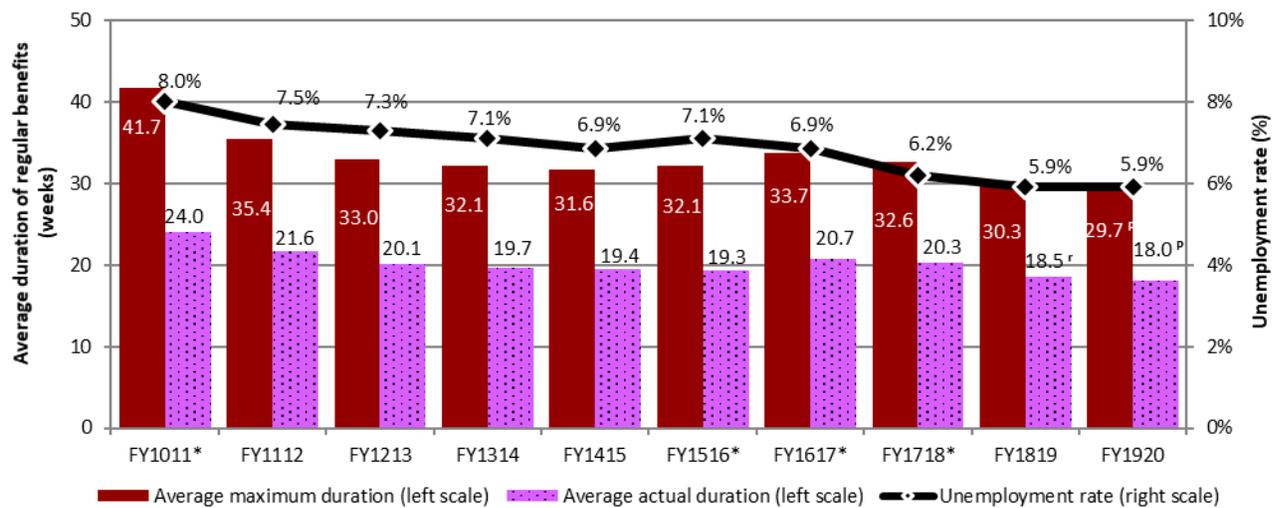
⁴² The number of weeks of entitlement does not change even if the claimant moves to another region after the benefit period begins.

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

⁴⁴ See [Annex 2.1](#) for definitions of average actual duration and average maximum entitlement of EI claims.

⁴⁵ To continue receiving EI regular benefits, claimants need to show that they are ready, willing and capable of working each day.

Chart 18 – Average maximum and actual duration of completed claims for Employment Insurance regular benefits and unemployment rate, Canada, FY1011 to FY1920



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 14-10-0017-01 (for data on unemployment rates). EI administrative data are based on a 10% sample.

The average maximum entitlement of EI regular claims completed in FY1920 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 (39.2 weeks) in the reporting year, followed by Newfoundland and Labrador (38.6 weeks). These significantly higher maximum entitlements compared to the national average can be explained in part by the high unemployment rate observed in these jurisdictions (the unemployment rate was 13.6% in Nunavut and 12.3% in Newfoundland and Labrador in FY1920).⁴⁶ In comparison, EI regular claims established in Yukon had the lowest average maximum entitlement (26.6 weeks), followed by Quebec (28.1 weeks) and British Columbia (28.0 weeks), corresponding to the low unemployment rates generally observed in these jurisdictions (the unemployment rate in Yukon, British Columbia and Quebec was 3.6%, 5.0% and 5.3% in FY1920, respectively).⁴⁷

The average maximum entitlement of EI regular claims was higher for men, and those between 45 and 54 years of age in FY1920. 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).

⁴⁶ Statistics Canada, Labour Force Survey, Tables 14-10-0017-01 and 14-10-0292-01.

⁴⁷ Statistics Canada, Labour Force Survey, Tables 14-10-0017-01 and 14-10-0292-01.

Table 18 – Average maximum entitlement and average actual durations of completed claims for Employment Insurance regular benefits and unemployment rate by province or territory, gender, age and claimant category, Canada, FY1819 to FY1920

Province or territory	Average maximum entitlement (weeks)			Average actual duration (weeks)			Unemployment rate		
	FY1819	FY1920 ^p	Change (%)	FY1819	FY1920 ^p	Change (%)	FY1819	FY1920	Change (% pts)
Newfoundland and Labrador	39.9	38.6	-3.2%	28.7	27.0	-5.8%	13.3	12.3	-1.0
Prince Edward Island	33.8 ^r	33.5	-0.8%	22.3	22.2	-0.6%	9.4	8.4	-1.0
Nova Scotia	32.8	32.4	-1.1%	22.0	22.0	-0.1%	7.3	7.8	+0.5
New Brunswick	30.8	32.5	+5.6%	20.5	21.2	+3.5%	8.0	8.1	0.0
Quebec ¹	27.7	28.1	+1.5%	15.6	15.7	+0.7%	5.4	5.3	-0.2
Ontario	28.6	28.4	-0.6%	16.9	16.9	-0.2%	5.8	5.7	-0.1
Manitoba	30.4 ^r	30.2	-0.8%	18.6	18.6	0.0%	5.8	5.4	-0.4
Saskatchewan	35.5	32.6	-8.3%	22.8	20.3	-10.8%	6.1	5.9	-0.2
Alberta	34.3	31.2	-9.1%	21.6	19.4	-10.2%	6.7	7.3	+0.5
British Columbia	29.4	28.0	-4.9%	17.9	17.0	-5.2%	4.7	5.0	+0.3
Yukon	27.3 ^r	26.6	-2.7%	20.0	19.2	-3.9%	3.4	3.6	+0.2
Northwest Territories	33.0	32.6	-1.1%	22.6	22.8	+1.1%	6.8	8.2	+1.4
Nunavut	42.1	39.2	-6.9%	28.1	28.0	-0.4%	14.6	13.6	-1.0
Gender									
Men	30.9	30.4	-1.6%	18.8	18.4	-2.0%	6.2	6.2	0.0
Women	29.2	28.6	-2.2%	18.0	17.4	-3.5%	5.6	5.6	0.0
Age category									
24 years old and under	29.3	28.6	-2.4%	16.6	16.1	-2.8%	10.8	11.4	+0.6
25 to 44 years old	30.4	29.7	-2.2%	17.4	17.1	-1.9%	5.1	5.3	+0.1
45 to 54 years old	30.9	30.4	-1.7%	19.0	18.4	-3.4%	4.6	4.1	-0.6
55 years old and over	29.8	29.4	-1.4%	20.5	20.0	-2.6%	5.3	5.1	-0.2
EI claimant category^s									
Long-tenured workers	34.2	32.6	-4.7%	18.0	16.7	-7.1%	n/a	n/a	n/a
Occasional claimants	29.2	28.6	-1.9%	17.8	17.4	-2.3%	n/a	n/a	n/a
Frequent claimants	28.7	29.6	+3.1%	20.7	20.8	0.6%	n/a	n/a	n/a
Canada	30.3	29.7	-1.9%	18.5	18.0	-2.6%	5.9	5.9	0.0

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.

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

^p Preliminary data.

^r Revised 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, Tables 14-10-0017-01 and 14-10-0292-01.

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). 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 FY1920, EI regular claims established in Nunavut closely followed by those established in Newfoundland and Labrador had the highest average actual duration (28.0 weeks and 27.0 weeks, respectively), which is partly attributable to the high unemployment rates observed in both the territory and province. In comparison, EI regular claims established in Quebec had the lowest average actual duration (15.7 weeks), corresponding to the low unemployment rate observed in this province in FY1920. Furthermore, the average actual duration of EI regular claims decreased in almost all provinces and territories in FY1920 compared to the previous year, with the exception of New Brunswick, Quebec, Manitoba and Northwest Territories where it slightly increased or remained the same. Claims

established in Saskatchewan and Alberta had the largest decline on average (-2.5 weeks or -10.8% and -2.2 weeks or -10.2%, respectively), followed by EI regular claims established in Newfoundland and Labrador (-1.7 weeks or -5.8%) and British Columbia (-0.9 weeks or -5.2%).

The average actual duration of EI regular claims decreased in almost all industries in the reporting year compared to the previous year, with the exception of five industries. This decline was the most significant in Utilities (-2.0 weeks or -11.5%), followed by Finances and Insurance (-1.6 weeks or -5.2%). In contrast, the average actual duration of claims from Management of companies and Enterprises witnessed the highest increase (+1.5 weeks or +7.8%). Moreover, claims established by unemployed individuals from the Finance and insurance industry had the highest average actual duration (22.3 weeks) in FY1920, while those from the Educational services industry had the lowest average actual duration (11.1 weeks) due to the seasonal nature of this industry sector 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 EI 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 before they exhaust their weeks of EI benefits, 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.

Year-over-year, the average proportion of EI regular benefit weeks used remained stable, with a slight increase from 63.6% in FY1819 to 63.7% in FY1920. Among provinces and territories, Nunavut registered the strongest growth of this average proportion (+9.6 percentage points), while Newfoundland and Labrador accounted for the largest decrease (-2.4 percentage points). Furthermore, across provinces and territories, the average proportion of regular benefits used varied from 60.4% in Quebec to 76.1% in Yukon in FY1920. This variation can be attributable to provincial and territorial differences in economic conditions.

From a gender perspective, men used slightly more of their entitlement of EI regular benefits compared to women (64.4% and 62.6%, respectively). 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 benefits (70.6%) and the younger claimants (aged 24 years or less) having used the lowest proportion (59.8%).

In terms of claimant category, in FY1920, long-tenured workers used a lower portion of their entitlement of EI regular benefits than occasional and frequent claimants did.⁴⁸ This discrepancy between categories of claimants can be explained by the fact that long-tenured workers generally have

⁴⁸ See [Annex 2.1](#) for more information on EI claimant categories.

stronger labour market attachment, tend to have more weeks of entitlement to regular benefits, and collect fewer weeks of benefits. As such, they use a lower proportion of their benefit weeks. 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 to a lower proportion of their entitlement weeks used compared to claimants who did not work while on claim (see Table 19).⁴⁹

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, FY1516 to FY1920

Province or territory	Proportion of weeks of Employment Insurance regular benefits used (%)					
	FY1516	FY1617	FY1718	FY1819 ^r	FY1920 ^p	Change (% points) FY1819 to FY1920
Newfoundland and Labrador	69.1%	76.7%	76.3%	73.1%	71.4%	-2.4
Prince Edward Island	73.0%	71.9%	70.8%	68.6%	69.1%	+0.8
Nova Scotia	72.1%	72.4%	72.7%	70.1%	70.6%	+0.7
New Brunswick	69.4%	71.0%	69.9%	70.2%	68.6%	-2.2
Quebec	63.9%	63.7%	62.4%	60.6%	60.4%	-0.3
Ontario	61.8%	62.6%	61.0%	61.7%	62.5%	+1.0
Manitoba	61.8%	62.6%	64.0%	63.4%	64.1%	+1.1
Saskatchewan	54.0%	63.2%	66.3%	65.6%	65.1%	-0.7
Alberta	52.4%	58.7%	64.7%	64.6%	64.8%	+0.3
British Columbia	63.4%	64.8%	64.3%	63.7%	64.1%	+0.5
Yukon	66.7%	71.7%	76.2%	76.4%	76.1%	-0.4
Northwest Territories	73.8%	65.2%	75.2%	71.8%	73.0%	+1.7
Nunavut	68.6%	71.2%	73.8%	66.3%	72.7%	+9.6
Gender						
Men	63.4%	64.5%	64.4%	64.0%	64.4%	+0.7
Women	62.6%	64.0%	64.0%	63.1%	62.6%	-0.9
Age						
24 years old and under	59.9%	60.7%	60.2%	59.6%	59.8%	+0.4
25 to 44 years old	60.2%	60.8%	61.1%	60.1%	60.7%	+1.0
45 to 54 years old	63.5%	65.0%	64.1%	63.8%	63.0%	-1.2
55 years old and over	70.1%	72.2%	71.6%	71.2%	70.6%	-0.8
EI claimant category[*]						
Long-tenured workers	50.0%	51.7%	53.3%	53.1%	52.9%	-0.4
Occasional claimants	63.5%	64.9%	64.4%	63.7%	63.9%	+0.4
Frequent claimants	76.2%	78.1%	76.7%	74.9%	73.7%	-1.6
Working while on claims status						
Not working while on claims	66.0%	67.6%	68.3%	67.7%	68.3%	+0.9
Working while on claim	60.4%	61.1%	60.4%	59.6%	58.9%	-1.2
Canada	63.1%	64.3%	64.2%	63.6%	63.7%	+0.1

^{*} 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 rate⁵⁰ in FY1819 and FY1920. The proportion of entitlement used generally fell as entitlement weeks increased, as claimants with shorter entitlement tend to use a greater proportion of their entitlement. As shown in Table 20, claimants with the lowest number of EI entitlement weeks (between 13 and 19 weeks) used 82.5% of their entitlement compared to claimants with the highest

⁴⁹ See [subsection 2.2.7](#) for detailed discussion on the Working While on Claim provision.

⁵⁰ 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.

number of weeks of entitlement (45 weeks or more) who only used 49.5% of their entitlement in FY1920.

The proportion of regular benefit weeks used generally increased with the regional unemployment rate. Regions with higher unemployment rates are often characterized by weaker labour market conditions. This is partly due to a greater importance of seasonal employment, and therefore a larger share of frequent claimants in these regions relative to those with lower unemployment rates.

As frequent claimants tend to use a greater proportion of their entitlement, this translates to a higher proportion of entitlement used in EI economic regions with relatively higher unemployment rates. As illustrated in Table 20, in FY1920, claimants in lower EI unemployment rate regions (6% or lower) used 61.0% of their entitlement compared to claimants in higher EI unemployment rate regions (13.1% and higher), who used 68.5% of their entitlement.

Table 20 – Proportion of entitlement used by weeks of entitlement for EI regular benefits and regional rate of unemployment, Canada, FY1819 to FY1920

Weeks of entitlement for EI regular benefits	Proportion of entitlement used		
	Proportion in FY1819 ^f	Proportion in FY1920 ^p	Change (% points) FY1819 to FY1920
Between 14 and 19 weeks	81.8% ^f	82.5%	+0.7
Between 20 and 24 weeks	72.7% ^f	73.0%	+0.3
Between 25 and 29 weeks	62.1% ^f	62.0%	-0.1
Between 30 and 34 weeks	60.1% ^f	59.0%	-1.2
Between 35 and 39 weeks	52.5% ^f	54.9%	+2.4
Between 40 and 44 weeks	56.8% ^f	53.5%	-3.3
45 weeks	58.3% ^f	49.5%	-8.8
Unemployment rate in the EI economic region			
6.0% or less	61.7% ^f	61.0%	-0.7
Between 6.1% and 8.0%	61.5% ^f	64.4%	+2.9
Between 8.1% and 10.0%	68.7% ^f	64.1%	-4.6
Between 10.1% and 13.0%	67.7% ^f	66.7%	-1.0
13.1% or more	71.2% ^f	68.5%	-2.7
Canada	63.7%^f	63.7%	+0.1

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.

^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.

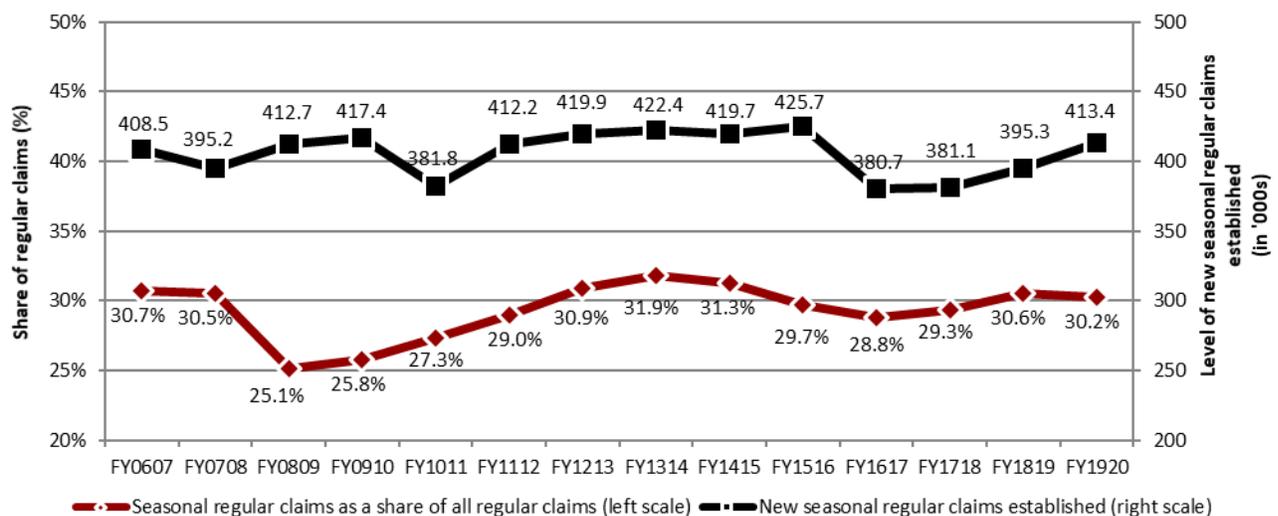
2.2.5 Employment Insurance regular benefits and seasonal claimants

Seasonal claimants are EI claimants who had at least three regular or fishing claims in the five years preceding the reference year, with at least two of these claims having started during the same period of the year as the current claim.⁵¹ The definition of seasonal claimants is not exclusive of the definitions for other EI claimant categories.⁵²

As outlined in the definition, claims established by seasonal claimants can include both EI regular and fishing claims. In FY1920, a total of 442,500 claims were established by seasonal claimants, up from 425,000 claims in the previous fiscal year (+4.1%). Of those, 413,400 claims (93.4%) were for EI regular benefits and the remaining 29,100 claims (6.6%) were for EI fishing benefits.⁵³ The analysis presented in this subsection focuses on seasonal regular claims only.⁵⁴

The number of EI seasonal regular claims increased for the third consecutive year in FY1920, after reaching a low of 380,700 claims established in FY1617 in the past 13 fiscal years. The share of seasonal regular claims of all regular claims remained relatively unchanged in FY1920 from the previous year, suggesting that the growth in the number of all regular claims established in the reporting fiscal year surpassed the growth in the number of seasonal claims (see Chart 19).

Chart 19 – Employment Insurance seasonal regular claims, Canada, FY0607 to FY1920



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.

⁵¹ 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.

⁵² Seasonal claimants can also be classified as long-tenured workers, occasional claimants or frequent claimants. See [Annex 2.1](#) for the definitions of these EI claimant categories.

⁵³ 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 benefits.

⁵⁴ 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.

In FY1920, Quebec and Ontario accounted for over six in every 10 (61.2%) EI seasonal regular claims. Generally, the share of seasonal regular claims over total regular claims are higher in the Atlantic provinces and Quebec, compared to the Western provinces and the territories. This may be attributed to the composition of industries in these regions, 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. This was observed in the reporting year as well (see Table 21).

Table 21 – Employment Insurance seasonal regular claims by region, gender, age and industry, Canada, FY1920

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	28,100	6.8%	44.6%
Prince Edward Island	7,710	1.9%	51.9%
Nova Scotia	24,710	6.0%	39.8%
New Brunswick	32,990	8.0%	48.0%
Quebec	150,240	36.3%	37.5%
Ontario	102,940	24.9%	26.1%
Manitoba	12,360	3.0%	28.8%
Saskatchewan	8,480	2.1%	20.8%
Alberta	17,760	4.3%	12.6%
British Columbia	27,390	6.6%	20.2%
Territories	690	0.2%	17.4%
Gender			
Men	255,940	61.9%	30.8%
Women	157,430	38.1%	29.4%
Age category			
24 years old and under	7,960	1.9%	6.5%
25 to 44 years old	153,940	37.2%	25.5%
45 to 54 years old	103,210	25.0%	36.0%
55 years old and over	148,260	35.9%	41.8%
Industry			
Goods-producing industries	181,250	43.8%	34.6%
Services-producing industries	223,680	54.1%	27.9%
Unclassified*	8,440	2.0%	19.8%
Canada	413,370	100.0%	30.2%

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.

Similar to previous years, almost two-thirds (61.9%) of all seasonal regular claims in FY1920 were established by men. The shares of seasonal regular claims as a proportion of all EI regular claims established were almost the same for men and women (30.8% and 29.4% respectively). Claimants aged between 25 and 44 years established the largest share of seasonal regular claims. Notably, the share of seasonal regular claims established by the younger claimants (aged 24 years and less) was particularly low (1.9%) in FY1920, unchanged from the previous year. This is because younger individuals are more likely to quit jobs and return to school, which is an invalid reason for job separation under the *Employment Insurance Act* and consequently they do not qualify to receive EI benefits.⁵⁵ For this reason, younger individuals are less likely to meet the condition to be defined as seasonal claimants by having

⁵⁵ The number unemployed individuals ineligible for EI regular benefits for quitting their jobs to go to school dropped by almost half (47.5%) from 2018 to 2019, most likely due to the Skills Boost initiative announced in Budget 2017. See [subsection 2.2.2](#) for detailed discussion on coverage, eligibility and access to EI regular benefits, and [section 2.3](#) for discussion on Skills Boost.

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.

As outlined in Table 21, the services-producing industries accounted for the largest share of seasonal regular claims (54.1%) established in FY1920. However, seasonal claims as a share of total regular claims in the goods-producing industries (34.6%) was higher than the services-producing industries (27.9%). These shares are similar to the previous years.

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 398,700 seasonal workers in Canada* in FY1920, down 6.6% from the previous year. The seasonal workers represented 2.5% of total employment and 19.3% of temporary employment in FY1920, down slightly from FY1819. In Atlantic provinces, seasonal workers accounted for 5.4% of total employment, relatively unchanged from the previous year. In comparison, seasonal workers accounted for 2.3% of total employment in the Western provinces in FY1920. Compared to the previous year, Alberta had the largest increase in seasonal employment (+3.5%) in FY1920, whereas the largest decrease was observed in Manitoba (-18.5%), followed by Saskatchewan (-16.8%).

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 FY1920, they accounted for 62.9% of all seasonal employment.

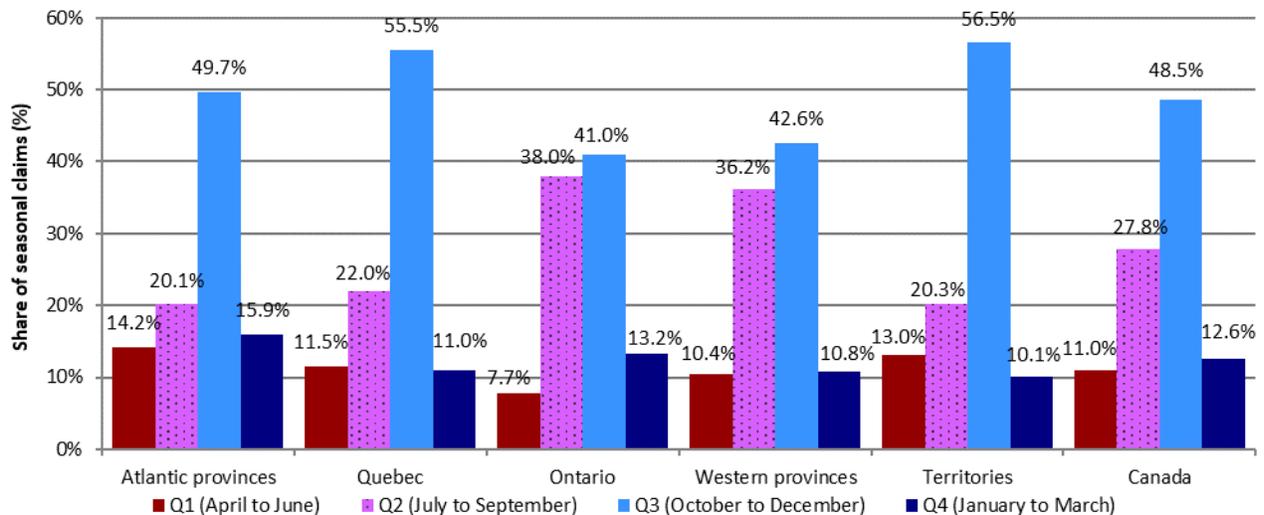
Seasonal employment is largely concentrated in the services-producing sector. In FY1920, nearly two in three (65.8%) of all seasonal jobs were in the services-producing sector. The Information, culture and recreation industry (18.3% of all seasonal jobs) and the Wholesale and retail trade industry (10.2% of all seasonal jobs) accounted for over a quarter of all seasonal jobs in Canada in FY1920. On the other hand, the Construction industry in the goods-producing sector accounted for nearly one-fifth (18.9%) of all seasonal jobs in FY1920.

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

Generally, the number of EI seasonal regular claims established throughout the year varies by quarter; for instance, almost one in two (48.5%) of all seasonal regular claims established in FY1920 were established in the third quarter (October to December) of the fiscal year, while just over a quarter

(27.8%) 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 the territories, followed by Quebec and 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, FY1920



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 age group, seasonal regular claims by younger claimants (aged below 25 years) are least likely to be established in the first quarter of the year, but that probability increases with the age of claimants. 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 22).

Table 22 – Distribution of Employment Insurance seasonal regular claims established quarterly by gender, age and industry, Canada, FY1920

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	8.9%	13.5%	61.5%	16.1%
Women	14.4%	51.1%	27.5%	6.9%
Age category				
24 years old and under	6.4%	13.8%	62.4%	17.3%
25 to 44 years old	8.8%	27.2%	51.4%	12.7%
45 to 54 years old	11.4%	32.9%	44.4%	11.2%
55 years old and over	13.3%	25.7%	47.7%	13.2%
Industry				
Goods-producing industries	6.8%	12.1%	64.8%	16.4%
Services-producing industries	14.7%	41.2%	34.8%	9.3%
Unclassified*	5.6%	12.8%	63.5%	18.1%
Canada	11.0%	27.8%	48.5%	12.6%

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 entitlement⁵⁶ of seasonal regular claims completed⁵⁷ in FY1920 was 29.3 weeks, up from 28.2 weeks from the previous year (+1.1 weeks or +3.8%). In comparison, the average maximum entitlement of completed non-seasonal regular claims was 29.9 weeks in FY1920, down from 31.1 weeks (-1.2 weeks or -3.9%) from the previous year.

The average actual duration⁵⁸ of seasonal regular claims completed in FY1920 was 16.7 weeks, increasing slightly (+0.5 weeks or +3.1%) from 16.2 weeks observed in the previous fiscal year. In comparison, the average actual duration of non-seasonal claims completed in FY1920 was 18.6 weeks, down slightly (-0.8 weeks or -4.0%) from 19.4 weeks observed in FY1819. The average maximum duration and the average actual duration of regular benefits are generally shorter for seasonal regular claimants than for non-seasonal regular claimants, reflecting the fact that seasonal claimants typically accumulate fewer hours of insurable employment prior to establishing a claim than non-seasonal claimants. In the reporting fiscal year, the increases in the average maximum entitlement and average actual duration for seasonal regular claimants are likely due to the additional weeks of EI regular benefits provided to eligible seasonal claimants under a pilot project introduced in August 2018.

⁵⁶ The maximum entitlement refers to the maximum number of weeks during which EI benefits can be paid to a claimant. Data on average maximum entitlement and average actual duration for the reporting year are preliminary.

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

⁵⁸ See [Annex 2.1](#) for the definition of 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 better support seasonal workers over the next two years, a 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 October 30, 2021 would be eligible for up to five additional weeks of EI regular benefits, up to a maximum of 45 weeks.

A total of 54,500 claims** that were established by seasonal claimants on or after August 5, 2018 and had completed by March 31, 2020 in these 13 EI economic regions received additional weeks of EI regular benefits under the pilot. The largest share of these seasonal claims was from Central Quebec (18.8%), followed by Restigouche-Albert (15.3%), Lower Saint Lawrence and North Shore (13.6%), Newfoundland and Labrador (11.8%) and Western Nova Scotia (10.3%). Seasonal claims from the other eight affected EI economic regions combined accounted for less than one-third (30.2%) of the total seasonal claims that received additional weeks of EI regular benefits under the pilot.

A majority of the claims (58.6%) received EI regular benefits for the full additional five weeks. On average, eligible seasonal claims received 4.0 additional weeks*** of EI regular benefits. Almost all of these eligible claims were entitled to receive the full additional five weeks. Only a few claims were entitled to receive less than the full additional five weeks because otherwise that would have put them over the maximum entitlement limit of 45 weeks.

As of March 31, 2020, an additional \$84.2 million had been paid to eligible seasonal claimants who received additional weeks of EI regular benefits under the pilot. On average, each seasonal regular claim with additional benefit weeks received \$1,540 under the pilot during this period.

As expected, the additional weeks of EI regular benefits provided under the pilot significantly lowered the exhaustion rate in the affected regions. In FY1920, the exhaustion rate of completed seasonal regular claims in the 13 EI economic regions affected by the pilot was 17.4%, whereas the exhaustion rate of completed seasonal regular claims outside these regions was 23.7%.*** The pilot project also had an impact on seasonal “gappers”—claimants who exhausted their entitlement weeks and had to go through a period without income from employment or EI benefits. The number of seasonal gappers in the regions affected by the pilot project declined significantly (-31.4%) in FY1920 from the previous fiscal year, likely because of the additional weeks of EI regular benefits provided under the pilot. In comparison, the number of seasonal gappers in regions unaffected by the pilot declined only slightly (-2.0%) during this period (see [subsection 2.2.6](#) for detailed discussion on gappers).

* 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).

** Based on a 100% sample of Employment Insurance (EI) administrative data.

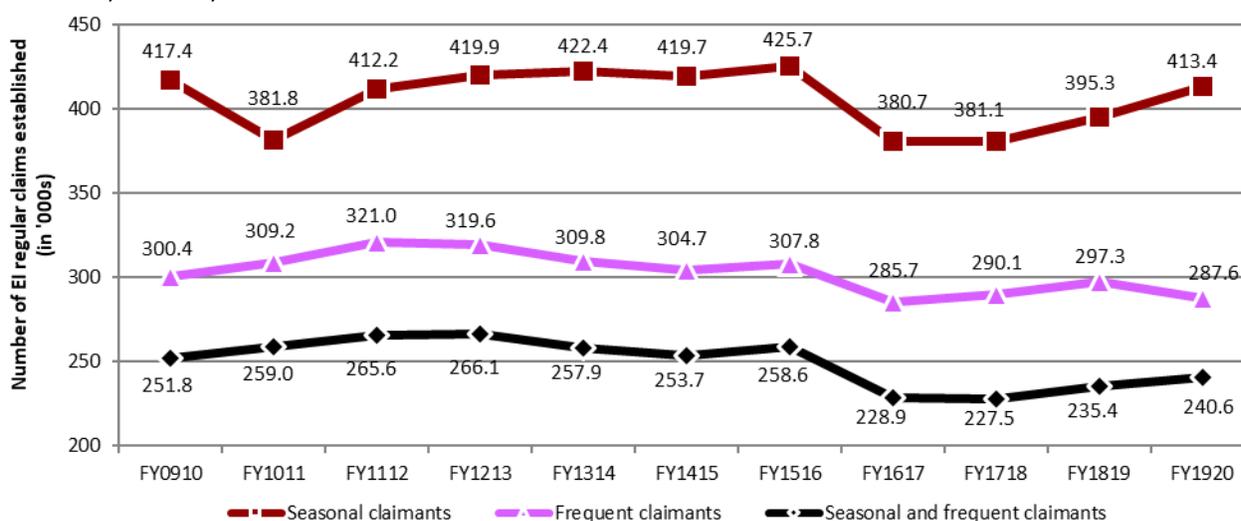
*** Based on preliminary data.

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.⁵⁹

Chart 21 illustrates the number of EI regular claims established by frequent and seasonal claimants since FY0910. During this period, in terms of EI regular claims, 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. The number of seasonal claimants and those who can be considered as both seasonal and frequent increased in FY1920 compared to the previous year (+4.6% and +2.2%, respectively). However, the number of frequent claimants decreased slightly (-3.3%) during this period (see Chart 21). This suggests that the share of frequent claimants who can also be considered seasonal increased in FY1920 compared to the previous fiscal year. In FY1920, the number of claims (240,600) established by claimants who can be classified as both seasonal and frequent were almost 1.4 times the number of claims established by seasonal claimants that were non-frequent claimants (172,800) (see Chart 22).

Chart 21 – Number of Employment Insurance regular claims established by frequent and seasonal* claimants, Canada, FY0910 to FY1920



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.

⁵⁹ See [Annex 2.1](#) for more information on EI claimant categories.

Chart 22 – Distribution of Employment Insurance regular claims established by seasonal and/or frequent* claimants, Canada, FY1920



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.

Table 23 outlines the characteristics of the two non-overlapping populations by claimant type (that are, the frequent, non-seasonal claimants and the non-frequent, seasonal claimants) in terms of duration, proportion of regular benefits paid and exhaustion rate in FY1920. 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, the differences in average duration, the proportion of regular weeks paid and the exhaustion rate between non-seasonal and seasonal claimants becomes less significant.

Table 23 – Characteristics of completed Employment Insurance regular claims by frequent and/or seasonal claimants, Canada, FY1920

Claimant type	Average duration of EI regular benefits (in weeks) ^a	Proportion of regular benefits paid (%) ^a	Exhaustion rate (%) ^a
Frequent, non-seasonal	21.9	74.6%	34.5%
Frequent and seasonal	20.6	73.5%	29.5%
Non-frequent, seasonal	10.9	40.6%	9.3%

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 claimants referenced in this chart.

^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

Section 2.2.6 Exhaustion of Employment Insurance regular benefits

As mentioned in [subsection 2.2.4](#), entitlement for EI regular benefits depends on two factors—the regional unemployment rate where the applicants lived at the time of establishing the claim and the number of hours of insurable employment accumulated in the previous 52 weeks or since the establishment of their last claim, whichever is shorter. Generally, the entitlement for EI regular benefits ranges from 14 weeks to a maximum of 45 weeks.⁶⁰ Claimants have exhausted their entitlement to EI regular benefits when the number of weeks of benefits received (actual duration) equals the entitlement available over the course of the benefit period (the period during which an EI claimant can receive EI benefits). 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 completed⁶¹ in order to determine whether the entitlement is exhausted or not, the analysis in this section focuses on EI regular claims completed during FY1920, regardless of their start date.

Entitlement exhaustion of Employment Insurance regular benefits

Of the total EI regular claims completed in the reporting fiscal year, 32.8% exhausted their entitlement for EI regular benefits, relatively unchanged from the previous year. The number of EI regular claims that exhausted their entitlement decreased in FY1920 for the third consecutive year, down by 6.0% from FY1819. This decline in the number of EI regular claims with entitlement exhaustion can be attributed to the continued strong economic conditions observed for most of FY1920, before the substantial slowdown in March 2020 due to the COVID-19 pandemic. The Canadian labour market experienced a strong employment growth and the unemployment rate reached the lowest level (5.7%)⁶² in 2019—the lowest recorded since 1976—before starting to increase in March 2020.⁶³ Because of the strong demand in the labour market and low unemployment rates observed for past few years, unemployed individuals who received EI regular benefits following a job separation were able to find employment relatively quickly.⁶⁴ This is reflected by the downward trend observed for the entitlement exhaustion rate since FY1617 (see Chart 23).

⁶⁰ See [Annex 2.2](#) for the entitlement table.

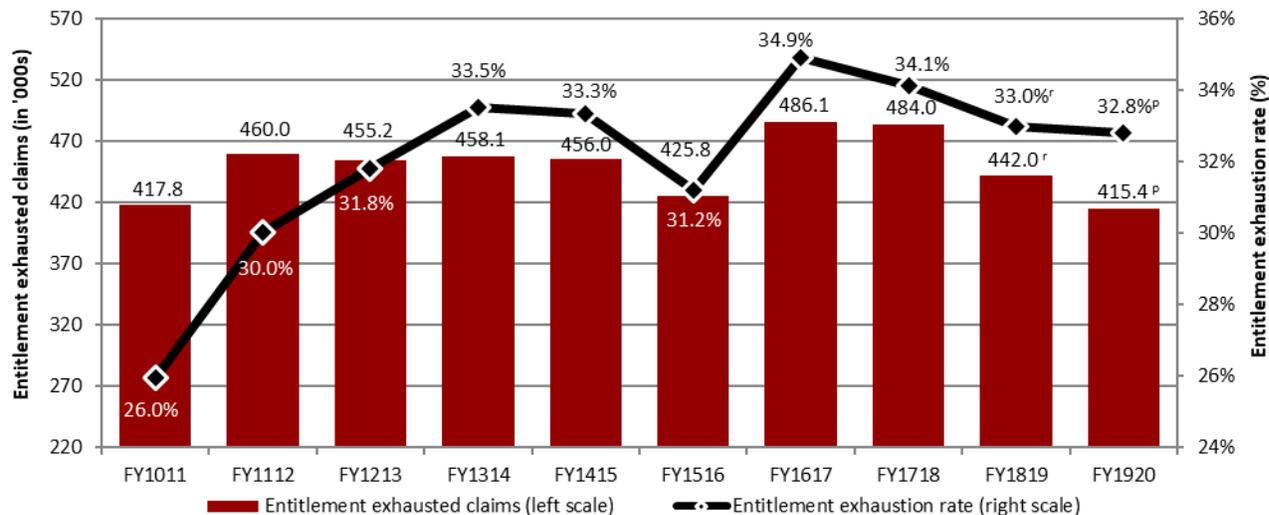
⁶¹ Completed claims include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

⁶² Source: Statistics Canada, Labour Force Survey, Table 14-10-0287-01.

⁶³ See [section 1.1](#) in Chapter 1 for an overview of the Canadian economy and the labour market in FY1920.

⁶⁴ The average duration of unemployment in Canada has been decreasing since FY1617. Source: Statistics Canada, Labour Force Survey, Table 14-10-0342-01.

Chart 23 – Employment Insurance regular benefit entitlement exhaustion rate and exhausted claims, Canada, FY1011 to FY1920



Note: Includes completed claims for which at least \$1 of EI 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.

In FY1920, the entitlement exhaustion rate remained relatively unchanged in most provinces except for Newfoundland and Labrador, Nova Scotia and New Brunswick where it decreased, and Yukon and Nunavut where it increased. As seen in previous years, claims established by women tend to have a higher entitlement exhaustion rate compared to claims established by men. This may be due to the reason that women, on average, tend to qualify for fewer weeks of entitlement for EI regular benefits. 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. However, this trend was reversed in FY1920, as the entitlement exhaustion rate of EI regular claims established by women was slightly less than that by men. This is likely due to the increasing share of women in full-time employment.⁶⁵

By age group, the entitlement exhaustion rates for claims established by older claimants aged 55 years and over decreased slightly in FY1920 from the previous year, while it remained unchanged for other age groups. By EI claimant category, the entitlement exhaustion rates remained relatively unchanged for claims established by long-tenured workers and occasional claimants, but decreased for claims established by frequent claimants. This is partly due to the additional weeks of EI regular benefits provided to eligible seasonal claimants⁶⁶ in 13 EI economic regions under a pilot project⁶⁷ (no.21) and the significant overlap between frequent and seasonal claimants.⁶⁸

⁶⁵ Of the total number of employed women, the proportion with full-time employment increased from 74.2% in FY1819 to 74.7% in FY1920. During the same period, the share of women in total part-time employment decreased from 65.1% in FY1819 to 64.1% in FY1920. Source: Statistics Canada, Labour Force Survey, Table 14-10-0050-01.

⁶⁶ See [Annex 2.1](#) for the definition of seasonal claimants.

⁶⁷ A pilot project was introduced in August 2018 to provide additional weeks of EI regular benefits to eligible seasonal claimants in 13 EI economic regions, under which they would receive up to 5 additional weeks of EI regular benefits if their benefit period started between August 5, 2018 and May 30, 2020. See [subsection 2.2.5](#) for detailed discussion.

⁶⁸ See [subsection 2.2.5](#) for explanations of overlapping definitions of seasonal and frequent claimants.

Table 24 – Entitlement and benefit period exhaustion rates of Employment Insurance regular benefits by province or territory, gender, age and claimant category*, Canada, FY1819 to FY1920

Province	Entitlement exhaustion rate FY1819 ^f	Entitlement exhaustion rate FY1920 ^p	Entitlement exhaustion rate Change (% points) FY1819 to FY1920	Benefit period exhaustion rate FY1819	Benefit period exhaustion rate FY1920 ^p	Benefit period exhaustion rate Change (% points) FY1819 to FY1920
Newfoundland and Labrador	36.2%	30.5%	-5.7	23.2% ^f	28.1%	+4.8
Prince Edward Island	32.3%	32.5%	+0.2	20.6% ^f	20.2%	-0.4
Nova Scotia	37.9%	35.9%	-2.0	21.3% ^f	21.5%	+0.2
New Brunswick	35.0%	31.2%	-3.8	21.4% ^f	23.1%	+1.7
Quebec	29.8%	29.0%	-0.8	20.5% ^f	22.0%	+1.5
Ontario	32.7%	33.7%	+1.1	16.3% ^f	17.5%	+1.2
Manitoba	33.1%	34.6%	+1.5	19.3% ^f	21.0%	+1.7
Saskatchewan	33.7%	34.9%	+1.2	16.4% ^f	20.9%	+4.5
Alberta	35.7%	37.9%	+2.1	12.9% ^f	17.0%	+4.1
British Columbia	34.9%	35.4%	+0.4	16.1% ^f	19.2%	+3.0
Yukon	44.4%	48.9%	+4.4	13.0% ^f	16.5%	+3.5
Northwest Territories	45.4%	48.2%	+2.8	16.1% ^f	10.4%	-5.7
Nunavut	37.3%	52.9%	+15.7	8.8%	12.9%	+4.1
Gender						
Men	32.7%	33.0%	+0.3	19.1% ^f	21.2%	+2.1
Women	33.5%	32.6%	-0.8	16.8% ^f	18.7%	+1.9
Age category						
24 years old and under	33.9%	34.1%	+0.2	16.1% ^f	18.3%	+2.3
25 to 44 years old	30.0%	30.7%	+0.8	18.0% ^f	20.0%	+2.1
45 to 54 years old	31.4%	30.8%	-0.7	19.7% ^f	21.4%	+1.7
55 years old and over	39.3%	37.6%	-1.7	18.0% ^f	20.1%	+2.1
EI claimant category						
Long-tenured workers	26.3%	27.5%	+1.2	18.2% ^f	20.1%	+1.9
Occasional claimants	35.5%	36.0%	+0.5	16.8% ^f	18.8%	+1.9
Frequent claimants	34.1%	30.5%	-3.6	21.5% ^f	23.7%	+2.2
Canada	33.0%	32.8%	-0.2	18.2%^f	20.2%	+2.0

Note: Change in the percentage points is based on unrounded numbers. Includes all completed 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.

^f 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.

Impact of receiving EI regular benefits on post-claim employment income

A recent internal analysis examined the pre-claim and post-claim employment income levels of EI claimants who established a regular claim in 2014, to better understand the impact of receiving EI benefits on post-claim job outcomes. It was found that 36% of regular claimants who exhausted their entitlement had a lower employment income level after their claim than what they earned before, compared to 28% for those who did not exhaust their entitlement. This result holds true even when controlling for various factors that could affect post-claim employment income (such as gender, age, province and industry). Regular claimants who were female, older, long-tenured workers or with lower skills were also more likely to experience a drop in post-claim income (after controlling for various factors).

Entitlement exhaustion versus benefit period exhaustion

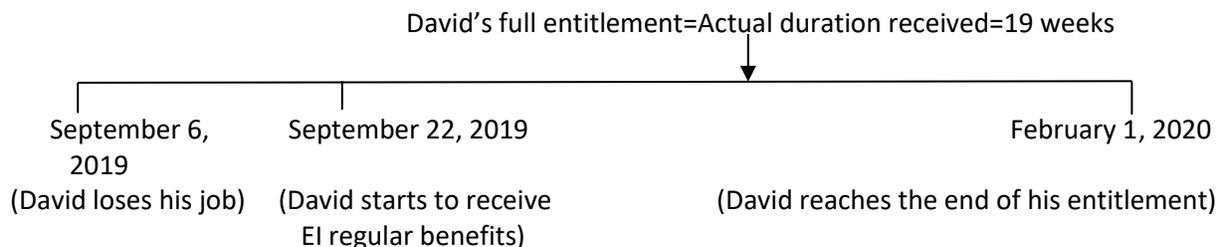
While claims may end when the number of weeks of benefits received equals the entitlement over the course of the benefit period, they may also end when their benefit period ends before all potential regular benefit weeks of entitlement have been paid.⁶⁹ When this occurs, unless the claimant has stopped filing EI biweekly reports,⁷⁰ the claim is considered to have exhausted its benefit period. Generally, the benefit period exhaustion rate is lower than the entitlement exhaustion rate. In FY1920, 20.2% of all completed EI regular claims exhausted their benefit period, up slightly from the previous year (see Table 24).

Example: Entitlement exhaustion versus benefit period exhaustion

David works as a full-time sales person at a car dealership in Saskatoon, Saskatchewan. Due to unfavourable economic conditions, car sales in Saskatoon has plummeted and he is laid off on September 6, 2019. Following the job separation, David applies for EI regular benefits. After carefully going through his application, Service Canada decides that David is eligible and entitled receive to 19 weeks of EI regular benefits based on his accumulated hours of insurable employment during the qualifying period and the regional unemployment rate. Service Canada establishes David's benefit period (during which benefits may be collected) starting the week of September 22, 2019 for a length of 52 weeks. David starts receiving EI regular benefits in the week starting September 22, 2019.

Scenario: Entitlement exhaustion

David is unable to find suitable employment for the next 19 weeks since starting to receive EI regular benefits. As of February 1, 2020, he has received his full entitlement of 19 weeks of EI regular benefits. In this situation, David is said to have exhausted his regular benefit entitlement as the number of weeks of benefits received equals the entitlement available during the benefit period. This is illustrated below.



Scenario: Benefit period exhaustion

In this scenario, David starts receiving EI regular benefits in the week starting September 22, 2019 and continues for the next 15 weeks until January 4, 2020. At that point, David decides to switch to parental benefits, as he became a parent on December 30, 2019. David shared his parental benefits with his spouse and received benefits for the next 37 weeks until September 19, 2020. David also found new employment as of September 20, 2020. As David's benefit period ended before he could collect all 19 weeks of EI regular benefits that he was entitled to, in this case David is said to have exhausted his benefit period. This is illustrated below.

⁶⁹ The benefit period is usually 52 weeks for EI regular claims.

⁷⁰ Claimants who do not file their biweekly reports are not considered eligible to receive EI benefits. This usually occurs when the claimants have found a new job.

September 6, 2019 (David loses his job)	September 22, 2019 (David starts to receive EI regular benefits)	January 4, 2020 (David switches to EI parental benefits)	September 19, 2020 (David's benefit period ends; he has four weeks of uncollected EI regular benefits)
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The circumstances that result in benefit period exhaustion are generally different from those associated with entitlement exhaustion. Many variables influence benefit period exhaustion, including 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).

Table 25 outlines different characteristics of completed EI regular claims by exhaustion type in the reporting year and the previous year. When completed EI regular claims are categorized by their seasonality status, it can be seen that seasonal claims have lower entitlement exhaustion rates than non-seasonal claims, but this is reversed when benefit period exhaustion is considered. This implies that seasonal claimants are less likely to collect EI regular benefits for the full duration of their entitlement than non-seasonal claimants are, most likely due to the predictability of their work pattern.⁷¹ In FY1920, entitlement exhaustion rates increased slightly for claims in low unemployment regions (6.0% or less) from the previous year, but decreased in all other regions. However, the benefit period exhaustion rates increased across all regions in FY1920 from the previous year.

The share of completed EI regular claims that exhausted their entitlement or their benefit period remained relatively unchanged in FY1920 from the previous year. Notably, a much greater proportion of claims that exhausted the benefit period were associated with at least one week worked while on claim compared with claims that were completed by entitlement exhaustion. This is likely due to the Working While on Claim provision that allows to defer weeks of entitlement that can be used later in the benefit period. Claims that exhausted the benefit period through Working While on Claim had, on average, a greater number of weeks worked while on claim compared with claims that exhausted their entitlement (see Table 25).

Because a larger share of claims that exhaust their benefit period also worked while on claim, 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 4 weeks following the termination of their claim (71.2% in FY1920 compared with 8.8% of completed claims that exhausted their entitlement)—see Table 25.

In FY1920, the share of completed EI regular claims combined with EI special benefits that exhausted their benefit period (18.2%) was greater compared with mixed claims that exhausted their entitlement

⁷¹ Many seasonal workers are laid off temporarily and likely to find employment in the same industry the following season.

(11.5%). Claims that exhausted their benefit period also received fewer weeks of EI regular benefits (16.7 weeks) compared to claims that exhausted their entitlement (25.5 weeks). Completed EI regular claims that exhausted their benefit period used, on average, just over half (53.4% in FY1920) of their entitlement, down slightly from the previous year (see Table 25).

Table 25 – Completed Employment Insurance regular claim characteristics by exhaustion type, Canada, FY1819 to FY1920

Category	Entitlement exhausted claims FY1819	Entitlement exhausted claims FY1920	Change FY1819 to FY1920	Benefit period exhausted claims FY1819	Benefit period exhausted claims FY1920	Change FY1819 to FY1920
Exhaustion rate – overall	33.0%	32.8%	-0.2 % points	18.2%	20.2%	+2.0 % points
Exhaustion rate by seasonality status						
Exhaustion rate – seasonal claims	23.6%	21.4%	-2.2 % points	24.6%	26.8%	+2.3 % points
Exhaustion rate – non-seasonal claims	36.8%	37.9%	+1.1 % points	15.6%	17.3%	+1.6 % points
Exhaustion rate by regional unemployment rate at the time of claim establishment						
6.0% or less	32.2%	34.1%	+1.8 % points	17.7%	21.2%	+3.6 % points
6.1% to 8.0%	36.0%	34.5%	-1.5 % points	21.1%	21.5%	+0.4 % points
8.1% to 10.0%	33.0%	30.4%	-2.6 % points	19.1%	23.6%	+4.5 % points
10.1% to 13.0%	33.8%	27.8%	-6.1 % points	23.1%	27.2%	+4.0 % points
13.1% or above	33.0%	32.8%	-0.2 % points	18.2%	20.2%	+2.0 % points
Other characteristics						
Proportion of claims involving at least one week worked while on claim	33.8%	32.6%	-1.2 % points	70.6%	69.6%	-1.0 % points
Requalification rate for EI regular benefits*	10.0%	8.8%	-1.2 % points	69.9%	71.2%	+1.3 % points
Average weeks worked while on claim**	11.5	11.0	-0.5 weeks	14.9	13.6	-1.3 weeks
Average weeks of EI regular benefits paid	26.3	25.5	-0.8 weeks	17.8	16.7	-1.0 weeks
Share of mixed claims (EI regular and special benefits)	11.9%	11.5%	-0.4 % points	18.5%	18.2%	-0.3 % points
Average proportion of regular entitlement used	100.0%	100.0%	0.0 % points	55.4%	53.4%	-2.1 % points

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

† Revised data.

‡ Preliminary data.

* The requalification rate refers to the proportion of claimants who are able to requalify for a new claim within 4 weeks following the termination of their claim.

** Includes only claims with at least 1 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.

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

As mentioned, entitlement exhaustion rates are generally lower for seasonal claims than non-seasonal claims (see Table 25). This is most likely attributable to the fact that many seasonal workers 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 have exhausted their entitlement weeks 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 more common for seasonal claimants due to their work pattern, 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, claimants 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 1.37 million regular claims established in FY1920, approximately 75,440 (5.5%) experienced a gap in income. Of them, around 4 in 10 (43.6%) claims were established by seasonal claimants. The notable decrease (-9.9%) in the number of gappers nationally in FY1920 from the previous year is largely due to the drop in the number of seasonal gappers (-13.7%). This is likely explained by the seasonal pilot project⁷² introduced in August 2018 that provided additional weeks of EI regular benefits to eligible seasonal claimants in 13 EI economic regions, as receiving additional weeks of EI regular benefits through the pilot project reduces the length of the period without any income. Consequently, the number of seasonal gappers in these regions decreased significantly (-31.4%) from FY1819 to FY1920, whereas the number of seasonal gappers in EI economic regions outside the scope of this pilot project changed only slightly (-2.0%) during this period. The average length of the gap was 5.2 weeks for all gappers in the reporting year—this has remained relatively unchanged in the past 5 years (see Table 26).

Table 26 – Number of gappers by seasonality, Canada, FY1516 to FY1920

Claimant type	FY1516	FY1617	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
Seasonal	35,020	30,720	33,020	38,100	32,880	-13.7%
Non-seasonal	40,470	36,580	41,820	45,650	42,560	-6.8%
Total	75,490	67,300	74,840	83,750	75,440	-9.9%

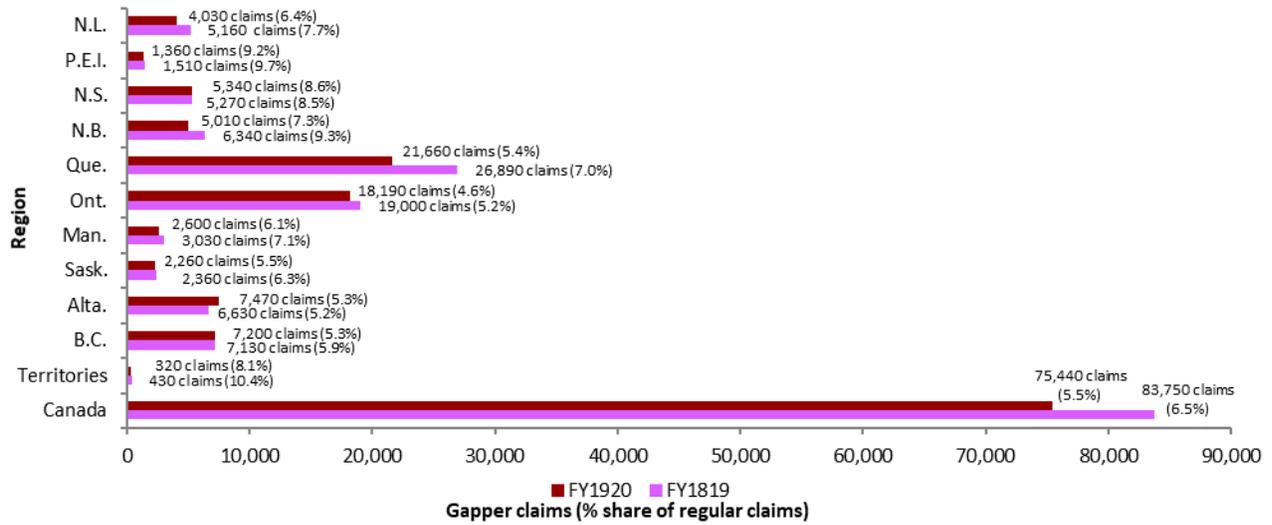
Notes: Includes claims for which at least \$1 of EI regular benefits was paid. Percentage change is based on unrounded numbers.

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

Chart 24 illustrates the regional distribution of gappers in FY1920 and the previous fiscal year. Five of the ten provinces and the territories were overrepresented among gappers compared to the overall national share of gappers (5.5%) in FY1920; whereas in the previous fiscal year, all provinces and territories except for Ontario, Alberta and British Columbia were overrepresented among gappers compared to the national share (6.5%). This is mostly attributable to the composition of the local labour markets.

⁷² See the text box "Pilot project: Additional weeks of EI regular benefits for seasonal claimants in 13 EI economic regions" in subsection 2.2.5 for more information on this pilot project.

Chart 24 – Number of gappers and share among Employment Insurance regular claims by region, Canada, FY1819 and FY1920



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.

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,⁷³ determines 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.⁷⁴

In FY1920, the effective WWC provision was 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.⁷⁵

Some eligible claimants⁷⁶ 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.

In FY1920, the WWC provision applied to EI claimants receiving regular, fishing, sickness, maternity, parental, compassionate care and family caregiver benefits for children or adults.⁷⁷

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. To make the text easier to read, these claims and their beneficiaries are referred to in this subsection as having “at least one week worked while on claim” even if the week or weeks of work were partially completed (for example, two days of work).

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.

⁷³ Various pilot projects have been put in place over the years to test whether increasing the eligible earnings that can be drawn for working while on claim would encourage more claimants to accept employment while receiving benefits. See [Annex 7](#) for more details on the various pilot projects.

⁷⁴ 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.

⁷⁵ This ensures that claimants do not receive more in pay and benefits than they previously earned.

⁷⁶ Eligible claimants for these transitional provisions are those who previously chose the alternate earnings rule when they established a claim under Pilot Project no. 20 for any benefit period between August 7, 2016 and August 11, 2018, regardless of the benefit type.

⁷⁷ Since August 12, 2018, sickness and maternity beneficiaries have also been eligible for the WWC rules. Prior to that date, sickness and maternity beneficiaries could earn employment income while on claim, but their benefits were reduced dollar-for-dollar.

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 open regular claim⁷⁸ during the reporting fiscal year (regardless of the year in which their claim 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 open claim in FY1920, 754,500 (or 43.0%) worked at least one week while on claim in that fiscal year (see Table 27). In that same period, 48.9% of all completed regular claims included at least one week worked while on claim.

⁷⁸ For WWC purposes, an open claim is defined as a claim for which the claimant has received or could receive benefits during the reporting period.

Table 27 — 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, FY1920

Region	Claimants with an open 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	42,550	53.9%	38,710	60.5%
Prince Edward Island	7,970	43.5%	7,140	47.9%
Nova Scotia	36,760	46.8%	32,140	52.9%
New Brunswick	42,920	51.2%	37,750	57.1%
Quebec	255,480	51.4%	205,680	55.8%
Ontario	186,900	36.5%	150,110	41.9%
Manitoba	20,250	35.6%	16,910	40.7%
Saskatchewan	19,070	34.7%	16,560	41.9%
Alberta	69,190	36.0%	55,670	44.4%
British Columbia	71,620	40.4%	56,830	46.3%
Territories	1,790	31.6%	1,840	43.3%
Gender				
Men	442,370	41.2%	359,750	46.9%
Women	312,130	45.8%	259,590	52.1%
Age category				
24 years old and under	63,320	39.5%	53,750	48.6%
25 to 44 years old	356,540	45.9%	290,860	52.7%
45 to 54 years old	184,140	50.1%	156,050	57.1%
55 years old and over	150,500	33.4%	118,680	36.0%
Seasonality[*]				
Seasonal	n/a	n/a	216,500	55.9%
Non-seasonal	n/a	n/a	402,840	45.9%
Canada	754,500	43.0%	619,340	48.9%

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 (50.2%), Quebec (51.4%), and the Educational services (59.4%) and Construction (49.2%) 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 on the WWC provision focuses on the frequency of WWC measured in terms of the proportion and average 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.

The first measure is the proportion of weeks worked while on claim among weeks for which claimants were entitled to receive EI regular benefits in the reporting fiscal year (regardless of the year in which the claim was established). This measure of the WWC frequency reflects the labour market conditions

and WWC provisions in effect during the reporting period. The proportion of weeks worked while on claim was 23.6% in FY1920, which remained relatively unchanged from the previous fiscal year (see table 28).

The second measure is the average number of weeks worked while on claim for EI regular claims completed during the fiscal year under review with at least one week of work during the entire claim period. This measure of WWC frequency is based on the entire duration of the claim, rather than a specific reference period. The average number of weeks worked while on claim was 10.6 weeks in FY1920, virtually unchanged from 11.0 weeks in FY1819 (see Table 28).

Table 28 — Proportion of weeks worked while on claim among weeks for which claimants were entitled to receive EI regular benefits, and average number of weeks worked while on claim for regular claims completed with at least one week of work, by region, gender, age and seasonality, Canada, FY1819 and FY1920

Region	Proportion of weeks worked ^a			Average number of weeks worked		
	FY1819 ^{r1}	FY1920	Change (p.p.)	FY1819 ^r	FY1920 ^p	Change (number of weeks)
Newfoundland and Labrador	27.0%	27.6%	+0.6	17.1	16.1	-0.9
Prince Edward Island	23.5%	22.4%	-1.0	13.1	12.1	-1.0
Nova Scotia	26.4%	25.3%	-1.0	13.4	12.8	-0.6
New Brunswick	31.2%	30.4%	-0.8	16.0	15.4	-0.6
Quebec	33.7%	33.1%	-0.6	12.9	12.7	-0.2
Ontario	17.1%	17.2%	+0.1	7.8	7.9	+0.1
Manitoba	13.2%	12.6%	-0.6	6.1	6.0	-0.1
Saskatchewan	12.8%	12.8%	0.0	7.7	6.8	-0.9
Alberta	14.4%	14.3%	-0.1	7.8	7.1	-0.7
British Columbia	19.5%	19.4%	-0.1	8.8	8.1	-0.7
Territories	11.9%	10.1%	-1.8	6.5	6.2	-0.3
Gender						
Men	23.2%	22.6%	-0.5	11.3	11.2	-0.1
Women	25.5%	25.3%	-0.2	10.5	9.9	-0.6
Age category						
24 years old and under	23.2%	21.9%	-1.3	8.8	8.8	0.0
25 to 44 years old	25.9%	25.1%	-0.8	10.2	9.8	-0.4
45 to 54 years old	29.4%	29.5%	+0.1	12.4	12.0	-0.4
55 years old and over	17.2%	17.3%	+0.2	12.3	11.7	-0.6
Seasonality^{**}						
Seasonal	30.5%	30.5%	0.0	12.4	12.1	-0.3
Non-seasonal	21.3%	20.4%	-0.9	10.4	9.9	-0.5
Canada	24.0%	23.6%	-0.4	11.0	10.6	-0.4

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

^a Data are based on weeks worked while on claim during the reporting fiscal year, regardless of the year in which their claim was established.

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

^{r1} Revised data. The methodology was slightly modified to exclude certain weeks for which claimants were ineligible to receive EI regular benefits.

^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.

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 25 to 44 and those aged 45 to 54, and claimants in the Atlantic (except Prince Edward Island) and Quebec provinces had higher proportions of weeks worked while on claim than the national average in FY1920.

Weekly income associated with working while on claim

There is a difference between the average weekly income of claimants who worked while on claim and those who did not. Based on EI regular claims completed in FY1920, claimants who worked while on claim had higher total weekly income (regular benefits plus employment earnings) (\$657), on average over the entire claim period, compared to those who did not work while on claim (\$451) (see Table 29). They also received, on average, fewer EI benefits than those who did not work while on claim (\$334 per week compared to \$451). During the weeks they worked, claimants who worked while on claim reported average weekly employment income of \$796 for FY1920.

Table 29 — Average weekly income associated with completed Employment Insurance regular claims by working while on claim status, Canada, FY1920

Income type	Claims without working while on claim	Claims with working while on claim (all weeks*)	Claims with working while on claim (weeks worked only**)
Average weekly EI regular benefits	\$451	\$334	Not available
Average weekly employment earnings	n/a	\$323	\$796
Average weekly total income (EI regular benefits and employment earnings)	\$451	\$657	Not available

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

* Includes deferred weeks of EI benefits (that have thus \$0 of EI benefits paid and high amount of employment earnings). Average incomes for this category are the sum of all regular benefits paid and/or employment earnings divided by the number of weeks the claim was active.

** The average weekly employment earnings for this category are total employment earnings divided by the number of weeks 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.

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

Some 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, territory or Indigenous organization. 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, if claimants decide on their own to take training, they must declare their training, prove that they are still able and willing to work, and are continuing to look for a job to continue receiving EI benefits. They must be ready to make arrangements to work if they receive a job offer, and to adjust or cancel their training plan if necessary. Service Canada assesses these situations on a case-by-case basis, taking into account the individual circumstances of the claimant.

Finally, through Skills Boost, 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 regular 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 FY1920, a total of 112,000 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 requirements⁷⁹, 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.⁸⁰

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.

Apprentices may be entitled to receive financial support under Part II of the *Employment Insurance Act*⁸¹, which is delivered, by the provinces and territories (under the Labour Market Development Agreements) and Indigenous organizations (under the Indigenous Skills and Employment Training Program). 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 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 FY1920, the number of new claims established by apprentices decreased by 6.1% from 50,200 to 47,180. This decline was largely attributable to decline in the number of new claims established in

⁷⁹ Have a valid reason for separation and sufficient hours of insurable employment over the qualifying period.

⁸⁰ 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.

⁸¹ EI benefits received under Part II of the *Employment Insurance Act* are not considered in this section. See [Chapter III](#) for more information.

British Columbia and Prairies provinces (-2,420 claims). The number of claims decreased in all provinces and territories, except Prince Edward Island and New Brunswick. In relative terms, jurisdictions with the largest year-over-year decrease were Territories (-25.0%), followed by Newfoundland and Labrador (-16.1%), Saskatchewan (-15.3%), and Manitoba (-12.9%).

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, 48.8% (or 23,000 claims) contained at least one week of regular benefits paid outside of periods of full-time training. Meanwhile, 1.0% (or 480 claims) contained at least one week of special benefits paid outside of periods of full-time training, including 320 claims for sickness benefits.

In contrast to the decrease in new claims established, the total amount of EI benefits paid to apprentices rose by +12.0% to \$329.6 million compared to the previous year. The largest relative increase among provinces occurred in New Brunswick (+30.1%), followed by Ontario (+22.7%), and Prince Edward Island (+20.1%). Of the total of \$329.6 million paid in benefits, \$201.5 million (or 61.1% of the total EI benefits paid to apprentices) were paid while they 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 (\$119.1 million or 36.1% of the total \$329.6 M EI benefits paid), with a small fraction paid in special benefits (\$4.3 M or 1.3%).

In FY1920, 80% of EI claims from apprentices were established in Ontario, Alberta, and British Columbia, consistent with trends observed over past years. Total benefits paid followed a similar distribution.

As in previous years, men established the vast majority of claims from apprentices (94.7%) and accounted for the largest share of all EI benefits paid to apprentices (93.9%) in FY1920. The number of claims established by women increased by 12.1%. 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 (11.5% in 2019).⁸²

⁸² Statistics Canada. Table 37-10-0023-01 Number of apprenticeship program registrations

Table 30 – Employment Insurance claims from apprentices and amount paid by region, gender and age, Canada, from FY1819 to FY1920

Region	New claims established			Amount paid (\$ millions)		
	FY1819	FY1920	Change (%)	FY1819	FY1920	Change (%)
Newfoundland and Labrador	1,120	940	-16.1%	\$10.9	\$10.2	-6.4%
Prince Edward Island	340	350	+2.9%	\$1.7	\$2.0	+20.1%
Nova Scotia	1,680	1,470	-12.5%	\$9.4	\$10.3	+9.2%
New Brunswick	1,480	1,500	+1.4%	\$8.2	\$10.6	+30.1%
Quebec*	110	60	-45.5%	\$1.2	\$0.4	-67.3%
Ontario	14,850	14,700	-1.0%	\$83.2	\$102.1	+22.7%
Manitoba	3,110	2,710	-12.9%	\$18.4	\$17.3	-5.9%
Saskatchewan	2,950	2,500	-15.3%	\$17.6	\$16.8	-4.7%
Alberta	13,720	13,270	-3.3%	\$88.0	\$99.1	+12.7%
British Columbia	10,620	9,500	-10.5%	\$54.2	\$59.3	+9.3%
Territories	240	180	-25.0%	\$1.5	\$1.5	+2.9%
Gender						
Men	47,990	44,680	-6.9%	\$280.4	\$309.7	+10.4%
Women	2,230	2,500	+12.1%	\$13.9	\$20.0	+44.0%
Age category						
24 years old and under	22,140	20,910	-5.6%	\$117.2	\$132.9	+13.4%
25 to 44 years old	26,580	24,920	-6.2%	\$166.0	\$186.9	+12.6%
45 years old and over	1,500	1,350	-10.0%	\$11.0	\$9.8	-10.9%
Canada	50,220	47,180	-6.1%	\$294.3	\$329.6	+12.0%

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 between 25 and 44 years old accounted for the largest share of EI claims associated with apprenticeship programs and full-time technical training (52.8%) and also for the largest share of all EI benefits paid to apprentices (56.7%). They were followed by claimants aged 15 to 24 years old who accounted for 44.3% of all claims and 40.3% of the total amount paid in benefits. Claimants aged 45 years and over accounted for almost half of all EI regular claims established, but only 2.6% of all EI apprenticeship claims in FY1920. 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.⁸³

Similar to previous years, claimants from the construction sector established the majority of the new apprentice claims (58.1%) and accounted for the largest share of the total amount paid in benefits (62.1%) in FY1920 (see Table 31).

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 group⁸⁴ (92.0%), which also accounted for 92.1% of the total benefits paid to apprentices. While apprentice claimants from this occupational group were mainly

⁸³ Jungwee Park, *Job-related Training of Older Workers* (Ottawa: Statistics Canada, Labour Statistics Division, 2012).

⁸⁴ 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.

employed in the Construction sector, they were also found in the Manufacturing, Other services (excluding Public administration) and Retail trade sectors.

Table 31 – Employment Insurance claims from apprentices and amount paid by sector and occupational grouping, Canada, FY1819 to FY1920

Sector	New claims established			Amount paid (\$ millions)		
	FY1819	FY1920	Change (%)	FY1819	FY1920	Change (%)
Construction	30,790	27,410	-11.0%	\$195.5	\$204.8	+4.7%
Manufacturing	3,480	3,540	+1.7%	\$18.8	\$25.7	+36.3%
Wholesale Trade	2,330	2,040	-12.4%	\$10.4	\$11.5	+10.6%
Retail Trade	3,110	3,170	+1.9%	\$13.3	\$16.9	+26.9%
Other services (excluding public administration)	3,760	3,900	+3.7%	\$16.9	\$22.4	+32.7%
Other sectors	6,750	7,120	+5.5%	\$39.3	\$48.4	+23.0%
Occupational grouping						
Trades and skilled transport and equipment operators	45,820	43,430	-5.2%	\$266.8	\$303.5	+13.7%
Other occupations	4,400	3,750	-14.8%	\$27.4	\$26.1	-4.8%
Canada	50,220	47,180	-6.1%	\$294.3	\$329.6	+12.0%

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 +2.3% to \$513. Consistent with previous years, the average weekly benefit rate for apprentices was higher than the average for EI regular claims overall (\$483).

Similar to the previous year, apprentice claimants from the territories and Alberta received the highest average weekly benefit rate during the reporting period (\$551 and \$532, respectively). On average, the weekly benefit rate received was higher among men (\$515) than women (\$492) and among claimants aged between 45 and 54 years old (\$533), followed by those aged between 25 and 44 years old (\$525). Furthermore, among age groups, claimants under 25 years old received the lowest average weekly benefit rate (\$497), followed by those aged 55 years old and over (\$505).

The average duration of EI regular claims completed in FY1920 by EI claimants while on full-time technical training was 8.9 weeks, relatively unchanged from FY1819 (9.0 weeks). Claims in Manitoba (9.6 weeks), Ontario (9.1 weeks), and British Columbia (9.1 weeks) were above the national average (8.9 weeks). Unlike the previous year, the average duration of EI regular benefits received by women while on full-time technical training was slightly higher than men (9.2 weeks vs. 8.9 weeks). Like in FY1819, claimants aged 55 years or older received somewhat fewer weeks of benefits (7.3 weeks) relative to claimants under 25 years old (9.0 weeks) and those aged between 25 and 54 years old (8.9 weeks).

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 related to 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 workers⁸⁵ 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). 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 plans.

In FY1920, Service Canada gave permission to (or "referred") 896 claimants to continue receiving EI benefits in order to train under Skills Boost, representing 0.2% of all long-tenured worker EI claimants. In comparison, there were 900 referred claimants during the period of August 5, 2018 (start date) to March 31, 2019. Out of the 896 claims established during which claimants received permission from Service Canada to train in FY1920, 827 (92.0%) contained at least one week of regular benefits while on training and 665 (74.0%) included at least one week of EI regular benefits. The amount paid to claimants while on training was \$7.4 million (or 63.8% of the total amount paid), while the amount paid in EI regular benefits reached \$3.8 million (or 32.5% of the total amount of \$11.6 million).

As in the previous year, the largest number of training referrals by Service Canada was in Quebec (27.6%), followed by Ontario (25.8%), and Alberta (21.9%). These three provinces also made up the bulk of EI regular claims with 28.4%, 24.7% and 21.2%, respectively. Total benefits paid to claimants while on training and EI regular benefits have followed a very similar distribution pattern to the one for claims.

⁸⁵ 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.

Quebec, Ontario, and Alberta accounted for 75.7% and 74.5% of the total amount paid for training and in EI regular benefits, respectively.

In contrast to the previous year, women accounted for just over half of referrals (52.0%). Claimants under 44 years old established 72.0% of all referrals. In terms of industry, claimants who worked in the Manufacturing industry accounted for the largest share of referrals (11.3%), followed by those from Construction (9.5%) and Retail trade (9.4%).

In FY1920, claimants who had been referred by Service Canada received benefits totalling \$11.6 million, an increase of 0.9% from the previous year. Quebec (26.9%), Ontario (25.5%), Alberta (23.0%), and British Columbia (12.4%) accounted for 87.7% of the total amount paid in EI benefits of all types.

In terms of gender and age, the share of total benefits paid to men and women was almost evenly distributed in FY1920. Men accounted for 48.2% and women 51.8% of total benefits paid. The same was true for the distribution of amounts paid for while claimants were attending training (47.7% vs. 52.3%) and for EI regular benefits (50.9% vs. 49.1%). Claimants under 44 years old continued to account for the largest shares of total amount paid for all types of benefits (72.2%), for regular benefits while on training (73.3%) and EI regular benefits (70.5%) paid under Skills Boost.

From an industry perspective, claims associated with the Manufacturing industry continued to receive the largest share of total benefits paid for all types of benefits (12.5%), for regular benefits while on training (12.4%) and EI regular benefits (12.5%).

Claimants with a referral to training by Service Canada received, on average, a weekly benefit rate of \$491 for all types of EI benefits, which was higher than the average weekly EI regular benefit rate paid (\$483), but lower than that paid to long-tenured worker regular benefit claimants (\$515). However, the average weekly benefit rate those claimants received while on training was \$492 and \$493 while they were looking for a job during their claim.

Using a breakdown by gender and age, the average weekly benefit rate received by claimants was higher for men (\$506) than for women (\$478) and for claimants over 45 years old (\$487).

In FY1920, claimants with a referral to training by Service Canada received, on average, 19.5 weeks of EI benefits while on training and 12.5 weeks of EI benefits while looking for a job during their claim period.

Claimants from the Atlantic provinces received, on average, the highest number of EI weeks while taking training (24.6 weeks) followed by those from Saskatchewan (21.1 weeks). For EI regular benefits, claimants from Territories received, on average, the highest number of weeks (21.1 weeks), followed by those from Manitoba (14.2 weeks) and Alberta (13.5 weeks).

By gender, women received, on average, more weeks of EI benefits than men while attending full-time training (20.0 weeks vs. 18.1 weeks) and they received roughly the same number of weeks when they were looking for a job (12.4 weeks vs. 12.5 weeks).

Claimants aged between 25 and 44 years old received, on average, the highest number of benefits weeks (19.2 weeks) while on training, followed by those aged 45 years and over (18.8 weeks). In terms of EI regular benefits, claimants aged 55 and over received the most weeks of benefits (13.5 weeks), followed by those aged 45 to 54 years old (13.3 weeks).

Table 32 – Claims established during which claimants received permission from Service Canada to train, amount paid, by region, gender, age and industry, Canada, FY1819 to FY1920

Region	New claims established			Amount paid (\$ millions)		
	FY1819 ¹	FY1920	Change (%)	FY1819 ¹	FY1920	Change (%)
Atlantic provinces	44	36	-22.2%	\$0.5	\$0.5	+9.0%
Quebec	276	248	-10.1%	\$3.3	\$3.1	-6.8%
Ontario	211	231	+9.5%	\$2.8	\$2.9	+6.9%
Manitoba	34	31	-8.8%	\$0.4	\$0.4	+11.1%
Saskatchewan	29	29	0.0%	\$0.4	\$0.4	+7.2%
Alberta	195	192	-1.5%	\$2.6	\$2.7	+2.9%
British Columbia & Territories ²	119	121	+1.7%	\$1.5	\$1.5	-3.0%
Gender						
Men	469	430	-8.3%	\$5.8	\$5.6	-4.4%
Women	431	466	+8.1%	\$5.6	\$6.0	+6.4%
Age category						
44 years old and under	669	645	-3.3%	\$8.4	\$8.4	+0.3%
45 years old and over	231	251	+8.7%	\$3.1	\$3.2	+3.4%
Industry						
Construction	102	85	-16.7%	\$1.4	\$1.0	-27.9%
Manufacturing	112	101	-9.8%	\$1.5	\$1.4	-3.6%
Other goods-producing industries	39	34	-12.8%	\$0.5	\$0.5	-1.4%
Wholesale trade	48	49	+2.1%	\$0.6	\$0.6	-1.0%
Retail trade	84	84	0.0%	\$1.0	\$1.1	+8.8%
Transportation and warehousing	39	43	+10.3%	\$0.5	\$0.6	+35.2%
Finance and insurance	32	31	-3.1%	\$0.4	\$0.4	-2.0%
Real estate and rental and leasing	23	16	-30.4%	\$0.3	\$0.2	-26.9%
Professional, scientific and technical services	52	62	+19.2%	\$0.7	\$0.8	+8.8%
Business, building and support services*	62	69	+11.3%	\$0.8	\$1.0	+17.2%
Educational services	51	53	+3.9%	\$0.6	\$0.5	-15.9%
Health care and social assistance	66	64	-3.0%	\$0.8	\$0.8	-2.9%
Information, culture and recreation**	44	45	+2.3%	\$0.5	\$0.6	+8.7%
Accommodation and food services	39	42	+7.7%	\$0.4	\$0.5	+10.4%
Other services (except public administration)	30	35	+16.7%	\$0.4	\$0.5	+22.0%
Public administration	63	66	+4.8%	\$0.8	\$0.9	+11.6%
Unclassified***	14	17	+21.4%	\$0.2	\$0.2	+18.8%
Canada	900	896	-0.4%	\$11.5	\$11.6	+0.9%

¹ For the period of August 5, 2018 (start date) to March 31, 2019.

² For confidentiality reasons, data for the territories have been included with those for British Columbia.

* 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 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. Unlike EI regular benefits, eligibility for EI fishing benefits is based on earnings, not hours of insurable employment. Fishers may be eligible to receive regular fishing benefits as well as sickness, maternity, parental, compassionate care and/or family caregiver benefits.

Under the Fishing Regulations, a “fisher” is defined as a self-employed person engaged in fishing activities 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;⁸⁶ 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 qualify to EI fishing benefits, applicants must:

- meet the definition of a self-employed fisher;
- have paid EI premium during their qualifying period;
- not qualify for regular benefits;
- have earned a minimum of between \$2,500 and \$4,200 from self-employment in fishing during their qualifying period (see Table 33)⁸⁷.

The weekly benefit rate is calculated by dividing the fisher’s total insurable earnings during the qualifying period by the divisor associated with the claimant’s regional unemployment rate (See Table 33). The result thus obtained is then multiplied by the basic rate of 55%, without exceeding the allowed maximum weekly benefit. Fishing benefits are subject to the same maximum insurable earnings threshold as other types of EI benefits (a maximum benefit of \$562 per week in 2019 and \$573 in 2020).

Table 33 – 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

⁸⁶ 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.

⁸⁷ 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.

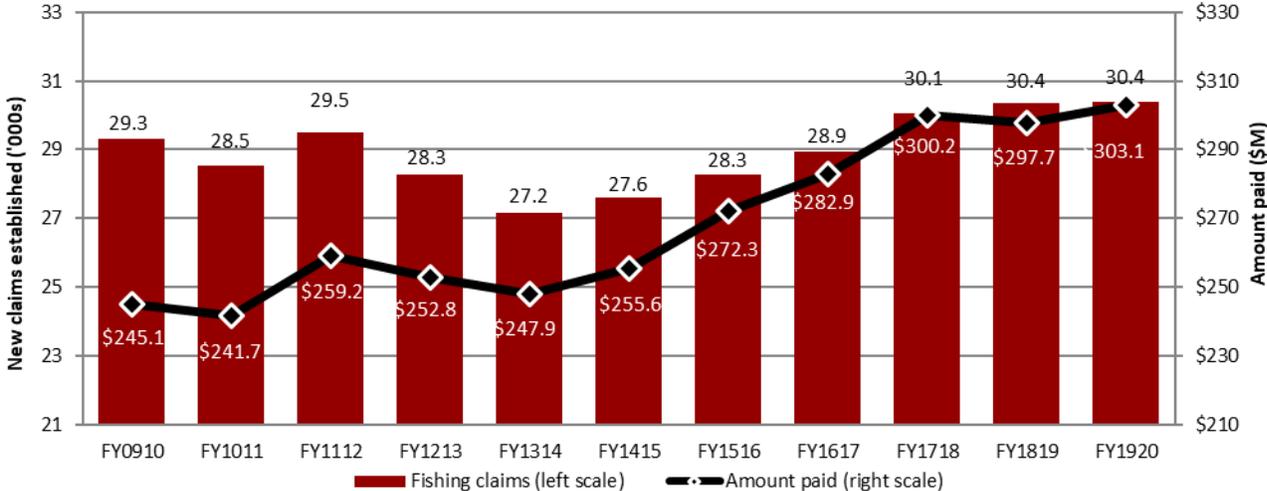
Any claimant who qualifies for EI fishing benefits may receive a maximum entitlement of 26 weeks of EI fishing benefits per claim within the fixed benefit period, with the possibilities of establishing two claims a year, one in the winter and one in the summer. The benefit period for a winter claim can 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 October 1 and must end no later than the week of June 15.⁸⁸ These weeks of benefits may be received consecutively or intermittently, but are limited by the fixed start and end dates of the benefit period. In some cases, claimants can 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

In FY1920, the number of new EI fishing claims remained virtually unchanged after five consecutive years of increases, up by only 0.1% from FY1819. The total amount of EI fishing benefits paid increased by 1.8% in the reporting year to reach \$303.1 million (see Chart 25). The number of new fishing claims and the total amount of EI fishing benefits paid represented 2.2% and 2.7% of all EI new claims and of the total amount paid for all EI benefit types, respectively.

Chart 25 – Employment Insurance fishing claims established and amount paid, Canada, FY0910 to FY1920



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.

In FY1920, the majority of claimants who relied on EI fishing benefits resided in six provinces (Newfoundland and Labrador, Nova Scotia, New Brunswick, Prince Edward Island, British Columbia and Quebec).

⁸⁸ 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.

As outlined in Table 34, on a year-over-year basis, the number of new fishing claims established in FY1920 increased in Newfoundland and Labrador, Nova Scotia and New Brunswick, while it decreased in Prince Edward Island, Quebec and British Columbia. Atlantic Canada accounted for the largest share of all new EI fishing claims in FY1920, a proportion identical to the previous year. Within those provinces, Newfoundland and Labrador had the largest share of claims (42.9%), followed by Nova Scotia (18.9%), New Brunswick (10.7%), and Prince Edward Island (10.6%). Claimants in Atlantic Canada also received the largest share of EI fishing benefits (83.2%) paid in FY1920. Newfoundland and Labrador had the largest share (41.7%) of the total amount of EI fishing benefits paid, followed by Nova Scotia (19.5%), New Brunswick (12.0%) and Prince Edward Island (9.9%).

Table 34 – Employment Insurance fishing claims and amount paid by region, gender and age, Canada FY1819 to FY1920

Region	Claims established			Amount paid (\$ millions)		
	FY1819	FY1920	Change (%)	FY1819	FY1920	Change (%)
Newfoundland and Labrador	12,682	13,041	+2.8%	\$118.4	\$126.5	+6.8%
Prince Edward Island	3,278	3,236	-1.3%	\$29.1	\$30.0	+3.0%
Nova Scotia	5,701	5,750	+0.9%	\$59.9	\$59.2	-1.2%
New Brunswick	3,203	3,244	+1.3%	\$34.1	\$36.5	+7.0%
Quebec	1,408	1,372	-2.6%	\$12.0	\$11.6	-2.7%
British Columbia	2,843	2,424	-14.7%	\$29.8	\$26.1	-12.3%
Other provinces and territories	1,252	1,318	+5.3%	\$14.5	\$13.2	-8.7%
Gender						
Men	24,319	24,203	-0.5%	\$238.9	\$242.9	+1.7%
Women	6,048	6,182	+2.2%	\$58.8	\$60.2	+2.3%
Age category						
24 years old and under	1,535	1,593	+3.8%	\$16.4	\$16.9	+2.8%
25 to 44 years old	8,556	8,428	-1.5%	\$89.9	\$88.5	-1.5%
45 to 54 years old	8,095	7,901	-2.4%	\$78.4	\$75.3	-4.0%
55 years old and over	12,181	12,463	+2.3%	\$113.0	\$122.4	+8.4%
Canada	30,367	30,385	+0.1%	\$297.7	\$303.1	+1.8%

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, men still accounted for the largest shares of both new claims (79.7%) and the total amount paid in EI fishing benefits (80.1%) in FY1920 and remained relatively unchanged 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.

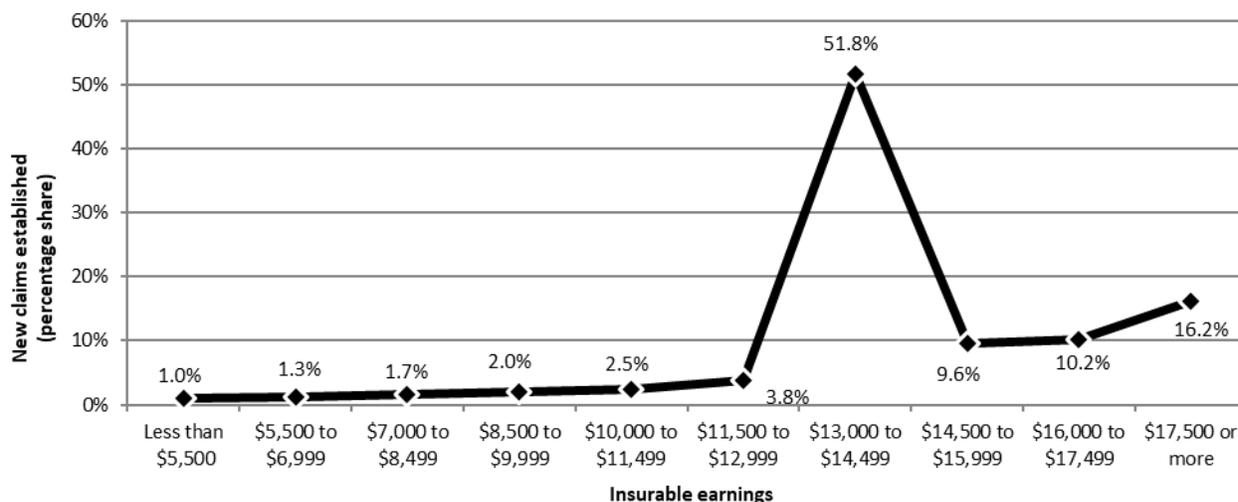
In FY1920, there was an increase in both the number of new claims and the total amount paid for younger (24 and under) and older (55 and over) claimants. In contrast, during the reporting year, core-aged claimants (25 to 54 years old) saw a decrease in both their new claims and benefits paid compared to the previous year (see Table 34). As in previous years, older claimants (55 years and older) account for the largest shares of both new claims (41.0%) and the total amount paid in fishing benefits (40.4%).

The average weekly fishing benefit rate increased from \$514 in FY1819 to \$528 in the reporting period (+2.7%). As in previous years, this rate was above the average weekly regular benefit rate in FY1920 (\$483). The average weekly fishing benefit rate increased in all provinces with a significant fishing industry in FY1920, except for British Columbia where it decreased slightly (-1.9%). The average weekly fishing benefit rate was the highest in Quebec (\$551), while it was the lowest in British Columbia (\$466).

The average weekly fishing benefit rates in Atlantic Canada and Quebec were above the national average (\$528). The average weekly fishing benefit rate for men (\$531) was still higher than that for women (\$515). Claimants who were aged between 45 and 54 years had the highest weekly fishing benefit rate (\$536) (see [Annex 2.10.3](#)).

The proportion of fishing claims that received the maximum benefit rate remained relatively unchanged in FY1920 (74.4%) compared to the previous fiscal year (74.1%). This proportion is higher than the proportion of EI regular claims that received the maximum benefit rate for regular benefits in the reporting period (49.0%).⁸⁹ This is partly attributable to the fact that 61.4% of the total fishing claims in FY1920 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 \$573. As illustrated in Chart 26, 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 26 – Employment Insurance fishing claims by insurable earnings, Canada, FY1920



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 21,200 fishers—of them, 12,000 had established a single claim while the rest (9,200 fishers) had established two claims.

Table 35 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 decreased by 1.3% from the previous year. The number of fishers who established a single claim also decreased during this period by 4.4%, while the number of fishers with two claims increased (+3.2%).

⁸⁹ See [subsection 2.2.3](#) for detailed discussion.

Table 35 – Number of fishers by season of establishment, Canada FY1516 to FY1920

Season of establishment	FY1516	FY1617	FY1718	FY1819	FY1920	Change (%) FY1718 to FY1819
One season	11,996	12,398	12,709	12,611	12,054	-4.4%
Winter	2,605	2,720	3,031	3,145	3,192	+1.5%
Summer	9,391	9,678	9,678	9,466	8,862	-6.4%
Two seasons	8,132	8,267	8,667	8,876	9,162	+3.2%
Canada	20,128	20,665	21,376	21,487	21,216	-1.3%

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

In FY1920, fishers who established a single claim received an average of \$11,683 (+3.8% year-over-year) in EI fishing benefits. Those who had established two fishing claims received an average of \$9,933 (+3.5%) for the first claim and an average of \$10,666 (+26.7%) for the second claim, for a total average of \$20,599 (+14.3%) received in EI fishing benefits in FY1920. These amounts have increased steadily over the past 5 years. In comparison, the average EI regular benefit paid to claimants in FY1920 was \$8,076.

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 FY1920, the average duration of a fishing claim was 20.8 weeks, up from 19.7 weeks (+1.1 weeks or +5.6%) 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 FY1920 was 23.3 weeks, same as the previous year. The average duration of EI fishing benefits in Atlantic Canada has historically been lower than the national average (20.2 weeks in the reporting year), but in FY1920, they ranged between 19.9 weeks in Prince Edward Island and 21.1 weeks in Newfoundland and Labrador. Claims established in Quebec had the lowest average duration at 18.7 weeks in FY1920 (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, 46.6% fishers in the Atlantic Provinces and 67.5% fishers in Quebec had established two claims on average per year, whereas the share of fishers with two claims during this period was 1.9% in British Columbia and 10.0% in all other provinces and territories combined.

Table 36 outlines the average duration of fishing benefits by fishers. During the reporting period, fishers who established a single fishing claim received an average of 23.4 weeks, up to 1.7% from the previous fiscal year. Fishers who established two claims received an average of 18.6 weeks for their first claim and 19.8 weeks for their second claim, for a total average of 38.3 weeks for the whole year in FY1920, an increase of 10.7% or 3.7 weeks compared to FY1819.

Table 36 – Average duration of Employment Insurance fishing benefits by fishers, Canada, FY1819 to FY1920

Season	Average duration (weeks)		Change (%) FY1819 to FY1920
	FY1819	FY1920	
One season/one claim	23.0	23.4	+1.7%
Two seasons/two claims	34.6	38.3	+10.7%
First claim	18.4	18.6	+1.1%
Second claim	16.2	19.8	+22.2%

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 employers and employees avoid layoffs when there is a temporary reduction in the normal level of business activity that is beyond the control of the employer. Layoffs are avoided by offering temporary EI income support to employees eligible for EI regular benefits willing 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.

Typically, to be eligible for the Work-Sharing agreement, employers must:

- have been in business in Canada year-round for at least two years.
- be a publicly-held company, private business or a not-for-profit organization.
- experience 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.⁹⁰
- employ at least two EI-eligible employees in the work unit.
- demonstrate a recent decrease of approximately 10% or more of their business activity, and
- submit and implement a recovery plan, which demonstrates how their business will return to normal levels upon the completion of the Work-Sharing agreement.⁹¹

Employees participating in a Work-Sharing agreement must:

- be year-round permanent full-time or part-time employees who are required to carry out the everyday functions of normal business activity.⁹²
- be eligible to receive EI regular benefits; and
- 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.

Work-sharing agreements must include a reduction in work activity consisting of between 10% (one half day) and 60% (3 days) of the employees' regular work schedule (i.e., one-half to three days a week). In any given week, the work reduction 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%. The proposed reduction in work hours should correspond with the number of anticipated temporary layoffs.

By participating in the Work-Sharing program, employers are able to retain skilled employees, avoiding the costs of recruiting and training new employees once business activities return to normal level. At the same time, participating workers can maintain their jobs and skills while supplementing their reduced

⁹⁰ A reduction in revenue levels alone would not meet Work-Sharing eligibility criteria. 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.

⁹¹ As part of Canada's COVID-19 Economic Response Plan, temporary special Work-Sharing measures were introduced to ease some of these requirements, and are outlined further below in this section.

⁹² 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.

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

During participation in a Work-Sharing agreement, employer initiated training activities, whether on-the-job training or off-site courses, may take place. Depending on the cause of the work shortage, the employer's recovery plan may include plans to initiate training activities for members of the Work-Sharing unit.

Training costs can be funded by the employer or through other available supports such as provincial or territorial programming. 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 also take place during the non-working days/hours for which the participating employees are in receipt of EI Work-Sharing benefits.

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 COVID-19 pandemic, 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 Work-Sharing benefits for 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). At the same time, the firm is able to retain its skilled and experienced workforce.

The duration of an initial Work-Sharing agreement can be between 6 and 26 consecutive weeks. This duration can be extended for up to 12 additional weeks (up to 38 weeks total), if needed. In the case of an extension, employers must demonstrate that they are continuing to experience a reduction in

business activity that in the absence of Work-Sharing would result in the layoff of one or more employees and that the period of the extension is needed to complete the return to normal working hours.

Under the standard Work-Sharing program, returning employers and workers are required to serve a mandatory cooling-off period between agreements equal to the number of weeks they participated in Work-Sharing (up to a maximum period of 38 weeks) .

Temporary Special Measures

To avoid layoffs and retain skilled workers in firms directly or indirectly affected by trade disputes with the United States in the forest sector and steel and aluminum industries, the Government of Canada put in place temporary special Work-Sharing measures. These temporary special measures extended the maximum duration of Work-Sharing agreements from 38 weeks to 76 weeks, waived the mandatory cooling off period between agreements, and eased Recovery Plan requirements for all eligible employers.

The forest sector temporary special measures were announced in July 2017, as part of the Softwood Lumber Action Plan (SLAP). These measures were in effect from July 30, 2017 to March 28, 2020.

The steel and aluminum temporary special measures were announced in June 2018, and are in effect from August 19, 2018 to March 27, 2021.

COVID-19 – Temporary Special Measures

On March 15, 2020, as part of Canada’s COVID-19 Economic Response Plan, the Government of Canada introduced temporary special Work-Sharing measures in response to COVID-19, including:

- Expanding employer eligibility to include businesses that have been active for one year rather than two;
- Extending agreement duration from 38 to 76 weeks;
- Waiving the mandatory cooling-off period between agreements so eligible employers may immediately enter into a new agreement;
- Reducing Recovery Plan requirements to a single line of text in the application form; and,
- Waiving the requirement for employers to submit financial documentation with their application.

These measures are in effect until September 26, 2021 and are open to all sectors/industries across Canada affected by the COVID-19 pandemic and ensuing lockdown and public health protocols.

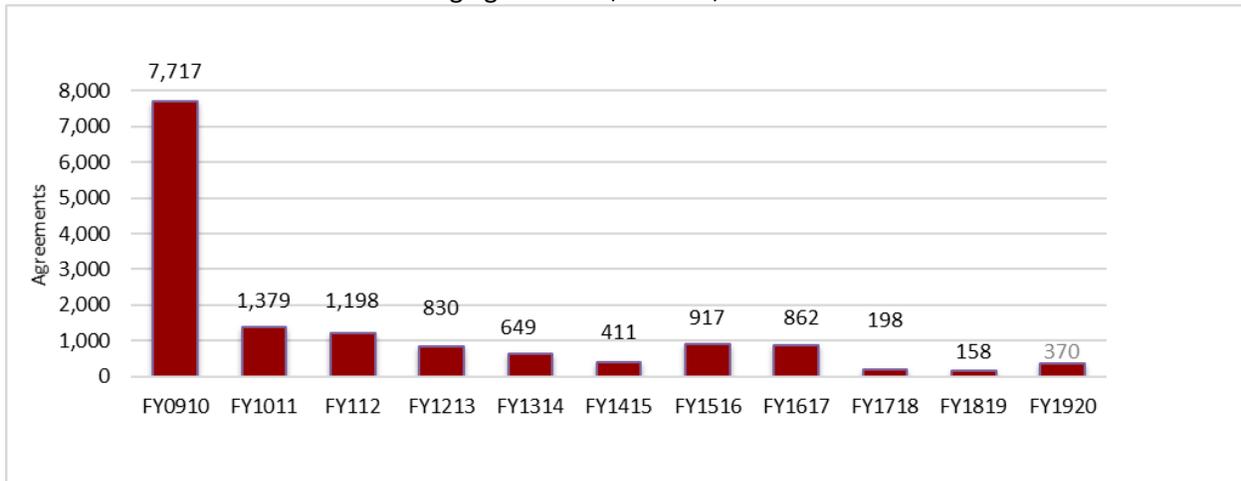
For the purpose of this section, EI Work-Sharing claims refers to any claims for which at least one dollar of Work-Sharing benefits was paid.

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 over the past ten years (see Chart 27).

For the first time since FY1516, the total number of Work-Sharing agreements increased by 134.2%, from 158 agreements established in FY1819 to 370 agreements in FY1920. Until late January, the average number of Work-Sharing agreements was consistent with that observed FY1718 and FY1819. The dramatic increase in Work-Sharing agreements toward the end of FY1920 could be explained by the global economy gradually slowing down as countries implemented national lockdowns to deal with the COVID-19 pandemic. The number of agreements increased in all provinces, with the largest increase reported in Saskatchewan (+300.0%), followed by British Columbia (+225.0%), and Ontario (+192.7%). In absolute terms, the number of agreements increased more in Ontario (+106 agreements), Alberta (+39 agreements), British Columbia and Saskatchewan (+18 agreements, respectively). The highest number of Work-Sharing agreements was established in Ontario (161 agreements), representing 43.5% of all agreements, followed by Quebec with 64 agreements (17.3% of all agreements). Of the 370 agreements established in FY1920, 20 (5.4%) accessed the temporary special measures (forest sector and steel/aluminium).

Chart 27 - Total count of Work-Sharing agreements, Canada, FY0910 to FY1920



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 (71.9%) of all Work-Sharing agreements established in FY1920 (see Table 37).

Table 37 - Number and percentage share of Work-Sharing agreements by industry, Canada, FY1516 to FY1920

Industry	FY1516	FY1617	FY1718	FY1819	FY1920
Goods-producing industries	638 (69.6%)	606 (70.3%)	130 (65.7%)	126 (79.7%)	266 (71.9%)
Mining, quarrying, and oil and gas extract	53 (5.8%)	90 (10.4%)	3 (1.5%)	4 (2.5%)	5 (1.4%)
Construction	52 (5.7%)	86 (10.0%)	14 (7.1%)	11 (7.0%)	25 (6.8%)
Manufacturing	526 (57.4%)	426 (49.4%)	109 (55.1%)	106 (67.1%)	223 (60.3%)
Rest of goods-producing industries	7 (0.8%)	4 (0.5%)	4 (2.0%)	5 (3.2%)	13 (3.5%)
Services-producing industries	279 (30.4%)	256 (29.7%)	68 (34.3%)	32 (20.3%)	104 (28.1%)
Wholesale trade	80 (8.7%)	65 (7.5%)	14 (7.1%)	4 (2.5%)	10 (2.7%)
Retail trade	21 (2.3%)	26 (3.0%)	12 (6.1%)	4 (2.5%)	16 (4.3%)
Professional, scientific and technical services	84 (9.2%)	66 (7.7%)	25 (12.6%)	11 (7.0%)	24 (6.5%)
Rest of services-producing industries	94 (10.3%)	99 (11.5%)	17 (8.6%)	13 (8.2%)	54 (14.6%)
Canada	917 (100.0%)	862 (100.0%)	198 (100.0%)	158 (100.0%)	370 (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 67.6% of all Work-Sharing agreements in the fiscal year examined, down from 69.6% reported in the previous fiscal year. Combined, small and medium-sized enterprises (SMEs) with fewer than 500 employees accounted for 98.4% of all Work-Sharing agreements in FY1920 compared to 99.4% in the previous year. The number of Work-Sharing agreements involving large-sized enterprise (with 500 employees or more) increased in absolute value by five (5) additional agreements from FY1819 to FY1920, with six (6) new agreements. This distribution of Work-Sharing agreements by firm size is consistent with results from previous years since the 2008 recession; with a significant share of agreements being initiated to assist SMEs to recover from disruptions to their normal levels of business activities.

2.5.2 Employment Insurance Work-Sharing claims and amount paid

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.

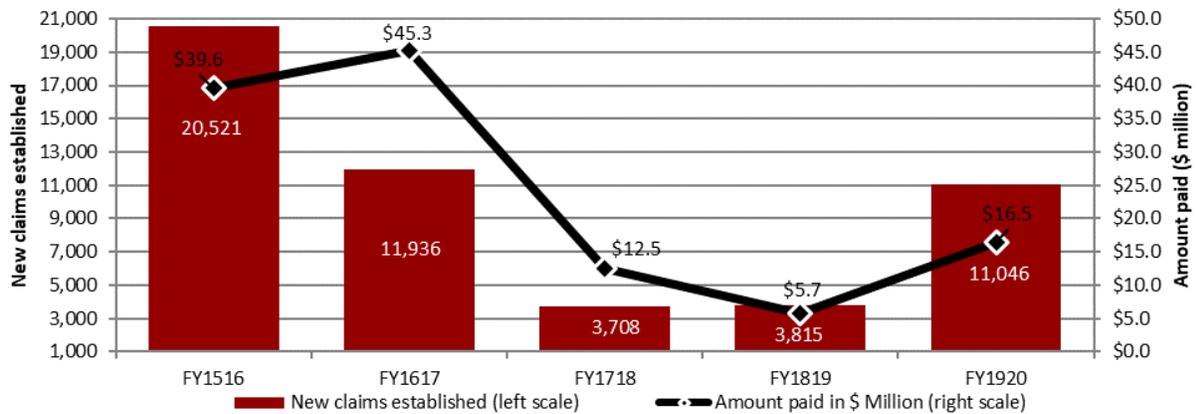
Chart 28 illustrates the number of Work-Sharing claims and benefits paid from FY1516 to FY1920.

In FY1920, the number of Work-Sharing claims established increased sharply, from 3,815 claims in FY1819 to 11,046 in FY1920 (+189.5%). This is the second increase since FY1718. It was in part

attributable to the increase in the number of claims established by manufacturing firms (from 3,258 claims in FY1819 to 9,025 claims in FY1920).

Like the number of new claims, the total amount paid in Work-Sharing benefits increased greatly from \$5.7 million in FY1819 to \$16.5 million in FY1920, representing an increase of 186.8%.

Chart 28 - Employment Insurance Work-Sharing claims and benefits paid*, Canada, FY1516 to FY1920



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 38, year-over-year, the number of new claims increased in all provinces and territories. In absolute value, the largest increase was in Ontario (+2,650 claims), followed by Quebec (+1,385 claims), and Manitoba (+1,192 claims). Like in the previous year, claimants from Ontario established the largest share of total new claims (36.0%), followed by claimants from Quebec (21.5%) and Manitoba (15.6%). In terms of amount paid, it was the same provinces with Ontario receiving the largest share with 32.8%, followed by Quebec (25.2%) and Manitoba (16.3%) in FY1920. There were no claims established in the territories.

Table 38- Number and percentage share of Employment Insurance Work-Sharing claims and amount paid, by region, gender, age and industry, Canada, FY1819 to FY1920

Region	New claims established		Amount paid (\$ millions)	
	FY1819	FY1920	FY1819	FY1920
Atlantic provinces	26 (0.7%)	189 (1.7%)	\$0.0 (0.8%)	\$0.2 (0.9%)
Quebec	1,001 (26.2%)	2,386 (21.5%)	\$1.8 (32.1%)	\$4.2 (25.2%)
Ontario	1,339 (35.1%)	3,989 (36.0%)	\$1.5 (25.9%)	\$5.4 (32.8%)
Manitoba	539 (14.1%)	1,731 (15.6%)	\$0.5 (8.4%)	\$2.7 (16.3%)
Saskatchewan	212 (5.6%)	643 (5.8%)	\$0.5 (8.9%)	\$1.7 (10.0%)
Alberta	600 (15.7%)	1,089 (9.8%)	\$1.1 (19.0%)	\$1.4 (8.6%)
British Columbia	98 (2.6%)	1,045 (9.4%)	\$0.3 (5.0%)	\$1.0 (6.1%)
Gender				
Men	2,721 (71.3%)	8,544 (77.2%)	\$4.3 (74.1%)	\$12.8 (77.7%)
Women	1,094 (28.7%)	2,528 (22.8%)	\$1.5 (25.9%)	\$3.7 (22.3%)
Age category				
24 years old and under	235 (6.2%)	749 (6.8%)	\$0.3 (4.5%)	\$1.0 (6.1%)
25 to 54 years old	2,489 (65.2%)	7,472 (67.5%)	\$3.7 (65.2%)	\$10.8 (65.2%)
55 years old and over	1,091 (28.6%)	2,851 (25.7%)	\$1.7 (30.3%)	\$4.7 (28.6%)
Industry				
Goods-producing industries	3,461 (90.7%)	9,347 (84.6%)	\$4.9 (85.3%)	\$14.9 (90.4%)
Manufacturing	3,258 (85.4%)	9,025 (81.7%)	\$4.6 (80.3%)	\$14.3 (86.6%)
Rest of goods-producing industries	203 (5.3%)	322 (2.9%)	\$0.3 (5.0%)	\$0.6 (3.8%)
Service-producing industries	354 (9.3%)	1,699 (15.4%)	\$0.8 (14.7%)	\$1.6 (9.6%)
Wholesale trade	63 (1.7%)	581 (5.3%)	\$0.2 (3.4%)	\$0.5 (3.0%)
Professional, scientific and technical services	64 (1.7%)	311 (2.8%)	\$0.2 (3.7%)	\$0.4 (2.6%)
Rest of service-producing industries	227 (6.0%)	807 (7.3%)	\$0.4 (7.6%)	\$0.7 (4.0%)
Canada	3,815 (100.0%)	11,046 (100.0%)	\$5.7 (100.0%)	\$16.5 (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 FY1920, they accounted for 77.2% of new Work-Sharing claims and 77.7% of total benefits paid. Workers aged 25 to 54 years accounted for 67.5% of all new Work-Sharing claims and 67.2% of total benefits paid. Similar to previous years, youth were under-represented among new

Work-Sharing claims established (6.8%) and benefits paid (6.1%) compared with their total share of employment (13.1%) in FY1920.⁹³

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 (81.7%) established in FY1920, down from 85.4% in the previous fiscal year. These workers received the largest share of the total EI Work-Sharing benefits paid (86.6%), up from 80.3% in FY1819 (see Table 38), which was disproportionate to their share of total employment (which was around 9.1%).⁹⁴

Among the services-producing industries, workers in the Wholesale trade and in the Professional, scientific and technical services industries accounted for 5.3% and 2.8% of Work-Sharing claims, respectively, in FY1920. In terms of amount paid, workers in the Wholesale trade industry received 3.0% of total Work-Sharing benefits paid in FY1920, closely followed by workers in the Professional, scientific and technical services industry, who accounted for 2.6% of total Work-Sharing benefits paid. 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' wages 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 FY1920, the average weekly Work-Sharing benefit rate increased by 14.9% to \$139, up from the average weekly benefit rate of \$121 in the previous fiscal year (see Table 39). It increased in all provinces, except British Columbia where it decreased by 15.0%. The highest average weekly benefit rate was observed in Newfoundland and Labrador (\$255), followed by Alberta (\$159), Saskatchewan (\$152) and Manitoba (\$149), while the lowest was in Prince Edward Island (\$90). From a gender perspective, the average weekly Work-Sharing benefit rate for men and women increased sharply compared to the previous year, +10.9% and +26.3% respectively. Men received the highest weekly benefit rate (\$143) compared to women (\$125). Concerning the different age groups, the average weekly benefit rate for all age groups increased. Workers aged 45 to 54 years have the highest average

⁹³ Source: Statistics Canada, Labour Force Survey, Table 14-10-0287-01.

⁹⁴ Source: Statistics Canada, Labour Force Survey, Table 14-10-0355-01.

rate (\$140), followed by those aged between 25 and 44 years (\$139) and those aged 55 years and over (\$138).

Table 39 - Employment Insurance Work-Sharing average weekly benefit rate, by region, gender, age and industry, Canada, FY1819 to FY1920

Region	FY1819	FY1920	Change (%)
Atlantic provinces	\$152	\$151	-0.7%
Quebec	\$127	\$136	+7.1%
Ontario	\$105	\$127	+21.0%
Manitoba	\$110	\$149	+35.5%
Saskatchewan	\$151	\$152	+0.7%
Alberta	\$135	\$159	+17.8%
British Columbia	\$167	\$142	-15.0%
Gender			
Men	\$129	\$143	+10.9%
Women	\$99	\$125	+26.3%
Age category			
24 years old and under	\$120	\$134	+11.7%
25 to 54 years old	\$122	\$139	+13.9%
55 years old and over	\$118	\$138	+16.9%
Industry			
Goods-producing industries	\$119	\$138	+16.0%
Construction	\$130	\$173	+33.1%
Manufacturing	\$119	\$136	+14.3%
Rest of goods-producing industries	\$133	\$185	+39.0%
Service-producing industries	\$133	\$145	+9.0%
Wholesale trade	\$145	\$138	-4.8%
Professional, scientific and technical services	\$139	\$156	+12.3%
Rest of service-producing industries	\$128	\$146	+14.1%
Canada	\$121	\$139	+14.9%

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

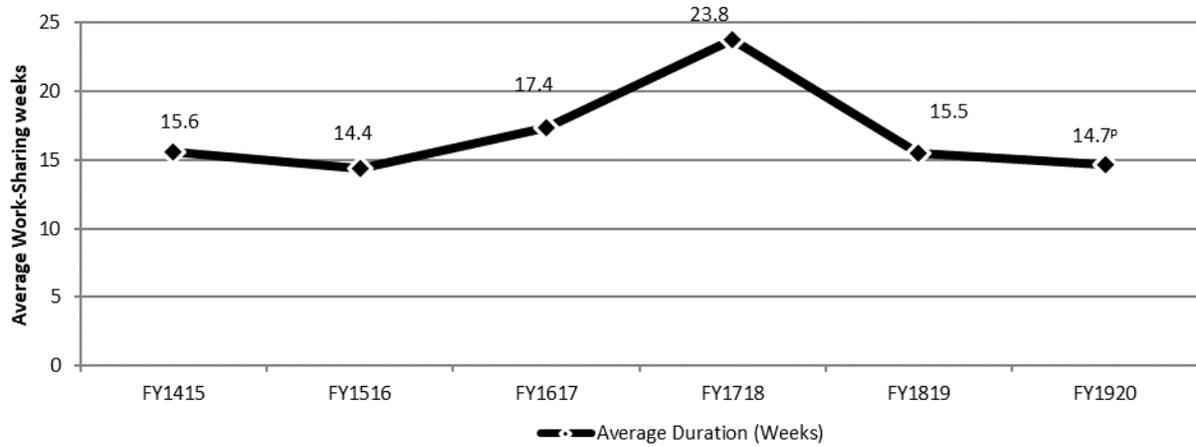
^c Data for some industries have been combined for confidentiality purposes.

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 16.0% to \$138 in FY1920. The average weekly Work-Sharing benefit rate increased to \$143 from \$133 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 FY1920 was 14.7 weeks, a slight decrease of 0.8 weeks from FY1819 (15.5 weeks). This represents the second decline in the average duration of Work-Sharing claims since FY1516 (see Chart 29).

Chart 29 - Average duration of completed Employment Insurance Work-Sharing claims, Canada, FY1415 to FY1920



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

^f 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 and layoffs averted

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),⁹⁵ 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 (38%) of agreements were terminated earlier than their scheduled end date and about two-thirds (65%) of firms returned to their normal level of employment. It is estimated that there were 7,095 layoffs averted in FY1920.

⁹⁵ 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.

2.6 Employment Insurance special benefits

EI special benefits provide temporary income support to employees, self-employed persons participating in the program and fishers, who are eligible and unable to work due to specific life circumstances. These include sickness; pregnancy or giving birth; providing care to a newborn or newly adopted child, and providing care or support to a critically ill or injured person or someone needing end-of-life care

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 for the special benefits claimed, and have their normal weekly earnings reduced by more than 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 threshold⁹⁶ in the calendar year preceding the claim, and meet other eligibility criteria specific to the special benefits being claimed.

Given the COVID-19 pandemic and the introduction of the Canada Emergency Response Benefit, no new claims for regular or sickness benefits were established between March 15, 2020, and September 26, 2020. However, claims for the other types of special benefits (maternity, parental, compassionate care, family caregiver benefits for adults or children) could be established. Therefore, the results on new claims established presented in the next subsections cover the period from April 1, 2019, to March 31, 2020, with the exception of the results for sickness benefits, which cover the period from April 1, 2019, to March 14, 2020. Furthermore, the results on amount of benefits paid out cover the full period from April 1, 2019 to March 31, 2020.

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 benefit 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 the following section, EI special benefit claims refer to EI claims for which at least one dollar of special benefits was paid.⁹⁷

2.6.1 Employment Insurance special benefit claims overview

During FY1920, almost 619,300 new EI special benefit claims were established, representing a 2.1% increase over the previous year (see Table 40), and the ninth consecutive increase in the number of claims established. More than two-thirds of these special benefit claims included sickness benefits

⁹⁶ This threshold was \$7,121 (2018 earnings) for claims established in 2019 and \$7,279 (2019 earnings) for claims established in 2020. For claims established in 2019 and 2020, self-employed fishers could also qualify for special benefits with fishing earnings of at least \$3,760 in their qualifying period.

⁹⁷ EI administrative data are as of August 2020. Data are based on a 10% sample of claims for maternity benefits, parental benefits and sickness benefits; and on a 100% sample of claims for compassionate care benefits, family caregiver benefits for adults and family caregiver benefits for children.

(68.0%), while 34.4% and 27.1% included parental and maternity benefits, respectively. Approximately 1.9% of all special benefit claims included family caregiver benefits for adults, 1.2% had compassionate care benefits, and 0.9% included family caregiver benefits for children.⁹⁸

Table 40 – Employment Insurance special benefit claims and amount paid according to benefit type, Canada, FY1819 to FY1920

Benefit type	Number of claims			Amount paid (\$ million)		
	FY1819	FY1920	Change (%)	FY1819	FY1920	Change (%)
Maternity	170,010	167,690	-1.4%	\$1,164.1	\$1,208.1	+3.8%
Parental	200,030	212,750	+6.4%	\$2,730.7 ^r	\$2,921.7	+7.0%
Sickness	420,840	421,140	+0.1%	\$1,769.6	\$1,888.8	+6.7%
Compassionate care	8,385	7,581	-9.6%	\$45.8	\$39.6	-13.7%
Family caregiver for adults	11,365 ^r	11,592	+2.0%	\$49.1 ^r	\$55.7	+13.4%
Family caregiver for children	5,722 ^r	5,403	-5.6%	\$36.9 ^r	\$36.3	-1.7%
Canada	606,540	619,270	+2.1%	\$5,796.2\$^r	\$6,150.1	+6.1%

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.

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.

For FY1920, parental benefits experienced the largest increase in the number of new claims (+6.4%) over the previous fiscal year. This increase is due to a rise in claims established by men and can largely be explained by the additional weeks of benefits available to parents whose child was born or adopted on or after March 17, 2019, and who share parental benefits. Conversely, claims for maternity benefits, compassionate care benefits and family caregiver benefits for children decreased compared with FY1819.

The total amount paid out in special benefits increased by 6.1% over the previous fiscal year, totalling \$6.2 billion for FY1920. Amounts paid have increased for all benefit types, with the exception of compassionate care benefits and family caregiver benefits for children.

As in previous years, almost two-thirds of special benefit claims (61.7%) were established by women. However, the share of claims established by men increased by 2.0 percentage points from 36.3% in FY1819 to 38.3% in FY1920. This is due in part to the higher proportion of parental claims established by men. Women continued to receive a large share of the amounts paid in special benefits (79.9%), particularly because they received the majority of parental benefits, and only women can receive maternity benefits.

By age, applicants under the age of 45 accounted for almost two-thirds (64.5%) of new special benefit claims and received the largest share of the total amount paid in special benefits (82.0%).

Excluding extended parental benefits, which are paid at a lower benefit rate than other types of special benefits (see [subsection 2.6.2](#)), the average weekly benefit rate for special benefits in FY1920 increased

⁹⁸ The total share of each type of special benefits does not add up to 100%, because a claimant can receive multiple benefit types on a single claim.

by 4.0% to \$468. The share of special benefit claims receiving the maximum weekly benefit rate was 45.2%, an increase of 2.3 percentage points from the previous fiscal year.

Employment Insurance special benefits and firms

According to 2018 tax data, which is the most recent microdata available when writing this report, there were approximately 206,400 firms (16.8% of all firms in 2018) which were associated with the establishment of an EI special benefit claim as a claimant’s current or most recent employer (see Table 41). This is an increase of 1.5% from 2017.

Table 41 – Firms, employment and Employment Insurance special benefit claimants by firm size*, Canada, 2018

Firm size	Number of firms	Number of firms with at least one employee receiving EI special benefits	Employment distribution** (% share)	Distribution of EI special benefit claimants*** (% share)
Small	1,112,500	119,540	21.3%	18.7%
Small-medium	97,220	67,740	19.7%	21.9%
Medium-large	16,540	15,790	16.2%	18.7%
Large	3,310	3,300	42.9%	40.8%
Canada	1,229,580	206,370	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 2018.

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 2.6 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. Qualified claimants may receive up to 15 weeks of maternity benefits. 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.⁹⁹

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. Claimants must provide a signed certificate certifying the child’s

⁹⁹ Prior to December 3, 2017, pregnant workers could start to receive the 15 weeks of EI maternity benefits only up to 8 weeks before the expected delivery date.

date of birth or the date of the child's placement in their home for an adoption. Parents must choose between standard parental benefits or extended parental benefits.¹⁰⁰

- Standard parental benefits provide up to 40 weeks of benefits paid over a maximum of 12 months (this includes the additional five weeks of benefits available since March 17, 2019, to parents who share parental benefits).¹⁰¹ A parent cannot receive more than 35 weeks of standard benefits. The benefit rate is 55% of weekly insurable earnings up to a maximum of \$562 in 2019 and \$573 in 2020.
- Extended parental benefits provide up to 69 weeks of benefits paid over a maximum of 18 months (this includes the additional eight weeks of benefits available since March 17, 2019, to parents who share parental benefits).¹⁰² A parent cannot receive more than 61 weeks of extended benefits. The benefit rate is 33% of weekly insurable earnings up to a maximum of \$337 in 2019 and \$344 in 2020.

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

Employment Insurance maternity and parental benefits: coverage and accessibility

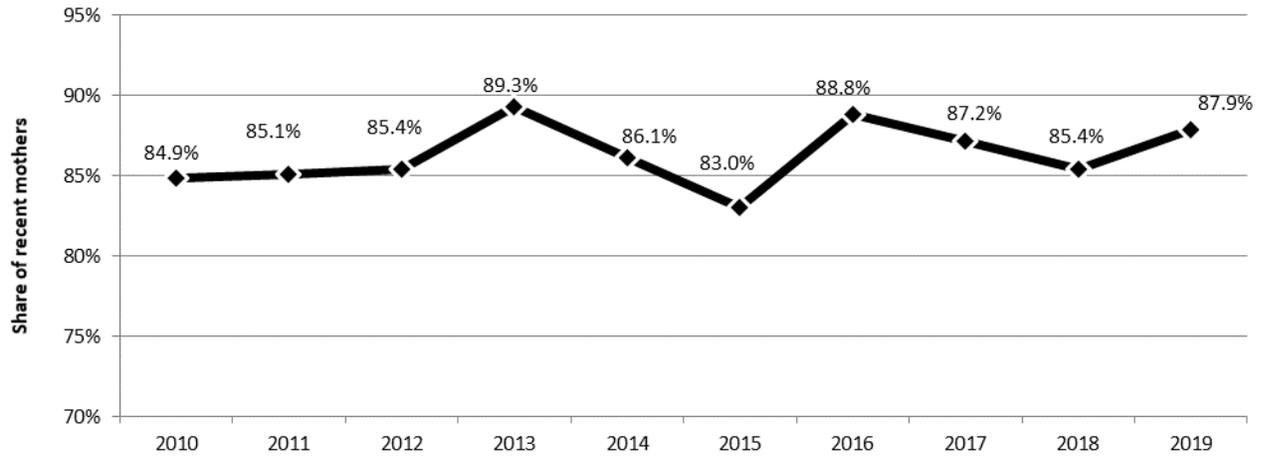
According to the 2019 Employment Insurance Coverage Survey (EICS), 223,500 recent mothers (those with a child aged 12 months or less) living outside Quebec had insurable employment in 2019, which represents 74.2% of all recent mothers. Among these recent mothers with insurable employment, 87.9% reported having received maternity or parental benefits, which represents an increase of 2.5 percentage points from 2018 (85.4%) (see Chart 30).

¹⁰⁰ For parents whose children were born or placed with them in the case of adoption before December 3, 2017, only standard parental benefits were available.

¹⁰¹ Parents whose children were born or placed with them in the case of adoption before March 17, 2019, could receive up to 35 weeks of standard parental benefits. These parents could share parental benefits, but they were not entitled to the additional five weeks of standard parental benefits.

¹⁰² Parents whose children were born or placed with them in the case of adoption before March 17, 2019, could receive up to 61 weeks of standard parental benefits. These parents could share parental benefits, but they were not entitled to the additional eight weeks of extended parental benefits.

Chart 30 – Share of recent mothers with insurable employment who receive Employment Insurance maternity or parental benefits (%), Canada outside of Quebec, 2010 to 2019



Source: Statistics Canada, Employment Insurance Coverage Survey, 2010 to 2019

According to EICS data, the proportion of spouses of recent mothers living outside Quebec who received or intended to claim EI parental benefits was 20.5% in 2019 compared to 15.0% in 2018 and 11.9% in 2017. This increase can be explained by the additional weeks of EI benefits that have been available since March 2019 to new parents sharing parental benefits. In Quebec, a larger share of spouses of recent mothers received parental benefits or intended to receive them (85.6%), 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 2019 EICS data, the share of recent mothers with insurable employment in Quebec who received maternity or parental benefits under QPIP (97.2%) is greater than that of persons having received EI maternity or parental benefits in the rest of Canada (87.9%). 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 FY1920, there were nearly 167,700 new maternity claims established, which represents a slight decrease of 1.4% from FY1819 (see Table 42). The number of maternity claims decreased in all provinces and territories except Ontario and Alberta, where it increased slightly.

Table 42 – Employment Insurance maternity claims and amount paid by province or territory and age, Canada, FY1819 to FY1920

Province or territory	Number of claims			Amount paid (\$ millions)		
	FY1819	FY1920	Change (%)	FY1819	FY1920	Change (%)
Newfoundland and Labrador	2,550	2,210	-13.3%	\$17.5	\$16.6	-5.1%
Prince Edward Island	890	830	-6.7%	\$5.9	\$5.8	-0.7%
Nova Scotia	5,410	4,640	-14.2%	\$33.3	\$34.1	+2.4%
New Brunswick	4,350	3,830	-12.0%	\$27.7	\$26.2	-5.7%
Quebec	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	83,500	84,930	+1.7%	\$576.3	\$607.0	+5.3%
Manitoba	8,580	8,280	-3.5%	\$55.5	\$55.5	-0.1%
Saskatchewan	8,340	7,970	-4.4%	\$58.1	\$55.9	-3.9%
Alberta	29,360	29,580	+0.7%	\$203.9	\$218.4	+7.1%
British Columbia	26,110	24,790	-5.1%	\$179.5	\$183.5	+2.2%
Yukon	280	210	-25.0%	\$2.1	\$1.7	-16.3%
Northwest Territories	380	250	-34.2%	\$2.5	\$2.1	-16.4%
Nunavut	260	170	-34.6%	\$1.8	41.3	-25.5%
Age category						
24 years old and under	14,120	12,370	-12.4%	\$75.6	\$68.5	-9.3%
25 to 39 years old	148,960	148,280	-0.5%	\$1,039.6	\$1,088.2	+4.7%
40 years old and over	6,930	7,040	+1.6%	\$49.0	\$51.3	+4.7%
Canada	170,010	167,690	-1.4%	\$1,164.1	\$1,208.1	+3.8%

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 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 88.4% of new maternity claims during the reporting period, while women aged 24 and under and those aged 40 years old and over represented 7.4% and 4.2%, respectively. While the number of new claims established by mothers aged 25 to 39 years old and those aged 40 years old and over has remained stable, the number of claims for mothers 24 years old and under reported a large decrease compared to the previous year.

The total amount paid out in maternity benefits increased by 3.8% from FY1819 to just over \$1.2 billion in FY1920. The total amount paid increased in Nova Scotia, Ontario, Alberta, and British Columbia, while the other provinces and territories recorded lower amounts than in FY1819. At the same time, maternity benefit payments increased for mothers aged 25 to 39 and for those aged 40 and over, but decreased for those aged 24 and under.

Maternity benefits are frequently combined in the same claim with other benefit types, particularly parental and sickness benefits; 98.8% of all EI maternity claims completed during FY1920 included another type of EI benefit (see [subsection 2.1.2](#)).

The average weekly maternity benefit rate increased by 3.6% to \$482 in FY1920. Just over half of all claimants (52.5%) received the maximum weekly maternity benefit rate. On average, the highest weekly maternity benefit rate was for claims established in Nunavut (\$541) and the Northwest Territories (\$525) and by mothers aged 40 and over (\$501).

Employment Insurance parental claims, amount paid and level of benefits

The total number of new parental claims established increased by 6.4% from FY1819 to 212,800 in FY1920 (see Table 43). Extended parental benefits, which had the largest increase, accounted for 17.8%

of all claims established during the reporting period, up from 16.0% in FY1819. Claims from adoptive parents continued to account for less than 1.0% (about 1,500) of all parental claims in FY1920.

Table 43 – Employment Insurance parental claims and amount paid by benefit type, province or territory, gender and age, Canada, FY1819 to FY1920

Type of parental benefit	Number of claims			Amount paid (\$ millions)		
	FY1819	FY1920	Change (%)	FY1819	FY1920	Change (%)
Standard	168,120	174,980	+4.1%	\$2,511.5	\$2,416.0	-3.8%
Extended	31,910	37,770	+18.4%	\$219.2 [†]	\$505.7	+130.7%
Province or territory						
Newfoundland and Labrador	2,720	2,360	-13.2%	\$38.4	\$37.8	-1.5%
Prince Edward Island	960	1,000	+4.2%	\$14.3	\$13.2	-7.8%
Nova Scotia	6,190	5,990	-3.2%	\$74.1 [†]	\$80.5	+8.7%
New Brunswick	4,960	5,010	+1.0%	\$63.3	\$66.1	+4.5%
Quebec	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	99,620	109,200	+9.6%	\$1,348.3 [†]	\$1,468.8	+8.9%
Manitoba	10,220	10,600	+3.7%	\$131.6	\$139.9	+6.3%
Saskatchewan	9,480	9,720	+2.5%	\$135.0	\$133.7	-1.0%
Alberta	33,840	35,290	+4.3%	\$478.1 [†]	\$517.5	+8.2%
British Columbia	30,790	32,710	+6.2%	\$431.9 [†]	\$449.5	+4.1%
Yukon	400	320	-20.0%	\$4.7	\$4.9	+5.9%
Northwest Territories	490	300	-38.8%	\$5.4	\$5.7	+5.5%
Nunavut	360	250	-30.6%	\$5.8 [†]	\$4.1	-28.7%
Gender						
Men	33,600	47,390	+41.0%	\$257.8 [†]	\$315.5	+22.4%
Women	166,430	165,360	-0.6%	\$2,472.9 [†]	\$2,606.2	+5.4%
Age category						
24 years old and under	14,660	13,200	-10.0%	\$169.7	\$170.2	+0.3%
25 to 39 years old	172,690	184,640	+6.9%	\$2,406.9 [†]	\$2,581.0	+7.2%
40 years old and over	12,680	14,910	+17.6%	\$154.1 [†]	\$170.4	+10.6%
Canada	200,030	212,750	+6.4%	\$2,730.7[†]	\$2,921.7	+7.0%

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 parental benefits was paid.

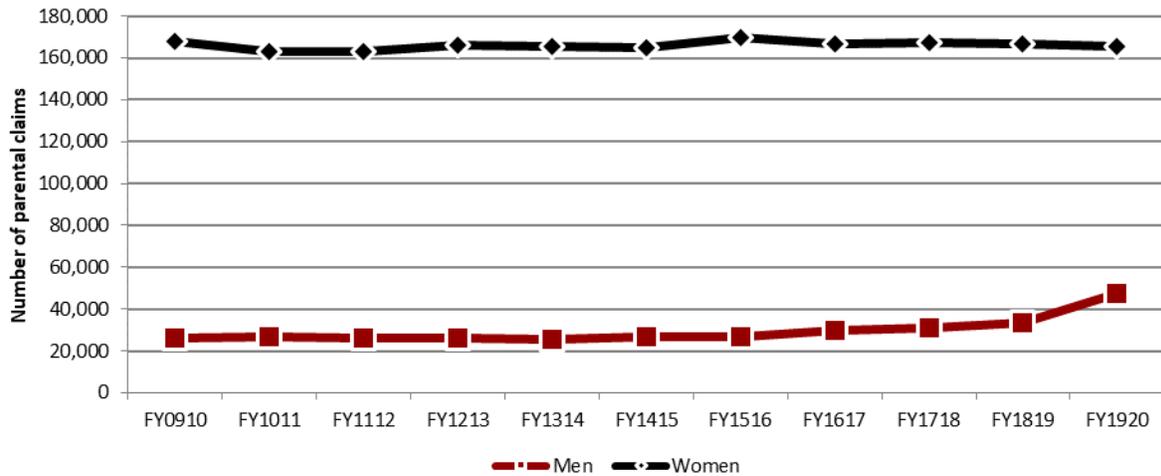
[†] Revised data.

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 parental claims established increased in most provinces, with the exception of Newfoundland and Labrador and Nova Scotia, while it decreased in the territories.

As in the past, women established the vast majority of parental claims (77.7%) in FY1920. However, the increase in the number of claims in FY1920 is due to a rise in claims established by men (see Chart 31). The share of claims established by men increased by 5.5 percentage points to 22.3% of claims in FY1920. This increase can be attributed to the additional weeks of benefits available to parents of a child born or adopted on or after March 17, 2019, who share parental benefits.

Chart 31 – Employment Insurance parental claims by gender, Canada, FY0910 to FY1920



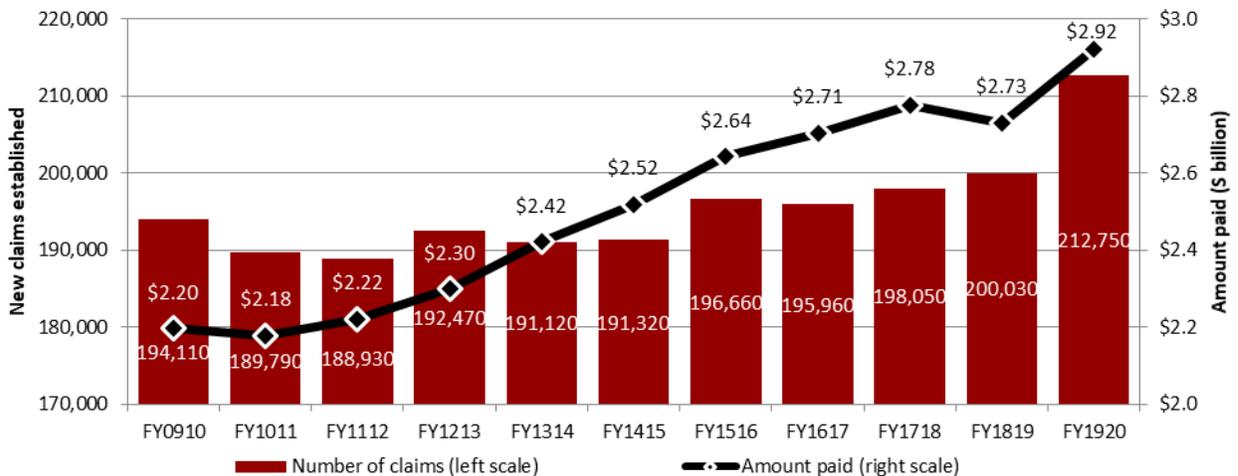
Note: Includes claims for which at least \$1 of EI parental benefits was paid.

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

The number of new parental claims established by claimants aged 24 and under decreased compared to FY1819, while it increased for claimants aged 25 to 39 and for those aged 40 and over.

The benefits paid out in parental benefits totalled \$2.9 billion in FY1920, a 7.0% increase from FY1819, and the largest increase over the last 11 years (see Chart 32). The increase in parental benefits paid out was due to an increase in the number of claims established (+6.4%) during the reporting period. Extended parental benefits paid out for FY1920 represented 17.3% of total parental benefits paid out, which was equivalent to the proportion (17.8%) of these claims among all parental claims.

Chart 32 – Employment Insurance parental claims and amount paid, Canada, FY0910 to FY1920



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

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

The provinces and territories, except Newfoundland and Labrador, Prince Edward Island, Saskatchewan and Nunavut, recorded increases in benefits paid out in parental benefits compared to FY1819. Men

experienced a higher annual increase in total amount paid in parental benefits (+22.4%) than women (+5.4%). Claimants aged 40 and over had the largest increase (+10.6%) in benefits paid among all age groups.

As stated above, the benefit rate (55% vs. 33% of average weekly earnings) and the maximum weekly benefit are calculated differently depending on whether the claimant is receiving standard or extended benefits. The average weekly standard parental benefit was \$495 in FY1920, an increase of 4.2% from FY1819. More than half (58.2%) 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 the Northwest Territories (\$544), by men (\$536) and by claimants aged 40 and over (\$520).

The average weekly extended parental benefit rate was \$307 in FY1920, up 3.4% from FY1819. More than half (60.1%) of claimants received the maximum weekly extended parental benefit rate. On average, the weekly extended parental benefit rate was higher for claims established in territories (\$337), by men (\$331) and by claimants aged 40 and over (\$319).

Duration of Employment Insurance maternity and parental benefits

As observed during previous fiscal years, mothers typically use almost all of the EI maternity weeks to which they were entitled. In FY1920, 93.3% of mothers received maternity benefits during the 15 weeks available to them. The average duration of completed maternity claims was 14.7 weeks during the reporting period (see Table 44).

Table 44 – Average duration of Employment Insurance maternity and parental benefits for completed claims, Canada, FY1920

Type of benefits	Men ^P	Women ^P
Maternity	n/a	14.7
Standard parental	13.7	32.6
Extended parental	16.6	55.1

Note: Includes completed claims for which at least \$1 of EI maternity benefits or parental benefits was paid.

^P Preliminary estimates.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data on duration of maternity benefits are based on a 10% sample of EI administrative data, while data on duration of parental benefits are based on a 100% sample of EI administrative data.

Statistics on standard parental claims completed during the reporting period show that women received an average of 32.6 weeks, whereas men received 13.7 weeks. For extended parental claims completed in FY1920, the average duration was 55.1 weeks for women and 16.6 weeks for men.

It is too early to present results on sharing and using the additional weeks of parental benefits available to parents whose children were born or placed with them in the case of adoption on or after March 17, 2019. Only a small number of the claims completed in FY1920 were eligible. Furthermore, since the duration of benefits can be up to 18 months after birth or placement in the case of adoption, these completed claims are generally short, meaning that duration may be underestimated and data may be misrepresented. Future Monitoring and Assessment Reports will present these results more accurately. See the methodological note which presents changes related to statistics on sharing and duration of parental claims.

Methodological note: Changes related to statistics on sharing and duration of parental claims

In previous Monitoring and Assessment Reports, statistics were presented on the average number of weeks of parental benefits used by parents who shared or did not share these benefits. Information on sharing parental benefits was based on the EI application form completed by the parents and reflected the intention to share benefits at the time of the application, rather than how benefits are actually shared when they are received.

Information on how parental benefits for new claims established are actually shared is available from September 2019 onward.* In order to ensure that statistics on the actual sharing rate and the duration of benefits received by each parent (including additional weeks of benefits) are as accurate as possible, they will be based on completed parental claims. However, it is too early to present these statistics since most parental claims established in September 2019 or later had not been completed by the end of the fiscal year under review (March 2020). Future Monitoring and Assessment Reports will present these statistics as more mature data becomes available.

In addition, statistics on the duration of parental claims in previous Monitoring and Assessment Reports were based on a 10% sample of EI administrative data. In order to consider the information on how parental benefits are actually shared, a 100% sample of EI administrative data must be used. As a result, beginning with this report, statistics on the duration of parental benefits (and the actual sharing rate reported in future reports) are based on a 100% sample of the data. The number of parental claims established and the amount of parental benefits paid out continue to be based on a 10% sample of the data.

* Information on how parental benefits are actually shared is only available for a small number of claims established before September 2019. As a result, the actual sharing rate may be underestimated for these parental claims.

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.

Given the COVID-19 pandemic and the introduction of the Canada Emergency Response Benefit, no new claims for sickness benefits were established between March 15, 2020, and September 26, 2020. Therefore, the results on new claims established in this subsection cover the period from April 1, 2019 to March 14, 2020. Furthermore, the results on amount of benefits paid out cover the full period from April 1, 2019 to March 31, 2020.

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 FY1920, there were 421,100 new sickness claims established, relatively unchanged from FY1819 with an increase of 0.1%. Five provinces and territories experienced an increase in claims and the same number also saw a decrease. Three provinces remained relatively unchanged from FY1819: Quebec, New Brunswick, and British Columbia (see Table 45).

Table 45 – Employment Insurance sickness claims and amount paid by province or territory, gender and age, FY1819 to FY1920

Province or territory	Number of claims			Amount paid (\$ millions)		
	FY1819	FY1920	Change (%)	FY1819	FY1920	Change (%)
Newfoundland and Labrador	11,500	11,340	-1.4%	\$48.7	\$50.9	+4.6%
Prince Edward Island	5,960	6,120	+2.7%	\$21.4	\$21.1	-1.6%
Nova Scotia	21,130	21,910	+3.7%	\$81.4	\$85.7	+5.3%
New Brunswick	30,080	30,080	0.0%	\$111.2	\$114.0	+2.5%
Quebec	134,600	134,070	-0.4%	\$507.0	\$553.4	+9.2%
Ontario	112,990	111,200	-1.6%	\$519.7	\$545.8	+5.0%
Manitoba	11,030	11,380	+3.2%	\$48.2	\$49.3	+2.3%
Saskatchewan	8,200	7,890	-3.8%	\$36.4	\$39.3	+7.9%
Alberta	31,430	32,930	+4.8%	\$150.3	\$162.9	+8.3%
British Columbia	53,190	53,390	+0.4%	\$241.5	\$261.4	+8.2%
Yukon	300	440	+46.7%	\$1.8	\$2.1	+17.5%
Northwest Territories	280	250	-10.7%	\$1.4	\$1.8	+30.3%
Nunavut	150	140	-6.7%	\$0.6	\$1.2	+100.2%
Gender						
Male	184,820	189,250	+2.4%	\$830.0	\$880.6	+6.1%
Female	236,020	231,890	-1.7%	\$939.6	\$1,008.2	+7.3%
Age category						
24 years old and under	30,250	30,010	-0.8%	\$99.5	\$104.8	+5.3%
25 to 34 years old	90,000	91,570	+1.7%	\$356.4	\$379.2	+6.4%
35 to 44 years old	85,520	86,210	+0.8%	\$368.8	\$396.3	+7.4%
45 to 54 years old	94,980	90,670	-4.5%	\$426.4	\$436.2	+2.3%
55 to 64 years old	98,340	99,220	+0.9%	\$426.4	\$463.1	+8.6%
65 years old and over	21,750	23,460	+7.9%	\$92.1	\$109.2	+18.6%
Canada	420,840	421,140	+0.1%	\$1,769.6	\$1,888.8	+6.7%

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.

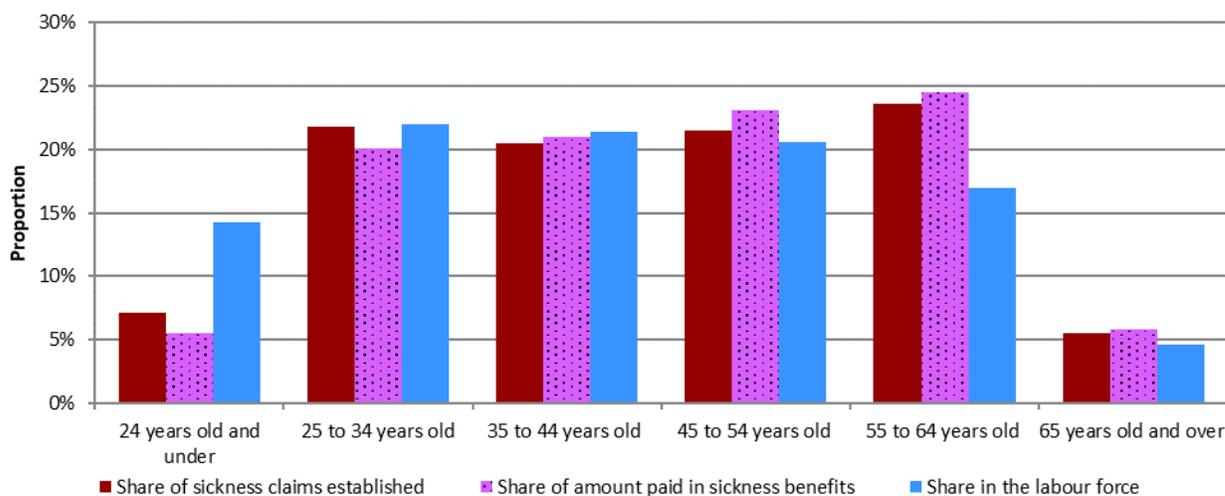
Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

As in the past, a larger share of new EI sickness claims were established by women (55.1%) than men (44.9%). Men recorded an increase of 2.4% in the number of sickness claims, while women saw a decrease of 1.7%. The latest *Evaluation of Employment Insurance Sickness Benefits* found that gender (as well as educational attainment) had no statistically significant effect on the likelihood of whether

someone claims or does not claim EI sickness benefits when other claimant’s characteristics are taken into account (such as type of illness or industry of employment).¹⁰³

Claimants aged 55 to 64 years old established the largest share of new sickness claims in FY1920 (23.6%). Similarly to FY1819, claimants 65 years old and over experienced the largest increase in claims (+7.9%), while only claimants 45 to 54 years old experienced a decrease in new claims (-4.5%). Relative to their representation in the labour force, claimants aged 24 years old and under were the most underrepresented, while those aged 55 to 64 years old were the most overrepresented age group (see Chart 33).¹⁰⁴ The *Evaluation of Employment Insurance Sickness Benefits* also reported that the older the individual, the more likely they are to claim EI sickness benefits (+3.4% more likely per additional decade of age).

Chart 33 – Proportions of Employment Insurance sickness claims, amount paid and labour force, by age, Canada, FY1920



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 6.7% to \$1.9 billion during FY1920. The majority of provinces and territories recorded an increase in sickness benefits paid, with the exception of Prince Edward Island (see Table 45).

As with new claims, women received a slightly larger share of the amount paid in sickness benefits than men, with 53.4% and 46.6%, respectively. However, unlike last fiscal year, men experienced a smaller annual increase in the amount paid than women (+6.1% compared to +7.3%, respectively).

The results observed by age grouping follow a similar pattern to 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

¹⁰³ ESDC, Evaluation of the Employment Insurance Sickness Benefits. (Ottawa: ESDC, Evaluation Directorate, 2020).

¹⁰⁴ Statistics Canada, Labour Force Survey, Table 14-10-0017-01.

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 28.0% of new EI sickness claims and sickness benefits paid, while they represented only 20.9% of workers (see Table 46).

Table 46 – Employment Insurance sickness claims and amount paid, and employment, by industry, Canada, FY1920

Industry	Number of claims (x1000) (% share)	Amount paid (\$ millions) (% share)	Employment (x1000) (% share)
Goods-producing industries	117.5 (27.9%)	\$527.9 (28.0%)	3,971.3 (20.9%)
Agriculture, forestry, fishing, hunting, mining and oil and gas extraction	17.0 (4.0%)	\$82.9 (4.4%)	617.6 (3.3%)
Utilities	0.7 (0.2%)	\$3.1 (0.2%)	138.8 (0.7%)
Construction	45.6 (10.8%)	\$205.1 (10.9%)	1,478.1 (7.8%)
Manufacturing	54.2 (12.9%)	\$236.8 (12.5%)	1,736.9 (9.2%)
Service-producing industries	291.6 (69.2%)	\$1,314.6 (69.6%)	14,994.6 (79.1%)
Wholesale and retail trade	67.0 (15.9%)	\$275.5 (14.6%)	2,823.3 (14.9%)
Transportation and warehousing	21.9 (5.2%)	\$114.3 (6.1%)	1,033.8 (5.5%)
Finance, insurance, real estate, rental and leasing	12.0 (2.8%)	\$59.0 (3.1%)	1,216.1 (6.4%)
Professional, scientific, and technical services	12.5 (3.0%)	\$58.3 (3.1%)	1,544.5 (8.1%)
Business, building, and other support services [†]	27.5 (6.5%)	\$129.0 (6.8%)	755.9 (4.0%)
Educational services	13.1 (3.1%)	\$55.3 (2.9%)	1,359.0 (7.2%)
Healthcare and social assistance	52.7 (12.5%)	\$246.9 (13.1%)	2,503.3 (13.2%)
Information, culture, and recreation ^{**}	8.6 (2.0%)	\$35.2 (1.9%)	759.2 (4.0%)
Accommodation and food services	29.9 (7.1%)	\$113.3 (6.0%)	1,189.5 (6.3%)
Other services (excluding public administration)	18.0 (4.3%)	\$77.7 (4.1%)	805.9 (4.2%)
Public administration	28.5 (6.8%)	\$150.1 (7.9%)	1,004.0 (5.3%)
Unclassified^{***}	12.1 (2.9%)	\$46.3 (2.5%)	n/a
Canada	421.1 (100.0%)	\$1,888.8 (100.0%)	18,965.9 (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 \$456 in FY1920, an increase of 4.0% from the previous fiscal year. As in FY1819, a little more than a third (37.6%) of all sickness claimants received the maximum weekly benefit rate. The increase in the portion receiving maximum weekly benefits is 1.7 percentage points from FY1819. On average, the highest weekly sickness benefit rate was paid for claims established in Nunavut (\$544), by men (\$492), and by claimants aged 35 to 44 years old (\$472).

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 average duration of sickness benefits completed during FY1920 increased from FY1819 to 10.0 weeks. On average, men and women received 9.6 and 10.3 weeks of sickness benefits, respectively.

As in the past, the average number of weeks of sickness benefits paid increased with the age of claimants. Claimants aged 24 years old and under experienced, on average, the shortest duration (9.2 weeks), while those aged 55 years old and over registered the longest duration (10.5 weeks).

A little more than one-third (36.7%) of all completed sickness claims used the maximum number of 15 weeks of sickness benefits, which is similar to previous fiscal years. Women (38.5%) were more likely than men (34.4%) 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 29.2% of claimants 24 years old and under and 42.0% of claimants 55 years old and over using the maximum number of sickness weeks (see Table 47).

The *Evaluation of Employment Insurance Sickness Benefits* concluded that “the duration of the benefits is adequate for most claimants, but those with severe and/or long-term illnesses are more likely to use the full 15 weeks of sickness benefits and remain sick hereafter”.¹⁰⁵

Table 47 – Share of completed Employment Insurance sickness claims that used the maximum period of 15 weeks of benefits by age, Canada, FY1516 to FY1920

Age category	FY1516	FY1617	FY1718	FY1819 [†]	FY1920 [‡]
24 years old and under	27.0%	28.2%	26.6%	25.8%	29.2%
25 to 44 years old	32.8%	32.2%	31.7%	31.6%	32.8%
45 to 54 years old	37.6%	38.9%	38.2%	37.0%	39.6%
55 years old and over	41.9%	42.7%	40.5%	39.7%	42.0%
Canada	35.9%	36.3%	35.3%	34.7%	36.7%

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

[‡] Preliminary data

[†] 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

¹⁰⁵ ESDC, Evaluation of the Employment Insurance Sickness Benefits, page 3. (Ottawa: ESDC, Evaluation Directorate, 2020).

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.¹⁰⁶ 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.¹⁰⁷

Employment Insurance compassionate care claims, amount paid and level of benefits

Over FY1920, there were almost 7,600 new claims established for compassionate care benefits, which represented a decrease of 9.6% over the previous fiscal year, marking two consecutive years of decreases in compassionate care benefit claims. Less than one in ten claims established in FY1920 had weeks of benefits that were shared among two or more caregivers (7.2%). This proportion has remained stable from FY1819 (7.5%).

All regions, except Newfoundland and Labrador, experienced a decrease in the number of claims for compassionate care benefits over the reporting period (see Table 48). Both men and women experienced decreases in number of claims, although women experienced a larger decrease (-10.2%). Women still continue to establish the majority of compassionate care claims (70.5%) compared to men (29.5%).

¹⁰⁶ 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.

¹⁰⁷ Starting December 3, 2017, 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 48 – Employment Insurance compassionate care claims and amount paid, by region, gender and age, Canada, FY1819 to FY1920

Region	Number of claims			Amount paid (\$ thousand)		
	FY1819	FY1920	Change (%)	FY1819	FY1920	Change (%)
Newfoundland and Labrador	92	95	+3.3%	\$514.0	\$472.6	-8.1%
Prince Edward Island	40	29	-27.5%	\$248.5	\$163.3	-34.3%
Nova Scotia	281	273	-2.8%	\$1,377.0	\$1,302.2	-4.1%
New Brunswick	193	173	-10.4%	\$1,096.1	\$959.4	-12.5%
Quebec	1,497	1,305	-12.8%	\$6,468.3	\$5,547.0	-14.2%
Ontario	3,574	3,223	-9.8%	\$19,988.7	\$17,170.7	-14.1%
Manitoba	346	301	-13.0%	\$1,847.3	\$1,494.5	-19.1%
Saskatchewan	219	175	-20.1%	\$1,429.5	\$1,024.6	-28.3%
Alberta	866	776	-10.4%	\$5,671.1	\$4,806.3	-15.2%
British Columbia	1,243	1,205	-3.1%	\$6,993.7	\$6,486.3	-7.3%
Territories	34	26	-23.5%	\$200.9	\$128.4	-36.1%
Gender						
Men	2,436	2,239	-8.1%	\$14,950.6	\$13,009.4	-13.0%
Women	5,949	5,342	-10.2%	\$30,884.4	\$26,563.8	-14.0%
Age category						
24 years old and under	116	136	+17.2%	\$473.1	\$578.9	+22.4%
25 to 44 years old	2,723	2,446	-10.2%	\$14,449.2	\$12,339.1	-14.6%
45 to 54 years old	2,681	2,409	-10.1%	\$15,055.4	\$12,560.7	-16.6%
55 years old and over	2,865	2,590	-9.6%	\$15,857.3	\$14,094.5	-11.1%
Canada	8,385	7,581	-9.6%	\$45,835.0	\$39,573.2	-13.7%

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 24 years and under was the only age group to experience an increase (+17.2%) in compassionate care claims; however, as in the past, established a significantly smaller share of compassionate care claims (1.8%) compared to their relative representation in the Canadian labour force¹⁰⁸ (14.3%). Claimants between 25 and 44 years old also maintained a smaller share of compassionate care claims (32.3%) relative to their weight in the Canadian labour force (43.5%). 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 (31.8% and 34.2%, respectively) than their presence in the Canadian labour force (20.6% and 21.6%, respectively).

The total amount paid in compassionate care benefits was at \$39.6 million in FY1920, which represents a decrease of 13.7% compared to the previous year.

The amount paid in compassionate care benefits during FY1920 decreased in all provinces and the territories (see Table 48). Both men and women experienced a decrease in amounts received, although women still received over two-thirds (67.1%) 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: 31.2% of all benefits paid versus 43.5% of the labour force. Conversely, claimants aged between 45 and 54 years old and those aged 55 years old and over received 31.7% and 35.6% of the total amount of payments for compassionate care benefits, while representing 20.6% and 21.6% of the labour force, respectively. Similar to claims established, all age groups reported decreases in the amounts received from the

¹⁰⁸ Statistics Canada, Labour Force Survey, Table 14-10-0017-01.

previous year except for claimants 24 years old and under who experienced a 22.4% increase in amounts received.

The average weekly benefit rate for compassionate care benefits increased by 2.8% to \$482 during FY1920. 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 (\$525), by men (\$512), and by claimants aged between 25 and 44 years old (\$494).

Duration of Employment Insurance compassionate care benefits

The average duration of EI compassionate care claims completed in FY1920 was 11.0 weeks. While this is a slight decrease from the average recorded in FY1819 (11.4 weeks), it remains higher than the average duration in FY1516 and FY1617 (see Table 49). This change can be attributed, in particular, to the change in the maximum number of weeks of compassionate care benefits available since January 3, 2016.¹⁰⁹

Table 49 – Average duration and share of completed Employment Insurance compassionate care claims that used six weeks of benefits or more, or 26 weeks of benefits, Canada, FY1516 to FY1920

	FY1516	FY1617	FY1718	FY1819 [†]	FY1920 [†]
Average duration (weeks)	4.6	9.8	12.0	11.4	11.0
Share (%) of compassionate care claims using:					
6 weeks of benefits or more	54.8%	64.5%	64.9%	62.0%	61.0%
26 weeks of benefits	n/a	13.8%	20.3%	17.2%	16.4%

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

[†] Preliminary data.

[†] 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 FY1920 (11.3 and 10.9 weeks, respectively). Over the same period, claimants aged 44 years old and under received, on average, 10.5 weeks of compassionate care benefits, while claimants aged 55 years old and over received an average of 11.8 weeks ([see Annex 2.18.2](#)).

Among compassionate care claims completed in FY1920, 61.0% used six weeks of benefits or more. This proportion, which is similar to that recorded over the previous fiscal year (see Table 49), 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, 16.4% of completed compassionate care claims received the maximum number of 26 weeks of benefits during FY1920, a decrease compared to FY1819 (17.2%).

A departmental study¹¹⁰ 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

¹⁰⁹ Starting January 3, 2016, claimants of compassionate care benefits can collect up to 26 weeks of benefits, an increase from the maximum of 6 weeks previously available.

¹¹⁰ ESDC. Compassionate Care Benefits: Update (2004/2005 to 2015/2016). Ottawa: ESDC, Evaluation Directorate, 2018).

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. Claimants aged 55 years old and over were slightly more likely to receive six weeks or more of compassionate care benefits (64.7%) than claimants aged 24 years old and under (62.3%) and 25 to 44 year olds (58.7%). However, 55 year olds and over were less likely to use the total 26 weeks of compassionate care benefits than claimants aged 24 years old and under (18.0% and 23.7%, respectively).

2.6.5 Employment Insurance family caregiver benefits for adults

The EI family caregiver benefits for adults 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 person 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

In FY1920, about 11,600 claims were established for family caregiver benefits for adults, which represents an increase of 2.0% from the previous fiscal year. Women established over two-thirds of these claims (67.9%) (see Table 50). People aged 45 years old and over accounted for 68.5% of all claims.

During FY1920, the amount paid out in family caregiver benefits for adults increased by 13.4% compared to FY1819, to reach \$55.7 million. Similar to the number of claims established, women and claimants aged 45 years old and over received a larger share of benefits paid out compared to men and younger claimants, respectively.

Table 50 – Employment Insurance claims for family caregiver benefits for adults and amount paid by region, gender and age, Canada, FY1819 to FY1920

Region	Number of claims			Amount paid (\$ thousands)		
	FY1819 ^r	FY1920	Change (%)	FY1819 ^r	FY1920	Change (%)
Newfoundland and Labrador	216	184	-14.8%	\$991.6	\$783.7	-21.0%
Prince Edward Island	77	87	+13.0%	\$333.9	\$421.7	+26.3%
Nova Scotia	330	322	-2.4%	\$1,350.8	\$1,588.1	+17.6%
New Brunswick	303	282	-6.9%	\$1,229.4	\$1,310.7	+6.6%
Quebec	2,031	1,934	-4.8%	\$8,302.1	\$8,801.9	+6.0%
Ontario	5,168	5,419	+4.9%	\$22,753.2	\$25,654.8	+12.8%
Manitoba	370	407	+10.0%	\$1,511.9	\$1,979.0	+30.9%
Saskatchewan	254	304	+19.7%	\$1,177.9	\$1,586.7	+34.7%
Alberta	1,062	1,031	-2.9%	\$4,820.0	\$5,599.0	+16.2%
British Columbia	1,399	1,575	+12.6%	\$6,122.6	\$7,647.9	+24.9%
Territories	31	47	+51.6%	\$163.2	\$295.8	+81.2%
Unknown*	124	n/a	n/a	\$325.1	n/a	n/a
Gender						
Men	3,593	3,725	+3.7%	\$16,344.9	\$19,098.4	+16.8%
Women	7,772	7,867	+1.2%	\$32,737.1	\$36,570.9	+11.7%
Age category						
24 years old and under	180	229	+27.2%	\$647.1	\$740.2	+14.4%
25 to 34 years old	1,180	1,292	+9.5%	\$5,013.7	\$5,831.3	+16.3%
35 to 44 years old	2,106	2,128	+1.0%	\$8,939.4	\$10,236.5	+14.5%
45 to 54 years old	3,584	3,521	-1.8%	\$15,901.3	\$17,264.8	+8.6%
55 to 64 years old	3,636	3,682	+1.3%	\$15,775.8	\$18,022.9	+14.2%
65 years old and over	679	740	+9.0%	\$2,804.7	\$3,573.7	+27.4%
Canada	11,365	11,592	+2.0%	\$49,082.0	\$55,669.3	+13.4%

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

* For some claims, this information was not available in the data. For confidentiality purposes, in FY1920, claims for which the region was unknown have been combined with Ontario.

^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.

The average weekly benefit rate for family caregiver benefits for adults was \$449 in FY1920, an increase of 3.0% compared to FY1819. On average, the highest weekly benefit rate was paid for claims established by men (\$488), those living in the Territories (\$531) and by claimants aged 25 to 34 years old and those aged 35 to 44 years old (\$466 and \$467, respectively).

Duration of Employment Insurance family caregiver benefits for adults

Under the family caregiver benefits for adults, claimants are provided with up to 15 weeks of benefits that can be shared among eligible caregivers and split into segments over the 52-week benefit period.

The average duration of completed claims for EI family caregiver benefits for adults in FY1920 was 10.6 weeks. This was virtually unchanged compared to FY1819 (10.7 weeks). Men and women received 10.4 and 10.7 weeks of family caregiver benefits for adults on average in FY1920, respectively. The average number of weeks was higher for claimants 65 years old and over (11.9 weeks) and for claimants 55 to 64 years old (11.1 weeks).

2.6.6 Employment Insurance family caregiver benefits for children

The EI family caregiver benefits for children¹¹¹ offers temporary income support for a maximum period of 35 weeks to eligible persons who take leave from work to provide care for or support to a critically ill

¹¹¹ As of December 3, 2017, EI Parents of Critically Ill Children benefits were renamed the EI family caregiver benefit for children.

or injured child under 18. 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.¹¹² 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 claims established for family caregiver benefits for children decreased by 5.6% compared to FY1819, to 5,400 claims in FY1920. Almost all regions experienced a decrease in their number of claims established over the reporting period (see Table 51).

Table 51 – Employment Insurance claims for family caregiver benefits for children and amount paid by region, gender and age, Canada, FY1819 to FY1920

Region	Number of claims			Amount paid (\$ thousands)		
	FY1819 ^r	FY1920	Change (%)	FY1819 ^r	FY1920	Change (%)
Newfoundland and Labrador	63	72	+14.3%	\$550.9	\$554.1	+0.6%
Prince Edward Island	33	25	-24.2%	\$190.6	\$115.0	-39.7%
Nova Scotia	103	140	+35.9%	\$741.4	\$990.4	+33.6%
New Brunswick	107	104	-2.8%	\$648.8	\$708.3	+9.2%
Quebec	1,124	1,054	-6.2%	\$6,510.0	\$6,724.9	+3.3%
Ontario	2,164	2,056	-5.0%	\$14,893.3	\$14,104.3	-5.3%
Manitoba	212	195	-8.0%	\$1,306.3	\$1,393.5	+6.7%
Saskatchewan	233	180	-22.7%	\$1,719.2	\$1,031.4	-40.0%
Alberta	888	798	-10.1%	\$5,766.2	\$5,715.7	-0.9%
British Columbia	737	759	+3.0%	\$4,327.6	\$4,820.7	+11.4%
Territories	20	20	0.0%	\$157.3	\$120.8	-23.2%
Unknown [*]	38	n/a	n/a	\$96.9	n/a	n/a
Gender						
Men	1,224	1,201	-1.9%	\$8,124.1	\$8,036.3	-1.1%
Women	4,498	4,202	-6.6%	\$28,784.2	\$28,242.7	-1.9%
Age category						
24 years old and under	253	226	-10.7%	\$1,242.9	\$1,168.8	-6.0%
25 to 44 years old	4,886	4,546	-7.0%	\$30,968.7	\$30,061.8	-2.9%
45 to 54 years old	505	551	+9.1%	\$4,032.3	\$4,395.3	+9.0%
55 years old and over	78	80	+2.6%	\$664.5	\$653.2	-1.7%
Canada	5,722	5,403	-5.6%	\$36,908.3	\$36,279.1	-1.7%

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. For confidentiality purposes, in FY1920, claims for which the region was unknown have been combined with Ontario.

^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.

¹¹² As of December 3, 2017, 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.

More claims for family caregiver benefits for children were established by women (77.8%) rather than men (22.2%). However, men and women both recorded an annual decrease 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 (84.1%), while those aged 24 years old and under and those aged 45 years old and over represented 4.2% and 11.7%, respectively. Claimants aged 45 years old and over registered an increase in the number of claims compared to FY1819.

The amount paid in family caregiver benefits for children reached \$36.3 million during FY1920, representing a decrease of 1.7% from the previous fiscal year. As with established claims, women received most of the benefits paid (77.8%), while by age, claimants aged between 25 and 44 received the majority of benefits paid for this benefit type (82.9%).

The average weekly benefit rate paid to family caregivers for children was \$462 for FY1920, which represents a growth of 1.5% from the previous fiscal year. On average, the highest weekly benefit rate was paid for claims established by men (\$500), in the Territories (\$499) and for claimants aged between 25 to 44 years old (\$467).

Duration of Employment Insurance family caregiver benefits for children

Under the family caregiver benefits for children, claimants are provided with up to 35 weeks of benefits that can be shared among eligible caregivers and can be taken in separate periods over the 52-week benefit period.

Individuals receiving family caregiver benefits for children used, on average, 15.4 weeks of benefits over the reporting period, a decrease of 1.6 weeks compared to FY1819. On average, women received more weeks of benefits than men, with 15.9 weeks and 14.0 weeks respectively. The average number of weeks used was higher for claimants aged 55 years old or over (21.8 weeks) and for those aged 45 to 54 years old (18.2 weeks).

2.6.7 Employment Insurance special benefits for self-employed persons

Self-employed persons may make a claim for EI special benefits after signing up for the EI program. The special benefits available to self-employed persons are the same as those offered to salaried employees.

To be eligible for EI special benefits for self-employed persons, an individual must:

- register with 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 amount of self-employed earnings during the calendar year preceding the year they apply for benefits;¹¹³

¹¹³ This threshold was \$7,121 (2018 earnings) for claims established in 2019 and \$7,279 (2019 earnings) for claims established in 2020.

- 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.¹¹⁴

During FY1920, there were almost 6,600 additional self-employed persons who entered into a voluntary agreement with Service Canada. The total number of participating self-employed persons increased to almost 29,900 participants. This represents a growth of 28.2% from FY1819 (see Table 52).

Table 52 – Self-employed persons registered in the Employment Insurance program, Canada, FY1516 to FY1920

Number of workers	FY1516	FY1617	FY1718	FY1819	FY1920
Net enrolments	1,704	1,820	1,874	2,046	6,572
New participants to the program (opted in)	2,338	2,547	2,475	2,627	7,775
Registrants who cancelled or terminated participation (opted out)	-634	-727	-601	-581	-1,203
Cumulative total, at the end of the fiscal year	17,546	19,366	21,240	23,286	29,858

Source: Employment and Social Development Canada, Service Canada administrative data, 100% sample.

A study¹¹⁵ 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 mostly 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.

As soon as a self-employed person receives EI benefits, they would have to pay premiums on their self-employment earnings for the rest of their self-employment career. Those 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.

Employment Insurance special benefits for self-employed persons, claims, amount paid and level of benefits

A total of 834 special benefit claims were established by self-employed persons in FY1920, representing an increase of 14.6% from the previous fiscal year. The benefit types most frequently received by self-employed EI claimants were maternity benefits and parental benefits (see Table 53).

¹¹⁴ For more information on special benefits for self-employed persons, please visit the [website](#).

¹¹⁵ ESDC, Enhance Understanding of Self-Employed Workers' Participation in EI Special Benefits. (Ottawa: ESDC, Evaluation Directorate, 2019).

Table 53 – Employment Insurance special benefit claims for self-employed persons and amount paid by benefit type, region, gender and age, Canada, FY1819 to FY1920

Benefit type	Number of claims			Amount paid (\$ thousands)		
	FY1819	FY1920	Change (%)	FY1819 ^r	FY1920	Change (%)
Maternity	543	619	+14.0%	\$2,576.8	\$3,240.6	+25.8%
Parental	615	667	+8.5%	\$6,412.4	\$7,048.4	+9.9%
Other special benefits	158	198	+25.3%	\$391.1	\$551.5	+41.0%
Region						
Atlantic	52	44	-15.4%	\$651.8	\$519.9	-20.2%
Quebec	19	32	+68.4%	\$40.2	\$84.9	+111.3%
Ontario	310	341	+10.0%	\$4,116.8	\$4,794.7	+16.5%
Prairies	179	208	+16.2%	\$2,137.8	\$2,626.3	+22.9%
British Columbia and the Territories	168	209	+24.4%	\$2,433.7	\$2,814.6	+15.6%
Gender						
Men	37	38	+2.7%	\$152.4	\$169.8	+11.4%
Women	691	796	+15.2%	\$9,227.9	\$10,670.7	+15.6%
Age category						
29 years old and under	118	136	+15.3%	\$1,581.1	\$1,912.5	+21.0%
30 to 39 years old	532	589	+10.7%	\$7,244.8	\$8,329.1	+15.0%
40 to 54 years old	56	77	+37.5%	\$477.4	\$501.5	+5.0%
55 years old and over	22	32	+45.5%	\$77.0	\$97.4	+26.4%
Canada	728	834	+14.6%	\$9,380.3	\$10,840.5	+15.6%

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.

^r In previous EI Monitoring and Assessment reports, amounts paid for special benefits for self-employed persons were based on a 10% sample of EI administrative data. Starting in FY1920, amounts paid are based on a 100% sample. Consequently, statistics for FY1819 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.

Ontario is the region that established the largest number of claims in FY1920 and recorded an increase in claims, along with Quebec and British Columbia and the Territories. Quebec's under-representation in terms of new claims established (3.8% of all self-employed benefits) reflects the fact that the province offers maternity, parental, adoption and paternity benefits under the Quebec Parental Insurance Plan with mandatory participation of self-employed persons ([see subsection 2.6.2](#)).

As in the past, women made up the vast majority (95.4%) of new claims established for self-employed persons. By age, claimants between 30 and 39 years old accounted for the largest share of new claims (70.6%) and saw the lowest increase from FY1819 of all age groups. Claimants aged 55 years old and over had the smallest share new claims but saw the largest increase in claims (+45.5%).

The total amount paid in EI special benefits to self-employed persons was at \$10.8 million for the reporting period, a 15.6% increase from FY1819. The Atlantic region was the only one to experience a decrease in payments (-20.2%) while Quebec more than doubled in special benefits paid for self-employed (+111.3%) from the previous period.

As observed with claims, women received the largest share of the total special benefits paid to self-employed persons. Both men and women saw an increase in special benefits paid.

Persons aged 55 years old and over recorded the largest increase in special benefits paid from FY1819, as they did in claims (+26.4%). All age groups saw an increase in payments.

The average weekly benefit rate¹¹⁶ for special benefits paid to self-employed persons increased by 4.5% to \$365 per claim, marking seven consecutive years of growth. On average, the highest weekly benefit rate was for claims established in British Columbia and the Territories (\$413), by women (\$368), and by claimants aged between 30 to 39 years old (\$377).

¹¹⁶ 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).¹¹⁷ 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)¹¹⁸ 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.

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 an existing cumulative 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.¹¹⁹ Chart 34 shows the EI premium rates for employees and employers¹²⁰ in Quebec and the rest of Canada over the last 11 years.

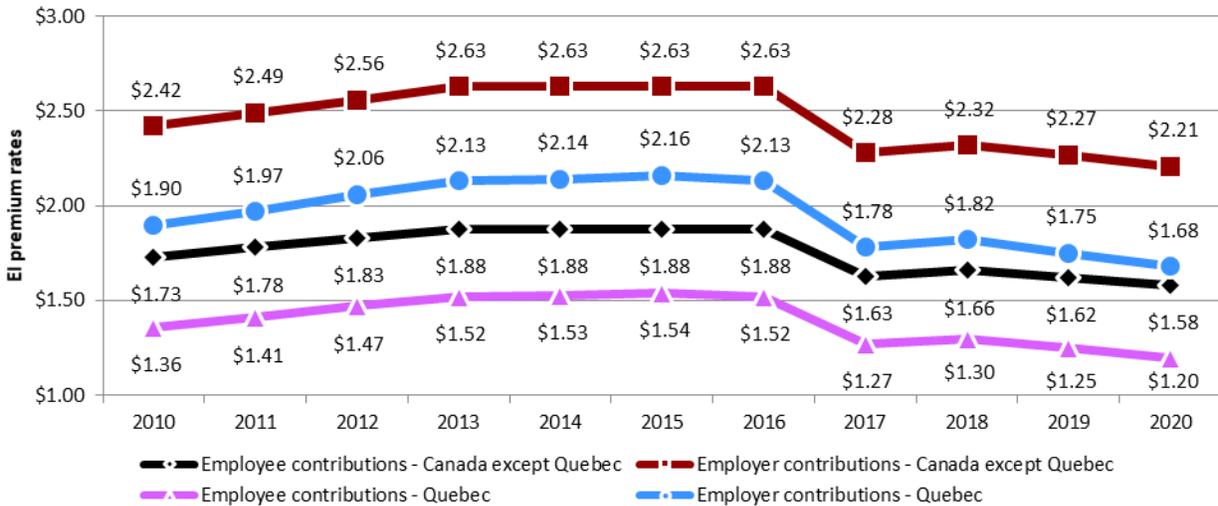
¹¹⁷ Section 4 of the *Employment Insurance Act* provides for the annual calculation of the MIE, which is indexed to the annual percentage increase in the average weekly earnings of the industrial aggregate in Canada, as published by Statistics Canada, to ensure that the level of insured income maintains its relative value.

¹¹⁸ 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>.

¹¹⁹ 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.

¹²⁰ 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 (rounded) per \$100 of insurable earnings, Canada, 2010 to 2020



Source: Government of Canada, Public Accounts of Canada 2020, Volume I: Summary Report and Consolidated Financial Statements (Ottawa: Receiver General for Canada, 2020) and past year versions of the Public Accounts report.

The Senior Actuary's forecasted EI premiums are calculated based on the forecasted insurable earnings on which premiums are paid. EI premiums are paid 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 2020, the MIE was \$54,200, increasing by \$1,100 (+2.1%) from the previous year's MIE of \$53,100.

In 2020, the EI premium rate for employees (who were not covered by a provincial parental insurance plan) was set by the CEIC at \$1.58 per \$100 of insurable earnings, down four cents from the previous year. As a result, the maximum annual EI premiums paid by employees was \$856.36 in 2020. 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 \$2.21 (\$2.212 unrounded) for every \$100 of insurable earnings of their employees in 2020, up to a maximum of \$1,198.90. 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.¹²¹

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 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 2020, the EI

¹²¹ 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 \$7,121 of self-employed earnings in 2018 for claims established in 2019 and \$7,279 of self-employed earnings in 2019 for claims established in 2020.

premium rate for employees in Quebec was set at \$1.20 per \$100 of insurable earnings, while for employers it was \$1.68 per \$100 of insurable earnings of their employees (see Table 54).

Table 54 – Employment Insurance maximum insurable earnings, premium rates* and annual maximum contribution for employees and employers in Canada, 2017 to 2020

Category	Contributor	2017	2018	2019	2020
Premium rates for residents of a province without a provincial parental insurance plan	Employees	\$1.63	\$1.66	\$1.62	\$1.58
	Employers	\$2.282	\$2.324	\$2.268	\$2.212
Premium rates for residents of a province with a provincial parental insurance plan (Quebec)	Employees	\$1.27	\$1.30	\$1.25	\$1.20
	Employers	\$1.778	\$1.82	\$1.75	\$1.68
Maximum insurable earnings	Employees	\$51,300	\$51,700	\$53,100	\$54,200
Annual maximum contribution	Employees	\$836.19	\$858.22	\$860.22	\$856.36
	Employers	\$1,170.67	\$1,201.51	\$1,204.31	\$1,198.90

* Per \$100 of insurable earnings.

Source: Government of Canada, Public Accounts of Canada 2020, Volume I: Summary Report and Consolidated Financial Statements (Ottawa: Receiver General for Canada, 2020) 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 2020 would be \$553 at the premium rate of \$1.58 for every \$100 of insurable earnings. Her employer would contribute \$774.20 in EI premiums on her earnings, for a combined total of \$1,327.20 in contributions made to the EI Operating Account in 2020.

However, if Emily was working and living in Quebec, her annual EI contribution in 2020 would be reduced to \$420, and her employer would have contributed \$588 in EI premiums on her earnings, for a combined total of \$1,008 in contributions made to the EI Operating Account. At the premium rate of \$0.494 for every \$100 of insurable earnings in 2020, Emily's contribution to the Quebec Parental Insurance Plan (QPIP) would be \$172.90, while her employer's contribution would be \$242.20. 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 income tax returns. It is important to note that employers do not receive a corresponding refund.

According to Canada Revenue Agency (CRA) data on T4 slips¹²² from employers, there were 849,300 individuals in 2018 (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 4.6% of those with insurable earnings. Of these individuals who were eligible to receive full refund paid on EI premiums, 74.2% had filed income taxes and 66.4% received a full premium refund based on CRA T1 tax filer data. A total of \$8.6 million in premiums were refunded to the eligible individuals in 2018, while on average each person received a refund amount of \$15.20.

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: cumulative paid sick leave plans and weekly indemnity programs. These plans must also meet certain requirements established by the CEIC.¹²³ 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:

- Category 1: Cumulative paid sick leave plans that allow for a minimum monthly accumulation of one day and for a total accumulation of at least 75 days.
- Category 2: Cumulative paid sick leave plans that allow for a minimum monthly accumulation of one day and two-thirds and for a total accumulation of at least 125 days.
- Category 3: Weekly indemnity plans with a benefit period of at least 15 weeks.

¹²² 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.

¹²³ 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 4: Weekly indemnity plans with a 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 2020, the rates of reduction were 0.22%, 0.37%, 0.36% and 0.40% of insurable earnings for categories 1 through 4, respectively.¹²⁴ An estimated \$953.2 million in premium reductions were generated by the wage-loss plans in 2018 (the most recent taxation year for which data is available), compared to \$922.2 million in 2017 and \$871.2 million in 2016.¹²⁵

Based on the latest departmental study¹²⁶ 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 Category 2 or Category 4 plans. 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 Accounts of Canada, EI revenue was \$22.7 billion in FY1920, a decrease of 0.3% from the previous year. This reduction is due to the decline in the 2020 premium rate.

EI expenses increased by 14.0% over the same period, from \$20.8 billion in FY1819 to \$23.7 billion in FY1920. The increase is due, in part, to the increase in benefits paid under EI Part I (+\$0.9 billion compared to FY1819). It is also due to the EI Emergency Response Benefit (\$1.8 billion in FY1920) which provided financial support to employees and self-employed workers who were directly affected by the COVID-19 pandemic. This generated a net deficit of \$ 1.0 billion in the EI Operating Account at the end of FY1920 (see Table 55). The Government has announced that it will credit the Account for costs associated with the EI Emergency Response Benefit, which is expected to generate a surplus for FY1920 rather than a deficit. The Public Accounts of Canada 2021 will include the revised financial statements to reflect this. See [Annex 5](#) for a detailed breakdown of the Account.

¹²⁴ 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).

¹²⁵ Source: Office of the Chief Actuary, 2021 Actuarial Report on the Employment Insurance Premium Rate (Ottawa: Office of the Superintendent of Financial Institutions Canada, 2020).

¹²⁶ ESDC, Enhance Understanding of the Use of the Premium Reduction Program. (Ottawa: ESDC, Evaluation Directorate, 2019).

Table 55 – Employment Insurance Operating Account revenues and expenditures, FY1415 to FY1920
(\$ million)

Operating Account	FY1415	FY1516	FY1617	FY1718	FY1819	FY1920
Revenues*	\$23,014.8	\$23,586.1	\$22,603.3	\$21,614.0	\$22,781.6	\$22,713.7
Expenditures**	\$19,759.3	\$21,192.9	\$22,518.9	\$21,662.0	\$20,817.4	\$23,724.8
Employment Insurance benefits (Part I)	82.2%	83.2%	83.5%	82.4%	81.0%	74.8%
Employment benefits and support measures (Part II)	10.4%	9.7%	9.7%	10.0%	11.1%	10.4%
Benefit repayments	-1.2%	-1.2%	-1.2%	-1.4%	-1.4%	-1.0%
Employment Insurance Emergency Response Benefit***	n/a	n/a	n/a	n/a	n/a	7.4%
Administration costs	8.4%	7.8%	7.9%	8.7%	8.8%	8.0%
Bad debts	0.3%	0.6%	0.1%	0.3%	0.5%	0.3%
Annual surplus (deficit)	\$3,255.4	\$2,393.2	\$84.4	(\$48.0)	\$1,964.3	(\$1,011.1)†

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.

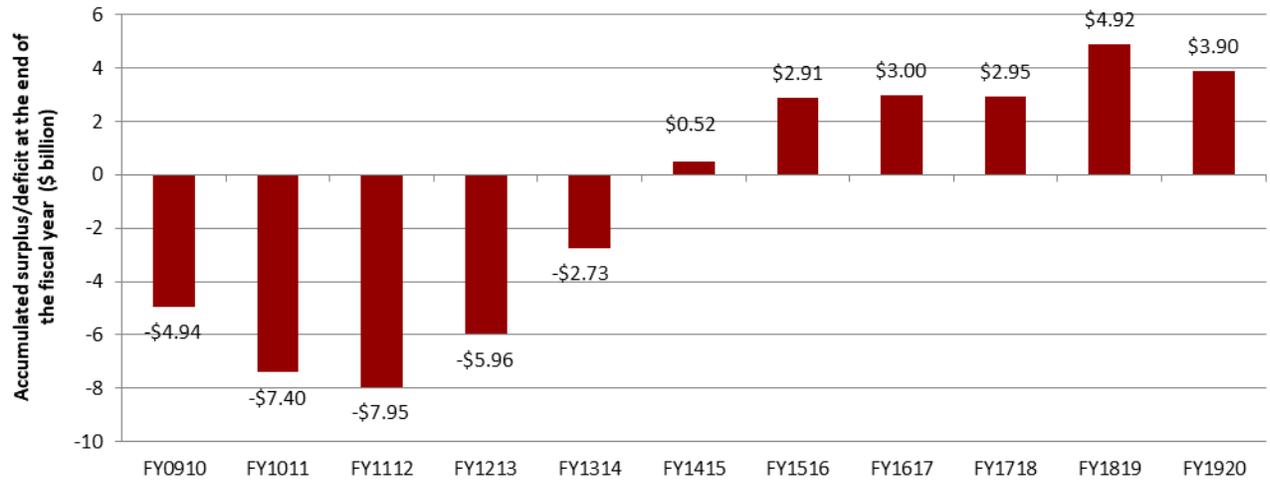
*** The Employment Insurance Emergency Response Benefit is the portion of the Canada Emergency Response Benefit that was administered by Employment and Social Development Canada. Expenses related to the EI Emergency Response Benefit were paid from the EI Operating Account and those incurred before March 31, 2020 are included in this financial statement.

† On September 14, 2020, the Government announced that it will credit the Account for costs associated with the EI Emergency Response Benefit. This is expected to generate a surplus in the Account for FY1920 rather than a deficit.

Source: Government of Canada, Public Accounts of Canada 2020, Volume I: Summary Report and Consolidated Financial Statements (Ottawa: Receiver General for Canada, 2020) and past year versions of the Public Accounts report.

Chart 35 shows the financial position of the EI Operating Account at the end of the fiscal year for the past 11 years. On March 31, 2020, the accumulated surplus in the EI Operating Account was \$3.90 billion, a decrease of 20.6% from the previous year. This decline in the accumulated surplus is mainly attributable to the EI Emergency Response Benefit (\$1.8 billion in FY1920) which increased spending for the reporting fiscal year. As previously mentioned, the Government has announced that it will credit the Account for the costs associated with the EI Emergency Response Benefit.

Chart 35 – Employment Insurance Operating Account financial position at the end of fiscal year, Canada, FY0910 to FY1920



Source: Government of Canada, Public Accounts of Canada 2020, Volume I: Summary Report and Consolidated Financial Statements (Ottawa: Receiver General for Canada, 2020) 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 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, 2019 and ending on March 31, 2020 (FY1920). Therefore, the impacts from the COVID-19 crisis are only slightly captured through the last two weeks of FY1920. Future reports will cover the impacts of Covid-19 more thoroughly.

Section I provides a national overview of EBSM-similar programming delivered under the LMDAs and by agreement holders under the Indigenous Skills and Employment Training (ISET) program (formerly known as the Aboriginal Skills and Employment Training Strategy). Provincial and territorial EI-funded employment programming activities are presented in Section II, with a description of each jurisdiction’s labour market and employment priorities. Section III has two sub-sections: The first one presents an overview of an Employment and Social Development Canada (ESDC) study, with national results from the Third Cycle of LMDA evaluations. The second portion builds on the economic security analysis presented in the FY1819 MAR, and explores the impacts of LMDAs on the economic security of LMDA participants by sex, as well as for Indigenous peoples and visible minorities. 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 ISET agreement holders. Governments continue to improve data quality and collection to ensure accurate, reliable and consistent information. While all data sets are verified before publication, systems and operational changes may affect the comparability of data from year to year.
- ii. References to average levels of activity and to highs and lows are based on the 10-year period from FY0910 to FY1920 as a frame of reference.
- iii. Statistics Canada's Labour Force Survey (LFS) is the main 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, Canadian charter banks, Organisation for Economic Co-operation and Development and Parliamentary Budget Office of Canada, as well as on internal analysis, using information available as of March 2021.

3.1. National overview

3.1.1 Economic and labour market context

Economic Conditions

In 2019, Canada's economy expanded by 1.9%, compared to 2.4% in 2018, due in part to lower growth in domestic demand. Canadian household final consumption expenditures grew by 1.6% in 2019, a more moderate pace compared to that of 2018 (+2.5%). Nevertheless, the increase in exports (+1.3%) exceeded that of imports (+0.4%), resulting in a positive net effect on real Gross domestic product (GDP).

Economic growth was unequal across Canada's provinces and territories and marked by slower growth in many regions. In 2019, the economy in most provinces and territories grew, except for the Northwest Territories (-8.0%) and Saskatchewan (-0.7 %).¹ Nunavut, Prince Edward Island, and Newfoundland and Labrador recorded the highest annual growth rates at 6.5%, 5.1% and 4.0%, respectively. The economies of Quebec and British Columbia grew at a lower rate, 2.7%, while those of Nova Scotia and Ontario grew by 2.4% and 2.1%, respectively. In the other provinces and territories, real economic growth was 1.2% in New Brunswick, 0.8% in Yukon and 0.6% in Manitoba. Alberta's economy grew slightly by 0.1% in 2019.

Canada's economic growth in 2019 was driven mainly by services-producing industries.² The services-producing industries recorded growth of 2.4%, the same rate as in 2018, with the strongest growth in: professional, scientific and technical services; health care and social help; and, real estate and rental and leasing. The goods-producing industries experienced weak growth of 0.2%, compared to 3.1% in 2018, with a slowdown observed in all the industries, except the agriculture sector.

In 2020, real GDP is expected to contract by around 5.4%. This will likely be attributable to the impacts of the COVID-19 crisis on the Canadian economy.

Labour market context

In FY1920, employment in Canada increased by 1.6% over FY1819, with 303,100 jobs created on a net basis. This was the tenth consecutive annual increase and the largest increase since the 2008-2009

¹ Statistics Canada. Table 36-10-0222-01, Gross domestic product (GDP), expenditure-based, provincial and territorial, annual (x 1,000,000).

² Statistics Canada. Table 36-10-0434-06, GDP at basic prices, by industry, annual average, industry detail (x 1,000,000).

recession. The employment gains were concentrated in full-time employment opportunities and services-producing industries.

Most of the employment growth in FY1920 is attributable to full-time employment, with a 1.7% increase compared to FY1819. Part-time employment increased by 1.2% in FY1920. Employment growth was slightly higher among men (+1.7%) than for women (+1.5%). All age groups experienced an increase in employment, with the strongest growth rate for those 55 years of age and older (+3.8%). Employment for those aged 15 to 24 increased by 0.4% and, for those aged 25 to 54, by 1.2%. This reflects not only the aging of the workforce, but also the greater participation of older workers in the labour market.

Employment grew in both goods-producing (+0.4%) and services-producing industries (+2.0%) in FY1920. The goods-producing industries benefited from strong employment growth in construction (+32,800 or +2.3%). The increase in service-producing industries comes mainly from professional, scientific and technical services (+72,200 or +4.9%), as well as health care and social assistance (+85,500 or +3.5%).

The unemployment rate in Canada was 5.9% in FY1920, the same level as in FY1819. Provinces with a higher unemployment rate were Newfoundland and Labrador (12.3%), Prince Edward Island (8.4%), New Brunswick (8.0%), Nova Scotia (7.7%) and Alberta (7.3%). In the other provinces, the unemployment rates were lower than or equal to the national average in FY1920. The participation rate in Canada remained stable at 65.4%. The employment rate increased by 0.1 percentage point to 61.6%.

According to Statistics Canada's job vacancy survey³, there were approximately 541,500 vacancies in Canada in FY1920. This is a small increase of 3,700 (or +0.7%) compared to FY1819. The number of vacancies rose sharply in Quebec (+16,600 or +14.2%), while it dropped in Ontario (-6,500 or -3.1%), British Columbia (-6,300 or -5.9%) and Alberta (-4,200 or -7.5%).

An analysis by industry reveals that nearly eight out of 10 job vacancies in Canada are in the services-producing industries.⁴ The following industries registered the largest number of vacancies: accommodation and food services (69,000); health care and social assistance (67,300), and retail trade (63,600). In the goods-producing industries, the highest numbers of vacancies were in manufacturing (46,300) and construction (37,800).

The vacancy rate, defined as the number of vacancies as a percentage of labour demand (the sum of employment and vacancies) was 3.2 in FY1920, a decrease of 0.1 percentage point compared to FY1819.⁵ Yukon ranked first in Canada with a job vacancy rate of 5.4. British Columbia had the second highest vacancy rate (4.2) among the provinces and territories. In contrast, Newfoundland and Labrador had the lowest job vacancy rate at 2.3.

³ Table 14-10-0325-01, Job vacancies, payroll employees, job vacancy rate and average offered hourly wage by provinces and territories quarterly, unadjusted for seasonality. These data are not comparable to those published in the past, as the data used for previous reports are no longer available since September 2019. Statistics Canada has discontinued the survey that collected these data.

⁴ Table 14-10-0326-01 Job vacancies, payroll employees, job vacancy rate and average offered hourly wage by provinces and territories quarterly, unadjusted for seasonality.

⁵ Table 14-10-0325-01, Job vacancies, payroll employees, job vacancy rate and average offered hourly wage by provinces and territories quarterly, unadjusted for seasonality.

Table 1 — Selected Labour market indicators, Canada, FY1819 and FY1920

Persons in millions			
	FY1819	FY1920	Year-over-year change in %
Labour Force	19.8	20.1	1.6%
Employment	18.7	19.0	1.6%
Unemployment	1.2	1.2	1.2%
Rate in %			
	FY1819	FY1920	Year-over-year change in point of percentage
Unemployment rate	5.9	5.9	0.0
Participation rate	65.4	65.4	0.0
Employment rate	61.5	61.6	0.1

Source: Table 14-10-0017-01 Labour force characteristics by sex and detailed age group monthly unadjusted for seasonality.

3.1.2 Main results

Decline in the number of EBSM clients and interventions⁶

In FY1920, provinces and territories served 630,425 clients under the Labour Market Development Agreements (LMDAs), a decline of 6.0% compared to the previous year. The number of LMDA interventions delivered to clients decreased by 5.4% year-over-year, to a total of 968,632 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 Indigenous Skills and Employment Training (ISET) Program, a grand total of 652,267 EBSM clients were served (-6.2%), and 1,010,565 EBSM interventions (-5.4%) were delivered in FY1920.

⁶ 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.

The overall intervention-to-client ratio was relatively stable at 1.55, compared to 1.54 in the previous year, as the number of interventions declined at a lower rate than the client total.

3.1.3 Client profile and participation

In FY1920, the total number of EBSM clients served declined by 6.2% year-over-year, with varying declines among the three traditional client groups. The number of active EI claimants declined by 8.4% year-over-year, to a total of 262,196; non-insured clients dropped by 9.0%, to a total of 218,350, while former EI claimant clients increased by 2.4%, to a total of 104,333. The number of clients served for the newest group—Premiums Paid Eligible (PPE)—slightly decreased by 0.2% at 67,388 in FY1920.

As a share of all clients for FY1920, active EI claimants represented 40.2% of total clients, compared to 41.1% in FY1819, and non-insured (33.5%), compared to 34.5% in the previous year. The share of former EI claimants (16%) and PPE (10.3%) increased respectively by 1.4 and 0.6 percentage points, compared to FY1819.

See Table 2 for descriptions of the different client types.⁷

Table 2 – Client type descriptions

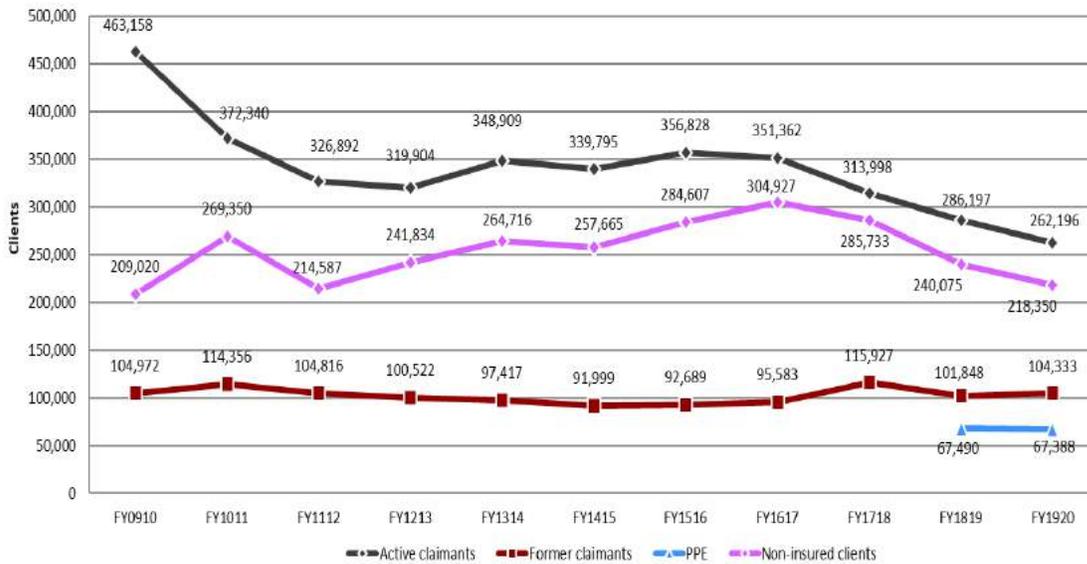
<p>Active claimants are those who had an active EI Part I regular claim when they requested assistance under Part II of the <i>Employment Insurance Act</i>. Typically, they have stronger and more recent job attachment. They tend to be able to return to work more quickly than those with weaker ties to employment. Active claimants who are considered job-ready from an analytical point of view often seek out short-term interventions under EI Part II to find their next employment opportunity. Others require longer-term Employment Benefits to upgrade their skills, establish certification or refine their job search strategies.</p>
<p>Former claimants are those who completed an EI claim in the previous five years, or who claim in the last five years when they requested assistance under Part II. They are no longer in receipt of EI Part I benefits; however, they remain eligible for EI Part II under certain criteria.⁸ Former claimants do not receive income support under Part I of the <i>Employment Insurance Act</i> while they complete an Employment Benefit intervention under EI Part II; however, they may receive Part II income support while completing training activities under their return-to-work action plan.</p>
<p>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.</p>

⁷ 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.

⁸ An explanation of former claimants can be found within section 58 of the *Employment Insurance Act*, which provides the definition of an insured participant.

Non-insured clients are unemployed individuals who are neither active, former EI clients, nor PPE. 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 FY0910 to FY1920



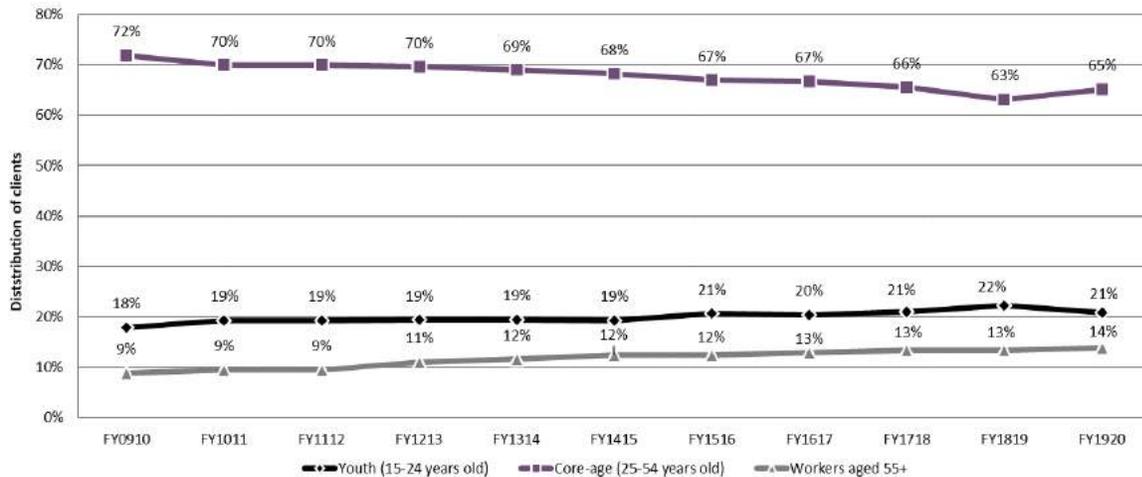
Since FY0910, the number of EI active claimants under EI Part II has declined by 43.4%, while that of former EI claimants has remained somewhat stable (-0.6%), while non-insured clients increased by 4.5%. The drop in active EI claimants is largely attributable to the strong performance of Canada’s labour market, resulting in an overall decline in EI program use among Canadians. In turn, provinces and territories focused on serving clients with weaker work attachment.

Age distribution⁹

In FY1920, most EBSM clients were in their core working years (25 to 54 years old), totalling 405,644 individuals, or 65.1% of all clients. Youth – 15 to 24 years old – represented 20.9% of all clients (130,345), and clients aged 55 or older made up the remaining 13.9% (86,615 clients). Compared to FY1819, youth clients decreased significantly (-9.3%), while other categories of clients stayed relatively stable: clients aged 55 or older (+0.3%) and core-aged clients (-0.3%).

⁹ Date of birth is not collected for clients in Skills Development-Apprentices and Group Services. As a result, client data in Chart 2 does not match the client total in Annex 3.5.

Chart 2 – Age distribution of clients (%), Canada, FY0910 to FY1920



In the context of an aging labour force, the number of EBSM clients aged 55 or older increased by 48.3% compared to FY0910 results. Clients aged 55 or older now represent 13.9% all total clients, compared to 8.8% a decade earlier.

Despite the decline in FY1920, in the past 10 years, youth participation in active labour market programming has also increased (+10.1%), as provinces and territories prioritized serving younger people to help counter the effects of an aging population, while developing and maintaining a competitive workforce. This age cohort now represents over 20.9% of all clients, compared to 17.9% ten years earlier.

Given the growth of both youth and clients aged 55 or older, the number of core-age clients (25-54 years old) has declined (-14.5%) over the last 10 years. Core-age workers now represent 65.1% of all clients, compared to 71.8% in FY0910.

Designated groups¹⁰

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 participants¹¹ voluntarily self-identify, annual fluctuations may be due to changes in self-identification rates.

- Women participated in a total of 445,356 EBSM interventions in FY1920, a 6.2% decrease year-over-year (44.5% of all interventions delivered to Canadians, compared to 45.3% in FY1819). Women accessed predominately EAS interventions (84.2%); at a higher rate than men (75.3%). Women accessed 15.1% of the Employment Benefits delivered in FY1819. Among participants who were women, most were non-insured clients (38.2%), followed by active EI claimants (30.4%) and former

¹⁰ This information is collected at the intervention level and comes from the participant dataset for EBSM programming.

¹¹ Note that the number of participants equals the number of interventions.

EI claimants (19.6%). The remainder of women participants (11.8%) were under the PPE client category.

- In FY1920, a total of 137,460 participants self-identified as persons with disabilities, a decrease of 2.5% year-over-year. Persons with disabilities participated in 13.7% of all interventions delivered in FY1920, a 0.3 percentage point increase year-over-year. The vast majority (82.1%) participated in an EAS intervention, compared to 17.9% who participated in Employment Benefits.
- Indigenous peoples participated in 128,462 interventions in FY1920, representing an increase of 15.2% year-over-year. As a share of all ESBM interventions delivered in Canada, Indigenous peoples participated in 12.8% of the total (up from 10.6% of interventions in FY1819), including programming delivered through ISET. The vast majority of Indigenous participants (80.3%) participated in an EAS intervention, compared to 19.7% who participated in Employment Benefits.
- Members of visible minority groups participated in 97,971 interventions in FY1920, dropping by 32.8% year-over-year. Among all interventions delivered in Canada, members of visible minority groups represented 9.8% of participants, compared to 7.0% in FY1819. The majority of interventions (87%) were EAS, compared to 13% 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.

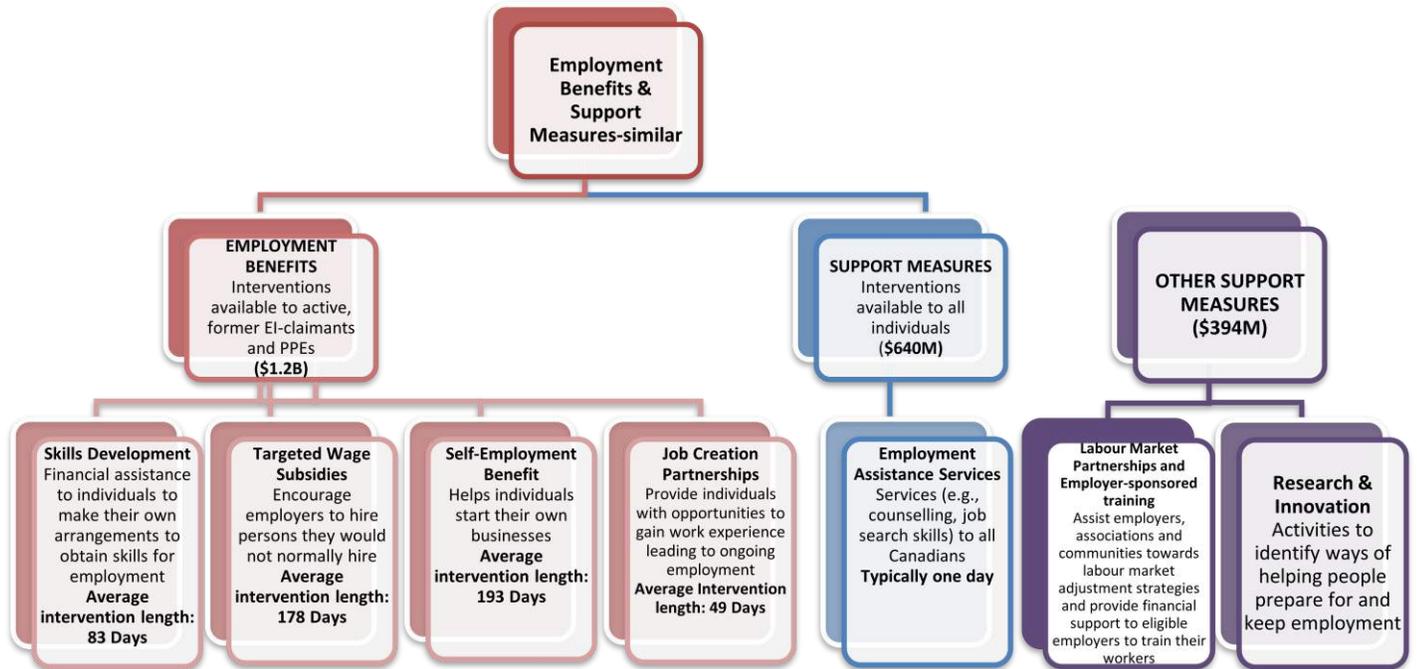
3.1.4 Interventions: Employment benefits

Employment Benefits are longer-term interventions focused on providing the 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)**¹².

In FY1920, Employment Benefit interventions totalled 197,907, a significant increase of 20.4% compared to the previous reporting period. With relatively strong labour market conditions, 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 97 days in FY1920, considerably shorter than the average duration of 122 days observed in the previous year.

¹² Targeting Earnings Supplements were not offered by any jurisdiction in FY1920.

Table 3 – Labour Market Development Agreements at-a-glance: Expenditures and length of interventions (FY1920)



SD-R interventions increased considerably, by 49.9%, to a total of 108,282, with the largest increases in Alberta (+192.0%), Manitoba (+195.9%) and British Columbia (+1,011.9%); while **SD-A** interventions decreased by 2.6%, to a total of 63,602 in FY1920. Combined, Skills Development interventions made up 86.9% of all Employment Benefits, compared to 83.6% in the previous year. Skills Development expenditures totalled \$906.7 million, an increase of 3.3%, or \$28.9 million, compared to FY1819.

In FY1920, **TWS** interventions declined by 19.5% year-over-year, to 15,137, and represented 7.6% of all Employment Benefits. Expenditures on TWS programming totalled \$157.1 million, an increase of \$14.8 million in spending compared to the previous fiscal year.

The number of **SE** interventions rose by 16.4%, to 5,792, with their shares among all Employment Benefits representing 2.9%. However, SE expenditures increased in FY1920; going from \$60.6 million in FY1819, to \$63.2 million in the current reporting year.

Overall, **JCP** interventions totalled 5,094, increasing 63.2% year-over-year, due to a significant increase in JCP programming in Manitoba (+1,046.7%). JCP expenditures jumped to \$42.5 million, compared to \$34.0 million in the previous year.

Table 4 – Employment benefits, Canada, FY1920

Employment Benefit	Interventions	Share of Employment Benefits	Year-over-Year Change	Expenditures (\$000s)	Estimated Cost Per Intervention
Targeted Wage Subsidies	15,137	7.6%	-19.5%	\$157.1	\$10,380
Self-Employment	5,792	2.9%	16.4%	\$63.2	\$10,911
Job Creation Partnerships	5,094	2.6%	63.2%	\$42.5	\$8,347
Skills Development-Regular	108,282	54.7%	49.9%	\$906.7	\$5,275
Skills Development-Apprentices	63,602	32.1%	-2.6%		
Canada	197,907	100%	+20.4%	\$1,169.5	\$5,910

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 4.1: 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*¹³

Employment Assistance Services support client to prepare for, find and keep employment, through various services (such as, career advice and employment counselling, job search assistance, or Information on the labour market and education/training opportunities). 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.**

¹³ Owing to recently identified procedural and technological issues, Yukon's reported numbers in EAS only interventions are significantly lower than actual numbers verified in a direct count. Yukon continues to work on those areas to ensure more accurate reports in the future.

In FY1920, a total of 770,725 EAS interventions were delivered, a decrease of 10.3% year-over-year. Total expenditures on EAS were 639.5 million, compared to \$705.4 million in the previous reporting 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. In FY1920, with an increase of 21.8% year-over-year to a total of 408,261 interventions, Individual Counselling was the most common EAS intervention type, accounting for 53.0% of all EAS interventions (compared to 39% in FY1819). **Employment Services interventions** was the second most common EAS intervention type, accounting for 45.7% of all EAS interventions in FY1920, compared to 58.8% a year earlier. A total of 352,142 Employment Services interventions were delivered, a decrease of 30.3% year-over-year, with largest decreases in Alberta (-72.4%) and Saskatchewan (-100%). **Group Services** dropped by 44.8%, for a total of 10,322 interventions delivered. In turn, the share of Group Services among all EAS-type interventions dropped to 1.3%, compared to 2.2% in the previous year.

Other support measures

The **Labour Market Partnerships (LMPs)** 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 FY1920, LMPs expenditures totalled \$276.9 million, compared to \$253.4 million in the previous 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 FY1920, R&I expenditures totalled \$117.3 million, compared to \$94 million in the previous year.

Table 5 – Support measures and other support measures, Canada, FY1920

	Interventions	Share of Employment Support Measures	Year-over-Year Change	Expenditures (\$000s)	Estimated Cost Per Intervention
Employment Assistance Service*					
Employment Services	352,142	45.7%	-30.3%		
Group Services	10,322	1.3%	-44.8%	\$639.5	\$830
Individual Counselling	408,261	53.0%	21.8%		
Total Employment Assistance Services	770,725	100.0%	-10.3%	\$639.5	
Other Support Measures					
Labour Market Partnerships**	N/A	N/A	N/A	\$276.9	N/A
Research & Innovation	N/A	N/A	N/A	\$117.3	N/A
Canada	770,725	100%	-10.3%	\$1,033.7	N/A

*Expenditures for Employment Assistance Services are reported at the aggregate level by most provinces and territories.

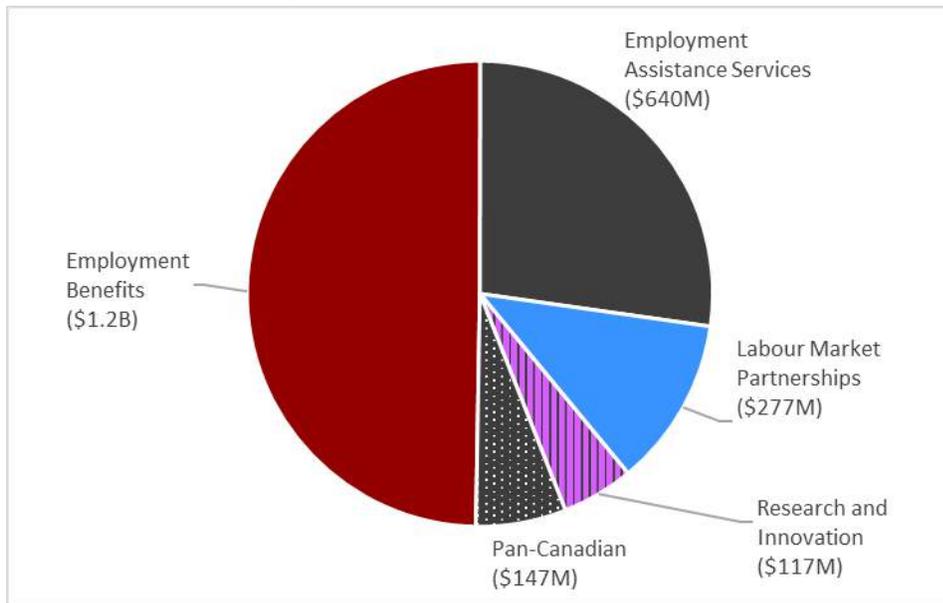
**Expenditures for Labour Market Partnerships includes employer-sponsored training.

3.1.6 Expenditures

Total expenditures under Part II of the *Employment Insurance Act* were \$2.35 billion in FY1920, which included EBSM programming, and pan-Canadian activities. This represented an increase of 1.9% compared to the previous year, driven by additional incremental LMDA funding under Budget 2017 and new available funding under the Indigenous Skills and Employment Training program.

Under the LMDAs, Employment Benefits remained the largest investment, at \$1.17 billion, representing more than half of expenditures by provinces and territories. Compared to FY1819, spending on Employment Benefits increased by nearly \$55 million (+4.9%). Expenditures on Employment Assistance Services declined by nearly 66 million (-9.3%) to a total of \$639.5 million.

Chart 3 – Total EBSM expenditures, FY1920



Expenditures towards LMPs and R&I measures increased, going from \$347.4 million in FY1819, to \$394.2 million in FY1920.

Pan-Canadian expenditures increased significantly (+5.9%), increasing from \$139.0 million in FY1819 to \$147.3 million in FY1920. See Section 4 of this chapter for details on Pan-Canadian activities.

Targeted Measures under LMDAs in FY1920

In FY1920, the Government of Canada made 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 steel and aluminum products. In addition, Budget 2018 announced additional funding to assist workers in seasonal industries over two years, which started in FY1819. For FY1920, \$45.5 million was made available to provinces and territories under two measures: \$20.5M for workers in seasonal industries and \$25M for workers affected by the steel and aluminum trade dispute. Provinces and territories accessed roughly \$41.8 million of the funding.

Jurisdictions invested the additional funding in existing and new programming. For example, Newfoundland and Labrador utilized the seasonal worker funding (\$1.6 million) for the Impacted Fish Plant Worker Program. This targeted program focused on creating short-term employment for workers from fish plants deemed impacted by the downturn in the fishing sector.

Under the LMDA-funded Sector Council Program, the Nova Scotia Tourism Human Resource Sector Council and the Nova Scotia Fisheries Human Resource Sector Council used the targeted funding (\$1.6 million) to provide support to seasonal industry sectors for recruitment, attraction, retention, and training of workers.

In FY1920, Ontario invested targeted funding in programs such as Adjustment Advisory Program, SkillsAdvance Ontario and Pre-Apprenticeship to support workers in seasonal industries and those

workers affected by the steel and aluminum trade dispute. The funding involved 24 projects, assisted more than 500 employers and served over 2,000 clients.

In Quebec, the additional targeted funding for workers in seasonal industries (\$8 million) supported a pilot project for extending periods of hiring seasonal workers in companies with training and income support once their EI benefits had expired.

Additional information on provincial and territorial activities is available in Section 3.2 of this chapter.

3.1.7 Key Performance Indicators¹⁴

FY1920 Employment Benefits and Support Measures Key Facts			
Total Clients Served: 652,267			
El Active, Former, & Premiums-Paid Eligible (LMDA)	Non-Insured Clients (LMDA)	Pan-Canadian ¹	
412,075	218,350	21,842	
Relative Shares			
Active Claimants	Former Claimants	PPEs	Non-Insured
40.4%	14.3%	10.7%	34.6%
Youth clients (15–24) ²	Core Age Workers (25–54) ²	Clients aged 55 or older ²	
20.9%	65.1%	13.9%	
Interventions: 1,010,565			
	FY1920	Year-over-Year Change	
Employment Benefits	197,907	20.4%	↑
Support Measures: EAS	770,725	10.3%	↓
Pan-Canadian	41,933	5.8%	↓
LMDA Relative Share			
	FY1920	Year-over-Year Change (p.p.)	
Employment Benefits	20.4%	4.3	↑
Support Measures: EAS	79.6%	4.3	↓
Expenditures³			
	FY1920 (\$ Million)	Year-over-Year Change	
Employment Benefits	\$1,169.5	4.9%	↑
Support Measures: EAS	\$639.5	9.3%	↓
LMPs and R&I	\$394.2	13.5%	↑
Pan-Canadian	\$147.3	5.9%	↑
Total Expenditures	\$2,350.5	1.9%	↑
Managing for Results			
Indicator	Total	Year-over-Year Change	
Active Claimants Served	262,196	8.4%	↓
Returns to Employment	194,120	1.8%	↑
Estimated Unpaid Benefits (\$ Million)	\$1,054.34	1.5%	↓

¹ EI Part II Pan-Canadian services to individuals are through the ISET Program.

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.

¹⁴ 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;¹⁵
- the number of EI clients who return to employment following an intervention;¹⁶ 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 FY1920 throughout most parts of Canada, the number of active EI claimants served (262,196) dropped by 8.4% year-over-year. Returns to work increased by 1.8% year-over-year, with a total of 194,120 clients finding employment within six months of completing their interventions. Stemming from the decline in active EI claimants, unpaid EI Part I benefits totalled \$1.054 billion, going down by 1.5% 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, 67.8% of active EI claimants began their first LMDA-funded intervention within 12 weeks after their Benefit Commencement Period (BCP). Compared to FY1819, this is an increase of 5.2 percentage points, where 62.6% 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 79.2% in Quebec, to 35.8% in Newfoundland and Labrador. In FY1920, Quebec, Alberta and British Columbia continued refining their use of the Targeting, Referral and Feedback (TRF) tool, helping provinces and territories identify EI applicants, according to local labour market needs and available EI Part II employment programming. ESDC is working closely with the remaining 10 provinces and territories to onboard to TRF.

In FY1920, Canada's returns to work following interventions among active EI claimants, expressed as a proportion of the country's labour force, was 1.0%. Quebec, Saskatchewan and three Atlantic provinces (Newfoundland & Labrador, Prince Edward Island and New Brunswick) were 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 9.5% at the national level. Quebec, Manitoba, Saskatchewan, Alberta, and British Columbia had higher proportions than the national figure. Similar to recent years, Quebec registered above the national average for both of these 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.

¹⁵ Quebec includes former claimants in its key performance indicator for clients served.

¹⁶ EI clients include both active claimants and former claimants.

Table 6 – Supplemental indicators for provinces, territories, and Canada, FY1920

Province / Territory	Unemployment Rate	Job Vacancy Rate	EI Active Claimants (%) Beginning EI Part II within 12 Weeks Following their Part I Benefit Period Commencement *	Returns to Work Among Active EI Clients from EBSM Interventions, as a Proportion of the Labour Force	Estimated Unpaid EI Regular Benefits Resulting from EBSM Interventions, as a Proportion of Part I Regular Benefits Paid
Newfoundland & Labrador	12.3	2.3	35.8%	1.2%	2.2%
Prince Edward Island	8.4	3.1	60.5%	2.9%	4.4%
Nova Scotia	7.7	2.9	51.0%	0.8%	3.9%
New Brunswick	8.0	3.1	58.3%	2.3%	3.9%
Quebec	5.3	3.5	79.2%	1.7%	11.5%
Ontario	5.7	3.1	61.6%	0.6%	8.3%
Manitoba	5.4	2.6	44.1%	0.9%	11.4%
Saskatchewan	5.9	2.4	46.2%	1.3%	11.9%
Alberta	7.3	2.6	68.5%	0.7%	14.5%
British Columbia	5.0	4.2	65.7%	0.7%	13.0%
Northwest Territories	8.2	2.8	56.0%	0.8%	7.3%
Yukon	3.5	5.4	55.5%	0.5%	6.6%
Nunavut	13.7	3.3	53.4%	0.3%	5.2%
CANADA	5.9	3.2	67.8%	1.0%	9.5%

Source: Table 14-10-0287-01 Labour force characteristics, monthly, seasonally adjusted and trend-cycle, last five months and Table 14-10-0325-01, Job vacancies, payroll employees, job vacancy rate, and average offered hourly wage by provinces and territories, quarterly, unadjusted for seasonality and EI Administrative Data.

*This includes a small percentage of clients who began EI Part II programming up to two weeks prior to their Part I Benefit Period Commencement. SD-A participants and those who were non-insured participants were excluded, if they had received 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 FY1920. 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.¹⁷ 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 underrepresented groups 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 include information on this engagement, including related outcomes in their annual deliverables.

Budget 2017 also announced an additional \$1.8 billion investment in the LMDAs over six years (2017-2018 to 2022-2023), to help more Canadians access EI-funded skills training and employment supports.

Overall, Canada's economy and labour market performed well in FY1920, contributing to a decline in the number of clients served and LMDA-funded interventions delivered in most provinces and territories.

¹⁷ 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 have 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 Labrador

In 2019, Newfoundland and Labrador recorded one of the strongest real GDP growth rate (+4.0%) among all territories and provinces, after contracting by 3.5% in 2018. In 2020, the Province's economy is expected to have shrunk by 7.7%, as the COVID-19 crisis and the sharp drop in oil prices have led to serious setbacks across the Province's main industries.

Newfoundland and Labrador: EBSM Key Facts			
Total Clients Served: 9,649			
Insured Clients		Non-Insured Clients	
8,396	↓	1,253	↑
Total Interventions: 24,657			
Intervention Type	FY1920	Year-over-Year Change	
Employment Benefits	9,303	28.4%	↑
Support Measures: EAS	15,354	12.2%	↑
Relative Share of Interventions			
Intervention Type	FY1920	Year-over-Year Change(pp)	
Employment Benefits	37.7%	3.1	↑
Support Measures: EAS	62.3%	3.1	↓
Total Allocation: \$138.8 million			
Total Expenditures	FY1920 (\$ million)	Year-over-Year Change	
Employment Benefits	\$110.5	2.5%	↓
Support Measures: EAS	\$12.6	25.4%	↑
LMP and R&I	\$12.5	18.0%	↑
Total Expenditures ¹	\$135.6	1.2%	↑
Estimated Unpaid EI benefits (\$ million)			
FY1819	FY1920	Year-over-Year Change	
\$16.16	\$16.74	3.6%	↑

¹ Totals may not add up due to rounding; does not include accounting adjustments.

In FY1920, the Province's labour market conditions remained stable, with employment slightly dropping, by 0.4% (- 1,000). The unemployment rate was 12.3%, 0.1 percentage point lower than a year earlier, as the Province's labour force shrank by 4,200, or 1.6%. The overall labour market participate rate slid by 0.9 percentage points to 57.6%. The goods-producing industries experienced slight employment decline (-700; -1.6%) while employment in the services-producing industries remained relatively stable (-200; -0.1%). While utilities (-400; -12.2%) and construction (-500; -2.7%) were the most affected sectors in the goods-producing industries, sectors such as finance, insurance, real estate and leasing (-700; -9.9%); professional, scientific and technical services (-1,200; -11.6%); and, health care and social assistance (-1,200; -2.9%) slowed down significantly in the services-producing industries. Positive results were recorded in business, building and other support services (+1,200; +18.1%); accommodation and food services (+1,000; +6.1%); and, other services (+1,700; +17.7%).

In FY1920, prior to the COVID-19 pandemic, access to employment assistance was traditionally via a combination of online, telephone and in-person delivery structure. However, the primary engagement tool for individuals was in-person services. The pandemic shut down brought forth challenges in program and service delivery, with the suspension of in-person access for the public and working from home arrangements for staff. All program delivery models had to be reviewed and revised to accommodate an individual's ability to access a complete, alternative, on-line delivery process for both internal and external stakeholders. The transition included online forms, policy and procedural changes, and a virtual approach to case management. Notably, post-secondary training institutions in Newfoundland and Labrador were nimble to transition to online courses. This permitted many individuals to continue studies towards their employment goals during these unprecedented times. However, it also presented challenges, as businesses were not permitted to operate and employees were unable to work.

COVID-19 has affected many key industries in Newfoundland and Labrador, with significant impacts not yet fully understood. These disruptions continue to impact the oil and gas, hospitality and retail sectors. In some cases, the impacts are compounding existing drivers of change, such as the use of digital technologies, the automated creation and application of technology to monitor and control the production as well as the delivery of products and services, outsourcing and offshoring. These effects are reshaping the landscape of skills demands, with potential far-reaching consequences for workers, employers and the overall labour market. While minimal impacts to employment programming plans and priorities were observed in FY1920, future editions of this report will have more details about the effects of the COVID-19 crisis.

3.2.2.1 Managing for results

In 2019-20, Newfoundland and Labrador made significant improvements in capturing data from community partners, to improve reporting and the assessment of results. The Province worked with community organizations to align the Accountability Resource Management System (ARMS) with the required fields outlined in the new performance measurement strategy developed with the Government of Canada. This has permitted a better, more regular and consistent data sharing with the federal government. As well, it has allowed the Province's community partners to demonstrate a larger reach in supporting individuals in employment as well as training programs and services.

3.2.2.2 Clients, interventions and expenditures

For a second consecutive year, the total number of clients served in Newfoundland and Labrador declined, reaching 9,649 (-1.1%) in FY1920. While the number of active clients dropped by 24.4% (or 1,885) to 5,831, that of former clients (2,284), PPE (281), and non-insured clients (1,253) grew up by 66.6%, 126.6%, and 131.2%, respectively.

PPE, the new client type as of FY1819, accounted for 2.9% for all clients served, representing a year-over-year increase of 1.6 percentage point. The share of active clients fell from 79.1% to 60.4 % of all clients served, that of former clients and non-insured advanced from 14.1% to 23.7%, and 5.6% to 13.0%, respectively.

In FY1920, Newfoundland and Labrador delivered 24,657 (+17.8% year over year) EBSM-similar interventions. Support Measures (62.3%) represented the most delivered interventions, and the proportion of Employment Benefits was 37.7% of all interventions. Compared to the previous year, 2,990 insured clients returned to work after participating in an EBSM-similar program, a 2.1% year-over-year decrease. Unpaid EI benefits increased by 3.6% to \$16.74 million.

EBSM total expenditures advanced by 4.0% to \$135.6 million, including \$9.9 million from the Province's share of the additional \$250.0 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).

Because of the additional funding provided as part of Budget 2017, Newfoundland and Labrador strategically invested funds to support individuals and employers in accessing training and employment services. Some examples of this investment include:

- To address labour market needs, the College of the North Atlantic was supported to develop new offerings of the Practical Nursing program and increase intake within existing programs. As a result, approximately 116 individuals will participate in FY2021.
- To assist with government's strategic action plans to enhance the quality of the provincial Early Childhood Education (ECE) workforce and increase educational qualifications in the field, the College of the North Atlantic was supported to address the current waitlist for ECE, as well as to find ways of increasing access to ECE online. Approximately 120 individuals were supported to further develop their ECE credentials.
- Led by the Community Sector Council NL, the Tapping the Untapped Potential in the Community Sector project will help address the significant labour market issues relevant to community-based, non-profit supply, as well as demand regarding employment potential and growth. Funding was provided for a project to focus on planning for attraction, retention, succession and growth of the paid and unpaid labour force.
- Newfoundland and Labrador, in partnership with TradesNL and the Innu Nation, established the Trades NL Indigenous Apprentice Office. This office will recruit, promote, support and advance the economic and professional growth of Indigenous populations of Newfoundland and Labrador within the skilled trades, with an emphasis on trades and Red Seal occupations.

Newfoundland and Labrador utilized the seasonal worker funding to respond to circumstances such as industry closures and downsizing (fish plant closures), through the provision of LMDA programs such as skills development and wage subsidy supports, to assist those impacted in seeking meaningful employment.

- 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), and 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.

- As part of The Way Forward, industry and the Government of Newfoundland and Labrador collaborated, through the Cabinet Committee on Jobs, to support economic growth and foster private sector job creation. As part of this work, the Government of Newfoundland and Labrador and Newfoundland Aquaculture Industry Association Inc. jointly developed the Aquaculture Sector Work Plan, which includes actions that each of the partners will take, to achieve the collective goal of growing the aquaculture industry and stimulating new private sector employment. The Province utilized seasonal funding to create awareness, understanding and interest to promote recruitment to the industry.

In FY1920, Newfoundland and Labrador supported individuals who were directly or indirectly affected by the United States’ decision to impose tariffs on Canadian steel and aluminum products. To provide displaced workers with the training and employment supports they need to successfully transition to new jobs, the province supported 31 wages subsidy plans for employers to hire steel and aluminum workers, as well as provided skills training to an additional 185 individuals.

Chart 4 – Volumes by EBSM client type, FY0910 to FY1920

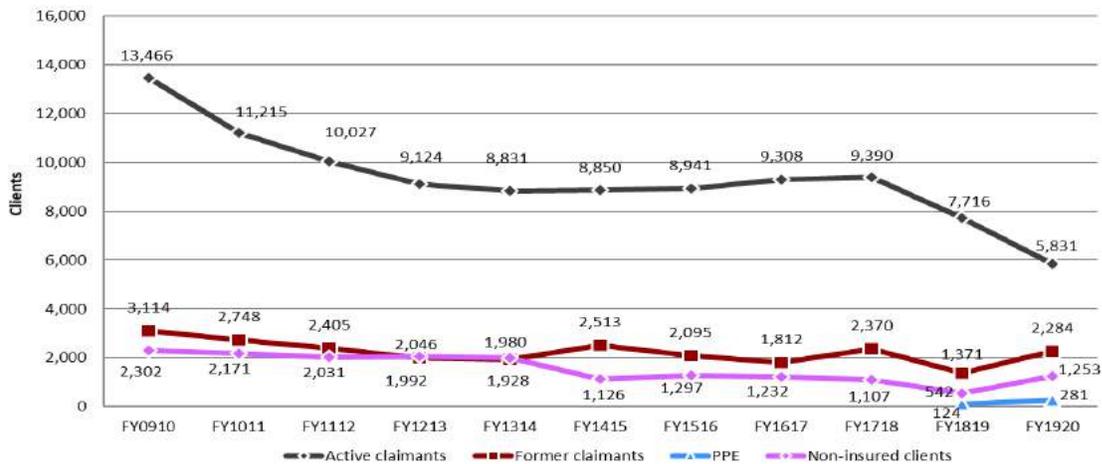


Chart 5 - Volumes by EBSM client age, FY0910 to FY1920

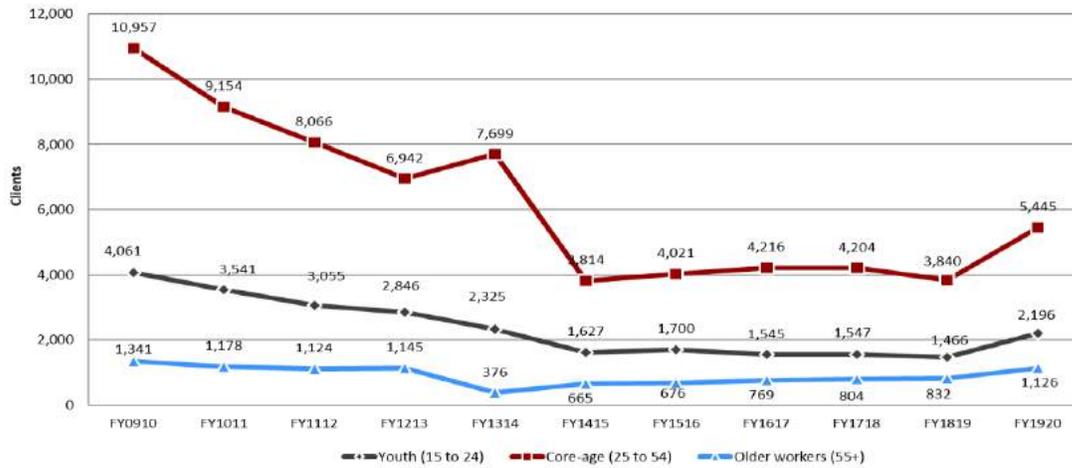


Chart 6 - Key performance indicators, FY0910 to FY1920

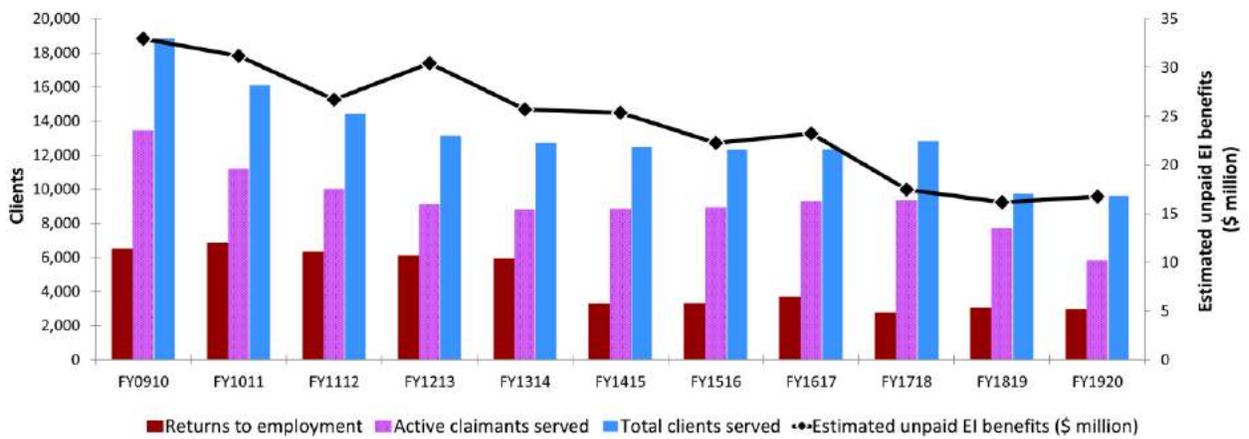


Table 7 – Newfoundland and Labrador: EBSM-similar programming, FY1920

		Interventions	Year-over-Year Change	Expenditures (\$ 000s)
Employment Benefits				
SD-R	Newfoundland and Labrador Skills Development	5,064	56.1%	83,908
SD-A	Newfoundland and Labrador Skills Development	1,355	-12.4%	
TWS	Newfoundland and Labrador Wage Subsidies	926	15.5%	7,746
SE	Newfoundland and Labrador Self-Employment Assistance	402	50.6%	7,451
JCP	Newfoundland and Labrador Job Creation Partnerships	1,556	12.3%	11,390
Support Measures				
EAS	Newfoundland and Labrador Employment Assistance Services	15,354	12.2%	12,612
LMP	Newfoundland and Labrador Labour Market Partnerships	N/A	N/A	8,447
R&I	Research and Innovation	N/A	N/A	4,030

3.2.2.3 Employment benefits

In FY1920, total number of Employment Benefit interventions in Newfoundland and Labrador jumped by 28.4%, to 9,303. While TWS (+124; +15.5%), SE (+135; +50.6%), JCP (+170; +12.3%) and SD-R (+1,820; +56.1%) increased, SD-A decreased by 12.4% (-192). Total expenditures towards Employment Benefits (\$110.5 million) dropped by 2.5%.

Highlights of the Skills Development Employment Benefit

Client Profile: “Susan”

Susan was 56 years old when she requested assistance with job search and career planning. Upon assessment, it was determined that she had multiple barriers to employment. Susan had a grade eight education and was unable to secure full-time sustainable employment. She began the employment planning process and enrolled in an Adult Basic Education (ABE) program, with a goal to obtain a career in the medical profession. Although the ABE program presented many challenges for this adult learner, she progressed and successfully graduated.

In January of 2020, at the age of 61, Susan successfully completed the Fast Track Acupuncture Diploma Program at the Canadian College of Acupuncture and Traditional Chinese Medicine, in Bedford Nova Scotia. She graduated with Honours and has had several job offers upon graduation. Susan started her own practice in January 2020.

In a follow up note to her Case Manager, she wrote:

Thank you so much for everything you have done for me. I am going to have an amazing career and love helping others on their journey to wellness. You know you are doing well in this field when you receive referrals from other patients. Thank you again for believing in me and giving me this fabulous opportunity to learn and succeed in a whole new career.

Client Profile: “Carol”

Carol was 45 years old when she requested assistance in securing employment. She had a history of low paying positions and found it difficult to compete for jobs in today’s labour market. Carol had a learning disability, had not graduated high school, and reported that she faced many challenges in the regular school system and had dropped out. Her short-term goal was to successfully complete her high school education, and later complete a Personal Care Attendant or Practical Nursing program.

Carol’s Case Manager worked collaboratively with her to get an educational assessment completed. This assessment recommended supportive services, such as tutoring, to assist her to be successful in completing her ABE program - in less weeks than recommended by the educational institution!

Carol went on to complete a Personal Care Attendant program, which resulted in full-time employment with Western Health.

3.2.2.4 Support measures: EAS

EAS interventions in Newfoundland and Labrador rose from 13,687, in FY1819, to 15,354 in FY1920, a 12.2% year-over-year growth. While Employment services (+870; +17.1%) and Individual Counselling (+4,399; +88.1%) interventions increased, Group Services (-3,602; -100.0%) declined compared to the previous fiscal year. Total EAS expenditures advanced by 25.4% to \$12.6 million.

3.2.2.5 Other support measures: LMP and R&I

In FY1920, Newfoundland and Labrador’s total funding for LMP and R&I reached \$12.5 million (+18.0%). While funding towards LMP (\$8.4 million) increased by 13.4%, R&I funding (\$4.0 million) increased by 29.0%.

Activities offered under the Employer-Sponsored Training component of Labour Market Partnerships

As part of the expanded eligibility included in the amendment to the Canada-Newfoundland and Labrador LMDA signed in 2018, the province has increased flexibility to support employer-sponsored training under Labour Market Partnerships. In FY1920, two employers availed of this programming:

- **Labrador Gem Seafood Incorporated** had 40 fish plant workers in Ramea, trained in sea urchin processing, with the assistance of a consultant from Japan. Employees received an introduction to the process flow for this specialized production, followed by the provision of various tools used to generate the best quality product and actual processing. Employees were given work assignments and the instructors monitored, to determine their effectiveness in each role. A daily performance sheet was used to evaluate progress in the position. At the end of the training, a report was issued for each employee, and management decided on the most effective positioning for each person in the process flow. This training will help extend the operating season for this seafood processing facility, thereby decreasing the employee's reliance on EI benefits.
- **Dallas Mercer Consulting Inc. (DMC)** supports hundreds of employers across Canada, by managing workers' compensation and sick leave claims. Due to a skills shortage in the field of expertise, DMC is implementing a coaching and shadowing program. DMC anticipates it will take 12 months for an inexperienced new employee to be fully trained and productive, as a DMC Disability Manager, with continued coaching as needed.

During this training process, trainees will be exposed to different approaches to manage sick leave and WorkplaceNL cases, as well as collaborating on unique or challenging cases through reviews. Classroom time will be required, to learn and study all provincial legislation as it relates to workers' compensation, policies, procedures, as well as case studies to understand application.

Each trainee will get experiential learning to:

- review Workers' Compensation Monthly Cost Statements;
- understand how to develop relationships with and the value of client interaction;
- learn how to interact with workers and obtain answers to questions; and,
- understand what to look for when doing a case review, and where to focus attention to obtain desired outcome.

This training began January 2020 and ended in December 2020.

Results/lessons learned for any research and innovation projects that concluded in FY1920.

Although most of the projects funded through the Workforce Innovation Centre were still ongoing at the time this report was made public, it is anticipated the findings from research projects will inform innovative models and best practices for labour market programs and services. Examples of promising practices include:

- **Evidence for Community Employment Services – Collective Interchange Cooperative (CIC) and Canadian Career Development Foundation (CCDF); \$314,732**

Led by CIC, in partnership with CCDF, this three-year project is being implemented across employment support agencies within the Avalon Region of Newfoundland and Labrador. This project aims to answer two research questions:

- What employment support interventions will produce the best results given clients existing strengths and weaknesses?
- How can the data collected be used to create system efficiencies and ensure that services meet the client's needs, which would result in outcomes that are beneficial to clients and funders?

Through a survey of career practitioners, it was determined that an enhancement of the Performance Recording Instrument for Meaningful Evaluation (PRIME) interactive software will give employment service providers a mapping of tailored interventions and outcomes. The PRIME 2.0 system will enable meaningful recording and reporting of progress in vital client centered characteristics, which will support the evaluation of client progress and interventions.

The enhancement of PRIME 2.0 is currently being piloted by community agencies in the Avalon Region. This learning may be applied to various career and employment services contexts from community services, post-secondary, to government service delivery. Because of the research completed to date, many of the agencies will continue to use the PRIME 2.0 after the project is completed. It is anticipated the software will be expanded to other jurisdictions.

- **Improving Psychological Health and Safety in Health Care Workers through Technology Based Support: Project Plan – Eastern Health; \$443,000**

Eastern Health, in partnership with IBM, is undertaking a pilot project to test ways to improve mental health and safety through technology-based support. The project will help determine if technology based support increases employee knowledge and uptake of psychological support services. It is anticipated that this will also improve employee wellness factors and organizational healthy workplace indicators. This three-year project will involve the development, implementation and evaluation of application based technology. This will incorporate internal and external supports to the organization, as well as a built in peer “chat” function, that will allow employees to gain timely and appropriate support, as well as information about services and supports available to them.

To date, the Employee Virtual Assistant (EVA) software was developed and launched prior to the COVID pandemic. As a first test, EVA assessed the impacts of the virus on Eastern Health workers. There is significant interest in early adoption of the tool beyond Eastern Health, to other Health Boards in the province.

3.2.3 Prince Edward Island

In 2019, Prince Edward Island registered, for a second consecutive year, the highest real GDP growth rate among all provinces, with 5.1%, which exceeded the national growth rate (+1.9%). According to Canadian major banks forecasts, the Province's real GDP growth has contracted by 4.8% in 2020.

Prince Edward Island : EBSM Key Facts			
Total Clients Served: 5,861			
Insured Clients		Non-Insured Clients	
4,453	↓	1,408	↓
Total Interventions: 10,387			
Intervention Type	FY1920	Year-over-Year Change	
Employment Benefits	3,525	1.4%	↑
Support Measures: EAS	6,862	0.4%	↓
Relative Share of Interventions			
Intervention Type	FY1920	Year-over-Year Change(pp)	
Employment Benefits	33.9%	0.4	↑
Support Measures: EAS	66.1%	0.4	↓
Total Allocation: \$27.4 million¹			
Total Expenditures	FY1920 (\$ million)	Year-over-Year Change	
Employment Benefits	\$21.6	1.1%	↑
Support Measures: EAS	\$4.3	7.1%	↓
LMP and R&I	\$1.3	23.1%	↓
Total Expenditures ²	\$27.2	1.8%	↓
Unpaid EI benefits (\$ million)			
FY1819	FY1920	Year-over-Year Change	
\$6.66	\$6.82	2.4%	↑

¹ Prince Edward Island invested \$160,464 of its total allocation towards administration costs, representing almost 6.6% of the Budget 2017 additional funding the Province received in FY1920.

² Totals may not add up due to rounding; does not include accounting adjustments.

Similar to FY1819, labour market conditions in Prince Edward Island remained solid in FY1920. On a net basis, employment increased by 3,000 (+3.9%) year-over-year, almost entirely in full-time positions, which advanced from 65,100 to 67,700, while part-time positions advanced from 11,900 to 12,300. The Province's unemployment rate fell to 8.4%, representing the lowest rate since comparable data became available in FY7677. Services-producing sector (+2,500; +4.3%) provided the most new employment positions on a net basis, with major gains in public administration (+1,100; +15.4%); professional, scientific and technical services (+200; +5.2%); business, building and other support services (+200; 8.0%); educational services (+200; +4.5%); other services (+300; +10.1%); and, health care and social assistance (+800; +8.1%). Information, culture and recreation (-400; -16.3%); transportation and warehousing (-100; -3.2%); and, accommodation and food services (-100; -1.2%) were the only industries on the services side that experienced net losses. Employment in the goods-producing sector (+500; +2.6%) occurred mainly in construction (+900; +14.9%) and agriculture (+400; +8.8%). This was

somewhat counterbalanced by losses in forestry, fishing, mining, oil and gas (-500; -17.9%) as well as in manufacturing (-200; -3.5%).

In FY1920, a shortage of workers in numerous industries represented the main challenge facing Prince Edward Island's labour market. In particular, rural areas experienced an acute demographic decline, affecting local economies. For FY1920, the Province developed key priorities to:

- help individuals develop the necessary skills to prepare for, find and keep employment;
- assist persons with disabilities to obtain sustainable employment;
- facilitate employers access to a skilled and diverse workforce; and,
- ensure communities in Prince Edward Island are able to respond effectively to labour market opportunities and challenges.

Besides this, in order to stimulate population growth, the government has committed to increase investments in rural settlement supports to help newcomers better integrate into smaller communities.

3.2.3.1 Managing for Results

In FY1920, PEI invested in substantial IT system updates, to improve the quantity and quality of data collected from clients, programs and outcomes from its LMDA-funded programs.

As part of the new performance measurement strategy developed with the Government of Canada, Prince Edward Island redesigned the Action Plan screens in its client management system. Beginning with the needs assessment, PEI replaced free text collection of skills, employment barriers and personal barriers with extensive pre-defined lists. The Province designed robust reports to support this data collection, allowing for better analysis and understanding of the barriers affecting clients, as well as the barriers leading to specific programming decisions.

3.2.3.2 Clients, Interventions and Expenditures

After four consecutive years of growth, the number of clients served in Prince Edward Island in FY1920 dropped by 8.0%, to 5,861. With the exception of former claimants, which increased by 3.8% (+27), all other client types decreased significantly: active claimants (-331; -9.1%), PPE (-17; -3.9%) and non-insured clients (-187; -11.7%). In terms of their shares relative to the total number of clients, former claimants (12.6%) increased by 1.4 percentage points while non-insured clients (24.0%) decreased by 1.0 percentage point. Other client-types shares relative to the total number of clients showed relative year-over-year stability – active claimants (56.2%; -0.7 percentage points) and PPE (7.2%; +0.3 percentage points).

The total number of interventions delivered in Prince Edward Island (10,387) remained relatively stable (+0.2%) in FY1920. With 66.1% (-0.4 percentage point) of all interventions, EAS was the most delivered intervention, whereas Employment Benefits represented 33.9% of all interventions. In total, 2,508 (+1.5%) individuals were employed after participating in an EBSM-similar intervention. Unpaid EI benefits advanced by 2.4% to \$6.82 million. EBSM total expenditures reached \$27.2 million (-1.8%). In addition to the Province's share of the ongoing 1.95 billion dollars in LMDA program funding (\$23.9 million), expenditures included its share of the additional \$250.0 million envelope announced in Budget

2017 (\$2.4 million). Expenditures also included the additional targeted funding provided to support workers in seasonal industries (\$525,000), as well as those affected by the trade dispute with the US in the steel and aluminum industries (\$500,000).

In FY1920, Prince Edward Island increased its funding to support group-based training initiatives, to support key sectors in the Province requiring more workers. The Province has placed an increased emphasis on providing sector specific short-term training, to transition unemployed individuals back to work. Short-term training was provided to job seekers, and included a classroom component, as well as the short duration training certificates/courses (e.g. first aid certifications, food safety) needed to meet specific job or industry requirements. In addition, group-based training initiatives provided job seekers with essential skills training, which included a classroom component that focused on upskilling of essential skills (literacy, numeracy, document use, writing, oral communications, thinking, digital technology, working with others or continuous learning).

Investments in targeted funding supported workers directly and indirectly affected by the lumber and steel-aluminum trade disputes, in order to support their transition to sustainable employment, through wage subsidies and training.

Chart 7 – Volumes by EBSM client type, FY0910 to FY1920

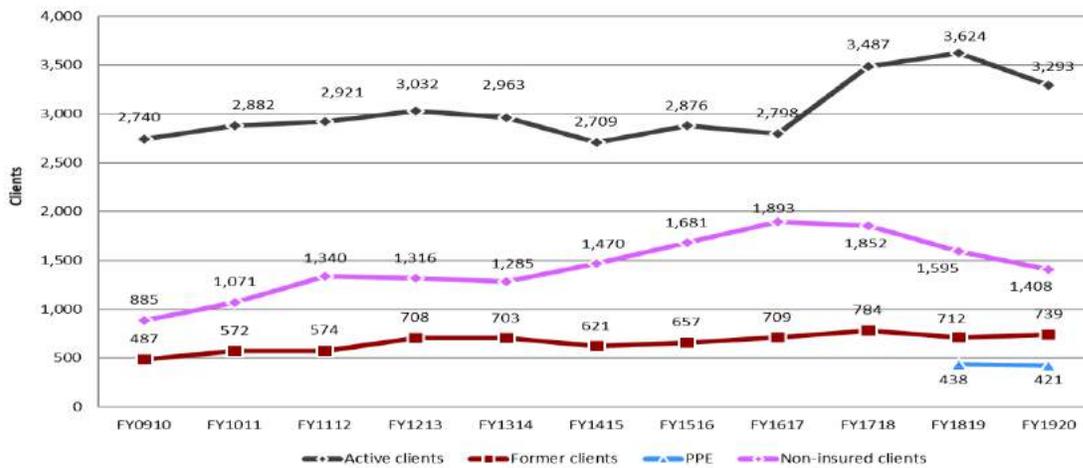


Chart 8 – Volumes by EBSM client age, FY0910 to FY1920

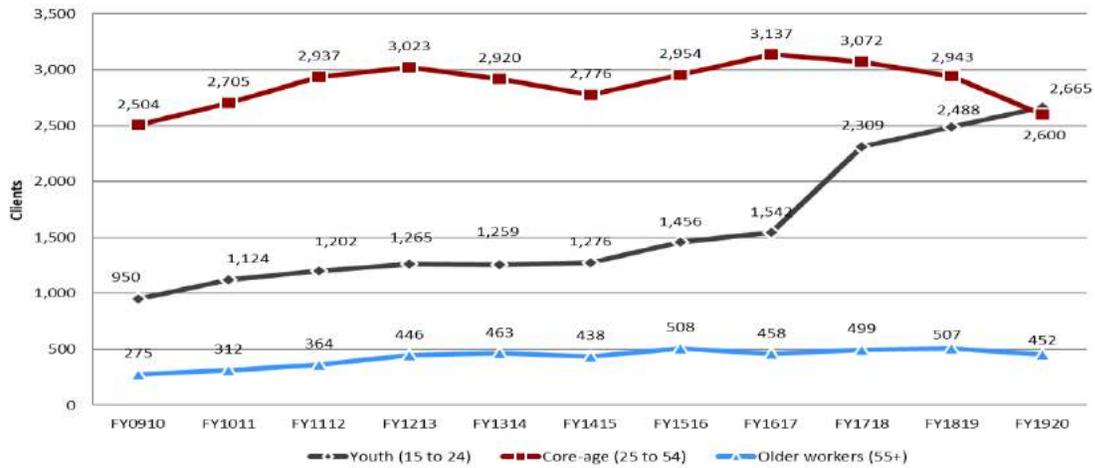


Chart 9 – Key performance indicators, FY0910 to FY1920

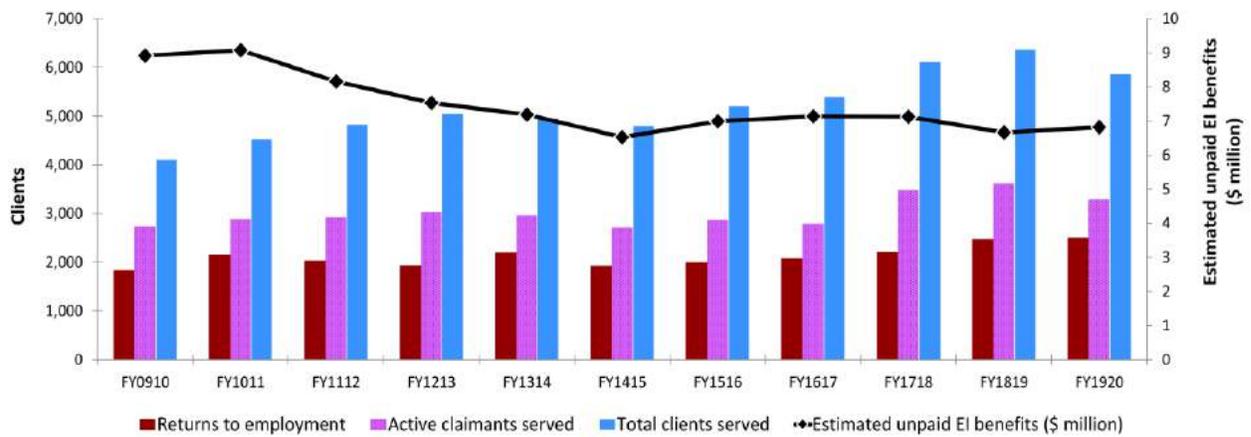


Table 8 – Prince Edward Island: EBSM-similar programming, FY1920

		Interventions	Year-over-Year Change	Expenditures (\$ 000s)
Employment Benefits				
SD-R	Training PEI—Individual	2,538	5.8%	14,394
SD-A	Training PEI—Apprentice	297	-2.6%	
TWS	Employ PEI	510	-9.3%	4,191
SE	Self-Employ PEI	121	-19.9%	2,202
JCP	Work Experience PEI	59	0.0%	779
Support Measures				
EAS	Employment Assistance Services	6,862	-0.4%	4,321
LMP	Labour Market Partnerships	N/A	N/A	1,332
R&I	Research & Innovation	N/A	N/A	0

3.2.3.3 Employment benefits

In FY1920, for a fifth consecutive year, Employment Benefits in Prince Edward Island increased, totalling 3,525 (+1.4%). This growth relied solely on SD-R (+140; +5.8%), which increased for a third consecutive year; whereas TWS (-52; -9.3%), SE (-30; -19.9%) and SD-A (-8; -2.6%) contracted. With 59 interventions, JCP remained unchanged year-over-year. Expenditures on Employment Benefits increased from \$21.3 million to \$21.6 million, a 1.1% rise over FY1819.

3.2.3.4 Support measures: EAS

In FY1920, Prince Edward Island delivered 26 fewer EAS interventions than in FY1819. The EAS intervention types moved in opposite directions, with Employment Services increasing by +1.4% (+61), to 4,563, and Individual Counselling declining by 3.6% (-87), to 2,299. Expenditures on EAS decreased by \$330,000 (-7.1%) to \$4.3 million.

3.2.3.5 Other support measures: LMP and R&I

Expenditures on LMP (\$1.3 million) decreased in FY1920 compared to FY1819 (-23.1%). There were no reported expenditures under R&I in FY1920.

EBSM in action

Momentum HR

Background

The Momentum HR project formerly known as the HR Specialist project was expanded in 2020 and continues to support employment and training needs of Prince Edward Island's labour market. While many SMEs are knowledgeable in the industries in which they operate, they do not have a full-time dedicated HR professional within their organization. Recruitment and retention of skilled workers in rural communities in the Province can be challenging for local employers. Human resource planning activities will ensure employers have access to a skilled and job ready workforce and increase the participation of Islanders in the labour market.

Description

Momentum HR is in its fifth year and continues to provide targeted and specialized HR supports and services to a number of small businesses in rural Prince Edward Island. The HR Specialist also works on a one-to-one basis with local businesses seeking HR advice or group training in HR practices. The scope of the project was expanded in 2020 to include a targeted training and coaching component. HR staff working in local SMEs can participate in training activities created in partnership with a local post-secondary institution to ensure they have the necessary HR skills required for their organization. Following the training, coaching is also provided to support HR staff dealing with workplace related issues.

Target Clientele

The project targets small employers in rural eastern Prince Edward Island who are seeking to build or increase HR capacity within their business.

Service Delivery

Through the Labour Market Partnership program, the Province and other funding partners provided support to a community-based organization to deliver the project.

Success Stories

The project has been very successful, a number of businesses in eastern Prince Edward Island have completed the program and more are currently enrolled. Many other businesses in the area have received assistance as it relates to HR issues relevant to their business. In addition, general HR training sessions have been available to local businesses in the area for the past five years.

3.2.4 Nova Scotia

In 2019, Nova Scotia's GDP rose by 2.4%, exceeding the national growth rate of 1.9%. For 2020, major Canadian banks have forecasted an average GDP contraction of 5.9%, mainly due to the COVID-19 impacts on the Province's economy. However, a relatively weak economic growth rate was expected in 2020 even before the COVID-19 crisis struck. This may be attributable to the closure of the Northern Pulp mill in January 2020, a major manufacturer that produced each year 280,000 tonnes of Kraft pulp, destined principally for export. It would generate over \$200 million annually in the Province. Since many other industries were linked to the mill's supply chain, this closure has significantly affected the economy of Nova Scotia.

Nova Scotia : EBSM Key Facts			
Total Clients Served: 12,558			
EI Clients		Non-Insured Clients	
9,700	↓	2,858	↓
Total Interventions: 25,274			
Intervention Type	FY1920	Year-over-Year Change	
Employment Benefits	5,349	25.0%	↓
Support Measures: EAS	19,925	1.5%	↓
Relative Share of Interventions			
Intervention Type	FY1920	Year-over-Year Change(pp)	
Employment Benefits	21.2%	4.9	↓
Support Measures: EAS	78.8%	4.9	↑
Total Allocation: \$89.4 million¹			
Total Expenditures	FY1920 (\$ million)	Year-over-Year Change	
Employment Benefits	\$45.9	5.0%	↓
Support Measures: EAS	\$27.2	18.4%	↓
LMP and R&I	\$15.3	206.4%	↑
Total Expenditures ²	\$88.5	2.0%	↑
Unpaid EI benefits (\$ million)			
FY1819	FY1920	Year-over-Year Change	
\$26.43	\$22.95	13.2%	↓

¹ Nova Scotia invested \$915,000 of its total allocation towards administration costs, representing 8.8% of the Budget 2017 additional funding the Province received in FY1920.

² Totals may not add up due to rounding; does not include accounting adjustments.

In FY1920, employment grew in Nova Scotia, totalling 460,500 (+6,800; +1.5%), mostly in part-time positions (+3,900; +4.8%), with full-time employment only growing slightly (+2,900; +0.8%), year-over-year. The unemployment rate edged up to 7.7%, compared to 7.3% in the previous year. Net employment growth in the goods-producing industries (+2,000; +2.4%) occurred mainly in construction (+500; +1.6%) and in forestry, fishing, mining, oil and gas (+1,500; +16.0%). On a net basis, services-producing industries (+4,800; +1.3%) created jobs in public administration (+1,200; +4.1%); wholesale and retail trade (+1,400; +1.8%); and, health care and social assistance (+5,200; +7.7%). Employment

losses were recorded in sectors such as educational service (-1,300; -3.6%) and other services (-2,200; -11.9%).

3.2.4.1 Managing for results

1. Nova Scotia made significant strategic investments in the implementation of the national Target, Referral, and Feedback (TRF) system, that allows the province to reach out to new EI applicants, in order to promote programs and services that will facilitate returns to work. After a year in development, Nova Scotia TRF was launched in February 2020 as an integrated component of the provincial Labour Market Programs Support System (LaMPSS). The new system will automate the import of new EI Claimant referral contact files from the Government of Canada, create new client records or append existing records and manage the disbursement of automated contact correspondence to referral clients. The Province is able to track the response rate from clients as they register for services at Nova Scotia's Works sites, and report referral outcomes back to the Government of Canada.

Generally, the Province anticipates quicker returns to employment for the TRF clients and reduced dependence on EI. The system also allows Nova Scotia to get better precision in terms of target and reach out to those in at-risk occupations, under-represented groups, low education or low wage earners in different areas of the Province. The impacts of TRF will be monitored and assessed in more details in future editions of this report.

2. In addition to the TRF release, for the purpose of continuous improvement, Nova Scotia implemented two other releases of the LaMPSS system platform, to allow users to better document program sponsor and participant administrative information. This includes enhancements to the FAI Payment Calculator, the Multi-Year Review process and changes to help reduce the need for agreement amendments. A number of improvements have also been made to the LaMPSS Data Warehouse environment, in order to make adhoc reporting much faster, easier and more robust.
3. Nova Scotia completed a Lean Six Sigma review of the Self-Employment Benefit (SEB) program. The intent of the review was to uncover and understand the delivery of the SEB program. Although SEB service providers are responsible for the delivery of the program content (training, workshops, one-on-one support), it was not clear what training and / or workshops were offered, when these are offered and by whom, as well as what is the level of support provided to each participant. Therefore, it was unclear if the SEB program was running efficiently and effectively to meet program outcomes. It is the intent that the findings of the SEB program review will assist Employment Nova Scotia (ENS) in future program planning.

The SEB review consisted of in-person interviews, with 15 SEB Service Providers, conference calls, with a selection of eight Employment Assistance Service Providers, four regional in-person Lean sessions with ENS staff, an analysis of administrative and contractual data, as well as the analysis of survey data collected from current and past SEB applicants to the program, from

April 1, 2013 to March 31, 2018 (regardless of whether they had their applications approved or not). Activities of the review began in September 2018 and concluded in June 2019.

Through this review, it was determined that the programming offered by the SEB Service Providers varied across the Province, and the level of support provided to each participant was inconsistent and dependent on the capacity of the SEB Coordinator. The referral and intake process of the SEB program creates a lot of confusion and places a significant burden on the applicant, due to its “back and forth” nature. However, it was determined that the SEB program does provide education and training that is expanding business development opportunities, creating a community of entrepreneurship, as well as offering networking possibilities to grow the economy of Nova Scotia.

In total, 13 recommendations were presented to ENS in order to improve the delivery of the SEB program. As a next step, the Planning and Excellence Team is working in partnership with Employment Nova Scotia in the scope development, procurement and recruitment of the parties necessary to implement a number of the recommendations. This is anticipated to take place in early 2021.

4. Nova Scotia also completed a Lean Six Sigma review of the START Program (Targeted Wage Subsidy). The review began in 2018 and was completed in FY1920. It included stakeholder consultation and evaluation, as well as Lean assessment of program delivery.
 - Key Findings:
 - START is offering valued employment attachment and work experience for job seekers, while aiding employers in adding capacity to their business.
 - Recommendation Highlights:
 - Develop approach to increased wrap-around supports (e.g. pre-employment preparations and soft skills training for job seekers) to improve retention.
 - Increase program promotion.
 - Solidify roles and responsibilities within the program regarding government administration, service provider role and the employer’s role.
 - Develop ways to support diverse hiring (e.g. hiring bonuses and wrap-around supports for employers, to prepare for hiring diverse candidates).
5. Nova Scotia Works (NSW) Program (Employment Assistance Services Program)
 - A new funding model was instituted in January 2020. It includes an accountability framework for socio economic impacts and performance incentives for achievement of outcomes for our NSW delivery partners.
6. Skills Development Program
 - Implemented the Skills Development Program Labour Force Attachment pilot for underrepresented groups in the labour market.
 - Improved accessibility supports for clients – a more streamlined approval process to support participants, of the province’s Skills Development

Program, who require disability related services and equipment was implemented in Fall of 2019.

7. START (Targeted Wage Subsidy) and Job Creation Partnership (JCP) Programs

- Implemented a Family Hiring Policy (Fall 2019) for START and JCP to encourage a fair and transparent hiring and selection process for job placements. The policy also supports the employment of individuals from certain groups that are underrepresented in the labour market.

3.2.4.2 Clients, interventions and expenditures

In FY1920, the total number of clients served in Nova Scotia decreased, reaching 12,558 (-18.7%). While PPE (1,045) remained stable year-over-year, former claimants (2,119) increased by 11.5%; while active claimants (6,536) and non-insured clients (2,858) dropped by 31.0% and 6.0%, respectively. The decline in active claimants can largely be attributed to the Labour Force Attachment (LFA) policy change that tightened eligibility for the Feepayer program. This program allows laid off workers to invest in their own training and continue to receive their regular EI benefits while in training. There was a drop of 1,611 Feepayer program applicants in FY1920, which accounts for 17% of the 31% decline in active claimants served. The number of non-insured clients decreased for a third consecutive year.

As for their shares of the total number of clients, active claimants declined by 9.3 percentage points to 52.0%, while former claimants (16.9%), PPE (8.3%) and non-insured clients (22.8%) advanced by 4.6, 1.6, and 3.1 percentage points, respectively. The total number of interventions delivered in Nova Scotia declined for a third consecutive year, totalling 25,274 in FY1920, decreasing by 7.7% year-over-year. The province is also undertaking a review of how interventions are documented and tracked, to improve the activity measurement process. At 78.8% (+4.9 percentage points) of all interventions, EAS-interventions remained the most used intervention type in Nova Scotia.

A total number of 3,834 insured clients returned to work after participating in an EBSM-similar program, which is 1,241 (-24.5%) less than in FY1819. The decrease in insured clients employed is largely due to administrative and system issues that are being investigated by Nova Scotia and the Government of Canada. An estimated 1,850 employed results were incorrectly deducted from the total, which would bring the count to 5,684; which would be 609 more than in FY1819 (+12%). Unpaid EI benefits fell from \$26.43 million to \$22.95 million, representing a 13.2% year-over-year decline.

In addition to the Province's share of the ongoing \$1.95 billion dollars in LMDA program funding (\$77.5 million), some expenditures were also drawn from the additional \$250 million LMDA envelope announced in Budget 2017 (\$10.3 million, of which \$915,000 was used towards administration costs). The Province also fully invested the additional targeted funding made available to support workers in seasonal industries, which was \$1.6 million. Nova Scotia did not access the \$500,000 additional funding to help workers in steel and aluminum industries affected by the U.S. trade dispute.

In recent years, the Government of Nova Scotia has been working closely with seasonal industries including tourism, fisheries and agriculture, to better support their need to address workforce challenges. Through recent workforce studies and available labour market information, it has been

determined the tourism, fisheries and agricultural sectors all have workers who experience unique challenges due to the cyclical nature of their work. Ongoing work with these sectors and discussions with Tourism Nova Scotia, the Department of Agriculture and the Department of Fisheries and Aquaculture, have determined training to be a need.

Under the LMDA-funded Sector Council Program, the Nova Scotia Tourism Human Resource Sector Council and the Nova Scotia Fisheries Human Resource Sector Council used the targeted funding to provide support to seasonal industry sectors for recruitment, attraction, retention, and training of workers.

The additional targeted funding will also allow for the provision of skills training to those most in need in these sectors and allow these individuals to increase their employability skills, essential skills, as well as their technical skills. This work will continue into FY2021 to fully assess the impact of the COVID-19 crisis on these seasonal industries and to deliver customized solutions, where appropriate.

Chart 10 – Volumes by EBSM client type, FY0910 to FY1920

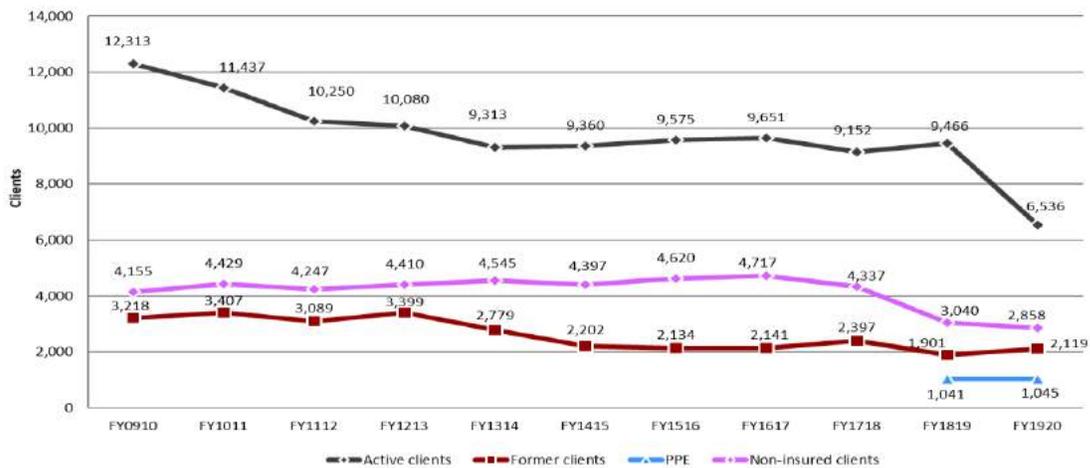


Chart 11 – Volumes by EBSM client age, FY0910 to FY1920

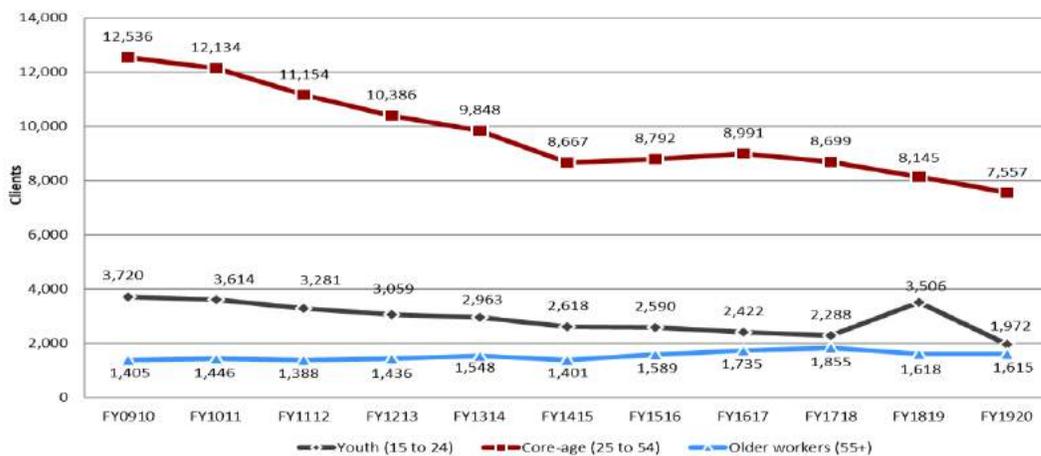


Chart 12 – Key performance indicators, FY0910 to FY1920

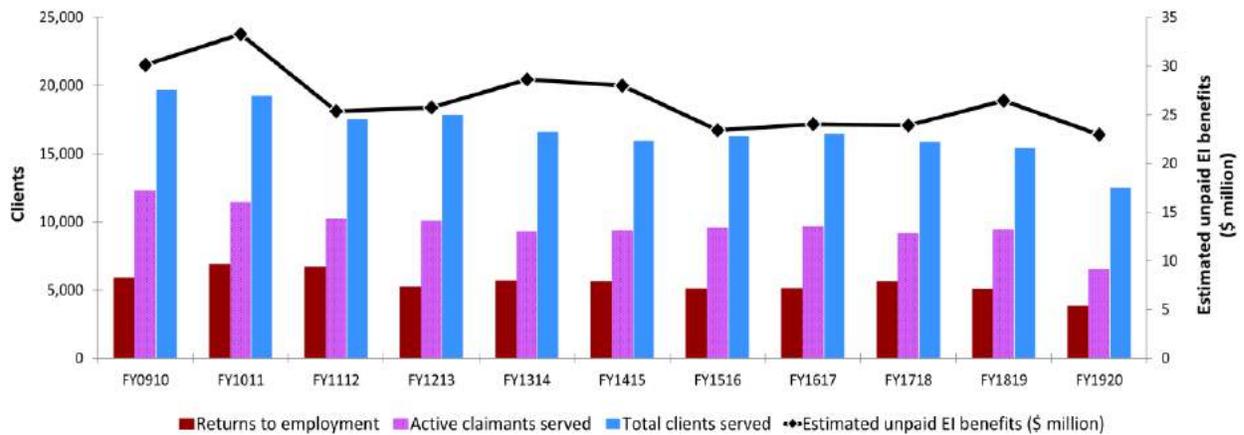


Table 9 – Nova Scotia: EBSM-similar programming, FY1920

		Interventions	Year-over-Year Change	Expenditures (\$ 000s)
Employment Benefits				
SD-R	Nova Scotia Skills Development	1,710	-51.3%	34,346
SD-A	Nova Scotia Skills Development	1,725	-14.1%	
TWS	START	1,192	28.4%	4,123
SE	Nova Scotia Self-Employment Benefit	570	2.2%	6,191
JCP	Nova Scotia Job Creation Partnerships	152	14.3%	1,280
Support Measures				
EAS	Nova Scotia Employment Assistance Services	19,925	-1.5%	27,249
LMP	Nova Scotia Labour Market Partnerships	N/A	N/A	11,479
R&I	Research and Innovation	N/A	N/A	3,822

3.2.4.3 Employment benefits

In FY1920, Nova Scotia delivered a total of 5,349 (-25.0%) Employment Benefits compared to 7,136 in FY1819. A policy change around client eligibility for the Feepayer program (SD-R) impacted this decline the most (-1,800; -51.3%), followed by SD-A (-282; -14.1%); whereas TWS (264; +28.4%), SE (12; +2.2%) and JCP (19; +14.3%) advanced. Expenditures on Employment Benefit interventions declined by \$2.4 million (-5.0%) year-over-year, to \$45.9 million in FY1920.

Skills Development Program provides successful training to a single parent

In February 2018, a single parent of two small children was referred to our Nova Scotia Works (NSW) office by the Department of Community Services. He wanted to explore funding options to return to school to study a trade. While he had some education and work experience, it was not enough to make him marketable to new employers, particularly after moving to rural Nova Scotia.

Through career decision making the client decided he wanted to study the two-year Welding program at the Burrige campus of the Nova Scotia Community College. He worked with his Case Manager to submit an application for Skills Development funding and was successful in securing funds to study this program.

Both prior to and during his schooling the client faced many unexpected barriers/life situational challenges, including unexpectedly having to find new housing, losing childcare, having his vehicle break down, along with other situations that left him scrambling many times.

Fortunately, he did not let these incidents defeat him, and he kept pushing to stay in the Welding program and complete his educational goal.

In May 2020, the client graduated from the Welding program and has started his career as a professional Welder. No longer a student, he now keeps busy working full-time, caring for his two boys, and most recently has begun volunteering as a Fire Fighter. He has also begun living his best life as an openly queer trans man and is engaged. Not only does he continue to be an invaluable member of his family but is also an important member of his local economy and community.

3.2.4.4 Support measures: EAS

Nova Scotia delivered a total number of 19,925 EAS interventions in FY1920, 307 (-1.5%) fewer interventions than in FY1819. This drop is mainly attributed to Group Services (-808; -100%) as Employment Service and Individual Counselling increased by 375 (+2.1%) and 126 (+6.8%), respectively. Overall expenditures on EAS decreased by \$6.1 million year-over-year, to \$27.2 million in FY1920.

EAS program helps a newcomer obtain full-time employment

Suvarna Hyma Phani Sarvepalli is an internationally trained accountant with over 10 years work experience in India. In October 2018, she immigrated to Canada with her husband and children with the hopes of continuing to work in her profession in Nova Scotia. To help her during her job search journey she contacted the Immigrant Services Association of Nova Scotia (ISANS) and started participating in various employment interventions and working with an Employment Specialist about two months after she arrived.

Suvarna's largest employment barrier was her interview skills. She had difficulty providing enough detail in her examples due to nerves and lack of interview practice. At the beginning of her job search, she got many interviews for accounting relating jobs but none of those interviews turned into real job offers. To help her pass these interviews we referred her to multiple mock/practice interview sessions with volunteer HR professionals at ISANS but nothing seemed to stick.

By spring 2019, her confidence levels in finding a job had decreased to the point where finding a job seemed almost impossible. This is when she started to commit to participating in more employment interventions. First, she took our online Job Search Strategies workshop, which is a six-module workshop that teaches clients about resume writing, cover letter writing, interview preparation, networking, and Canadian workplace culture. As she took this workshop, she continued to work one-on-one with her Employment Specialist to improve these skills.

To help connect her to employers in her field she was referred to our Skills Match online recruitment tool and to an in-person recruitment session with MUFG Fund Services Ltd. She was also referred to our Professional Placement Program where she was eventually connected and placed in a six-week voluntary work experience as a Bookkeeper with Templeton Properties on September 2019. Her manager was so impressed with her work during the placement that they wanted to hire her as a paid full-time employee, however, because they were a small company they did not have the financial means to do so.

To help alleviate this problem Suvarna and the company applied for funding under the NS START program. The funding was approved and after almost one year after immigrating to Canada Suvarna started her paid eight-month placement with Templeton Properties as a Bookkeeper on October 2019. After the contract ended in June 2020 she was hired on as a full-time employee and has been happily working there ever since.

Without the NS START program and various ISANS employment interventions, Suvarna would have continued to struggle to get her first Canadian job in her field. She plans to continue to grow in her field and after her maternity leave next year, she will start her journey to gain CPA licensure with financial support through the Atlantic Immigrant Career Loan Fund to complete the certification process, and she hopes to attend ISANS financial services bridging program to help her on this path.

3.2.4.5 Other support measures: LMP and R&I

Expenditures on LMP more than doubled in FY1920 (\$11.5 million) compared to FY1819 (\$4.7 million), while funding of R&I initiatives declined by 23.4% year-over-year, to \$0.3 million in FY1819.

Nova Scotia funded four projects under the Research and Innovation support measure in FY1920. Although none concluded during the year, here is how they have progressed so far:

- Development continues on the Digital Nova Scotia platform, which will significantly enhance the Province's on-line presence for employment and training information and assisted service capacity.
- An agreement with Mount St. Vincent University in Halifax will help develop a Centre for Digital Learning, which will be a resource and provide on-line learning best practice support for a number of universities and Nova Scotia Community College campuses in the region.
- Nova Scotia has invested in the Programme for the International Assessment of Adult Competencies (PIAAC), an international initiative to survey adults in areas such as literacy, numeracy and problem solving skills. The investment will fund the entire sampling needs for Nova Scotia in the next PIAAC cycle.
- Nova Scotia continues to partner with Phoenix Youth Programs, to fund a pilot workplace attachment program for under-represented groups, and the project will work in collaboration with the Centre for Employment Innovation at St. Francis Xavier University. The project will run until Oct 2020.

3.2.5 New Brunswick

In 2019, New Brunswick's real GDP increased by 1.2%, which was below the national growth rate (+1.9%). In 2020, New Brunswick's real GDP is forecast to have dropped by about 4.3%, with the Province's resource industries significantly affected by the impacts of the COVID-19 crisis and an already struggling export sector prior to the pandemic.

New Brunswick : EBSM Key Facts			
Total Clients Served: 21,997			
Insured Clients		Non-Insured Clients	
14,711	↑	7,286	↓
Total Interventions: 44,741			
Intervention Type	FY1920	Year-over-Year Change	
Employment Benefits	13,346	4.6%	↑
Support Measures: EAS	31,395	10.8%	↑
Relative Share of Interventions			
Intervention Type	FY1920	Year-over-Year Change(pp)	
Employment Benefits	29.8%	1.3	↓
Support Measures: EAS	70.2%	1.3	↑
Total Allocation: \$100.0 million			
Total Expenditures	FY1920 (\$ million)	Year-over-Year Change	
Employment Benefits	\$73.3	6.2%	↓
Support Measures: EAS	\$8.5	10.6%	↑
LMP and R&I	\$17.5	41.1%	↑
Total Expenditures ¹	\$99.2	1.1%	↑
Estimated Unpaid EI benefits (\$ million)			
FY1819	FY1920	Year-over-Year Change	
\$25.00	\$26.37	5.5%	↑

¹ Totals may not add up due to rounding; does not include accounting adjustments.

Leading up to the pandemic, labour market conditions had been relatively stable in New Brunswick. Employment (+1,300; +0.4%) edged up slightly year-over-year between FY1819 and FY1920, with the unemployment rate unchanged at 8.0%. On a net basis, employment increases occurred almost entirely in the goods-producing sector, mainly in construction (+1,800; +7.6%), with a drop in manufacturing (-900; -2.8%). In the services-producing sector, net gains recorded in professional, scientific and technical services (+1,200; +7.4%); health care and social assistance (+900; +1.4%); and public administration (+1,000; +4.1%) were somewhat offset by net job losses in accommodation and food services (-2,000; -8.7%).

New Brunswick's economy and labour force continued to face on-going challenges such as slow population growth, an aging population and net 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, many job openings will still be in demand as a result of high replacement demand (e.g., retirements). New Brunswick continues to focus on attracting, retaining and educating a highly skilled workforce. To ensure New Brunswick can be responsive to labour market challenges and opportunities, the Province plans to continue to:

- collaborate with employers and workers to respond and support them in addressing their workforce as well as training needs;
- promote and increase adult literacy, essential skills and continuous learning;
- increase participation in post-secondary education;
- increase the size, skill level and productivity of New Brunswick's work force;
- improve access to and dissemination of relevant labour market information; and
- invest in innovative programs and services including workplace learning, upskilling employees and experiential learning as well as on the job training.

3.2.5.1 Managing for results

FY1920 saw further implementation of Human Resource Support Services (HRSS). As an employer case management process, HRSS assists employers in assessing their human resource needs, recommends options and supports their implementation. HRSS also helps employers in management of the people within their business, which includes attracting and retaining the right workers to meet operational needs. A new system was contracted to gather and track the case management of employers being served under HRSS. This in turn will provide a source of local labour market information, supporting current and future evidence-based decision making as it concerns employer initiatives.

During FY1920, the implementation of the Workplace Connections (WPC) service started. This new tool is a client focused wage subsidy service. A placement under WPC is initiated because of a client's employment action plan. Whether career exploration, skills enhancement or experiential in nature, such a need can be fulfilled by contracting an appropriate employer to act as a mentor, while providing a work placement to the client.

As a result of the COVID-19 pandemic, the Province's initiative to offer New Brunswick employers and job seekers a virtual environment to attend job fairs was thrust into implementation at the end of FY1920. The Virtual Job Fair platform has allowed the Province to put on Job Fairs during the pandemic, while easily abiding by physical distancing restrictions. The events have become in high demand by New Brunswick's partner departments and other jurisdictions. Not only does the platform allow for such activity to continue during the COVID-19 crisis, it also allows Job Seekers from across the nation and beyond to attend the job fair, if desired. This represents an additional tool to facilitate recruitment activities with and for the employers of New Brunswick.

3.2.5.2 Clients, interventions and expenditures

In FY1920, the total number of clients served in New Brunswick grew by 2.2% (+470) to 21,997. While non-insured clients (7,286) dropped by 3.5% year-over-year, active claimants (10,716), former claimants (2,595) and PPE (1,400) increased by 3.2%, 14.7% and 5.5%, respectively. With respect to their shares of

the total number of clients served, non-insured clients (33.1%) decreased by 2.0 percentage points, as active claimants (48.7%), former claimants (11.8%) and PPE (6.4%) rose by 0.4, 1.3 and 0.2 percentage points, respectively.

In FY1920, New Brunswick delivered 3,643 more interventions (+8.9%) than in FY1819, for a total of 44,741. At 70.2% of all interventions, EAS remained the most used intervention type in the Province. In total, 8,848 individuals (+10.2%) were employed after participating in an EBSM-similar intervention. Unpaid EI benefits advanced from \$25.00 million to \$26.37 million, a year-over-year increase of 5.5%. Total expenditures on EBSMs (\$99.2 million) rose by 1.1% year-over-year. These expenditures include the Province’s shares of the ongoing \$1.95 billion in LMDA program funding (\$88.9 million) and the \$10.0 million as part of the total \$250.0 million envelope in additional funding announced in Budget 2017.

New Brunswick only requested \$1.1 million to support workers in seasonal industries in FY1920, of the \$2.2 million made available.

Chart 13 – Volumes by EBSM client type, FY0910 to FY1920

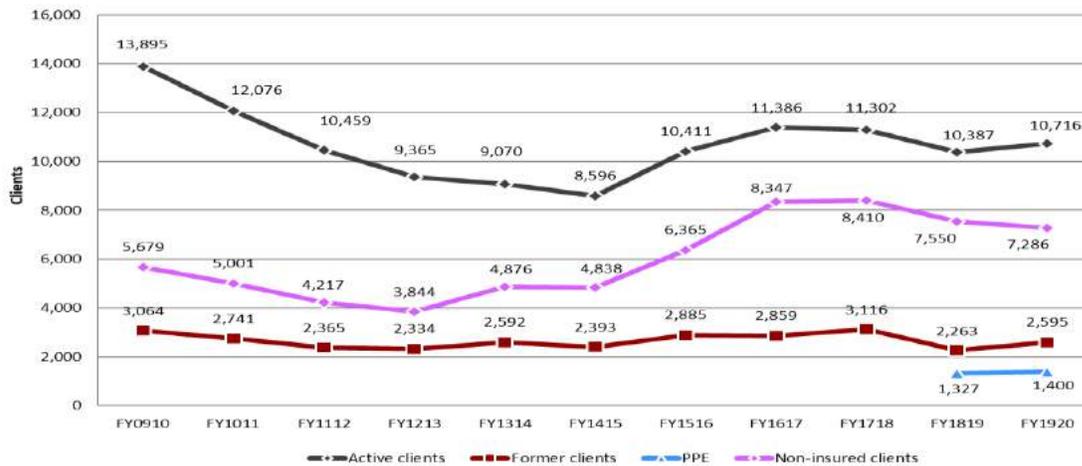


Chart 14 – Volumes by EBSM client age, FY0910 to FY1920

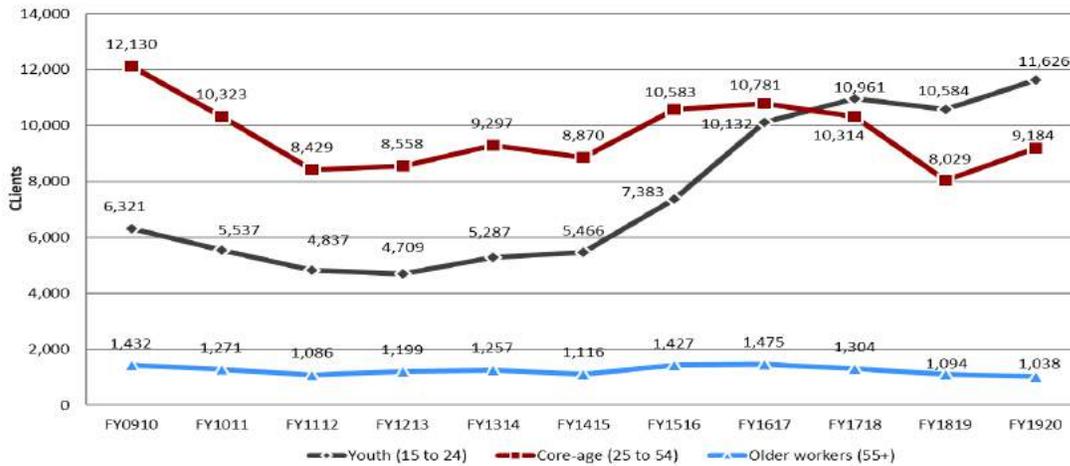


Chart 15 – Key performance indicators, FY0910 to FY1920

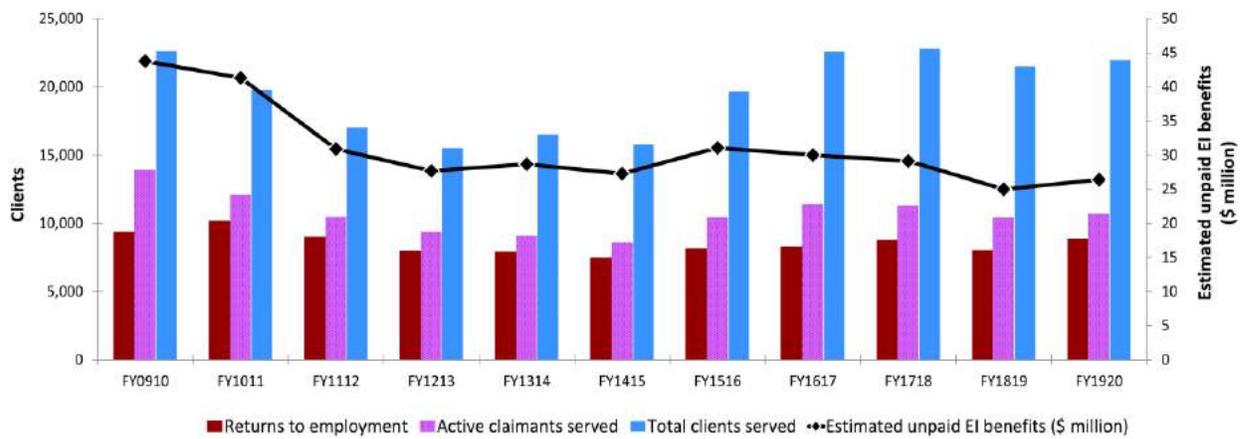


Table 10 – New Brunswick: EBSM-similar programming, FY1920

		Interventions	Year-over-Year Change	Expenditures (\$ 000s)
Employment Benefits				
SD-R	Training and Skills Development Program	8,148	13.0%	54,116
SD-A	Training and Skills Development Program	2,096	2.0%	
TWS	Workforce Expansion—Employer Wage Subsidy	2,842	-12.7%	14,135
SE	Workforce Expansion—Self-Employment Benefit	260	4.8%	5,071
Support Measures				
EAS	Employment Assistance Services	31,395	10.8	8,470
LMP	Adjustment Services	N/A	N/A	17,348
R&I	Research and Innovation	N/A	N/A	105

3.2.5.3 Employment benefits

For a sixth consecutive year, New Brunswick delivered a growing number of Employment Benefit interventions, totaling 13,346 (+4.6%) in FY1920. With the exception of TWS (-412; -12.7%), all other benefit types increased: SE (+12; +4.8%), SD-R (+940; +13.0%) and SD-A (+42; +2.0%). Expenditures towards Employment benefits dropped by \$4.8 million (-6.2%) to \$73.3 million, mainly due to 16% decrease on spending toward Targeted Wage Subsidies.

3.2.5.4 Support measures: EAS

In FY1920, New Brunswick delivered 3,061 additional EAS interventions (+10.8%) over the previous fiscal year, for a total of 31,395. Both Employment Services (9,148) and Individual Counselling (22,247) advanced by 1.8% and 15.0%, respectively. The province's expenditures on EAS (\$8.5 million) increased by about \$800,000 (+10.6%).

In FY1920, New Brunswick spent \$412,764 of the \$1.1 million of additional targeted funding received in supports of workers in seasonal industries. The spending was divided between \$277,064 under the Employment Assistance Services (EAS) program and \$135,700 under Labour Market Partnerships for projects/strategies in support of human resource planning and dealing with labour market adjustments.

3.2.5.5 Other support measures: LMP and R&I

For a fourth consecutive year, expenditures on other support measures rose in New Brunswick, reaching \$17.5 million (+41.1%) in FY1920. While expenditures on LMP continued to grow for the fourth consecutive year, those on R&I declined over the same period. In FY1920, New Brunswick spent \$17.3 million (+43.7%) for LMP and about \$100,000 (-64.3%) for R&I.

EBSMs-in-Action

"When clients enter our office, the real struggles don't always present themselves, however with this client she was always self-aware and upfront with her barriers. Prior to coming to a Working NB office, this client had been referred for Employment Counselling services with an EAS contract by her Social Development (SD) Case Manager. She had worked off and on with this service for 10 years wanting to improve her life, she just was not in a position to realize those goals yet, she was a single mother and providing for her child was her priority. She came with great challenges at times because she is a vocal person and her opinions, comments or view points weren't always welcomed or heard. She battled financial hardship, past mistakes and a tainted reputation for someone trying to remake her life in rural NB. She would go on to get her GED through the Community Adult Learning Program (CALP). This client is very intelligent but life's circumstances and this client's past decisions impeded her from graduating from high school in the traditional way. Her biggest turning point was during her time in the Experiential Learning and Employment class. She was a leader, she found her stride, and she made connections and completed this program with flying colours. You could see the confidence building and the critical thinking begin as she navigated her own path to the next steps. Her goal was always to show her son to work hard and you will have more opportunities. She did not want him to have the same hardships she had, she did not want him to have too much pride to ask for help. She often claims to tell friends, neighbours and anyone who needs it about our services and the help that is available.

After overcoming one of her biggest barriers to employment, this client was selected for sponsorship to receive a pardon. This client does not hide the fact that she made bad decisions previously in her life and that has caused many struggles. She put in the work and built the networks to finally overcome this major hurdle preventing her from moving forward with her path to employment. Her story is one of many layers and was featured in the NB magazine AgelessNB.

She was ready for the next phase. She applied and was accepted to a program at New Brunswick Community College (NBCC). Despite COVID-19, this client continued to excel in her education and graduated. The client spent the next few months job searching and found a few hours each week doing book work for small businesses. This client had applied for several jobs and worked with her employment counsellor to discuss potential employers, review her resumé, and discuss the interview process to secure full-time employment. This client had come full circle and was ready for work. With her determination and some creativity from our office we found a fit directly related to her field of study. When the client found out about this opportunity from the employer she contacted our office and was elated. She said "my son is going to be so proud" to which I said "yes he will and you also should be proud of yourself" and she said "I am".

The impact we have had on this client is life changing but in turn the impact this client has had on us is equally rewarding. Our services both internally and externally contributed to this client's ability to succeed and also provide the skills to be self-sufficient."

3.2.6 Québec

In 2019, Quebec's real GDP grew by 2.7%, outpacing the 1.9% growth recorded nationally. For 2020, estimates point to a contraction in the economy of around 6.0%. This sharp decline in growth is due primarily to the impacts of COVID-19 on the Province's economy.

Quebec: EBSM Key Facts			
Total clients Served : 198,954			
EI clients		Non-insured clients	
147,844	↓	51,110	↓
Total interventions: 246,799			
Interventions type	FY1920	Year-over-Year Change	
Employment Benefits	32,485	2.2%	↓
Support Measures: EAS	214,314	9.7%	↓
Relative share of interventions			
Interventions type	FY1920	Year-over-Year Change (pp)	
Employment Benefits	13.2%	0.9	↑
Support Measures: EAS	86.8%	0.9	↓
Total allocation: \$643.9 million¹			
Total Expenditures	FY1920 (\$ million)	Year-over-Year Change	
Employment Benefits	\$356.0	6.6 %	↑
Support Measures: EAS	\$141.8	3.2 %	↓
LMP and R&I	\$139.5	18.4 %	↑
Total Expenditures ¹	\$637.4	6.5 %	↑
Estimated unpaid benefits (\$ million)			
FY1819	FY1920	Year-over-Year Change	
\$293.92	\$302.81	3.0%	↑

¹ Quebec invested \$6.6 million of its total allocation towards administration costs, representing 10% of the Budget 2017 additional funding the Province received in FY1920.

² Totals may not add up due to rounding; does not include accounting adjustments.

In FY1920, Quebec's labour force grew to 4,542,500 (+1.4%). Consistent with previous fiscal years, employment increased (+67,700; +1.6%), from 4,236,200 to 4,303,800, primarily in full-time positions (+64,800; +1.9%). For a fourth consecutive year, the unemployment rate declined to 5.3 percent in FY1920, a marginal decrease of 0.2 percentage points.

Both the goods-producing sector (+28,700; +3.3%) and the services-producing sector (+39,000; +1.2%) contributed significantly to the increase in employment. Within the goods-producing sector, employment increased in construction (+22,200; +8.9%) and manufacturing (+10,500; +2.2%), while it contracted in utilities (-2,500; -9.2%). The services sector saw net gains in the transportation and warehousing (+19,500; +8.8%); finance, insurance, real estate, rental, and leasing (+8,700; +3.7%); professional, scientific, and technical services (+12,400; +3.7%); education (+7,700; +2.6%); public administration (+5,400; +2.2 percent); and, health care and social assistance (+17,000; +2.9%).

However, this increase was partially offset by significant net losses in business, building and other support services (-20,300; -10.7%); and accommodation and food services (-17,600; -6.6%).

In its strategic plan for the 2019-2023 period, the Ministère du Travail, de l'Emploi et de la Solidarité sociale (MTESS) has identified the challenges facing the labour market. As in previous fiscal years, the Quebec labour market faced the following main challenges in FY1920:

- an aging population;
- increased labour shortages; and,
- a shift in the economy towards automation, digitization and information technology.

To address these challenges, the Government of Quebec developed a set of priorities for FY1920 based on four strategic directions:

- support more businesses in adapting their human resource management practices to current labour market conditions;
- integrate and maintain in employment the greatest possible number of people, notably through skills development, particularly for people from groups under-represented in the labour market, as well as social assistance clients; and,
- ensure a good link between public employment services and their labour market partners, and between interventions with individuals and those with businesses.

In January 2019, MTESS launched the *La Grande Corvée* initiative, which aims to proactively support businesses experiencing difficulties in filling job vacancies, to help them find a suitable solution, regardless of their economic sector. Through this, Quebec plans to support an increased number of businesses, in the context of labour shortages. One year after its launch, the ministry has had a positive assessment of the actions implemented to counter the labour shortages. The initiative reached more than 20,000 businesses, and more than 15,000 businesses have started an intervention, an increase of 30.8% from one year to the next. In addition, MTESS provided more than \$170 million in investments to businesses, a 40.0% year-over-year increase.

MTESS has also continued to move towards more structural interventions aimed at under-represented groups. For example, providing experienced workers with a wage subsidy to maintain their labour market participation. These interventions are part of the *La Grande Corvée* 2.0 framework.

3.2.6.1 Managing for results

To ensure that it responds adequately and quickly to labour market needs, Quebec has a partnership structure that is unique in Canada. In terms of planning, la Commission des partenaires du marché du travail (CPMT), which brings together representatives of employers, unions, the educational sector and community organizations, works with the MTEES to guide public employment services to meet the needs of all partners. This collaboration takes the form of the development of a labour force and employment annual action plan. The management and delivery of public employment services are planned in a decentralized manner, for greater adaptation to the needs of regional labour markets and local clientele. Thus, while respecting the major orientations of the Quebec action plan, the regional branches of Services

Québec are autonomous in the use of employment services, the implementation of strategies and the management of their intervention budget. Consequently, their use may differ from one region to another, depending on the priorities and characteristics of the region. Throughout the Province, employment services are carried out according to a results-based management approach, i.e., the Quebec action plan provides for annual targets for targeted results indicators, and the regional branches identify their contribution in their regional employment and labour force action plan. This management method makes it possible to carry out effective interventions and to assess the achievement of concrete results, particularly with regard to the return to employment after program participation.

Through MTESS, Quebec continues to build on its system of targeting, referral and feedback (TRF), which allows the Province to proactively reach out to EI applicants. Implemented jointly with the Government of Canada, and in use since 1999, the TRF system has proven so effective, that it is being implemented across all other provinces and territories.

Employment programming is carried out in partnership with organizations specialized in employability development and with organizations with an economic interest, to complement the activities of the Province's employment services, as well as to offer businesses and the population a variety of services according to their needs. Agreements with service provider partners include outcome targets. These organizations are also important in developing innovation to labour market programming in their service delivery.

3.2.6.2 Clients, interventions and expenditures

For the fourth consecutive year, the total number of clients served in Quebec decreased to 198,954 (-7.4%) in FY1920. With the exception of the number of PPE, which increased by 1.6% to 17,524, the number of active EI claimants (107,330) and non-insured clients (51,110) decreased by 7.7% and 12.2%, respectively. The number of former EI claimants (22,990) remained almost unchanged (-0.1%). In terms of their proportion among all clients, only the shares of non-insured clients (25.7%) declined by 1.4 percentage points, while the proportion of other types of clients remained roughly stable from one year to the next. This result reflects the economic situation that prevailed in Quebec at the time, with a historically low unemployment rate and a very high number of job vacancies.

The total number of interventions delivered in Quebec fell for the third consecutive year, reaching 246,799 (-8.8%) in FY1920. At 86.8% of all interventions, EAS interventions remain the most commonly used type of intervention. The number of individuals returning to employment after participating in programming increased for the seventh consecutive year, totaling 75,735 (+3,200; +4.4%) in FY1920. This represents 144.8% of the provincial target (52,300). Unpaid benefits from the EI Operating Account increased by 3.0% year-over-year to \$302.81 million.

In total, expenditures reached \$643.9 million in FY1920, including \$65.6 million in additional funding provided by Government of Canada, announced in Budget 2017. This also includes \$14.6 million in additional targeted funding to Quebec to support workers in seasonal industries (\$8.0 million), as well as those affected by U.S. tariffs in the steel and aluminum industries (\$6.6 million).

The additional targeting funding towards workers in seasonal industries allowed for the implementation of a pilot project, which extends the hiring periods of seasonal workers in businesses through training; and provides income support to unemployed workers entering training for whom EI benefits had expired. These additional funds were also invested in existing measures through services publics d'emploi (SPE) du Québec.

Chart 16 - Volumes by EBSM client type, FY0910 to FY1920

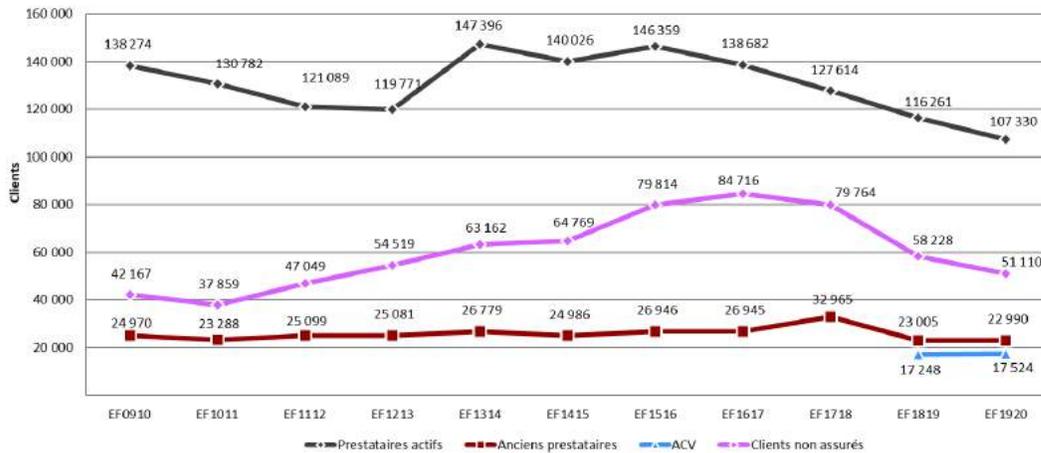


Chart 17 - Volumes by EBSM client age, FY0910 to FY1920

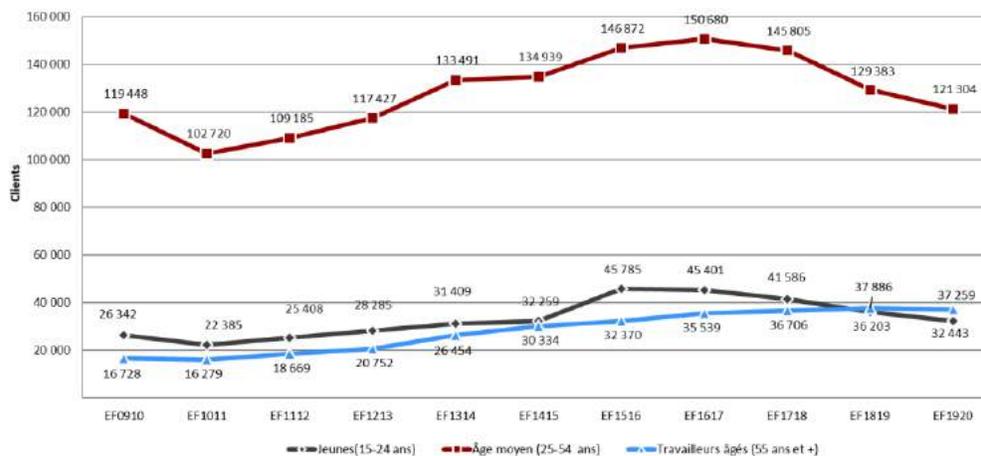


Chart 18 - Key performance indicators, FY0910 to FY1920

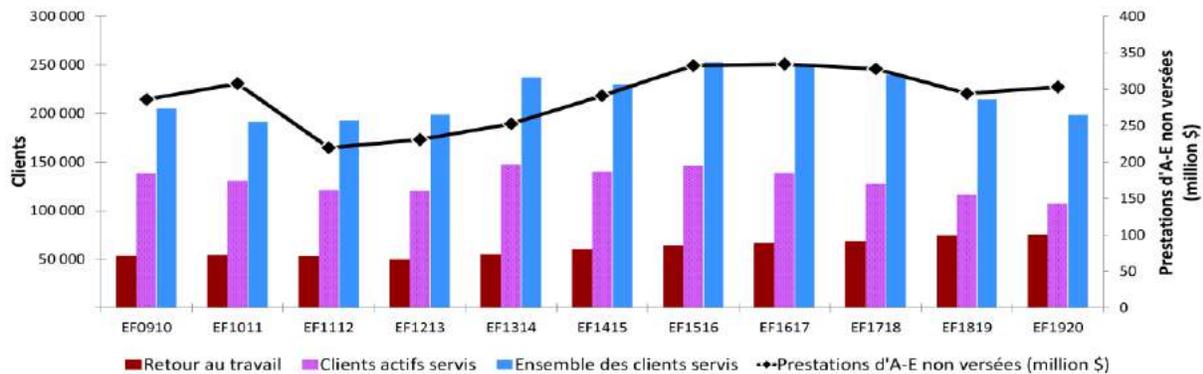


Table 11 – Québec – EBSM-similar programming, FY1920

		Interventions	Year-over-Year Change	Expenditures (\$ 000s)
Employment Benefits				
SD-R	Manpower Training Measure Job Readiness	22,138	-5.3%	223,100
TWS	Wage Subsidies	8,632	5.3%	109,809
SE	Self-Employment	1,715	4.7%	23,101
TES	Return to Work Supplement	0	0	0
Support Measures				
EAS	Labour Market Information Job Placement Job Research and Assistance Services	214,314	-9.7%	141,836
LMPs	Job Cooperation Services Manpower Training Measure for Enterprises	N/A	N/A	134,503
R & I	Research and Innovation Strategy	N/A	N/A	5,042

3.2.6.3 Employment Benefits

In Quebec, the number of Employment Benefit interventions declined by 2.2% (-725) year-over-year to 32,485 in FY1920. With the exception of SD-R (-1,238; -5.3%), all other types of interventions increased: TWS (+436; +5.3%), and Self-Employment (+77; +4.7%). In total, Quebec invested \$356.0 million (+6.6%) in Employment Benefits.

In FY1920, Quebec received an additional \$14.6 million to support workers in the steel and aluminum industries affected by the trade dispute and for workers and businesses in seasonal industries. Funding for workforce training initiatives (\$7.2 million) has enabled targeted workers to acquire relevant skills and thus meet the constantly changing needs of their employers. In addition, human resource management support initiatives for businesses helped them address workforce challenges (\$3.2 million). Finally, by encouraging employers to hire people at risk of long-term unemployment, the wage subsidy investment (\$2.2 million) helped stimulate employment and work experience.

3.2.6.4 Support measures: EAS

For the third consecutive year, the total number of EAS interventions contracted, totaling 214,314 in FY1920, a 9.7% (-23,059) year-over-year reduction. As in the previous fiscal year, all types of EAS interventions declined. Employment Services (177,382), Group Services (10,314), and Individual Counseling (26,618) declined by 3.9% (-7,226), 26.0% (-3,615), and 31.5% (-12,218), respectively. EAS expenditures of \$141.8 million decreased by 3.2%. One of the reasons for expenditure decline is the increasing use of costlier Employment Benefits to support clients who are further away from employment and the labour market.

3.2.6.5 Other support measures: LMP and R&I

Quebec's total expenditures on LMP and R&I increased by 18.4% to \$139.5 million in FY1920. LMP (\$134.5 million) and R&I (\$5.0 million) increased by 18.7% and 11.2%, respectively. These increases are attributable to the fact that Quebec has paid particular attention to supporting businesses in a context of labour shortages. The *Grande Corvée* is a concrete illustration of this. As part of this initiative, training measures allow employers to support their workers who do not have all the necessary skills to hold their position. A portion of certain costs are reimbursed, whether for the purchase of training or for the workers' salary, for example. With this measure, Quebec is encouraging companies to increase their productivity through training. Under R&I, Quebec has also launched innovation projects to evolve its labour market programming to reflect the needs of the current labour market.

3.2.7 Ontario

In 2019, Ontario's real gross domestic product (GDP) rose by 2.1%, exceeding the national growth rate of 1.9%. As reported in Ontario's 2020 Budget, the Province's real GDP is projected to decline by 6.5% in 2020, largely due to the impacts of the COVID-19 pandemic. However, it was also noted that an extraordinary degree of uncertainty prevails regarding the economic outlook, due to the uncertainty linked to the COVID-19 pandemic.

Ontario: EBSM Key Facts			
Total Clients Served: 197,512			
Insured Clients		Non-Insured Clients	
103,401	↓	94,111	↓
Total Interventions: 221,249			
Intervention Type	FY1920	Year-over-Year Change	
Employment Benefits	27,492	13.2%	↓
Support Measures: EAS	193,757	3.3%	↓
Relative Share of Interventions			
Intervention Type	FY1920	Year-over-Year Change(pp)	
Employment Benefits	12.4%	1.3	↓
Support Measures: EAS	87.6%	1.3	↑
Total Allocation: \$666.0 million¹			
Total Expenditures	FY1920 (\$ million)	Year-over-Year Change	
Employment Benefits	\$166.1	7.4%	↓
Support Measures: EAS	\$315.6	2.3%	↓
LMP and R&I	\$176.2	10.4%	↑
Total Expenditures ¹	\$657.9	0.6%	↓
Unpaid EI benefits (\$ million)			
FY1819	FY1920	Year-over-Year Change	
\$265.22	\$250.51	5.5%	↓

¹ Ontario invested \$8,107,201 of its total allocation towards administration costs, representing 10% of the Budget 2017 additional funding the Province received in FY1920.

² Totals may not add up due to rounding; does not include accounting adjustments.

Continuing a decade long trend, employment in Ontario increased by 176,100 (+2.4%), to 7,392,300, in FY1920. Both full-time (+148,600; +2.5%) and part-time (+27,400; +2.1%) positions contributed to this expansion. The unemployment rate remained relatively stable, at 5.7%, compared to 5.8% a year earlier. About 97% of the net employment growth in Ontario was in the services-producing sector, which increased by 171,300 (3.0%) to 5,924,400. Within the services sector, employment grew in wholesale and retail trade (+19,400; +1.8%); transportation and warehousing (+13,000; +3.4%); finance, insurance, real estate and leasing (+22,100; +3.8%); professional, scientific and technical services (+42,500; 6.7%); educational services (+13,500; +2.6%), health care and social assistance (+50,300; 5.9%); other services except public administration (+10,000; +3.4%); and public administration (+20,000; +5.6%). However, business, building and other support services (-2,000; -0.6%); information, culture and recreation

(-1,500; -0.5%); as well as accommodation and food services (-15,900; - 3.5%) experienced net losses. In the goods-producing sector (+4,700; +0.3%), net employment gains were recorded in agriculture (+3,200; +4.4%) and construction (+15,500; +2.9%). They were partially offset by net losses in forestry, fishing, mining, oil and gas (-1,400;-4.0%); utilities (-4,200; -7.1%); and manufacturing (-8,400; -1.1%).

In FY1920, Ontario was facing tight labour market conditions, with low unemployment rates by historical standards and many employers reporting recruitment challenges, particularly related to finding workers with specific skills and experience. Under-represented groups including youth, Indigenous peoples, persons with disabilities, recent immigrants and other vulnerable workers continued to face several barriers in the labour market. To address these issues, the Province worked with key stakeholders, with the goal to continue to inform the design, development and implementation of ongoing and new initiatives in FY1920. The Government of Ontario hosted pre-budget consultations, from late 2018 to early 2019, inviting individuals and organisations to attend consultations and submit feedback to identify the main labour market issues. Stakeholder engagement remains essential for Ontario to streamline the Province's efforts, through training and other services, to help Ontarians develop their skills, and gain sustainable jobs that are in demand, ensuring the workplace transformation from automation and new technologies, as well as accelerating underrepresented groups' integration.

Workforce Development Action Plan

Following commitments made in the 2019 Ontario Budget, the 2019 Fall Economic Statement confirmed that the government would continue its review of current training support programs to better match unemployed or underemployed people with available jobs. This would include making changes to Second Career and other skills training programs, to ensure they are helping job seekers get the skills they need to find work.

On March 9, 2020, before the COVID-19 pandemic forced the closure of many workplaces, Ontario announced its intention to develop a Workforce Development Action Plan, as part of its commitment to prepare people for jobs.

Ontario has committed to reviewing the current workforce development and training system, as well as to developing an Action Plan to modernize workforce development and training levers. This should improve outcomes for workers, businesses and, ultimately, Ontario's economy, contributing to the broader economic recovery and longer-term competitiveness of the Province.

3.2.7.1 Managing for results

Employment Service Transformation

Ontario continues to move forward with a transformation of its employment and training services, with the goal of creating one efficient, and outcomes-based system, to meet the needs of businesses, communities and all job seekers, including those on social assistance or with a disability. As part of the transformation, the government is integrating employment services from the Ontario Ministry of

Children, Community and Social Services' Ontario Disability Support Program and Ontario Works program into the Ministry of Labour, Training and Skills Development's Employment Ontario.

In the transformed system, newly created Service System Managers will plan, design and deliver core employment service functions (e.g., job search and placement services, etc.) and specialized services for people with higher or more complex employment needs. Implementation of the new employment services system is being phased, starting with three prototype regions. The prototype phase began in January 2020 and will generate learnings to support a province-wide roll-out of the model, starting in 2022.

3.2.7.2 Clients, interventions and expenditures

After four consecutive years of growth, the total number of clients served in Ontario declined in FY1920, totalling 197,512 (-8,194; -4.0%). While active claimants (51,739), PPE (24,302) and non-insured clients (94,111) contracted by 2.8%, 3.7%, and 6.5%, respectively, former claimants (27,360) advanced by 2.8% (+734). Compared to FY1819, the proportion of former claimants edged up by 1.0 percentage point to 13.9%, whereas that of non-insured dropped by 1.3 percentage point to 47.6%. The shares of other client types remained somewhat stable.

Compared to the previous fiscal year, the Province delivered 10,829 fewer interventions, for a total of 221,249 (- 4.7%) in FY1920. Consistent with FY1819, EAS remained the most used intervention type, with a share of 87.6% (+1.3%) of all interventions. A total number of 46,864 (-536; -1.1%) insured clients returned to employment after participating in an EBSM-similar intervention, surpassing Ontario's fiscal year target of 40,000 individuals returning to work. Unpaid EI benefits dropped by 5.5% to \$250.5 million.

Ontario's total expenditures amounted to \$666.0 million (+0.6%). This sum includes \$81.1 million received by the Province from the \$250.0 million in additional LMDA funding announced in Budget 2017, of which 10% was used for administration costs per flexibility in the LMDA for FY1920, to support Information and Information Technology (I&IT) costs related to the implementation of the new Performance Measurement Strategy developed with the Government of Canada. The Province also received additional targeted funding to support workers in seasonal industries (\$3.5 million), as well as those affected by the U.S. trade dispute in the steel and aluminium industries (\$12.0 million).

The use of the additional funding provided under Budget 2017

Ontario continued to use the additional funding to deliver its existing suite of programming through Employment Ontario.

Ontario made significant investments in Ontario Labour Market Partnerships (OLMP) in FY1920. OLMP provides financial assistance to local communities, sector groups, employee/employer associations and employers to develop and implement strategies that address and respond to local economic development, labour force adjustment and human resource planning issues.

The number of projects expanded in FY1920, with a total of 43 new projects started. This was due to an increased focus on understanding the local labour markets as well as enhancing community development and partnership building to support local solutions. Some examples of the innovative new projects that were undertaken with a start date in FY1920 include, but are not limited to:

- Human resource planning to support the recruitment and retention of qualified French language teachers and education workers across the Province.
- The development of a skills inventory of First Nations communities, serviced by the North Shore Tribal Council, also looking at labour market demands and challenges for members of those communities to participate in employment.
- An analysis of labour force commuting patterns in Eastern Ontario by the Eastern Ontario Wardens' Association, to support the design and operation of potential group transportation services.
- The development, facilitation and dissemination of "toolkits" for employers and jobseekers within the technology sector, to support sector growth and sustainability led by Talent X Charity (Formerly known as MARS Talent Development).
- Supporting the transition of Ontario military Veterans and Reservists to employment opportunities within the construction industry, to the occupation most relevant to their transferable skills and military experience.

In FY1920, Ontario also funded Skills Ontario (the provincial chapter of Skills Canada) under the Labour Market Partnership component of the LMDA. Skills Ontario is a province-wide, charitable, non-profit organization that aims to prepare Ontario's youth for the highly-skilled economy of the future, through promotion of apprenticeships, the skilled trades and technology careers.

Ontario continued to expand Research and Innovation activities directed at identifying better ways to help jobseekers prepare for and keep employment, as well as to participate productively in the labour force. This includes the delivery of SkillsAdvance Ontario (SAO) under the LMDA. SAO supported 38 projects in FY1920. SAO is a sector-focused workforce development pilot initially launched in fall of 2016. The pilot supports partnerships that bring together sector-based employers and employment and training providers, to develop a pool of job-ready, skilled workers that meet employers' workforce development needs. The SAO pilot helps job seekers and workers build the sector-specific soft skills and hard skills they need to obtain, succeed and advance in both entry-level positions and higher-level jobs in participating sectors. At the same time, it helps employers fill identified vacancies to meet workforce needs, by providing sector-focused employment services, including job matching and placement, as well as post-employment retention services.

Additionally, the Government of Ontario is transforming the employment services system in the Province by seeking innovative and efficient approaches to better connect individuals, including those in receipt of Social Assistance, people with disabilities, Indigenous people, Francophones and those who have unique needs to achieve sustainable employment. The transformed system is intended to work more effectively to meet employers' needs and better match job seekers to employers. This

transformation will integrate employment support services for Ontario Works and the Ontario Disability Support Program (ODSP) into a transformed Employment Ontario (EO), to create one system.

This transformation is intended to support the government's vision of building an employment services system that is locally responsive and community based, outcomes-focused, client-centered, and provides simplified and effective pathways to finding sustainable employment for individuals as well as businesses, based on their needs. Through the transformation of employment services, the ministry proposes to achieve the following outcomes:

- Clients find and sustain good jobs.
- Clients have access to the services they need when they need them.
- Clients decrease dependence on income assistance.
- Employers find the right workers with the right skills.
- The system is sustainable and serves clients more efficiently.

To achieve these outcomes, the ministry contracted with the following organizations to become Service System Managers (SSMs) during the prototype phase in the Catchment Areas of Peel, Hamilton-Niagara and Muskoka-Kawarthas:

- international APM Group Pty Ltd and WCG International Consultants Ltd – Peel;
- Fedcap Canada in Hamilton-Niagara; and,
- the Sir Sandford Fleming College of Applied Arts and Technology - Muskoka-Kawarthas.

Transfers as per the LMDAs in FY1920 provided planning funding to the above Service System Managers. During the Planning phase, planning funding was provided to Service System Managers, to undertake activities required to establish the capacity necessary to exercise the appropriate oversight over the network within the Catchment Area. These activities included building capacity and developing knowledge of the current local service delivery network (e.g., orientation, onboarding, training). They also included establishing operations including, but not limited to: leasing space, establishing a presence in the community (e.g., marketing, building stakeholder relationships, etc.), hiring of key staff and developing an interactive web presence. In addition, these activities included developing formal issues identification and resolution processes for referral organizations, service partners and clients (at the individual and system level); and establishing Transition Agreements for the Transition Period (April to December 2020).

Additionally, Ontario applied the flexibility to use up to 10% of the additional funding announced in Budget 2017 to support additional administration costs (up to \$8.1M). This includes approximately \$4.8M to support I&IT costs related to the implementation of a new performance measurement strategy and the Targeting, Referral and Feedback System.

The use of the additional targeted funding

In FY1920, Ontario invested over \$15.5 million of LMDA funding in programs such as Adjustment Advisory Program, SkillsAdvance Ontario and Pre-Apprenticeship, to support workers in seasonal

industries and those workers affected by the steel and aluminum trade dispute. The funding involved 24 projects, assisted more than 500 employers, and served over 2,000 clients.

Chart 19 – Volumes by EBSM client type, FY0910 to FY1920

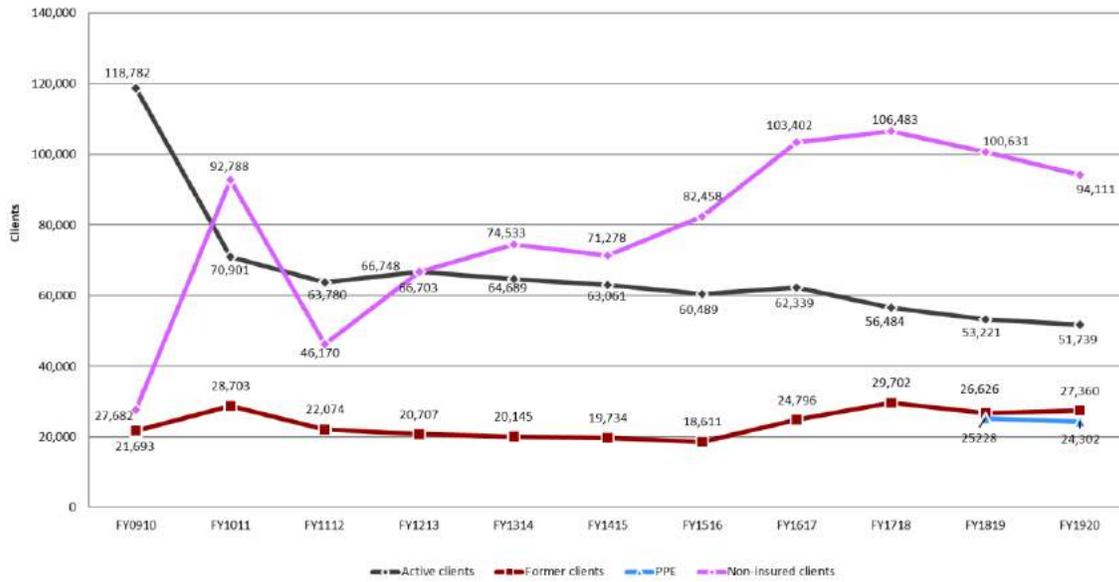


Chart 20 – Volumes by EBSM client age, FY0910 to FY1920

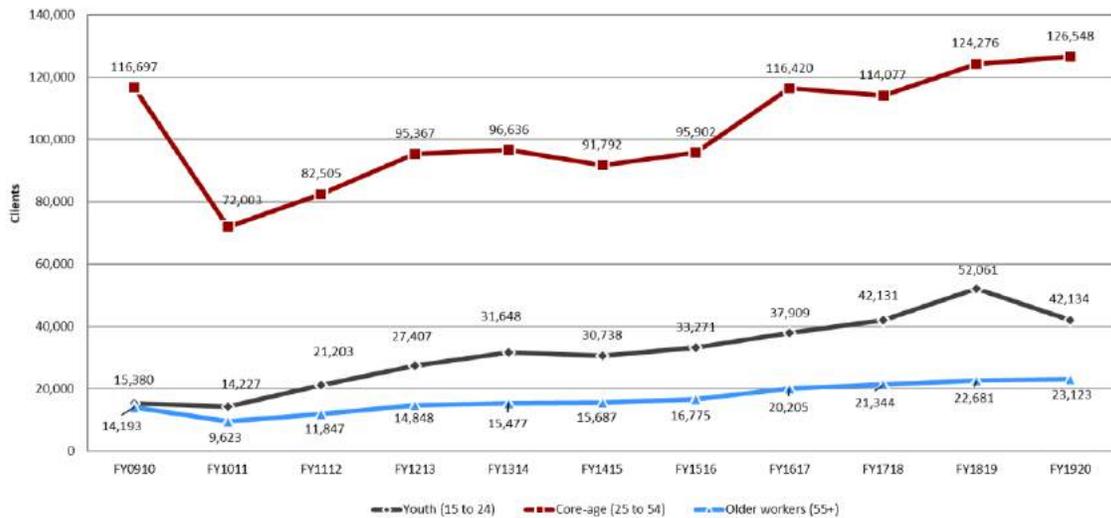


Chart 21 – Key performance indicators, FY0910 to FY1920

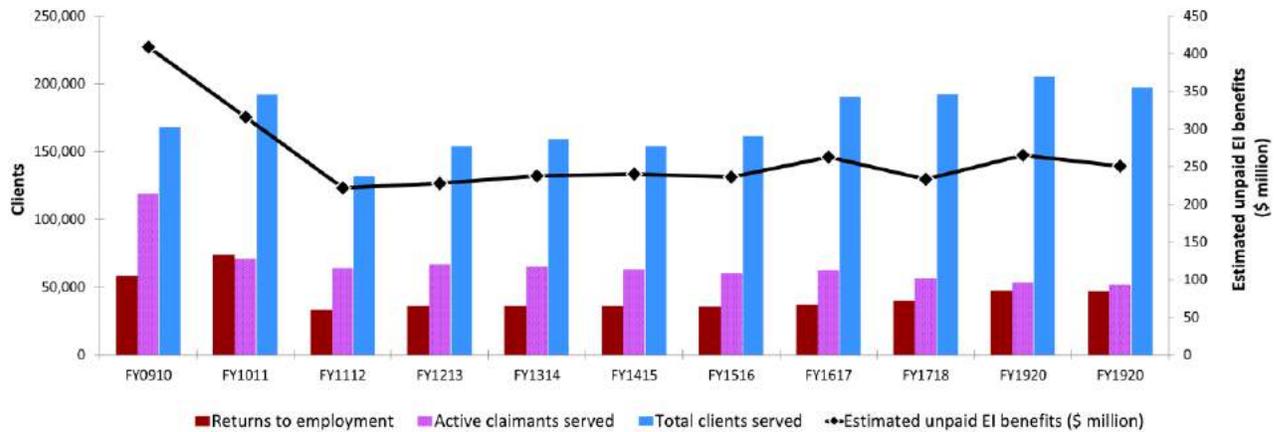


Table 12 – Ontario: EBSM-similar programming, FY1920

		Interventions	Year-over-Year Change	Expenditures (\$ 000s)
Employment Benefits				
SD-R	Second Career, Literacy and Basic Skills	8,932	-6.1%	164,418
SD-A	Skills Development–Apprenticeship	18,396	-1.6%	0
TWS	Job Placement with Incentive	0	-100.0%	0
SE	Ontario Self-Employment Benefit	0	N/A	0
JCP	Ontario Job Creation Partnerships	114	+0.9%	1,642
Support Measures				
EAS	Ontario Employment Assistance Services/ Employment Service	193,757	-3.3%	315,611
LMP	Ontario Labour Market Partnerships	N/A	N/A	80,350
R&I	Research and Innovation	N/A	N/A	95,858

3.2.7.3 Employment benefits

In FY1920, Ontario delivered 27,492 Employment Benefits, which was 4,199 (-13.2%) fewer interventions than in FY1819, mainly due to TWS no longer being delivered. Declines occurred in TWS (- 3,322; -100.0%), SD-R (-582; -6.1%), and SD-A (- 296; -1.6%), while JCP (+1; +0.9%) remained stable. For a fourth consecutive year, SE was not delivered in the Province. Expenditures towards Employment Benefits amounted to \$166.1 million (-7.4%).

Success Story: Literacy and Basic Skills

JP is 31 years old and was an inmate at the Toronto East Detention Centre, when he enrolled in the Corrections Literacy Initiative., an extension of the Literacy and Basic Skills program. Through the program, he was able to narrow down his passions and interests, namely a career in broadcasting (film and television).

Prior to receiving parole in March 2020, JP enrolled in a broadcasting program at Centennial College. Upon his release from the correctional facility, and in between starting school, JP could not work due to COVID-19 pandemic restrictions, so he reached out to the LBS service provider’s coordinator from the Corrections Literacy Initiative pilot. They helped him register for the Academic and Career Entrance program (ACE) English Communication course at Centennial College, which was a pre-requisite for the broadcasting program. JP successfully

completed the course, and now, after being out of high school for more than 10 years, he is a student enrolled in a three year college course.

3.2.7.4 Support measures: EAS

After four consecutive years of growth, EAS interventions in FY1920 dropped by 3.3% (-6,630) to 193,757. As was the case in previous fiscal years, Individual Counselling remained the only type of interventions delivered under EAS. The Province spent a total of \$315.6 million (-2.3%) on EAS.

3.2.7.5 Other support measures

In FY1920, total funding towards LMP and R&I amounted to \$176.2 million, a 10.4% increase year-over-year. This represents a sixth consecutive year of growth. Expenditures on LMP totalled \$80.4 million (-11.5%), R&I's funding increased by 39.3%, to \$95.9 million.

In FY1920, Ontario continued to provide the Canada-Ontario Job Grant as Employer-Sponsored Training, under the Labour Market Partnerships component.

Aggregate Employer Information

Employers by Size				
	Individual employers			Organizations
	Small (50 or fewer)	Medium (51-499)	Large (500 or more)	
Total	2,327	724	153	22

There were no R&I projects concluding in FY1920. However, the following R&I projects funded in FY1920 will be continuing into FY2021 and FY2122, with funding accrued from FY1920:

- Career Ready Fund; and
- Skills Catalyst Fund.

These projects were scheduled to end during the fiscal year. However, due to the impacts of the COVID-19 pandemic, activities have been extended. Ontario will provide the results/lessons learned from these projects in future editions of this report.

Ontario previously funded LinkedIn Learning (formerly known as Lynda.com) under the LMDA in FY1718 and FY1819. In FY1920, the last year of the project, it was funded under the Workforce Development Agreement.

Success Story: SkillsAdvance Ontario

James came to the Employment + Education Centre in December 2019 as he had heard about the program Pathways to Production. James was working as a Masonry in BC – where he was facing some health concerns and returned to his hometown Johnstown, ON, to be closer to his family for support. James knew he could no longer continue to do hard physical labour and needed to transition into a different sector. Only having his Grade 12 education, he was concerned with what employment opportunities might be available to him as his whole experience for over 20 years was in Masonry.

James was enrolled into the Pathways to Production program in January 2020. He knew this program would be a starting point for him and help him get connected to a Manufacturing/Production organization in his local hometown.

Pathways to Production started as a pilot project funded by SkillsAdvance Ontario consisting of Economic Development offices from Brockville, Gananoque, Prescott and the United Counties of Leeds and Grenville along with the Employment + Education Centre, CSE Consulting, KEYS and St Lawrence College. It started as a six week program to help local manufacturers who expressed a skills gap in their sector to help fill their current and future needs.

After the curriculum was completed, James undertook his two-week Job Trial Placement with a company in Johnstown. The two-week job trial was a chance for the employer to review the participant and see if the participant was a good fit for the organization.

James was successfully hired as a permanent employee and earning above the living wage for Leeds and Grenville. As this was a new skill set that James had to learn, he was determined and became a dedicated and reliable team player. Within a year, James was promoted to a Lead Supervisor at his organization.

Success Story: SkillsAdvance Ontario

On November 19, The Hospitality Workers Training Centre (HWTC) celebrated its 2019 Q2 graduation. The graduation was a celebration of the success of the participants.

Between July 1 to September 30th, 71 individuals graduated from Hospitality Workers Training Centre programs. Of the 71 graduates, 41 were funded through our SAO project; 22 males and 19 females. This included nine youth (19- 29), while ten were aged 30–39 and the remaining 22 were over 40. These job seekers experienced multiple barriers to employment and represented vulnerable groups including: racialized black youth, mature workers, refugees and persons with disabilities.

Michael, one of the SAO participants who identifies as having a disability, was proud to have completed the culinary training program and secured employment at restaurant in downtown Toronto.

The valedictorian, Merve, a refugee claimant who fled Turkey for safety shared her story of settlement, integration and success. She described how upon arrival she struggled with isolation, precarious employment, inadequate housing and fear. She was accepted in HWTC's Housekeeping Program. While she excelled in training and was hired right out of the placement, she found work culturally challenging, and integration into Canadian life to be difficult. She went on to describe that there were days she did not think she was going to make it, but, with encouragement from her employer, support from HWTC and from friends she had made during training, she succeeded. She shared her pride and amazement that she is now independent, economically stable and no longer afraid.

3.2.8 Manitoba

Manitoba's real GDP growth slowed down from 1.5% in 2018 to 0.6% in 2019. This was below the national growth rate of 1.9%. In 2020, a GDP contraction of 5.0% is expected to have occurred due to the impact of the COVID-19 crisis on the Province's economy.

Manitoba: EBSM Key Facts			
Total Clients Served: 25,156			
Insured Clients		Non-Insured Clients	
14,166	↑	10,990	↑
Total Interventions: 105,757			
Intervention Type	FY1920	Year-over-Year Change	
Employment Benefits	14,923	117.3%	↑
Support Measures: EAS	90,834	68.1%	↑
Relative Share of Interventions			
Intervention Type	FY1920	Year-over-Year Change(pp)	
Employment Benefits	14.1%	2.8	↑
Support Measures: EAS	85.9%	2.8	↓
Total Allocation: \$51.7 million			
Total Expenditures	FY1920 (\$ million)	Year-over-Year Change	
Employment Benefits	\$34.3	4.8%	↑
Support Measures: EAS	\$10.1	0.5%	↑
LMP and R&I	\$7.3	4.5%	↑
Total Expenditures ¹	\$51.7	3.9%	↑
Unpaid EI benefits (\$ million)			
FY1819	FY1920	Year-over-Year Change	
\$42.17	\$42.25	0.2%	↑

¹ Totals may not add up due to rounding; does not include accounting adjustments.

In FY1920, employment (654,700) in Manitoba remained relatively stable (+1,900; +0.3%), while the unemployment rate dropped, from 5.8% to 5.4%, year-over-year. In the goods-producing sector (+800; +0.5%), net gains in construction (+1,800; +3.8%), and in manufacturing (+500; +0.7%) were partly counterbalanced by net losses in forestry, fishing, mining, oil and gas (-1,100; -16.2%); utilities (-200; -3.4%); and, agriculture (-100; -0.5%). On the other hand, the services-producing sector (502,300) created 1,100 (+0.2%) net jobs year-over-year. Most jobs occurred in following industries: trade (+2,200; +2.5%); transportation and warehousing (+600; +1.6%); professional, scientific and technical services (+400; +1.4%); business, building and other support services (+400; +1.9%); educational services (+800; +1.6%); and public administration (+800; +2.3%). However, significant jobs losses on a net basis were recorded in information, culture and recreation (-1,100; -4.7%); finance, insurance, real estate and leasing (-800; -2.4%); other services (-1,700; -5.7%); and accommodation and food services (-700; -1.6%).

Manitoba's labour market context continued to focus on engaging those who are not participating in the labour force, increasing the skills of the current and future workforce, improving outcomes for those who continue to face barriers to participation, through targeted and innovative approaches, and assisting individuals to effectively transition to employment. During consultations, employers identified the need for more workers across a broad range of skills sets.

3.2.8.1 Managing for results

In FY1920, the Province continued to deliver programs and services to clients in urban, rural and northern communities that support labour market integration and advancement, as well as individuals to pursue post-secondary and labour market training leading to employment.

Manitoba engages with community stakeholders such as employers, business organizations, service providers, educational institutions and individuals to develop programs and services that address local labour market needs.

Manitoba has made enhancements to reporting and data collection processes to improve the breadth and detail of data collected, in order to get better information about programs and services.

3.2.8.2 Clients, interventions and expenditures

After four consecutive years of decline, the total number of clients served in Manitoba increased to 25,156 (+4.5%) in FY1920. With the exception of the active claimant count (7,801), which dropped by 7.7%, all other client-types advanced, with former claimants (3,352), PPE (3,013), and non-insured clients (10,990) rising by 8.7%, 19.7% and 9.7%, respectively. As for their shares of LMDA clients, active claimants (31.0%) decreased by 4.1 percentage points, while former claimants (13.3%), PPE (12.0%) and non-insured clients (43.7%) expanded, respectively, by 0.5, 1.5 and 2.1 percentage points.

In FY1920, Manitoba's total number of intervention rose by 73.6% (+44,848) to 105,757. At 85.9%, EAS remained the most used intervention-type. The number of insured clients who returned to work after participating in an EBSM-similar program rose by 40.5% to 6,279. Unpaid EI benefits (\$42.25 million) remained relatively stable (+0.2%) year-over-year.

Manitoba's total expenditures on EBSMs increased by about \$2.0 million (+3.9%) to \$51.7 million in FY1920. These expenditures comprised the Province's shares of the ongoing \$1.95 billion LMDA program funding (\$43.1 million) and of the \$250.0 million in additional funding announced in Budget 2017 (\$7.7 million). On top of these expenditures, \$0.9 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, which the Province did not access.

In FY1920, the additional funding provided under Budget 2017 supported a new program focused on addressing the language and employment needs of immigrants and newcomers in Manitoba. The program provides access for Manitobans to language training that supports labour market integration or advancement and/or training, leading to meaningful employment.

An expansion of the Futures Forward program increased support and access to employment services and resources designed to address the needs of youth currently in or transitioning out of care and into training opportunities, as well as sustainable employment. The project aims to improve labour market participation rates of youth currently or previously involved in the child welfare system.

Manitoba provided additional targeted funding to the Communities Economic Development Fund, to support workers in seasonal industries through the following four program areas: non-timber forest product training in northern communities, Wilderness Safety Training, Community Based Experiential Tourism Training and Fisher Helpers Training. The seasonal worker programs were impacted by the COVID-19 pandemic and, as a result, programs had to be put on hold or amended.

Manitoba provided funding to the Canadian Manufacturers and Exporters (CME), to deliver training tailored to address specific needs of the Steel and Aluminum sub-sector. CME exceeded its targets and were able to support organizations to receive training, improving critical skills and capacity for leaders in the industry.

In addition, Manitoba supported Manitoba Construction Sector Council, to build on the Steel Fitters training program and to target displaced employees, as well as to move them into employment by upgrading their skills. The project also engaged companies in a needs assessment.

Chart 22 – Volumes by EBSM client type, FY0910 to FY1920

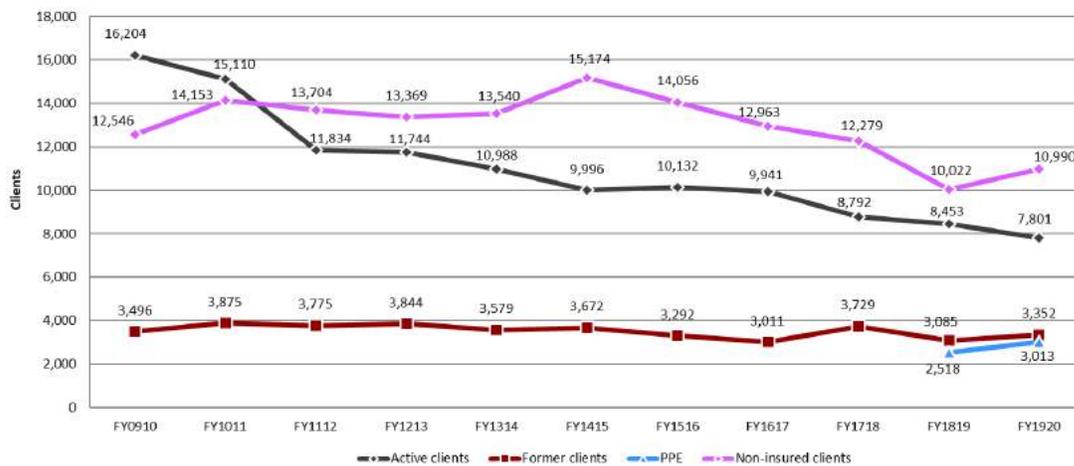


Chart 23 – Volumes by EBSM client age, FY0910 to FY1920

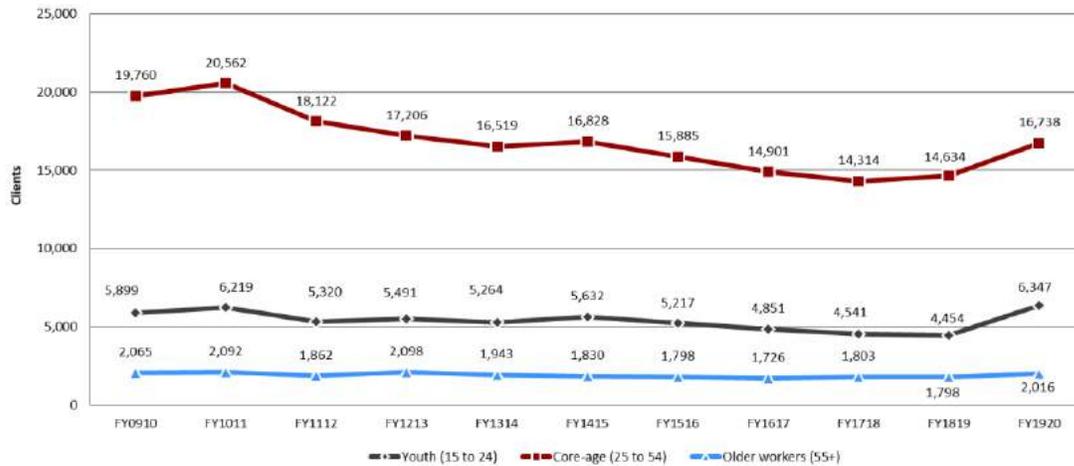


Chart 24 – Key performance indicators, FY0910 to FY1920

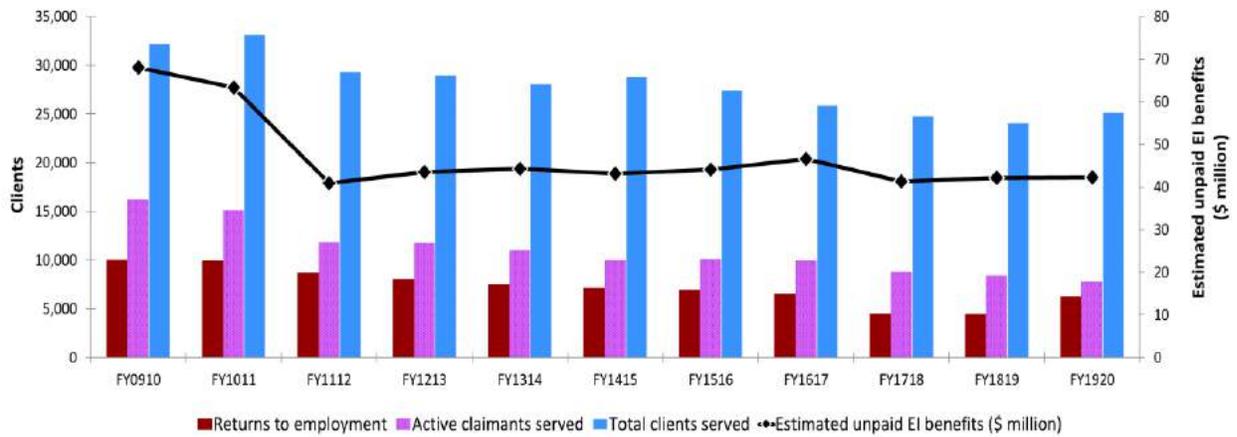


Table 13 – Manitoba: EBSM-similar programming, FY1920

		Interventions	Year-over-Year Change	Expenditures (\$ 000s)
Employment Benefits				
SD-R	Skills Development	7,442	195.9%	31,583
SD-A	Skills Development-Apprenticeship	3,839	-4.0%	
TWS	Wage Subsidies	38	22.6%	204
SE	Self-Employment	852	926.5%	1,130
JCP	Employment Partnerships	2,752	1,046.7%	1,338
Support Measures				
EAS	Employment Assistance Services	90,834	68.1%	10,143
LMP	Labour Market Partnerships	N/A	N/A	6,234
R&I	Research and Innovation	N/A	N/A	1,048

3.2.8.3 Employment benefits

Employment Benefit interventions rose significantly, from 6,866 in FY1819 to 14,923 in FY1920, representing an increase of 117.3% (+8,057) year-over-year. While SD-A (-158; -4.0%) dropped, all other intervention types advanced: TWS (+7; 22.6%), SE (+769; +926.5%), JCP (+2,512; +1,046.7%) and SD-R (+4,927; 195.9%). Expenditures on Employment Benefits increased by \$1.6 million (+4.8%) in FY1920 over FY1819, reaching \$34.3 million.

Skills Development training helps a single dad secure employment

Richard, a single dad with two young children, was laid off from his labourer position with a mining company. After exploring his career options, he choose to take the Electrical Trades Fundamentals program. It is a one-year program which would get him employed quickly once he completed training. Richard graduated from the Electrical Trades Fundamentals program in June 2019 on the President's Achievement List with a 4.45 GPA. He is currently employed as a Level 2 Electrician. His caseworker spoke with him recently and he is doing great and loves what he is doing.

3.2.8.4 Support measures: EAS

In FY1920, EAS interventions in Manitoba increased by 68.1% to 90,834. Both Employment Services (54,173) and Individual Counselling (36,661) expanded by 54.8% (+19,179) and 92.5% (+17,612), respectively. Manitoba spent \$10.1 million on EAS, an increase of 0.5% over FY1819.

Employment Assistance Services leads Jenessa to Self-Employment

Jenessa came in seeking Career Counselling and during the assessment/discussion, the Self Employment Program was brought up as an option for her. She mentioned she always wanted to be her own employer. Her caseworker discussed the program in detail and what would be expected of Jenessa while she participated. She participated in the Self Employment Program and successfully launched her business. Today her business is still successful and going strong.

3.2.8.5 Other support measures: LMP and R&I

Expenditures on R&I (\$1.0 million) were \$0.2 million lower (-19.1%) than in FY1819, while spending on LMP (\$6.2 million) increased by about \$565K (+10%).

Below are the results/lessons learned for any research and innovation projects that concluded in FY1920.

- **Blueprint Analytics Design and Evaluation** – Blueprint was contracted to help develop complex components of Manitoba's employment services transformation, to improve service access for Manitoba job seekers, improve labour market outcomes for job seekers & employers, and increase effectiveness as well as efficiency in service delivery.
- **Canadian Mental Health Association** – The Wellness Skills Support pilot program focused on improving readiness of Employment and Income Assistance (EIA) clients prior to program start, as well as to support wellness of learners as they progress towards achieving their academic and employability goals. The project worked with clients to improve resilience, by identifying as well as addressing individual client needs and barriers in their education and/or employment pursuits.
- **Manitoba Institute of Trades and Technology** – This pilot project was developed to provide on-site support, develop learning activities, counselling and guidance, provide teachings to students

outside of regular classroom hours, as well as to offer further opportunities to connect with Indigenous culture and knowledge. The program created a holistic learning environment for learner's success.

- **Skills Canada Manitoba** – Promoted apprenticeship training options, careers in the skilled trades and participation in skills competitions. The project also recognized outstanding employers and apprentices. It also enhanced knowledge of skilled trades in Manitoba.

3.2.9 Saskatchewan

Saskatchewan's real GDP contracted in 2019 by 0.7%. As for 2020, Saskatchewan real GDP is forecast to have decreased by 5.5%, as the province was facing some challenges resulting from the COVID-19 crisis. In addition, the provincial economy suffered from the collapse in the world oil prices and the resulting investment's drop in this sector.

Saskatchewan: EBSM Key Facts			
Total Clients Served: 22,009			
Insured clients		Non-Insured Clients	
20,586	↓	1,423	↓
Total Interventions: 32,270			
Intervention Type	FY1920	Year-over-Year Change	
Employment Benefits	21,418	6.8%	↓
Support Measures: EAS	10,852	15.2%	↓
Relative Share of Interventions			
Intervention Type	FY1920	Year-over-Year Change(pp)	
Employment Benefits	66.4%	2.2	↑
Support Measures: EAS	33.6%	2.2	↓
Total Allocation: \$45.1 million			
Total Expenditures	FY1920 (\$ million)	Year-over-Year Change	
Employment Benefits	\$31.5	3.9%	↑
Support Measures: EAS	\$10.5	3.8%	↓
LMP and R&I	\$4.3	133.4%	↑
Total Expenditures ¹	\$46.3	7.6%	↑
Unpaid EI benefits (\$ million)			
FY1819	FY1920	Year-over-Year Change	
\$49.07	\$48.25	1.7%	↓

¹ Totals may not add up due to rounding; does not include accounting adjustments.

In FY1920, Saskatchewan created 8,000 (+1.4%) more jobs than in the previous fiscal year on a net basis. Employment in both full-time (+4,500; +1.0%) and part-time (+3,500; +3.4%) positions contributed to this performance. The unemployment rate (5.9%) slightly dropped (-0.2 percentage point).

Most positions were created in the services-producing sector (+9,100; +2.2%), mainly in health care and social assistance (+1,000; +1.3%); public administration (+1,400; +4.8%); professional, scientific and technical services (+1,400; +5.3%); educational services (+2,100; +4.8%); information, culture and recreation (+2,000; +10.3%); accommodation and food services (+2,200; +5.8%); and in other services (+2,700; +10.7%). However, trade (-2,500; -2.9%), as well as transportation and warehousing (-2,000; - 7.1%), contracted.

Saskatchewan's goods-producing sector (-1,100; -0.8%) weakened year-over-year, mainly in forestry, fishing, mining, quarrying, and oil and gas (-1,200; -5.0%); utilities (-1,100; -15.2%); and in construction (-3,200; -6.7%). Gains were registered in agriculture (+900; +2.4%) and manufacturing (+3,400; +12.4%).

Saskatchewan through the Ministry of Immigration and Career Training (ICT) delivers a range of programs and services supported by the Canada-Saskatchewan Labour Market Development Agreement. ICT helps individuals prepare for, obtain and maintain employment, and leads activities required to assist employers with the development, recruitment and retention of workers. ICT has three overarching labour market priorities: align skills training investments with economic needs to support the development of a skilled workforce; attract skilled workers to Saskatchewan's workforce; and retain skilled workers in the Province.

More specifically, Saskatchewan focused on the following initiatives to address labour market challenges, including:

- investing in skills training opportunities that are responsive to the needs of employers;
- increasing employer-sponsored training to support the retention of workers as well as their career growth and productivity;
- working with employers and community partners to improve the employment rate of groups who are under-represented in the workforce;
- investing in programs and services to prepare entrepreneurs and workers for the Saskatchewan economy, as well as for the changing nature of work;
- working with provincial public service and third party delivery partners, to develop supports and resources for transitions between education, training and employment; and,
- attracting skilled workers to Saskatchewan, through national and international recruitment activities.

3.2.9.1 Managing for results

Saskatchewan regularly engages and consults with clients, stakeholders and government partners to determine priorities, and consider program design and service delivery improvements. In FY1920, ICT facilitated 53 employer outreach sessions with 1,061 participants to promote labour market programs and services. ICT also held 20 labour market service sessions that engaged over 260 people and 143 stakeholder organizations. These sessions helped ICT to better identify provincial labour market needs.

ICT delivers labour market services through a regional system, which helps build relationships throughout the Province and in communities. This model helps staff stay informed on regional layoffs, recruitment challenges, and specific education and employment barriers. Staff hold regular meetings with employers and training sector representatives to identify and address workforce needs. This ongoing engagement is part of a shared commitment to build an agile and responsive training system that anticipates current and future labour demand.

Through these partnerships, ICT continued the delivery of several recently started projects:

- Targeted Initiatives for Older Workers, to increase the employability of older workers. In FY1920, ICT worked with seven service providers and signed six agreements.
- Career Bridging program, to help unemployed individuals connect to the labour force. Most participants are from under-represented groups.
- The Training Voucher Pilot, which provide funding assistance to support participation in skills training for laid off workers.

Saskatchewan is also focusing on ensuring up-to-date information technology infrastructure to enhance services to residents and businesses. The Modernization Agreements, Programs and Services (MAPS) is aimed to improve the delivery of programs and services across the ministry, by updating technology, data and legislation.

In FY1920, ICT continued implementation of the Targeting, Referral and Feedback (TRF) Pilot. In the course of TRF implementation, ICT determined criteria data sets to engage specific Employment Insurance (EI) applicants (NOC and regions). Individuals who met the criteria when applying for EI were then referred to ICT. Ministry staff engaged with these applicants in career planning, guiding them to relevant job opportunities or provincially-delivered programs and services. ICT fully implemented the TRF system in April 2020.

3.2.9.2 Clients, interventions and expenditures

In FY1920, Saskatchewan served a total number of 22,009 clients (-3,198; -12.7%), which reflected a slight drop compared to FY1819, while demonstrating higher numbers in comparison to the previous five consecutive years. While former claimants (6,187) increased by 2.1% (+129), all other client type counts dropped: active claimants (7,799), PPE (6,600) and non-insured clients (1,423) all fell, by 11.9% (-1,051), 15.1% (-1,172), and 43.7% (-1,104), respectively. With respect to their proportion relative to the total number of clients, former claimants (28.1%) advanced by 4.1 percentage points; non-insured clients (6.5%) dropped by 3.5 percentage points; whereas active claimants (35.4%) and PPE (30.0%) have both remained somewhat stable.

After four consecutive years of growth, the total number of interventions dropped in FY1920, by 9.8% (-3,496) to 32,270. Despite the drop in total number of interventions compared to FY 1819, the results still demonstrate a higher number of interventions in comparison to those of the three years before FY1819. In FY1920, due to a change in categorization, Saskatchewan reported aggregate Canada Saskatchewan Job Grant (CSJG) program data under the Labour Market Partnership sub-category. Saskatchewan issued 1,011 job grants to 693 unique employers, and served 2,200 individual clients.

Employment Benefits remained the most used intervention type, with a share of 66.4%, a year-over-year increase of 2.2 percentage points. After participating in an EBSM-similar program, a total of 8,127 (+57.9%) individuals obtained employment. Unpaid EI benefit (\$48.25) decreased by 1.7% year-over-year. Expenditures for EBSM-similar programming expanded from \$43.0 million to \$46.3 million, representing a year-over-year increase of 7.6%. This included \$7.2 million received by the Province in FY1920, as part of the \$250.0 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 with the US in the steel and aluminium industries (\$700,000).

Chart 25 – Volumes by EBSM client type, FY0910 to FY1920

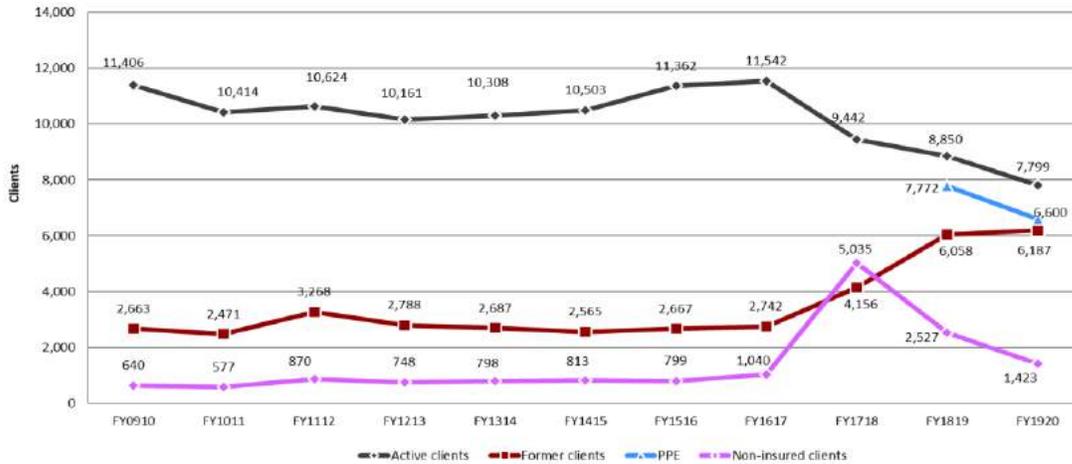


Chart 26 – Volumes by EBSM client age, FY0910 to FY1920

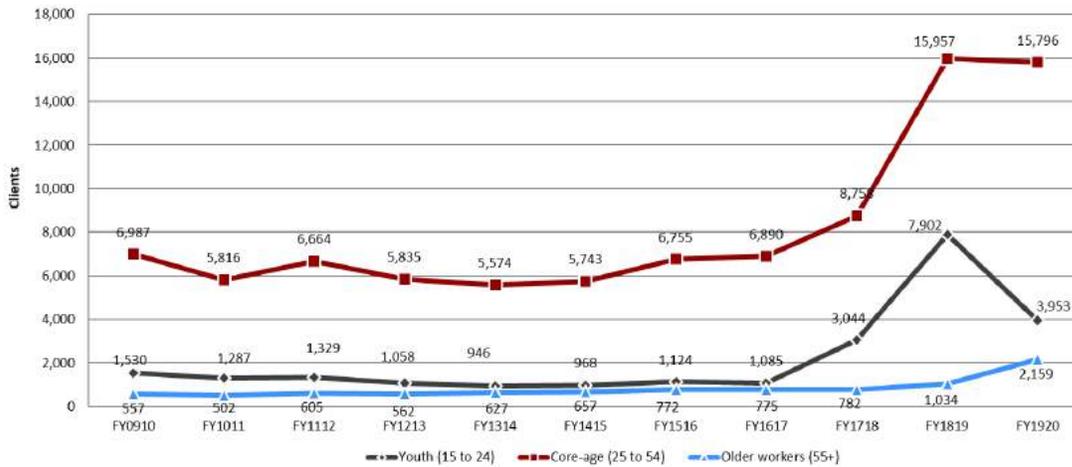


Chart 27 – Key performance indicators, FY0910 to FY1920

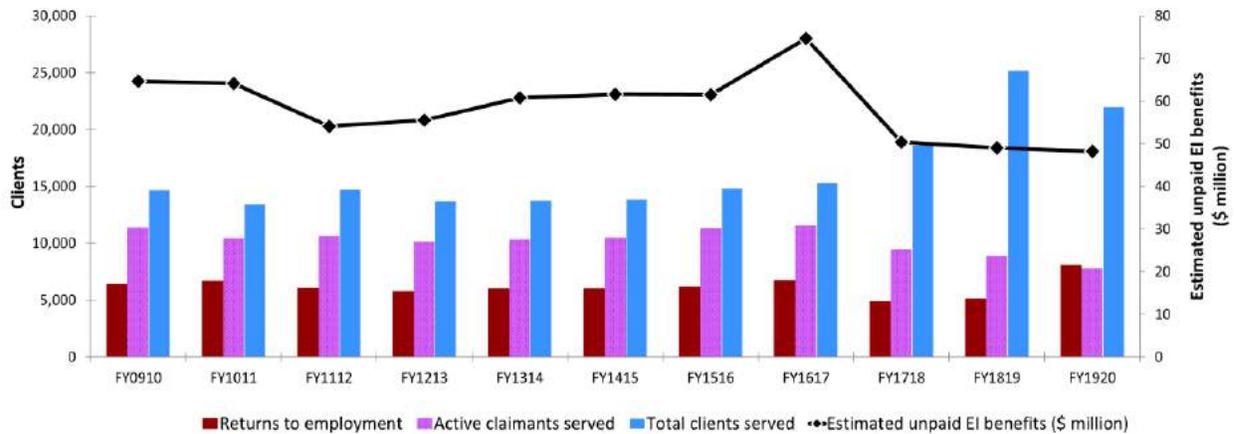


Table 14 – Saskatchewan: EBSM-Similar programming, FY1920

		Interventions	Year-over-Year Change	Expenditures (\$ 000s)
Employment Benefits				
SD-R	Skills Training Provincial Training Allowance	15,431	-2.2%	31,485
SD-A	Apprenticeship Training	5,987	-16.0%	
TWS	Skills Training Allocation	0	N/A	0
SE	Self-Employment Program	0	-100.0%	0
JCP	Employment Programs	0	N/A	0
Support Measures				
EAS	Workforce Development	10,852	-15.2%	10,467
LMP	Regional Planning and Employer Partnerships	N/A	N/A	4,194
R&I	Research and Innovation	N/A	N/A	138

3.2.9.3 Employment benefits

In FY1920, Saskatchewan delivered 1,557 (-6.8%) fewer interventions than in the previous fiscal year, for a total of 21,418. Declines in SE (-67; -100.0%), SD-R (-352; -2.2%) and SD-A (-1,138; -16.0%) resulted in this contraction. In FY1920, Saskatchewan re-categorized Self-Employment Services under the Support Measures category. This change in categorization caused a 100% decrease of SE interventions in the Employment Benefits category, and contributed to 192% increase in Counselling Services that falls within the Support Measures Category. In addition, a combination of collateral factors, such as changes to income support programming and Provincial Training Allowance (PTA) program underutilization might have contributed to a 2.2% decrease in SD-R interventions. The provincial apprenticeship system closely follows the economic and labour market cycles in Saskatchewan. Slowdown in the provincial construction market potentially contributed to lower demand for skills training programming, that is reflected in a 16% decrease in SD-A interventions. Employment Benefit expenditures increased by 3.9%, to a total of \$31.5 million.

EBSMs in action

How Saskatoon Trades and Skills Centre (STSC) Helped to Make my Dreams Come True

When Tena was growing up as a young child in small town Bruno, Saskatchewan, she dreamed about a career working with children. In 2016, she was hit in a parking lot by a moving vehicle. It was only after being hit by a car that I thought "I got that wake-up call to do something meaningful with my life." During her rehabilitation, she had time to think and decided that her dream of working with children was worth pursuing. She used this goal to muster on through physiotherapy and medical appointments. In August 2019, she completed the Early Childhood Education (ECE) Level 1.

The ECE, Level 1 Certification is delivered as a partnership between STSC and Saskatchewan Polytechnic. Students complete three of the required courses over three months. "The program was tough but the instructors were fabulous. Cass and Jack from STSC are more than a coach and instructor. They became like family to me. Jack's regular classroom visits with jokes and stories about his students showed he genuinely cared about us. Cass was a one-of-a-kind instructor who supported me through the heavy coursework. She taught me how to write and think for myself. Brandene talked me through my anxieties."

Tena finished the course with marks in the 80s. "I exceeded my own expectations and could see my dreams come true." Within a week of finishing the course, Tena had two job offers. Today, she is an educator at the Central Saskatchewan Military Family Resource Centre (CSMFRC) Child Care in their pre-Kindergarten and Kindergarten room. Pinching herself every day that this is her new reality, she is loving it.

"What would I say to those considering the ECE? Go after your dreams. Never give up hope."

3.2.9.4 Support measures (EAS)

In Saskatchewan, total EAS interventions shrank from 12,791 (FY1819) to 10,852 (FY1920), a decline of 15.2% year-over-year. This decrease resulted from the change in Saskatchewan's program categorization process, as part of an alignment with the new Canada-Saskatchewan performance measurement strategy. Individual Counselling interventions experienced a 94.9% (+5,282) jump year-over-year, while Group Services (-293; -97.7%) dropped. Compared to FY1819, EAS expenditures dropped from \$10.9 million to \$10.5 million (-3.8%).

3.2.9.5 Other support measures: LMP and R&I

In FY1920, Saskatchewan's total LMP and R&I expenditures (\$4.3 million) jumped by 133.4%. While LMP expenditures (\$4.2 million) advanced by 198.5%, those of R&I (\$138,000) contracted by 69.4%. Saskatchewan's R&I activities included a follow-up survey of clients in labour market programs, predictive analytics to inform policy and program improvements, labour market intelligence projects, career development training, as well as innovative approaches to client outreach and service delivery. Additionally, ICT conducted a follow-up survey of labour market program clients to obtain a fulsome picture of program outcomes. For the survey, Saskatchewan contracted a third party to contact program participants at three and twelve months following program completion or program exit.

Saskatchewan is in the process of implementing an enhanced Client Service Delivery model that is aimed to strengthen career development and build durable employment, as well as career pathways for clients. In particular, this new model helps clients develop detailed career plans that build on their individual strengths, goals and employment readiness.

3.2.10 Alberta

After increasing by 1.9% in 2018, Alberta's real GDP edged down slightly by 0.1% in 2019. For 2020, Alberta Treasury Board and Finance is expecting Alberta's economy to have contracted by 8.8%. The primary drivers of this contraction are expected to be a slow rebound of consumer and business confidence, low energy prices, the COVID-19 pandemic, and reduced global demand for oil.

Alberta: EBSM Key Facts			
Total Clients Served: 76,910			
Insured Clients		Non-Insured Clients	
49,024	↓	27,886	↓
Total Interventions: 119,498			
Intervention Type	FY1920	Year-over-Year Change	
Employment Benefits	20,226	11.5%	↑
Support Measures: EAS	99,272	29.4%	↓
Relative Share of Interventions			
Intervention Type	FY1920	Year-over-Year Change(pp)	
Employment Benefits	16.9%	5.5	↑
Support Measures: EAS	83.1%	5.5	↓
Total Allocation: \$164.6 million			
Total Expenditures	FY1920 (\$ million)	Year-over-Year Change	
Employment Benefits	\$106.3	15.1%	↑
Support Measures: EAS	\$55.0	2.9%	↓
LMP and R&I	\$3.3	34.3%	↓
Total Expenditures ¹	\$164.6	6.9%	↑
Unpaid EI benefits (\$ million)			
FY1819	FY1920	Year-over-Year Change	
\$205.88	\$195.73	4.9%	↓

¹ Totals may not add up due to rounding and does not include accounting adjustments.

Despite the downturn in Alberta's economy in 2019, the provincial employment (2,268,500) remained relatively stable (+900; +0.04%) in FY1920. Gains in part-time positions (+3,200; +0.8%) were somewhat compensated by losses in full-time positions (-2,300; -0.1%). The unemployment rate increased from 6.8% to 7.3%, as a result of a larger number of unemployed workers (+8.1% increase compared to FY1819) in the Province.

Weak employment resulted from the decline in the goods-producing sector (-11,600; -2.0%), namely in forestry, fishing, mining, quarrying, oil and gas (-11,200; -7.5%); and in construction (-7,900; -3.3%). However, utilities (+600; +2.7%), agriculture (+2,000; +4.3%) and manufacturing (+4,900; +3.7%) expanded significantly. As for the services-producing sector (+12,600; +0.7%), it increased from 1,679,400 to 1,692,000, mostly in finance, insurance, real estate and leasing (+600; +0.6%); professional, scientific and technical services (+5,900; +3.4%); educational services (+3,700; +2.4%); and health care and social assistance (+16,000; +5.9%). However, some industries in the services sector have weakened:

transportation and warehousing (-1,600; -1.2%); business, building and other support services (-7,700; -9.1%); accommodation and food services (-1,500; -1.0%); and other services (-5,400; -4.8%).

In FY1920, Alberta worked closely with key stakeholders (Indigenous communities and organizations, Francophone communities, immigrants and persons with disabilities) to identify regional needs for programs and services, and to exchange information about the labour market. As a result, Alberta's labour market priorities were focussed on training for highly multi-barriered individuals, improving skills development, particularly in the growing information and communications technology sector, increasing Indigenous labour market participation, serving other under-represented groups such as persons with disabilities and newcomers. Furthermore, Alberta continued to expand the Targeting, Referral and Feedback (TRF) system, by on-boarding service providers in new and existing regions, to connect more EI applicants to services and programs and supported their return to work.

3.2.10.1 Managing for results

The public health order in response to the COVID-19 crisis, on March 16, 2020, shut down all face-to-face training and employment services in Alberta. Most of the training providers and service delivery agents in all ministries moved quickly to alternative delivery formats. Some programs were postponed or were unable to transition because of technology, internet access or clients' personal learning styles. The effectiveness of on-line delivery for some programs, such as English as a Second Language, is still uncertain. COVID-19 did not impact learner enrollments in FY1920 since most programs were already underway. The full impact of COVID-19 is expected to have occurred in FY2021. As of October 30, 2020, Advanced Education (AE) saw enrolment drop by 23% compared to the same time last year.

In the 2019/2020 academic year, there were 25,241 apprentices registered in the post-secondary system. The cancellation of classroom instruction and new intakes in March 2020 affected 8,500 apprentices. Those who started before March 2, 2020 worked with their institutions to complete programs and assessments through distance learning options. Those who completed their program with good academic results were not required to take provincial examinations (theory or practical).

The Apprentice Training Award, a financial award for registered apprentices who are unemployed but attending classroom education, invested \$1.8 million for over 1,600 recipients in 2019/2020. With increasing EI claimant numbers expected in FY2021, AE increased the award to \$1,500, to support up to 3,300 students.

In July 2019, the apprenticeship funding per intervention was increased, from \$3,000 to \$5,000. The increase acknowledges inflationary cost increases for the program.

Career and employment information, assessments, service plan development, work experience placements and group workshops, provided by Community and Social Services (CSS), were paused or moved to online, mail and telephone delivery options where possible, in response to the pandemic.

Some contractors found creative ways of providing services, such as delivering job search packages to clients' doorsteps, arranging virtual interviews with employers, holding outdoor workshops or offering employment services through online meeting platforms.

Demand for employment services dropped off because referrals for job placements, career workshops and programs for persons with disabilities decreased, and many unemployed people were not seeking employment because they were home with children or accessing EI or CERB benefits.

Labour and Immigration (L&I) introduced targeted training and employment services for workers aged 55 and older, immigrants and women in non-traditional occupations (trades), as well as sector-targeted services, including technology and supply chain training. Transition to Employment Services (TES) expanded self-employment training, to increase rural participation through on-line delivery. L&I collaborated with CSS on a pilot project to get Albertans on Income Support into employment, through a Workplace Training/Career and Employment Information Services hybrid program.

Use of the Targeting, Referral and Feedback (TRF) application is steadily growing. It allows contracted service providers to contact EI applicants early in their claim to help them return to work. Service providers sort EI applicants by specific criteria (e.g., last occupation, number of months tenure at the most recent job, level of education and/or age), in order to match them to available Transition to Employment Services, Workplace Training (Targeted Wage Subsidy) programs and some Integrated Training and Self Employment training programs.

In FY1920, TRF received 12,412 client files (of EI applicants), a 90% increase over FY1819; service providers made 12,501 attempts to contact clients (a 113% increase over FY1819), and had 5,025 interactions with clients to connect them to a suitable program or service (a 174% increase over FY1819).

3.2.10.2 Clients, interventions and expenditures

For a fourth consecutive year, the total number of clients served in Alberta decreased, amounting to 76,910, a year-over-year decline of 7.6%. With the exception of former claimants (13,704) which advanced by 5.1%, all other client types declined, with active claimants (27,561), premiums paid eligible (PPE) clients (7,759), and non-insured clients (27,886) dropping by 9.2%, 7.5%, and 11.4%, respectively. Compared to the previous fiscal year, the shares of former claimants (17.8%) increased by 2.1 percentage points, whereas that of non-insured clients (36.3%) dropped by 1.5 percentage points. The shares of active claimants (35.8%) and PPEs (10.1%) remained somewhat stable.

In FY1920, Alberta delivered a total of 119,498 interventions, a 24.8% decline year-over-year, and the fourth consecutive year where interventions dropped in the Province. EAS interventions represented 83.1% (-5.5 percentage points) of all interventions, and Employment Benefits made up 16.9% (+5.5 percentage points) of the total. The number of individuals employed after participating in EBSM-similar programming fell by 3.1% to 18,094, and unpaid EI benefits declined 4.9% year-over-year, reaching \$195.73 million dollars. Total LMDA expenditures grew by 6.9% to \$164.6 million. This included \$29.7 million as part of a \$250.0 million envelope in additional LMDA funding, announced in Budget 2017.

Apart from Alberta's annual expenditures, the Province did not access any of the \$2.2 million made available by the Government of Canada, under the additional targeted funding measures to support workers in seasonal industries and those affected by trade disputes in the steel and aluminum industries.

Chart 28 – Volumes by EBSM client type, FY0910 to FY1920

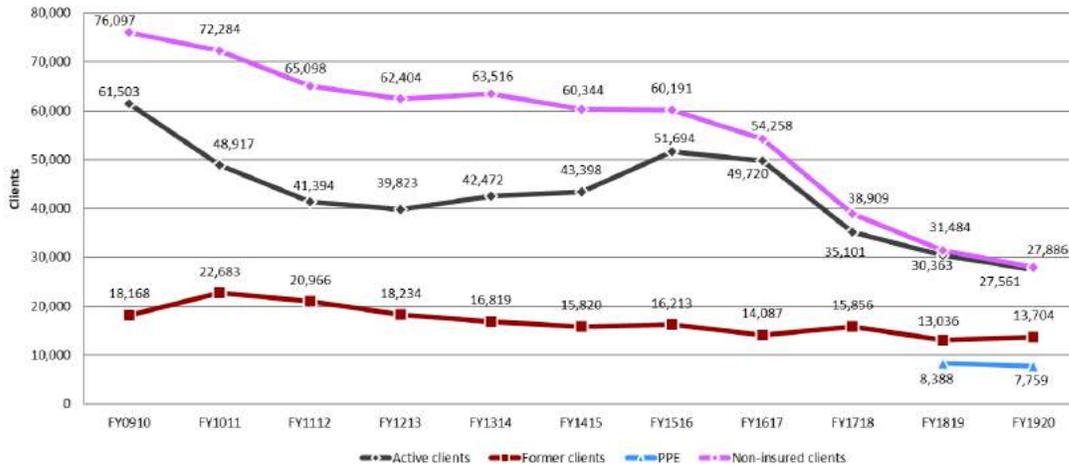


Chart 29 – Volumes by EBSM client age, FY0910 to FY1920

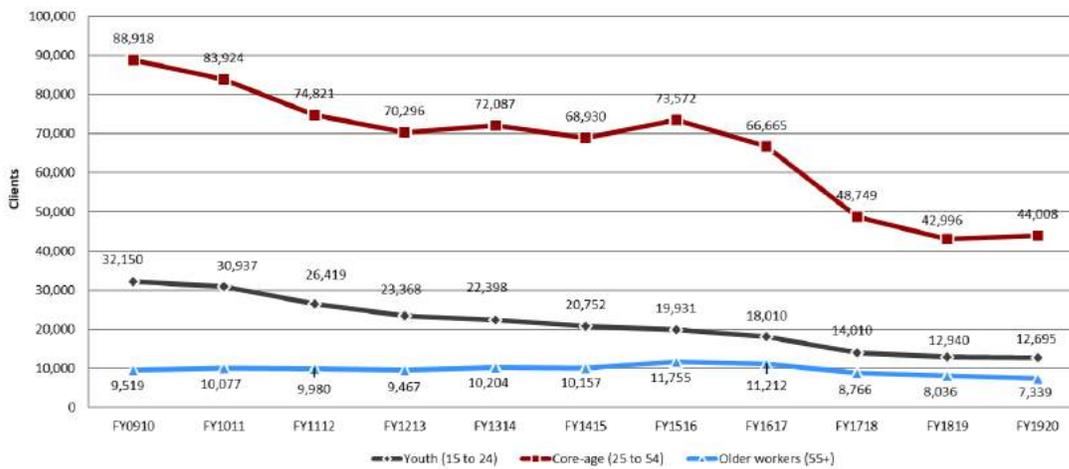


Chart 30 – Key performance indicators, FY0910 to FY1920

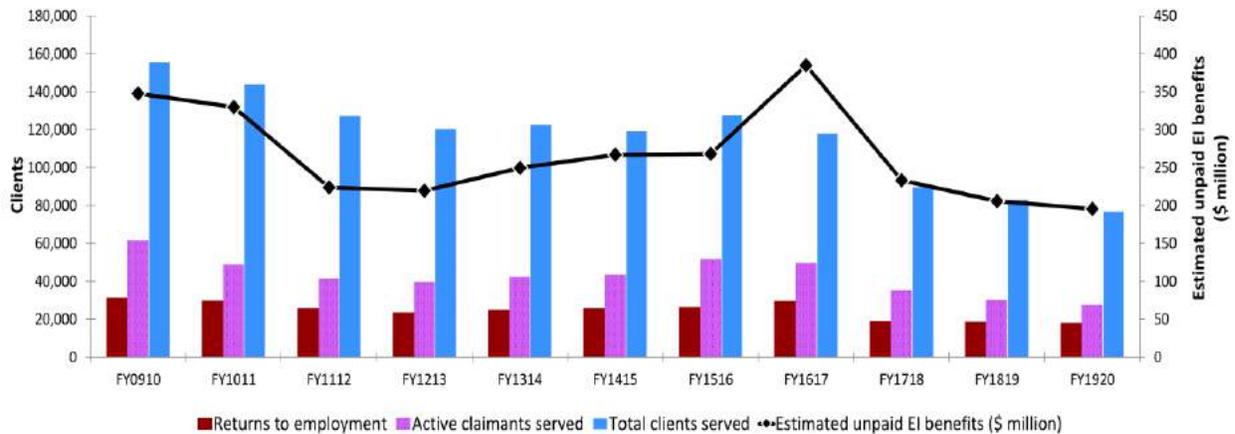


Table 15 – Alberta: EBSM-Similar programming, FY1920

		Interventions	Year over Year Change	Expenditures (\$ 000s)
Employment Benefits				
SD-R	Occupational Training Work Foundations	3,749	192.0%	87,828
SD-A	Skills Development-Apprenticeship	15,800	2.5%	
TWS	Workplace Training	48	-73.2%	1,299
SE	Self-Employment	379	45.8%	1,946
JCP	Integrated Training	250	-74.7%	15,274
Support Measures				
EAS	Career Information	99,272	-29.4%	55,003
LMP	Workforce Partnerships	N/A	N/A	3,282

3.2.10.3 Employment benefits

After three consecutive years of decline, the total number of Employment Benefit interventions increased in FY1920, reaching 20,226 (+2,094; +11.5%). While TWS (-131; -73.2%), and JCP (-737; -74.7%) contracted, SE (+119; +45.8%), SD-R (+2,465; +192.0%) and SD-A (+378; +2.5%) all expanded. The Province spent \$106.3 million on Employment Benefits (+15.1%).

The greatest increases in Employment Benefits was in the Skills Development – Regular programs. Reasons for the increase include:

- the addition of Apprentice Training Award that supported 1,600 individuals in FY1920;
- the reclassification of Job Creation Partnership programs to the Skills Development- Regular category; and
- increases in Training For Work (TFW) programs, which served increased numbers of recently unemployed, EI-eligible Albertans, providing increased services in rural Alberta communities (such as, new self-employment and Integrated Training programs) and an increase in Albertans accessing Transition to Employment Services.

EBSMs in Action: Job Creation Partnerships

Integrated Training programs offer competency-based, occupation-related training opportunities for Albertans preparing for employment in the trades. These programs include Trades for Immigrants and Professionals, which focus on specific trades such as Plumbing, Carpentry, Heavy Duty Tech and Pipefitting, as well as Apprenticeship Preparation and Journeywomen Start, a program that supports women entering careers in the trades.

A Transition to Employment/Workplace Training Program hybrid in Calgary provides Transition to Employment Services and Workplace Training (WT) to unemployed Albertans impacted by the oil and gas decline. This program is designed to serve 125 clients per year.

A Workplace Training Program in Edmonton provides Youth-focused occupational training or work experience to enable Youth to acquire the skills and qualifications needed to find and maintain employment. The intent is also to provide a progression of training and work experience that would not otherwise occur that will lead to sustainable employment. This program is designed to serve 30 youth per year.

In response to the drop in oil prices and the impacts on Alberta's energy sector, we have:

Increased Supply Chain training, including new micro-credentials to increase knowledge and skills in technology use.

Technology sector training for unemployed Albertans, including skilled professionals such as engineers, to help them pivot their skill sets to new occupations through training.

Targeted programs for Immigrants and Youth.

EBSMs in Action: Skills Development

Oteenow Employment and Training Society: Information Technology (IT) Essentials

This program demonstrates support for Indigenous Skills and Employment Training (ISET) agreement holders to prepare for workforce demands.

Twelve Indigenous community members will develop the skills needed to provide IT support through the Northern Alberta Institute of Technology (NAIT) Network Infrastructure Analyst Certificate Program.

The eight-course program offered by NAIT will prepare participants to provide critical network and information technology skills in communities and urban settings in Alberta at a time where connectivity and virtual work is becoming a critical need.

3.2.10.4 Support measures: Employment Assistance Services (EAS)

For a fourth consecutive year, EAS interventions fell in Alberta, reaching 99,272 (-41,415; -29.4%). In FY1920 under EAS, Alberta began reporting Individual Counselling (60,421 interventions) for the first time, while Employment Services dropped by 72.4% (-101,836), to 38,851. EAS total expenditures fell from \$56.7 million to \$55.0 million, a 2.9% year-over-year decrease.

The significant decrease in the total number of support measures interventions in Alberta, observed in FY1920, was due to changes in reporting under the new Labour Market Transfer Agreement Performance Measurement Plan (PMP) that took effect in FY1920.

EBSMs in Action: Employment Assistance Services

Alberta works to get Albertan's working.

Contracted service providers use the Targeting, Referral and Feedback (TRF) application to contact EI applicants and match them to support measures, such as the **Transition to Employment Services (TES)**, or employment opportunities that are available.

TES helps all unemployed Albertans as well as targeted groups, for example, older workers, foreign-trained engineers, immigrants, and skilled professionals experiencing high unemployment (for example: geologists, engineers, human resources professionals) transition to new occupations. The program includes assessing previous skill sets to determine transferability into new or emerging sectors and occupations, arranging job placements and providing work experience support.

There are 35 TES centres in the Province that served 2,600 unemployed individuals in FY1920, 10 per cent more than the previous year. Results included a 24 per cent increase in job placements and a 29 per cent increase in successful 90-day outcomes (i.e., remained employed). 81 per cent of the TES program participants were EI-eligible. 69 per cent had successful outcomes and gained employment, which is slightly higher than last year's results.

3.2.10.5 Other support measures: LMP

Compared to FY1819, total funding for LMP fell by 34.3% to \$3.3 million. In total, 47 organizations participated in LMP in FY1920. In order to address high unemployment in Alberta, these funds were shifted to programming for the recently unemployed. There were no reported expenditures under Research and Innovation in FY1920.

The LMP program supports workplace human resources development, labour market research, workforce adjustments and labour market strategies through partnerships with industry and community-based organizations. Several LMP projects focus on underrepresented groups such as youth, immigrants, women, Indigenous persons and visible minorities. These industry and community led projects ensure that Albertans are prepared to participate in Alberta's dynamic labour market. Working with specific industries and communities on labour market partnerships helps address distinct and emerging needs.

Of the 47 organizations that participated in LMP funded projects in Alberta in FY1920, 13 LMP grants were provided to Indigenous communities and stakeholders in the Province. The projects, which included job and career fairs, labour market surveys, Indigenous occupational and cultural awareness, reached 2,195 Indigenous stakeholders, job seekers and employers. They have improved Indigenous participation in the workforce.

3.2.11 British Columbia

In 2019, British Columbia's real GDP rose by 2.7%, exceeding the national growth (+1.9%). For 2020, forecasters expect the Province's economy to have contracted by approximately 6.7%, with many of the Province's industries impacted by COVID-19.

British Columbia: EBSM Key Facts			
Total Clients Served: 58,662			
Insured Clients		Non-Insured Clients	
38,985	↑	19,677	↓
Total Interventions: 136,199			
Intervention Type	FY1920	Year-over-Year Change	
Employment Benefits	49,018	142.9%	↑
Support Measures: EAS	87,181	38.3%	↓
Relative Share of Interventions			
Intervention Type	FY1920	Year-over-Year Change(pp)	
Employment Benefits	36.0%	23.5	↑
Support Measures: EAS	64.0%	23.5	↓
Total Allocation: \$303.3 million			
Total Expenditures	FY1920 (\$ million)	Year-over-Year Change	
Employment Benefits	\$217.8	21.3%	↑
Support Measures: EAS	\$51.3	48.6%	↓
LMP and R&I	\$16.0	38.4%	↓
Total Expenditures ¹	\$285.1	6.6%	↓
Unpaid EI benefits (\$ million)			
FY1819	FY1920	Year-over-Year Change	
\$136.81	\$138.74	1.4%	↑

¹ Totals may not add up due to rounding; does not include accounting adjustments.

In FY1920, British Columbia's employment increased by 38,400 (+1.5%). Employment growth was concentrated mainly in full-time positions (+35,200; +1.7%), whereas the number of part-time positions (+3,200; +0.6%) remained relatively stable. The unemployment rate grew by 0.3 percentage points to 5.0%.

British Columbia's employment was driven entirely by the services-producing sector (+48,000; +2.3%). Major job creation occurred in industries such as trade (+15,800; +4.1%); finance, insurance, real estate and leasing (+12,800; +8.3%); professional, scientific and technical services (+8,900; +4.1%); business, building and other support services (+6,500; +6.1%); educational services (+6,900; +3.9%); and public administration (+8,800; +7.9%). However, other industries in the services sector contracted significantly: health care and social assistance (-4,700; -1.4%); information, culture and recreation (-1,800; -1.4%); accommodation and food services (-4,000; -2.0%); and other services (-1,600; -1.3%). On the other hand, the goods-producing sector (-9,700; -1.9%) weakened. More precisely, losses in forestry, fishing, mining,

oil and gas (-6,200; -11.8%); manufacturing (-7,200; -4.1%); and, utilities (-1,000; -7.0%) were partially offset by gains in agriculture (+3,100; +12.1%) and construction (+1,700; +0.7%).

In FY1920, British Columbia's priorities focused on four areas to help people gain the skills and training needed to get good lasting jobs in their communities, and to help communities build a strong workforce and economy:

- providing flexible, reliable and accountable employment services that make it easier for British Columbians to get and keep good paying jobs;
- supporting all British Columbians to reach their full potential for better jobs, better lives;
- building an efficient labour market to support communities in a way that works for everyone; and,
- creating stronger programs and services for people and communities by using evidence, best practices and innovation.

British Columbia remains flexible and adaptable to an ever-changing environment, emerging labour market events and unexpected crises such as COVID-19. The Province is committed to timely and responsive actions to protect the safety of British Columbians and front-line service providers and staff, as well as to support service continuity and assist employers and communities facing hardship in the global pandemic.

3.2.11.1 Managing for results

Launch of WorkBC Employment Services

With the launch of the WorkBC program on April 1, 2019, British Columbia took the opportunity to update its employment services model to be more outcomes focused. The changes were designed to offer better support to people looking to re-enter the workforce and find employment and access training opportunities. The WorkBC launch also included the implementation of two dedicated, Province-wide contracts. They include the Assistive Technology Services program that provides persons with disabilities access to assistive technology services they require to achieve or maintain sustainable employment. They also include the Apprentice Services program that provides services and supports to help apprentices access the technical training portion of their apprenticeship.

Targeting, Referral and Feedback Initiative

In the fall of 2016, British Columbia launched the Targeting, Referral and Feedback (TRF) initiative across the Province to assist EI applicants return to employment more quickly, by identifying and connecting these individuals with their local WorkBC Centre.

For FY1920, TRF smoothly transitioned into the new WorkBC program. Within the first two months of program launch, all 45 catchments in British Columbia had re-assessed referral criteria and completed selection to identify EI applicants of interest in the local communities.

In FY1920, more than 3,300 EI applicants referred through TRF began working with a WorkBC Case Manager, and about 2,600 referred clients had achieved and sustained employment (including those who began services in previous years). Clients achieved employment in a wide range of occupations, including high-demand jobs in construction, transportation, administration, and retail.

Connected with Stakeholders & Employers

British Columbia's partnerships and collaboration help drive opportunities, respond to labour market trends and meet the employment needs of job seekers and employers. The Province has been:

- holding engagement sessions throughout the Province to hear experiences and to seek input to improve employment programs and services. B.C. engaged representatives from over 100 organizations, including organizations serving Indigenous peoples, persons with disabilities and other underrepresented groups;
- increasing focus on employer outreach throughout the Province to promote WorkBC Centres as a source of talent, while supporting priority sectors and shifting labour market trends, particularly as a result of the COVID-19 pandemic;
- working with the Ministry of Advanced Education, Skills and Training (MAEST), as well as Community Living BC, to ensure WorkBC and other community programs are complementary, client referral processes between programs are streamlined and marketing materials are up to date;
- promoting WorkBC services and Community and Employer Partnership (CEP) funding opportunities to communities impacted by employer closures, downturns in specific sectors, as well as impacts from events such as wildfires;
- 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; and,
- working with MAEST, the Ministry of Forest, Lands and Natural Resource Operations and Rural Development, as well as the Ministry of Indigenous Relations and Reconciliation, to ensure coordinated responses and complementary programming between Community and Employer Partnership (CEP) and other programs.

Improved Program Assessment and Monitoring

The British Columbia Behavioural Insights Group (BC BIG) is a unit, in the British Columbia Public Service Agency, that applies behavioural science knowledge and methods to design better programs and services for British Columbians. In FY1920, British Columbia partnered with BC BIG to improve the client experience during the online WorkBC application process. This project culminated in valuable knowledge from a team of analytics, computer science and behavioural specialists, to develop innovative improvements to the client experience.

British Columbia also explored the use of technology to automate WorkBC client eligibility screening and approvals.

3.2.11.2 Clients, interventions and expenditures

For a sixth consecutive year, British Columbia served a decreasing total number of clients, dropping by 4.9% year-over-year, to 58,662 clients. Active claimants (25,584) and non-insured clients (19,677) declined by 9.9% and 15.7%, respectively. Former claimants (8,607) and PPE clients (4,794) advanced by 22.0% and 65.1%, respectively. As for their shares relative to the total number of clients, active claimants (43.6%) and non-insured clients (33.5%) dropped by 2.4 and 4.3 percentage points, respectively; while former claimants (14.7%) and PPE clients (8.2%) rose by 3.3 and 3.5 percentage points, respectively.

Change in Reporting Methodology

As a result of changes to the LMDA Benefits and Measures, alongside the launch of the WorkBC program, multiple intervention types were reclassified into different reporting categories in FY1920. Therefore, year-over-year comparison should be made with caution.

In FY1920, the Province delivered 25,272 fewer interventions (-15.7%) than in the previous fiscal year, for a total of 136,199. EAS interventions represented 64.0% (-23.5 percentage points) of all interventions. A total number of 20,491 (-1,024; -4.8%) individuals were employed after participating in an EBSM-similar intervention, and unpaid EI benefits rose by 1.4% to \$138.74 million. Total EBSM expenditures reached \$285.1 million (-6.6%) in FY1920, including \$25.2 million of the \$250 million in additional LMDA funding announced in Budget 2017. British Columbia also received additional targeted LMDA funding through the following special measures: \$1.6 million to support workers affected by the steel and aluminum industries' trade dispute, as well as close to \$1.0 million to support workers in seasonal industries.

This year, the additional LMDA funding provided to British Columbia under Budget 2017 was used to assist the smooth transition to the newly launched WorkBC Employment Services, and to help clients better access skills training and supports. Activities included:

- transitioning active clients from the previous employment program to WorkBC;
- supporting 6 communities affected by job loss due to mill closures;
- providing additional client support funding where needed; and,
- enhancing the WorkBC financial model to ensure contractors and clients receive the right funding and supports to secure long-term sustainable employment.

The Province also leveraged some of the additional targeted funding to support workers and communities through CEP projects. As a direct result of CEPs focus on impacted Forestry Communities in Transition, participants gained work experience and skills development in seven Job Creation Partnerships (JCP) projects and via Project Based Labour Market Training (PBLMT) projects that received over \$3.3 million, including:

- carpentry and milling constructing five guest cabins in Clearwater, using a combination of post-and-beam timber framing, panel frame construction and finish carpentry;

- food security: food waste reduction, including food sourcing, safe food handling, food preservation, preparation and meal planning to support food insecure residents of Fort St. John;
- residential building maintenance: training for general handyman, apartment building maintenance worker, work camp maintenance worker and construction worker positions in the Mackenzie area;
- wildfire risk assessment and mitigation: assessing over 250 properties in the Thompson-Cariboo regions;
- adventure resort work: training for resort worker, campground worker, tourist guide, ski hill worker, ski lift attendant, ranch hand positions in 100 Mile House and Quesnel areas;
- roadbuilding: training for road building and heavy construction in the South Cariboo; and,
- transportation: training for long haul and bus drivers in the Cariboo region.

In addition, LMP funding has provided over \$1.5 million to support Communities in Transition that:

- developed recommendations on the overall financial and labour market impact of the current Forestry downturn relating to harvesting, trucking, roadbuilding, silviculture, forestry consulting, and other affected miscellaneous businesses in BC’s Interior; and,
- updated the curriculum and conducted a pilot cohort of the Working in Natural Gas (WiNG) entry level training program, which was created at the direction of the natural gas industry, to recruit and develop potential workers from around the Province.

Chart 31 – Volumes by EBSM client type, FY0910 to FY1920

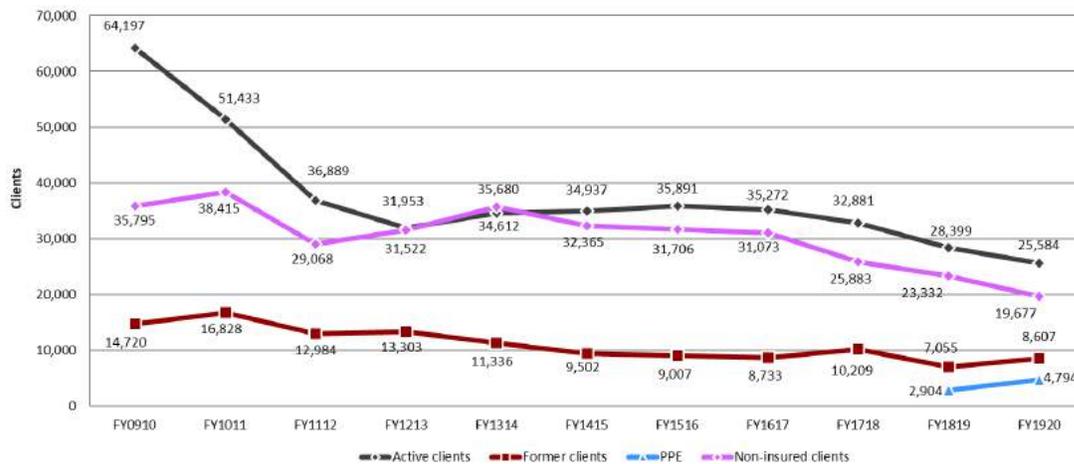


Chart 32 – Volumes by EBSM client age, FY0910 to FY1920

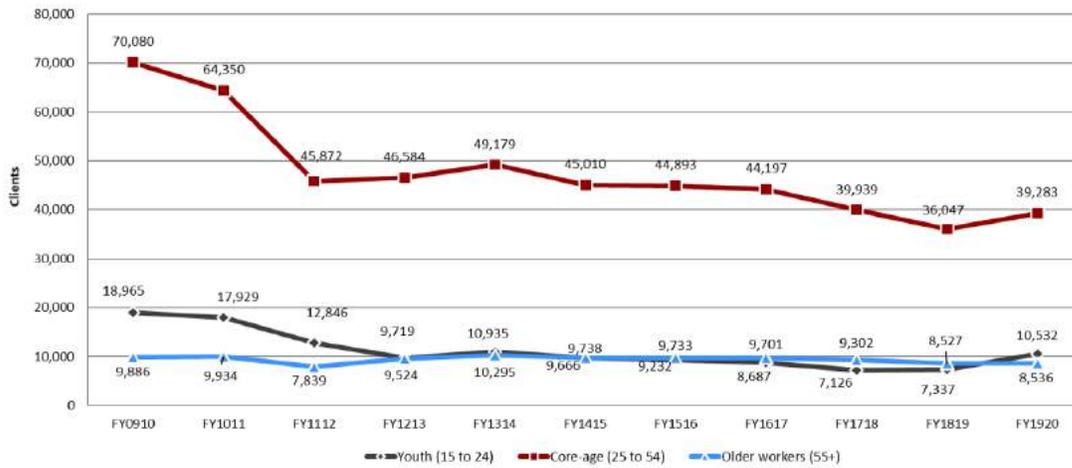


Chart 33 – Key performance indicators, FY0910 to FY1920

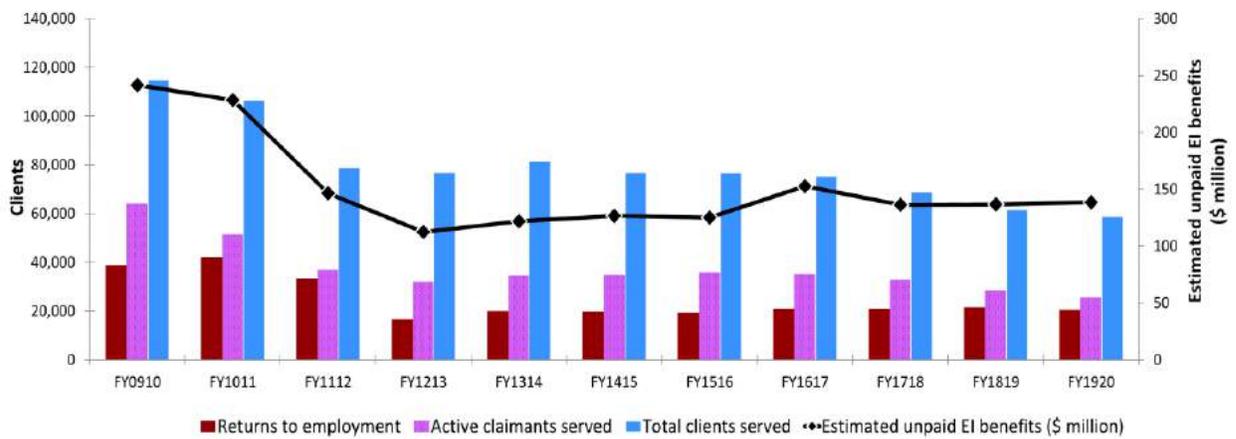


Table 16 – British Columbia: EBSM-similar programming, FY1920

		Interventions	Year-over-Year Change	Expenditures (\$ 000s)
Employment Benefits				
SD-R	Skills Development Employment Benefit	32,734	1,011.9%	177,294
SD-A	Skills Development Employment Benefit – Apprenticeship	13,710	-1.0%	
TWS	Wage Subsidies	876	-41.6%	13,954
SE	Self-Employment	1,487	-12.0%	15,792
JCP	Job Creation Partnerships	211	3.4%	10,796
Support Measures				
EAS	Employment Assistance Services	87,181	-38.3%	51,279
LMP	Labour Market Partnerships Employer Sponsored Training	N/A	N/A	8,860
R&I	Research and Innovation	N/A	N/A	7,176

3.2.11.3 Employment benefits

Compared to the previous fiscal year, British Columbia delivered 28,836 (+142.9%) more Employment Benefit interventions in FY1920. While declines were recorded in TWS (-625; -41.6%), SE (-203; -12.0%) and SD-A (-133; -1.0%), JCP (+7; +3.4%) and SD-R totals (+29,790; +1,011.9%) both increased. The Province spent \$217.8 million (+21.3%) on Employment Benefits.

3.2.11.4 Employment Assistance Services

For a sixth consecutive year, EAS interventions dropped in British Columbia, reaching 87,181 (-54,108; -38.3%) in FY1920. Employment Services (-56,685; -56.6%) contracted significantly, while Individual Counselling (+2,635; +6.4%) increased. For the first time since FY1314, Group Services were not delivered by British Columbia. EAS expenditures fell from last fiscal year's total of \$99.7 million, to \$51.3 million in FY1920.

3.2.11.5 Other support measures: LMP and R&I

LMP and R&I funding in British Columbia decreased by 38.4%, to \$16.0 million in FY1920. LMP (\$8.9 million) and R&I (\$7.2 million) dropped by 19.1% and 52.4%, respectively.

In addition to providing direct services and supports to help British Columbians participate productively in the labour force, the province continued to leverage funding from CEP (through LMP and R&I). This was undertaken to understand unique local labour market issues and trends, and collaborate with employers communities to address labour force imbalances and assist with their human resource challenges, as well as to identify innovative approaches to help people find and keep good jobs. This year, these key activities include:

- a study to test whether Cognitive Remediation Therapy, in conjunction with current Individualized Placement and Supports, improve employment outcomes for individuals with severe mental illness;
- piloting an innovative approach, using Individual Placement Support and Peer Support, to help at-risk individuals accessing primary care services in the Vancouver Downtown Eastside, in order to gain meaningful employment;

- the development of a technical Occupational Framework/Matrix of 20 technical occupations, through the testing of occupational alignment, to support the hiring of persons with disabilities in the technical and other sectors; and,
- Research to identify, implement, evaluate and measure the resulting changes of an untested, culturally rich approach to removing the systemic barriers to employment faced by Indigenous youth.

Spotlight: Social Innovation: Supportive Employer Guidebook – Labour Market Partnerships

British Columbia invested almost \$187,000 in the Supportive Employer Guidebook, a socially innovative LMP project with the Mission Possible Compassionate Ministries Society.

This project identified the unique human resource policies and training frameworks needed to operate as a supportive employer to hire people residing in the Vancouver Downtown Eastside (DTES) whose persistent barriers to traditional employment exclude them from the workforce. With the information gathered, a supportive employer guidebook was produced titled ‘Untapped Talent B2B¹⁸ Guide to Innovative Hiring and Retention’ which outlined specific policies and implementation strategies (best practices) for employers. Success stories within the guidebook will inspire and enable employers to consider using this supportive employment model.

Building an efficient labour market to support communities in a way that works for everyone is a priority of the Province. The B2B Guide will address labour market shortages experienced in entry-level positions by sharing information in developing innovative, inclusive and supportive hiring and retention practices that will enable employers to access an untapped talent pool. As a result, it will also benefit the community as a whole, by enabling more people to live above the poverty line and gain economic independence.

Spotlight: Nourish - Job Creation Partnerships

The Northern Environmental Action Team (NEAT) received \$85,000 in Job Creation Partnership (JCP) funding to support multi-barriered unemployed job seekers gain the skills needed to become employed in the food service industry. Some participants had been experiencing significant challenges maintaining employment for more than a few weeks.

The NOURISH project recovers food waste from local grocery outlets, market garden producers, and kitchens at the Site C work project, processes it in partnership with Salvation Army commercial kitchens, and redistributes it to assist community members with food needs such as low-income families and seniors. Project participants receive skills training, achieve Food Safe certification, and gain work experience in several fields: research and data analysis, community engagement, partnership development, food preservation, meal planning, budgeting, marketing, and food preparation.

This social innovation project addresses local food waste issues and supports poverty reduction by providing individuals living in poverty or low-income situations with sustainable and reclaimed food. It addresses local challenges beyond unemployment, a lasting difference on both the participants and the community.

¹⁸ B2B: Business to Business

Spotlight: Skills Development & Career Transformation

John had been working at a local mill that provided a closure notice in early spring. John immediately started searching for another job until his last day of work in late summer. He applied for over 20 jobs in his community, but found that there were limited options for people without post-secondary education. Despite his efforts, John only received one job interview. Fortunately, he was encouraged by his previous employer to reach out to WorkBC.

At WorkBC, John benefited from a whole suite of services from job search workshops to career planning. With the help of WorkBC, John decided to pursue an Education Assistant Certificate Program. At the end of a fast-paced year of online instruction, John graduated from the program and, two months later, was hired by the school district and has been working there ever since.

John is very grateful for the support he received from WorkBC for his journey over the past 14 months. As a result of the help he received, he expanded his education, redesigned his future and began a new career path that he finds both enjoyable and fulfilling.

3.2.12 Northwest Territories

Northwest Territories' real GDP declined by 8.0% in 2019, the largest decline since 2011, following a growth rate of 0.8% in 2018.

Northwest Territories: EBSM Key Facts			
Total Clients Served: 299			
Insured Clients		Non-Insured Clients	
280	↓	19	↓
Total Interventions: 718			
Intervention Type	FY1920	Year-over-Year Change	
Employment Benefits	300	26.1%	↑
Support Measures: EAS	418	76.3%	↓
Relative Share of Interventions			
Intervention Type	FY1920	Year-over-Year Change(pp)	
Employment Benefits	41.8%	29.9	↑
Support Measures: EAS	58.2%	29.9	↓
Total Allocation: \$3.2 million			
Total Expenditures	FY1920 (\$ million)	Year-over-Year Change	
Employment Benefits	\$2.2	24.6%	↑
Support Measures: EAS	\$0.8	14.3%	↓
LMP and R&I	\$0.08	50.5%	↓
Total Expenditures ¹	\$3.1	7.6%	↑
Unpaid EI benefits (\$ million)			
FY1819	FY1920	Year-over-Year Change	
\$1.64	\$1.43	12.8%	↓

¹ Totals may not add up due to rounding; does not include accounting adjustments.

Employment in the Northwest Territories declined (-400; -1.9%) in FY1920 with drops in both full-time (- 250; -1.2%) and part-time (-150; -5.9%) employment. The number of unemployed workers increased by 350 (+21.2%) year-over-year, going from 1,650 to 2,000. As a result, the Territory's unemployment rate increased by 1.5 percentage points, from 6.7% to 8.2% year-over-year.

In FY1920, the Northwest Territories continued to implement the Skills 4 Success Four-Year Action Plan 2016 to 2020. The latest key strategy of this action plan, released in May 2018, was the Northwest Territories Small Communities Employment Strategy, to enhance employment and training opportunities and outcomes in the small communities of the territory. In addition, Apprenticeship, Trades and Occupational Certification Strategy 2017 to 2022 was released in June 2017, to improve training, apprenticeship, certification and opportunities in the skilled trades, as well as industrial occupations, in the territory. Consistent with the overall objectives of the Skills 4 Success Four-Year Action Plan 2016 to 2020, the territory's priorities of the Labour Market Development Agreement were to:

- provide access to programs for EI clients, in order to enhance their skills and increase their likelihood of returning to work quickly;
- develop the tools to identify EI clients earlier in their claim, in order to offer them more relevant and better adapted programming; and,
- continue to provide quality career development resources and services through Regional Education, Culture and Employment (ECE) Service Centres.

The Northwest Territories had to adapt its program delivery and offer more flexibilities to clients, because of the impact of COVID-19 at the end of FY1920. The Territory's approach was to not penalize any client impacted by COVID-19, and to continue to provide the pre-approved funding, even if the training was cancelled or postponed. Future editions of this report will present more details about the impacts of the COVID-19 crisis.

3.2.12.1 Managing for results

The Government of the Northwest Territories (GNWT) took a multi-pronged approach to stakeholder engagement. This included ongoing engagement at the regional and community level, through Regional ECE Service Centres, working with regional training committees, education and training providers, Indigenous Governments, community organizations, as well as 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

Compared to FY1920, the Northwest Territories served a total of 299 clients, a decline of 71.7% year-over-year. All client types contracted significantly, with active claimants (134), former claimants (61), PPE clients (85), and non-insured clients (19) decreasing by 49.6%, 70.2%, 62.9%, and 94.6%, respectively. In terms of their shares of the total number of clients, active claimants (44.8%), former claimants (20.4%), and PPE clients (28.4%) advanced by 19.6, 1.0, and 6.7 percentage points, whereas non-insured clients (6.4%) decreased by 27.2 percentage points.

In FY1920, the Northwest Territories delivered 1,282 (-64.1%) fewer interventions than in FY1819, for a total of 718. The proportion of Employment Benefits jumped from 11.9% to 41.8% (+29.9 percentage points year-over-year), with EAS interventions making up the majority (58.2%) of all interventions. The number of individuals returning to work after participating in an EBSM-similar intervention rose by 2.2% to 185, and unpaid EI benefits fell (-12.8%) to \$1.43 million. In total, 185 individuals (+2.2%) returned to employment after participating in EBSM-similar programming. EBSM expenditures totalled \$3.1 million (+7.6%), including \$340,000 representing Northwest Territories' portion of the \$250.0 million in additional LMDA funding announced in Budget 2017. While no new programs were created as a result of this additional LMDA funding, the enhanced contribution helped support more individuals, employers and organizations.

In addition to these expenditures, \$250,000 in additional targeted funding was made available to support workers in seasonal industries, which the Territory did not access.

Chart 34 – Volumes by EBSM client type, FY0910 to FY1920

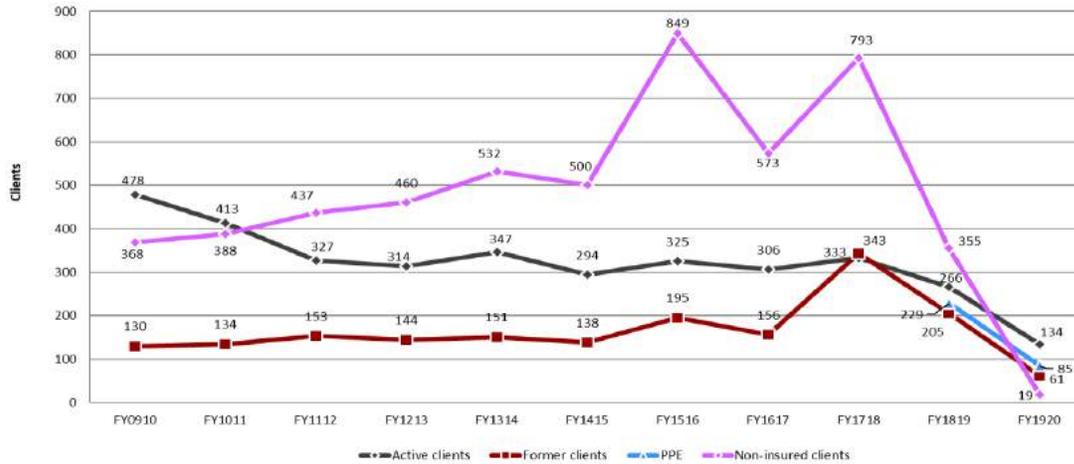


Chart 35 – Volumes by EBSM client age, FY0910 to FY1920

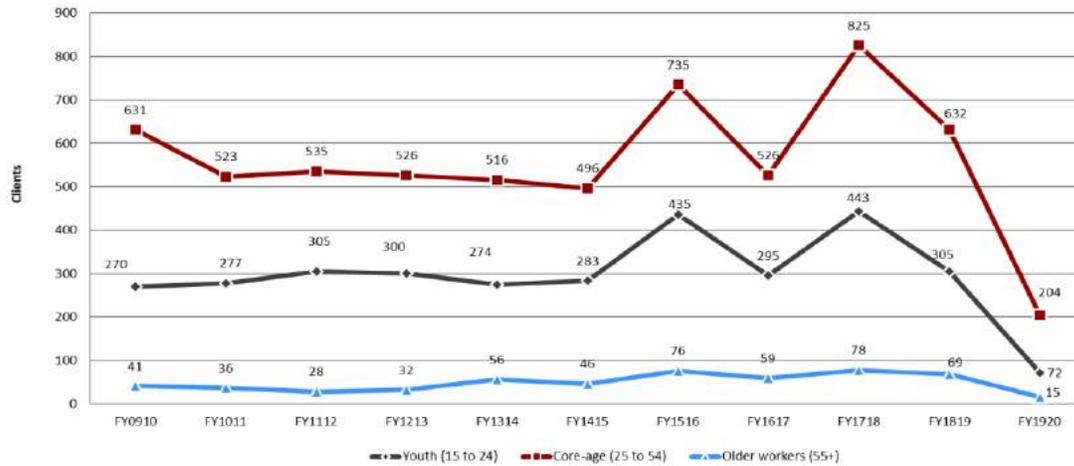


Chart 36 – Key performance indicators, FY0910 to FY1920

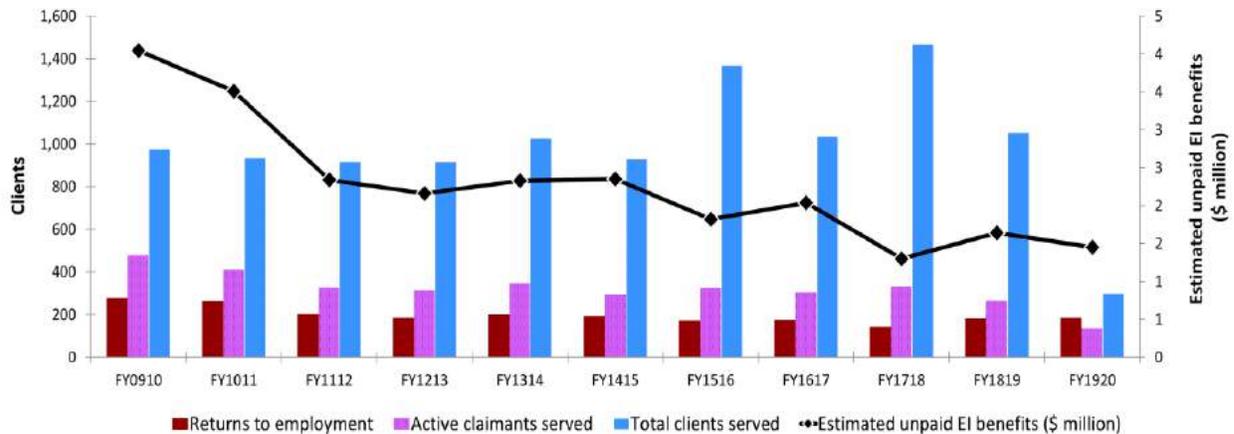


Table 16 – Northwest Territories: EBSM-similar programming, FY1920

		Interventions	Year-over-Year Change	Expenditures (\$ 000s)
Employment Benefits				
SD-R	Skills Development - Regular	131	50.6%	778
SD-A	Skills Development - Apprenticeship	137	8.7%	
TWS	Wage Subsidies	26	85.7%	1,074
SE	Self-Employment	6	-45.5%	315
JCP	Job Creation Partnerships	0	N/A	21
Support Measures				
EAS	Employment Assistance Services	418	-76.3%	821
LMP	Labour Market Partnerships (Strategic Workforce Initiatives)	N/A	N/A	75
R&I	Research and Innovation	N/A	N/A	0

3.2.12.3 Employment benefits

Compared to FY1819, the Northwest Territories delivered more Employment Benefit interventions (300) in FY1920, representing a 26.1% year-over-year increase. SD-R (+44; +50.6%), SD-A (+11; +8.7%) and TWS (+12; +85.7%) contributed to the overall growth. On the other hand, SE dropped by 45.5% (-5). Employment Benefit expenditures grew by 24.6%, to \$2.2 million.

3.2.12.4 Support measures: EAS

EAS interventions (418) in the Northwest Territories dropped by 76.3% in FY1920. This decline is mainly attributed to Individual Counselling (-1,351; -76.7%). The Territory invested \$821,000 (-14.3%) in EAS.

3.2.12.5 Other support measures: LMP and R&I

For a fourth consecutive year, total funding for other support measures dropped, amounting to \$75,000 (-50.5%) in FY1920. The other support measures were funded solely through LMP, which remained stable year-over-year.

Employer-Sponsored Training component of Labour Market Partnerships.

Wage Subsidy Program (WSP): The Wage Subsidy Program provided support to an employer to hire and train Northwest Territories' residents while on the job. This program is intended to provide work experience and training that will better enable clients to obtain meaningful, long-term employment. The WSP projects were supported under the LMDA or Workforce Development Agreements funding.

Employee Training Program (ETP): The Employee Training Program assisted employers, who have proactively hired employees in anticipation of their workforce needs, to offset the cost of training for new employees. The ETP assisted employers who require employee up-skilling due to economic, technological and/or organizational change. It may be used to support employees who are under-employed or employed and in need of training, to maintain their current job and/or advance, progress or move to a different and/or better job. The ETP was accessed in conjunction with the Wage Subsidy Program (WSP), to offset the costs of training employees.

Results/lessons learned for any research and innovation projects that concluded in FY1920

Although it did not conclude in FY1920, the implementation of the Career and Education Advisor positions is a model that is new to the Territory: these positions have provided valuable information and services to the youth of the Northwest Territories, by preparing these individuals for in-demand job opportunities. The four priorities of this initiative are:

- improving career and academic educational counseling support to high school students and youth to promote the Northwest Territories' jobs in demand;
- providing outreach services to the Northwest Territories postsecondary students receiving Student Financial Assistance (SFA), to connect with in-demand employers;
- promoting the Northwest Territories' apprenticeship in skilled trades and certified occupations as first choice careers, to increase the number of the Northwest Territories' students and youth pursuing these in-demand careers; and,
- supporting evidence-based and informed educational, career and business decisions, with a new interactive Northwest Territories Labour Market Information Portal.

EBSMs in action – Labour Market Programs

In the Beaufort-Delta region, the daycare has been using the Labour Market Programs for several years to train staff from entry level positions, to skilled positions. Their staff mostly use online training, as there are no local training providers and the living allowance support contributes to the success of the training as they are not rushing to train while working full-time. Their Outreach Program Coordinator received training through the wage subsidy program after developing her career action plan with our Career Development Officer and the employer. It helped her general sense of confidence in building relationships with organizations in the community. The funding is also helping strengthen the organization's employee base and giving their staff skills in their profession.

3.2.13 Yukon¹⁹

In 2019, Yukon’s real GDP growth dropped to 0.8% from 3.8% in 2018. The national average was (+1.9%).

Yukon: EBSM Key Facts			
Total Clients Served: 233			
Insured Clients		Non-Insured Clients	
207	↓	24	↓
Total Interventions: 265			
Intervention Type	FY1920	Year-over-Year Change	
Employment Benefits	183	7.1%	↓
Support Measures: EAS	79	61.8%	↓
Relative Share of Interventions			
Intervention Type	FY1920	Year-over-Year Change(pp)	
Employment Benefits	69.8%	21.0	↑
Support Measures: EAS	30.2%	21.0	↓
Total Allocation: \$4.1 million			
Total Expenditures	FY1920 (\$ million)	Year-over-Year Change	
Employment Benefits	\$1.8	20.4%	↑
Support Measures: EAS	\$1.7	11.1%	↑
LMP and R&I	\$0.08	57.5%	↑
Total Expenditures	\$3.6	16.4%	↑
Unpaid EI benefits (\$ million)			
FY1819	FY1920	Year-over-Year Change	
\$1.07	\$1.12	4.5%	↑

Yukon’s overall employment level improved in FY1920 (+500; +2.1%) compared to FY1819, mainly due to an increase in part-time positions (+400; +10.9%). Meanwhile, employment in full-time positions remained relatively stable (+100; +0.4%). Yukon’s unemployment rate edged up to 3.5%, compared to 3.4% in the previous year.

Yukon priorities for FY1920 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; and,

¹⁹ Owing to recently identified procedural and technological issues, Yukon’s reported numbers in EAS only interventions are significantly lower than actual numbers verified in a direct count. Yukon continues to work on those areas to ensure more accurate reports in the future.

- increasing participation in the labour market for current under-represented groups in Yukon: Yukon First Nations' peoples, youth, older workers, persons with disabilities, women in trades and technology, as well as newcomers to Canada.

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.

3.2.13.2 Clients, interventions and expenditures

The total number of clients served in Yukon decreased to 231 (-31.7%) in FY1920. All four client types experienced drops: active claimants (-34; -18.0%), former claimants (-12; -34.3%), PPE clients (-10; -25.6%) and non-insured clients (-51; -68.0%). In terms of the shares relative to the total number of clients, active claimants were the largest client group, representing 67.1% of all clients served in Yukon, up by 11.2 percentage points from the previous year. Compared to FY1819, the share of PPE clients (12.6%) increased by 1.0 percentage points, while non-insured clients' share (10.4%) decreased by 11.8 percentage points and former claimants share (10.0%) remained stable (-0.4 percentage points).

Compared to FY1819, Yukon delivered fewer EBSM-similar interventions in FY1920 (262), a 35.1% year-over-year decline. The share of Employment Benefits relative to all interventions increased, from 48.8% to 69.8% (+21.0 percentage points year-over-year), while that of EAS interventions dropped, from 51.2% to 30.2%. In total, unpaid EI benefits jumped by 4.5% to \$1.12 million, and 123 individuals (+2.5%) returned to employment after participating in EBSM-similar programming.

Total expenditures for EBSMs rose from \$3.1 million in FY1819 to \$3.6 million in FY1920, a 16.4% year-over-year increase. This amount included the \$227,000 envelope the Territory received in FY1920 as part of the \$250.0 million in additional LMDA funding announced in Budget 2017.

On top of these expenditures, \$250,000 was made available to Yukon under the additional targeted funding measures to support workers in seasonal industries, which the Territory did not access.

Chart 37 – Volumes by EBSM client type, FY0910 to FY1920

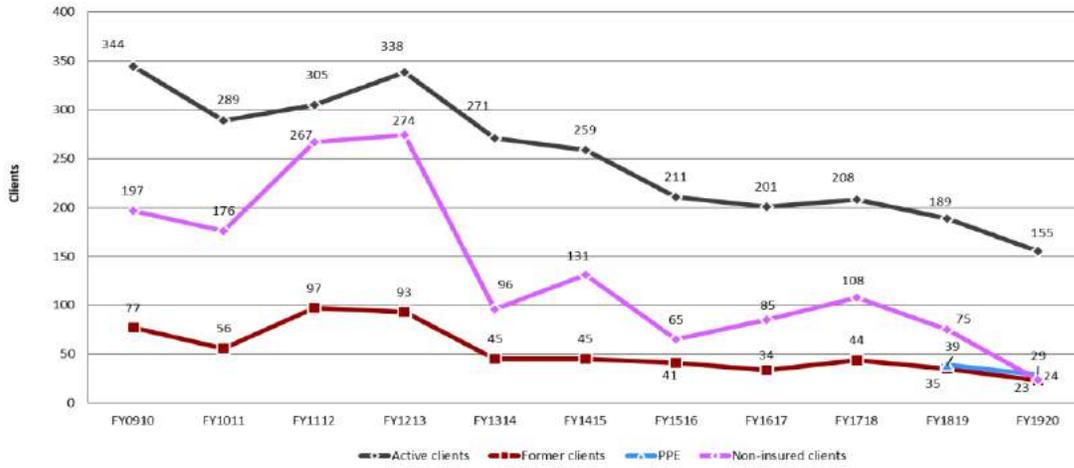


Chart 38 – Volumes by EBSM client age, FY0910 to FY1920

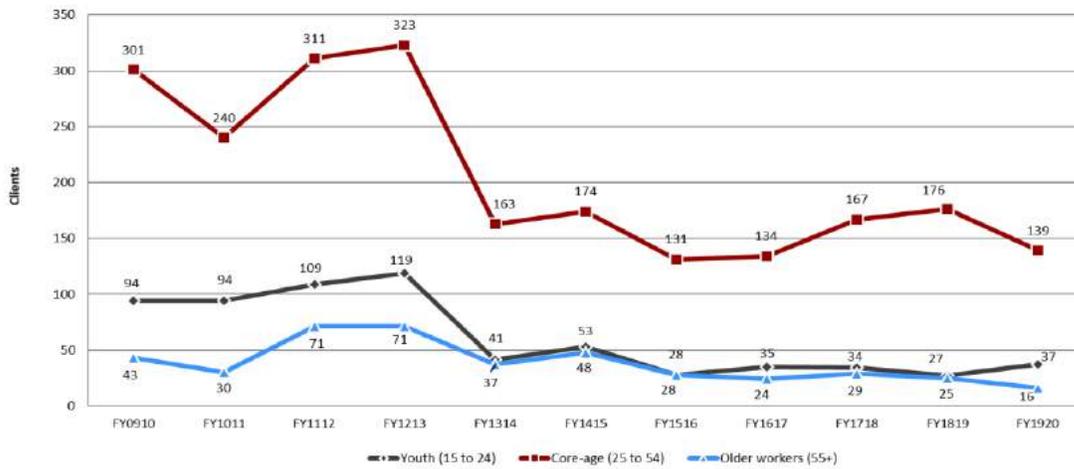


Chart 39 – Key performance indicators, FY0910 to FY1920

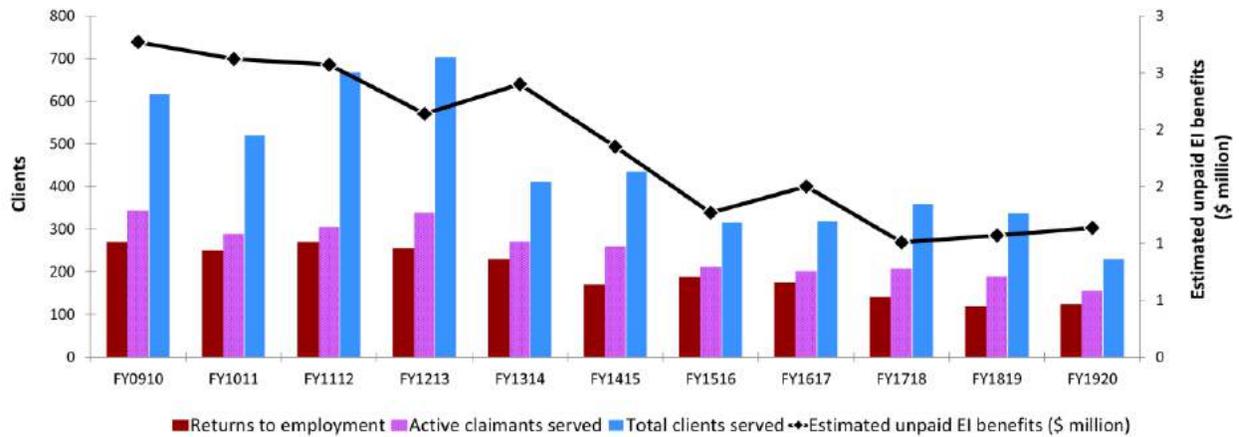


Table 17 – Yukon: EBSM-similar programming, FY1920

		Interventions	Year-over-Year Change	Expenditures (\$ 000s)
Employment Benefits				
SD-R	Skills Development Employment Benefit	29	0.0%	1,784
SD-A	Skills Development Employment Benefit - Apprenticeship	152	-7.3%	
TWS	Targeted Wage Subsidies	2	-50.0%	32
SE	Self-Employment	0	N/A	0
JCPJCP	Employment Programs	0	N/A	0
Support Measures				
EAS	Employment Assistance Services	79	-61.8%	1,715
LMP	Labour Market Partnerships Employer Sponsored Training	N/A	N/A	12
R&I	Research and Innovation	N/A	N/A	69

3.2.13.3 Employment benefits

In FY1920, the number of Employment Benefit interventions in Yukon dropped by 7.1% to 183. This drop is mainly attributable to the decline in SD-A (-12; -7.3%), which represented 83.1% of all Employment Benefits in Yukon. The Territory spent \$1.8 million (+20.4%) on Employment Benefits.

3.2.13.4 Support measures: EAS

Compared to the previous fiscal year, Yukon delivered fewer EAS interventions in FY1920, a large decline of 61.8%, for a total of 79. EAS expenditures increased by 11.1% to \$1.7 million.

3.2.13.5 Other support measures: LMP and R&I

Yukon’s total funding for other support measures advanced, from \$51,000 in FY1819 to \$80,000 in FY1920, a 57.5% year-over-year increase. From this amount, LMP and R & I represented \$12,000 and \$69,000, respectively.

Employer-Sponsored Training component of Labour Market Partnerships

Many activities are offered under the Employer-Sponsored Training component of LMPs. Due to a new flexible Working Up Program Suite, when employers approach the Territory with their unique labour market challenges and goals, Yukon can develop a funding solution for them. Some of the activities involve hiring and training new staff for hard to fill positions. Other activities involve training current staff for promotional opportunities within their employer's organization. Yukon has a number of employers who have developed annual essential skills development programs for their employees.

Results/lessons learned for any research and innovation projects that concluded in FY1920

The research and innovation projects that concluded in FY1920 were composed of two surveys conducted by Yukon Bureau of Statistics: The Yukon Employment and Skills Survey and the Yukon Business Survey. The results from these surveys allowed the Territory to determine areas where further services and supports were required. For example, it clearly identified the lack of resources and employment opportunities in remote communities, as well as various gaps between the experience and skills required by employers, as well as the experience and skills held by available applicants and/or current employees.

EBSMs-in-Action examples

Working Up / Staffing Up Program

Andrew was a new Canadian with English as a second language and was having difficulties obtaining regular employment due to a lack of certification and employers lack of confidence in his language skills. After taking an English class at the local college, we funded him under our **Working Up Program** to obtain a one-year Office Administration Certificate. He was extremely successful in school and quickly obtained a position as an Administrator for a local employer. Less than a year later, his employer had seen great potential in him and contacted us to apply for funding under our **Staffing Up Program** to train him as a Business Analyst. After he completed his training, he is now in permanent employment as a Business Analyst for this local employer.

Building Up Program

As a result of the flexibility and diversity in our **Building Up Program** and our commitment to Truth and Reconciliation and developing labour market programming with First Nations, Kwanlin Dün First Nation; House of Learning has delivered employment programming through traditional ways of knowing and doing. Whether on the land or through traditional knowledge circles, we have noted that participation in this programming has resulting in progression toward citizen's employment goals.

3.2.14 Nunavut

Nunavut's real GDP increased by 6.5% in 2019, following a growth rate of 5.2% in 2018.

Nunavut: EBSM Key Facts			
Total Clients Served: 477			
Insured Clients		Non-Insured Clients	
322	↓	305	↓
Total Interventions: 821			
Intervention Type	FY1920	Year-over-Year Change	
Employment Benefits	339	2.7%	↑
Support Measures: EAS	482	64.8%	↓
Relative Share of Interventions			
Intervention Type	FY1920	Year-over-Year Change(pp)	
Employment Benefits	41.3%	21.9	↑
Support Measures: EAS	58.7%	21.9	↓
Total Allocation: \$3.3 million			
Total Expenditures	FY1920 (\$ million)	Year-over-Year Change	
Employment Benefits	\$2.2	15.0%	↑
Support Measures: EAS	\$0.0	100%	↓
LMP and R&I	\$0.8	367%	↑
Total Expenditures ¹	\$3.0	34%	↑
Unpaid EI benefits (\$ million)			
FY1819	FY1920	Year-over-Year Change	
\$0.64	\$0.63	-2.2%	↓

¹ Expenditures are estimates provided by Nunavut at time of writing. Totals may not add up due to rounding; does not include accounting adjustments.

Nunavut's overall employment level increased by 100 (+0.8%) in FY1920 to a total of 13,100. Full-time employment grew by 400 (+3.3%), while part-time employment declined by 300 (-17.4%). The number of unemployed workers edged down from 2,200 in FY1819, to 2,100 in FY1920. In this context, the Territory's unemployment rate dropped from 14.6% to 13.7%, year-over-year.

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 FY1920 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; and,
- 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, in order to identify measures that better meet client needs. These improvements are driving the creation of new information sources as well as tools to inform practice and policy.

3.2.14.2 Clients, interventions and expenditures

Nunavut served a smaller number of clients, totaling 627 (-49.7%) in FY1920. All client groups dropped by varying degrees: active claimants (-47.9%), former claimants (-36.2%), PPE clients (-42.3%) and non-insured clients (-56.1%).

In FY1920, Nunavut delivered 821 interventions (-51.7%), with Employment Benefits increasing slowly (+2.7%) and EAS interventions dropping (-64.8%). Returns to employment in the Territory dropped by 12.5% to 42, while unpaid EI benefits totaled \$0.63 million (-2.2% year-over-year).

Total expenditures towards EBSM-similar programming grew by \$0.7 million to 3.0 million (+34%). These included \$303K that the Territory received in FY1920 as part of the \$250.0 million additional LMDA funding from Budget 2017.

On top of these expenditures, \$250,000 were also made available to Yukon under the additional targeted funding measures to support workers in seasonal industries, which the Territory did not access.

Chart 40 – Volumes by EBSM client type, FY0910 to FY1920

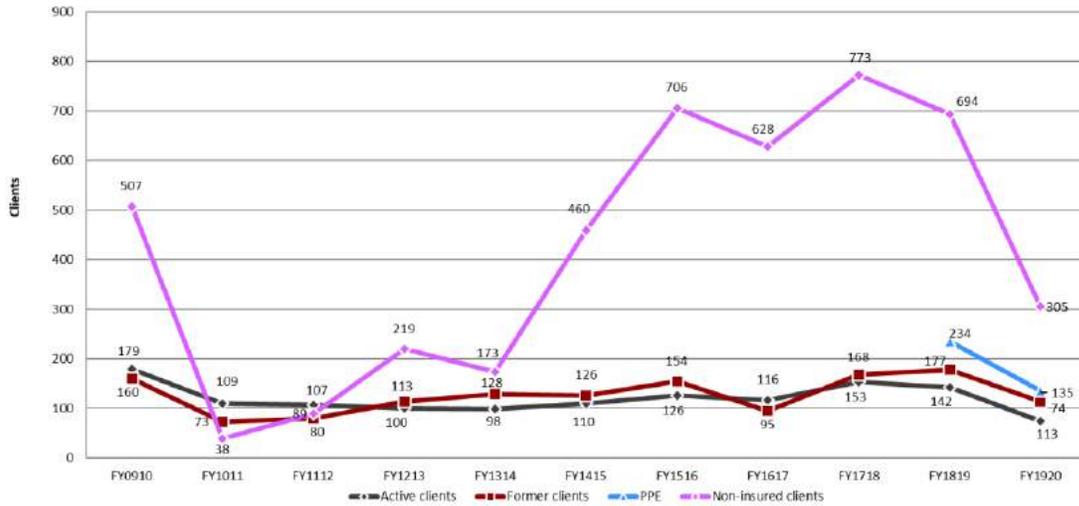


Chart 41 – Volumes by EBSM client age, FY0910 to FY1920

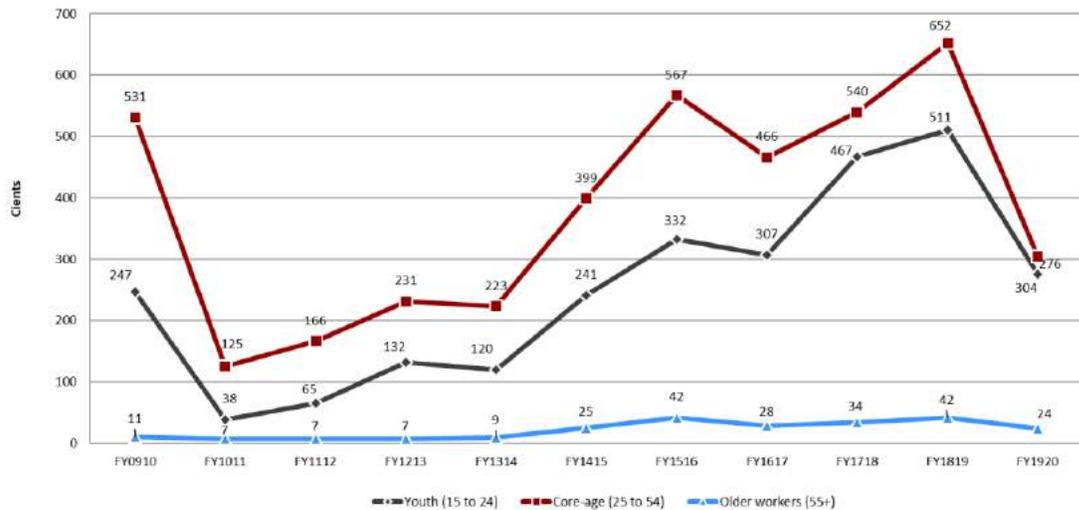


Chart 42 – Key performance indicators, FY0910 to FY1920

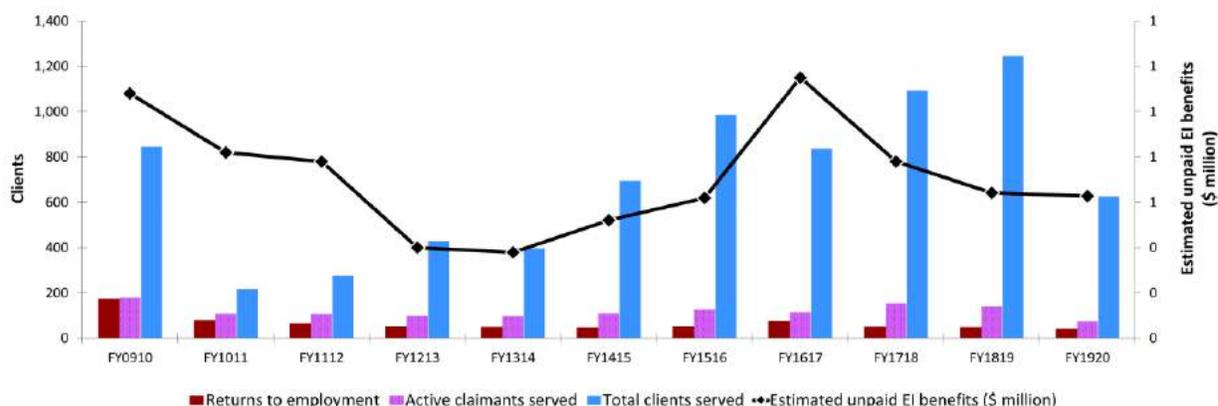


Table 18 – Nunavut: EBSM-similar programming, FY1920

		Interventions	Year-over-Year Change	Expenditures (\$ 000s)
Employment Benefits				
SD-R	Adult Learning and Training Supports	186	-34.5%	1,651
SD-A	Adult Learning and Training Supports: Apprenticeship	108	163.4%	
TWS	Training on the Job	45	N/A	555
SE	Nunavut Entrepreneurship Incentive	0	-100.0%	0
Support Measures				
EAS	Employment Assistance Services	482	-64.8%	0
LMP	Target Training Initiatives	N/A	N/A	806
R&I	Research and Innovation	N/A	N/A	N/A

3.2.14.3 Employment benefits

In FY1920, Nunavut delivered 339 Employment Benefit interventions (+2.7%), with SD-A (108; +163.4%) increasing and SD-R (186; -34.5%) dropping. While in FY1819 no TWS interventions were delivered, 45 were issued in FY1920. SE were not delivered in FY1920. The Territory spent \$2.2 million (+15%) on Employment Benefits.

3.2.14.4 Support measures: EAS

Under EAS, Nunavut delivered Employment Services, with these interventions dropping by 64.8% year-over-year; going from 1,371 in FY1819 to 482 in the most recent reporting period. The Territory did not report any EAS expenditures.

3.2.14.5 Other support measures: LMP and R&I

LMP total expenditures grew from \$176,000 in FY1819 to \$806,000 in FY1920, representing a year-over-year increase of \$634,000. No R&I expenditures were recorded in FY1920.

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 ongoing third cycle of LMDA evaluations (2018 – 2023). Employment and Social Development Canada (ESDC) worked jointly with twelve provinces and territories (P/Ts) to undertake the 2012-2017 second cycle for the Labour Market Development Agreement (LMDA) evaluations. Under the second cycle, the evaluation work consisted of conducting two to three studies per year on the Employment Benefits and Support Measures (EBSMs) similar programming delivered under these agreements. The studies aimed to generate evaluation evidence on the effectiveness, efficiency and design/delivery of programs and services for Canada overall and for the twelve P/Ts that opted for a joint evaluation process with the Government of Canada. Quebec is responsible for its own evaluation but data from Quebec were included in the national level analyses.

The Third LMDA Evaluation Cycle builds on the success of the second cycle, with the aim of filling in knowledge gaps about the effectiveness, efficiency and design/delivery of EBSMs. This evaluation cycle will have 100% coverage of LMDA spending. Many conclusions and recommendations from Cycle III will be based on incremental impacts of LMDAs. The third cycle of evaluation covers LMDA participants prior to Covid-19.

The first part of this section summarizes key findings of the National Study of the Design and Delivery of the Self-Employment Program. The first part also presents an analysis of EBSMs' profile and medium-term Incremental Impacts from 2010 to 2017. These studies were carried out prior to COVID-19. Future evaluations will seek to address the pandemic's impact on LMDA participants' outcomes. The incremental impacts methodology compares LMDA participants' results to the results of a comparison group with similar observable characteristics to learn about what would have happened in the absence of the program.

The second part of this section, which is not a component of the Third LMDA Evaluation Cycle, expands on previous LMDA outcomes and impacts on economic security analyses started in the FY1617 MAR. This second part uses general outcomes, through the lens of the designated groups, as input for an analysis that gauges how the program affects groups who may be more vulnerable to the economic cycle or more likely to experience labour market barriers. This year's analysis will focus on outcomes for women, visible minorities, as well as for the Indigenous people of Canada. General outcomes, the input for this analysis, compare the situation of participants before, during and after LMDA interventions.

At the Forum of Labour Market Ministers (FLMM) table, the federal government and provinces/territories highlighted the importance of inclusive and outcome-focused labour market transfer agreements. To support this, ESDC is committed to measuring results of LMDA participants for the four designated groups under the Employment Equity Act: women, Indigenous peoples, persons with disabilities and members of visible minorities.

3.3.1 Design and Delivery of the Self-Employment Program

The self-employment program aims to assist participants in creating employment for themselves by providing them with a range of services including:

- Assistance with business plan development.
- Counselling, coaching and mentoring.
- Entrepreneurial training and workshops.

Provinces and territories have the flexibility to design and deliver the program to meet their labour market needs. Currently, the program is delivered through third-party organizations in seven jurisdictions. In one jurisdiction, the program is delivered by government staff and, in another one, the program is delivered by government staff and third-party organizations.

Program officials reported that the amount allocated by the jurisdiction to the self-employment program is influenced by regional allocations, demand for the program and local labour market conditions. Three P/Ts have decided not to deliver the program because other entrepreneurial programs are offered, high costs relative to the demonstrated results, low demand and labour market conditions.

The application process is structured and aimed to ensure that participants are suited for self-employment, have a viable business idea and the financial resources to launch a business.

Participants' employment outcomes

Self-employment participants increased their employment level by 15 percentage points from 59% in the year before participating to 74% at the time of survey (that is two to four years after program participation).

Type of businesses created, survival rates and success factors

Nearly 50% of survey respondents launched a self-employment business and it was still in operation in winter 2020 (two to four years following program participation). Among the 1,365 respondents who started a business, 68% of them were still operating their business at two to four years post-program. Another 4% had sold their business, but it was still operational. Twenty-four percent (24%) of respondents were unable to maintain the operation of the business they had started as part of the program.

Objectives of the study

- Develop an understanding of the design, delivery and success of the self-employment program.
- Define the outcomes of success that can be attributed to program participation.
- Fill in knowledge gaps about factors influencing the success or failure of self-employment businesses.
- Determine lessons learned, best practices and key challenges related to program design and delivery.

Evaluation methodology

This study used a mix of qualitative and quantitative methods to address the evaluation questions:

- Document review.
- Canadian self-employment literature and statistics.
- Key informant interviews with program managers, and front-line third-party service providers and case workers.
- Statistical analysis of administrative data.
- Survey of self-employment participants across nine provinces and territories.

The business survival rate is consistent with a 2018 Statistics Canada study²⁰ that found that less than half of unincorporated self-employed individuals continued operations for more than two years.

Half of self-employment businesses were launched in other services²¹; professional, scientific and technical services; as well as in construction and retail trade.

Regarding factors influencing the success or failure of self-employment businesses, participants:

- Who started a business under the self-employment program and were still in operation at the time of survey attributed their business success to: their dedication, hard work and positive attitude; the high demand for their services or products; the quality of service provided; their own abilities, experience, knowledge and skills; their network; and, business contacts.
- Who started a business but were forced to close it attributed the closure to: poor sales and low revenues; small market; workload; and, finding another job.
- Who did not launch a business during program participation attributed this to: lack of funding; the level of uncertainty and risk involved; workload, worklife balance; and, underestimating the required commitment.

Earning outcomes and reliance on income support

Survey respondents were not comfortable answering questions that related to their earnings. This situation made it difficult to compare the pre- and post-earnings of self-employment participants. Overall, there appears to be an increase in the number of participants reporting less than \$10,000 in earnings annually. However, survey respondents who were able to maintain the operation of their business, were more likely than respondents, whose business had closed, to report earning more or the same as before participating in the program.

As a complement to the earnings questions, survey respondents were asked to provide an assessment of their financial well-being. When taking their entire financial situation into consideration, 73% of respondents said that they were financially about the same or better off after the program when compared to before they started the self-employment program. As well, 70% of respondents said that

Key considerations for program and policy development

- The self-employment program can benefit from an updated objective specifying that it is dedicated to eligible participants who have a viable business idea, the financial and/or in-kind resources to launch a business, and the required level of dedication.
- The data collection for self-employed participants should include only participants who have been deemed suitable for self-employment and accepted into the program.
- Indicator of program success can include: Increase in employment and/or self-employment levels; medium-term increase in earnings; business survival rate similar to the local economy and/or the sector; and acquisition of transferable skills.
- Provinces and territories may wish to consult with their service delivery network on the extent to which identified challenges are applicable to their unique context, and how best to address them along with integrating lessons learned that can benefit program delivery.

²⁰ Douwre Grekou and Hujun Liu, "The Entry into and Exit out of Self-employment and Business Ownership in Canada", Statistics Canada, 2018

²¹ Services include establishments engaged in repairing, or performing maintenance on motor vehicles, machinery and equipment; providing personal care services, funeral services, laundry services, pet care services, etc.

their household net worth was about the same or higher when compared to before they started the self-employment program.

In line with survey findings, 14 P/T program managers stated that immediate increases in earnings are not necessarily an expected outcome of the program.

Regarding the reliance on government income support, participants reduced reliance on the use of EI and social assistance following program participation.

Satisfaction with services received and current employment

A high percentage of respondents who started a self-employment business reported that they were equally or more satisfied with their job situation compared to their pre-program participation. Those who were able to maintain the operation of their business were 29 percentage points more likely to report being more satisfied, compared to those whose business had closed (76% compared to 47%).

Regarding the contribution of the program to the success of self-employment businesses, at least 81% of survey respondents who launched a self-employment business rated the following services and training as very or somewhat important to the business launch, operation and success:

- Assistance with business plan development.
- One-on-one mentoring / advice or counselling supports.
- Discussion on risks and challenges of self-employment.
- Assessment of entrepreneurial readiness.
- Living allowance during participation and financial assistance with business start-up costs.
- Information about and assistance to access capital.
- Training on budgeting, financial management, marketing, business operation and sales.

Complementarity between the self-employment program and other similar programs

Key informants in eight provinces and territories confirmed that other programs are available to help new entrepreneurs; however, they believed that the self-employment program does not duplicate these programs. Examples included:

- Financial support is the distinguishing feature of the self-employment program.
- Other programs are not as comprehensive in terms of training and supports compared to the self-employment program.
- Some programs are dedicated to specific demographics such as women, youth, Indigenous peoples and immigrants. By comparison, all demographic groups can participate in the self-employment program.

Challenges and lessons learned related to program design and delivery

Key informants identified challenges related to program design and delivery. These included:

- The lack of clear communication between service providers and the provincial or territorial department and/or Service Canada regarding the confirmation of eligibility for EI.
- The restrictive contract provisions for service providers.
- The complex assessment process of candidates.
- The difficulty to serve remote and rural areas.

Best practices related to program design and delivery included:

- Using local and specialized organizations to deliver the program.
- Using standardized tools for business plan development.
- Relying on local expertise to assess business viability.
- Providing ongoing mentorship, advice and counselling.
- Using specialists to deliver tailored training.
- Providing participants with opportunity to network and facilitating their knowledge of and access to funding.

The report for *The National Study of the Design and Delivery of the Self-Employment Program* is available upon request.

3.3.2 Analysis of Employment Benefits and Support Measures (EBSMs) Profile and Medium-Term Incremental Impacts from 2010 to 2017

This study presents the medium-term (i.e., up to five years after participation) incremental impacts for active and former EI claimants who began participating in Employment Benefits and Support Measures (EBSMs) delivered under Labour Market Development Agreements (LMDAs) across Canada between April 1, 2010 and December 31, 2012. Incremental impacts were estimated between the years 2010 and 2017.

The study covered the entire population of EI claimants who began participating in Skills Development (SD), Job Creation Partnerships (JCP), Targeted Wage Subsidies (TWS), and Employment Assistance Services (EAS) during the 2010-2012 reference period. These programs and services aim to assist the unemployed to obtain employment and reduce EI use.

Incremental impacts were examined for active and former EI claimants:

- For active EI claimants²², the incremental impacts from participating in EBSMs were measured relative to non-participants or, in other words, a comparison group of active claimants who had no EBSM participation during the 2010-2012 reference period.
- For former EI claimants²³, the impacts from participating in Employment Benefits (i.e., SD, TWS and JCP) were measured relative to participants who received minimal employment services only (i.e., EAS only).

Considering that two different counterfactuals were used to estimate the incremental impacts for active and former EI claimants, their results are not directly comparable.

The unit of analysis used in examining the incremental impacts was the Action Plan Equivalent (APE), which regroups all EBSM interventions taken by a participant within an interval of six months of each other (i.e., gap of six months or less between the end of one intervention and the beginning of the following one).

²² Active Claimants are participants who started an intervention while collecting EI benefits.

²³ Former Claimants are participants who started an intervention up to three years after the end of their EI benefits.

Incremental impacts were estimated based on propensity score matching. The main estimator used was Kernel Matching combined with Difference-in-Differences. The Nearest Neighbour, Inverse Probability Weighting and Cross-sectional matching methods were used to assess the sensitivity of the estimates to the choice of matching method. This triangulation exercise confirmed that the net impacts were not sensitive to the estimation method. As well, greedy matching and machine-learning methods were used to improve the selection of comparison group members.

Incremental impacts were measured for the following seven indicators:

- Employment earnings
- Incidence of employment
- Amount of EI benefits collected
- Number of weeks in receipt of EI benefits
- Incidence of Social Assistance (SA) use
- Amount of SA benefits collected.
- Level of dependence on income support (i.e., ratio of EI benefits plus SA benefits collected divided by EI plus SA benefits collected plus employment/self-employment earnings)

Incremental Impact Findings

Key Findings

Consistent with previous incremental impact studies, incremental impacts for the 2010-2012 cohort demonstrate that active and former EI claimants who participated in SD, TWS and JCP (active participants only) improved their labour market attachment (employment and earnings) and reduced their dependence on government income support (EI and SA use) compared to similar non-participants.

- Former claimants who participated in JCP experienced an increase in their incidence of employment but a decrease in their employment earnings. Similar negative impacts on earnings were observed for the 2007-2008 cohort and the program was not cost-effective for the 2002-2005 cohort. These participants represent one percent of all participants and account for less than one percent of program expenditures.

Active EI claimants who participated in EAS services alone had small positive impacts on earnings and on incidence of employment (non-statistically significant). However:

- EAS improved the labour market attachment for female, Indigenous and recent immigrant participants²⁴, and decreased their dependence on income support compared to similar non-participants.

Overall, SD and TWS improved the labour market attachment and reduced the dependence on income support for most sub-groups of participants. With some exceptions, TWS had the most consistent positive impacts across all sub-groups.

²⁴ For the purposes of this study, an individual who immigrated to Canada within five years of establishing an Action Plan Equivalent (APE), is identified as a recent immigrant.

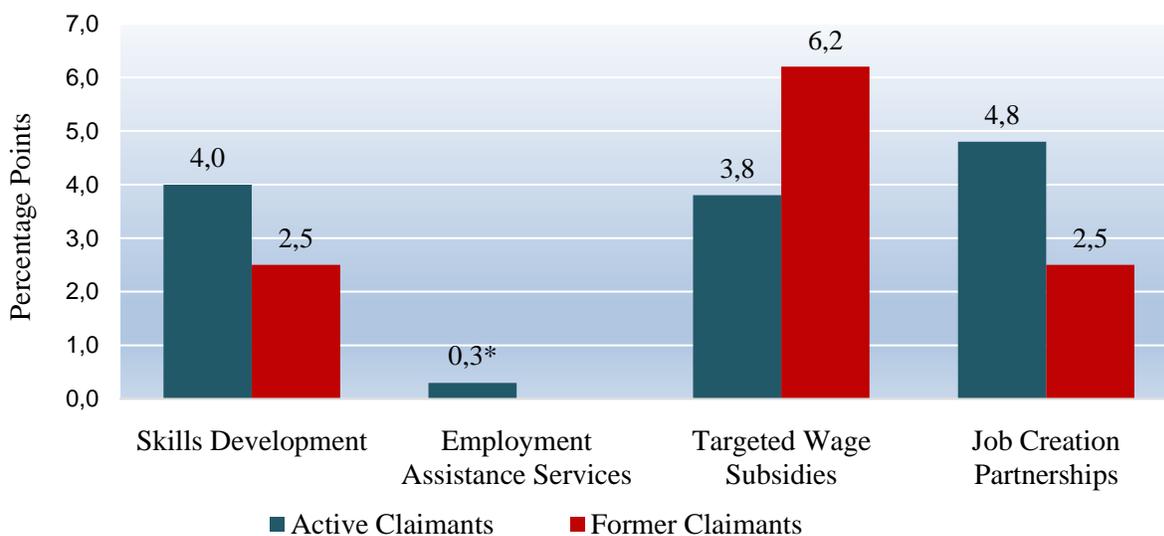
Detailed Findings for Active and Former EI Claimants by Type of Intervention

Incidence of Employment

Chart 43 presents the incremental impacts on the incidence of employment for active and former EI claimants by type of program. The estimates can be interpreted as a change in the probability of being employed following participation. Active EI claimants who participated in SD, TWS and JCP increased their incidence of employment relative to similar non-participants. Former EI claimants who participated in SD, TWS and JCP increased their incidence of employment relative to similar participants who received only EAS services.²⁵

Active EI claimants who received EAS services experienced a small positive, but not statistically significant, impact on the incidence of employment. EAS services are relatively modest activities such as counselling, job search assistance and case management. By themselves, these services are not expected to increase the skills of participants or influence their employment level to a large extent, and are often provided in conjunction with longer interventions such as SD.

Chart 43 – Change in Probability of Being Employed in Participants Relative to Non-Participants (Annual Average over Four to Five Post-Program Years)



*The impact is non-statistically significant.

Note: Impacts are estimated over four post-program years (or five years in the case of EAS).

To complement the incremental impact analysis, the labour market outcomes²⁶ for all EAS participants in the 2010-2012 period were observed. Table 19 shows that these participants maintained an employment level of 86% and 85%, respectively, in the first two years that followed their participation.

²⁵ For the context of this study, EAS participants are those who receive only EAS services as part of their participation.

²⁶ Detailed outcomes for EBSM participants up to 12 years pre- and post-program participation are available in a separate but complementary report. Outcome analysis refers to the average results for participants.

Table 19 – Labour Market Status of EAS Participants

	EAS Start Year	1 Year Post	2 Years Post
Percentage employed	94%	86%	85%
Percentage on EI	98%	30%	29%
Percentage on SA	8%	10%	9%
Percentage on Canada Pension Plan	6%	8%	10%
Percentage on Canada Pension Plan – Disability	0%	1%	1%
Percentage on Old Age Security	2%	2%	3%
N= 272,813. Participants can collect multiple source of benefits while employed or unemployed.			

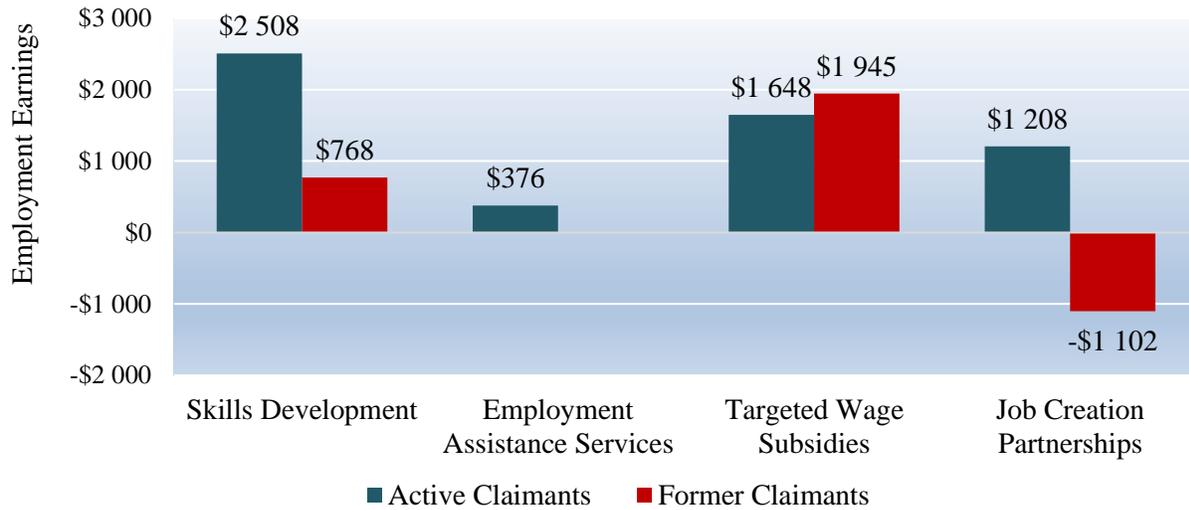
Employment Earnings

Chart 44 presents the average annual increase in employment earnings for active and former claimants over the four years post-participation:²⁷

- Active EI claimants who participated in SD, TWS and JCP increased their employment earnings relative to similar non-participants.
- Active EI claimants who participated in only EAS services increased their employment earning relative to similar non-participants, however, as noted above, these services are relatively modest activities and, by themselves, are not expected to lead to greatly influence labour market outcomes. In addition, these services do not aim to upgrade participants' level of education and/or skills and are therefore not necessarily expected to assist them in securing higher paying jobs. Securing higher paying jobs is more dependent on participants' prior levels of education and skills.
- Former EI claimants who participated in SD and TWS increased their employment earnings relative to similar participants who received only EAS services. Former EI claimants who participated in JCP experienced decreases in their employment earnings relative to similar participants who received only EAS services.

²⁷ The evaluation examines participants who started an intervention between 2010 and 2012. The post-program period represents the four to five years after the end of the program, and depends on the length of the program period.

Chart 44 – Increased Earnings of Participants Relative to Non-Participants (Annual Average over Four to Five Post-Program Years)

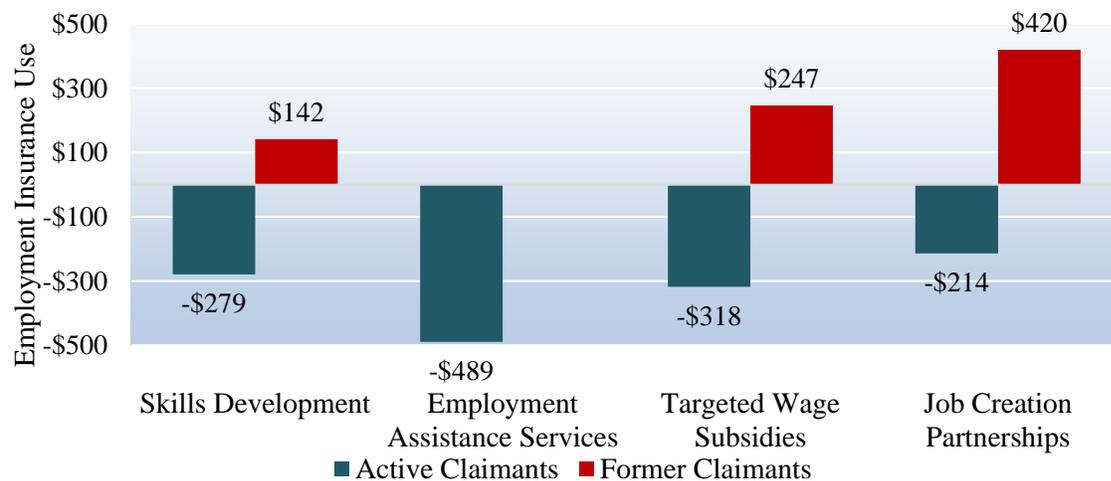


Use of EI Benefits

As shown in Chart 45, active EI claimants who participated in EBSMs reduced the use of EI benefits in the post-program period compared to similar non-participants. Former EI claimants who participated in SD, TWS and JCP increased their use of EI benefits in the post-program period relative to similar participants who received EAS services only.

- In the case of SD and TWS, the increase in the use of EI by former claimant participants is consistent with previous evaluations and is not necessarily a negative impact. Following their participation in these interventions, former EI claimants are more likely to be eligible for EI benefits due to their stronger labour market attachment demonstrated by increases in employment and earnings.
- The increase in the use of EI for former claimants who participated in JCP is a negative impact given the decrease in employment earnings. This intervention will not pass the cost-benefit test.

Chart 45 – Change in the Use of EI Benefits (Annual Average over Four to Five Post-Program Years)

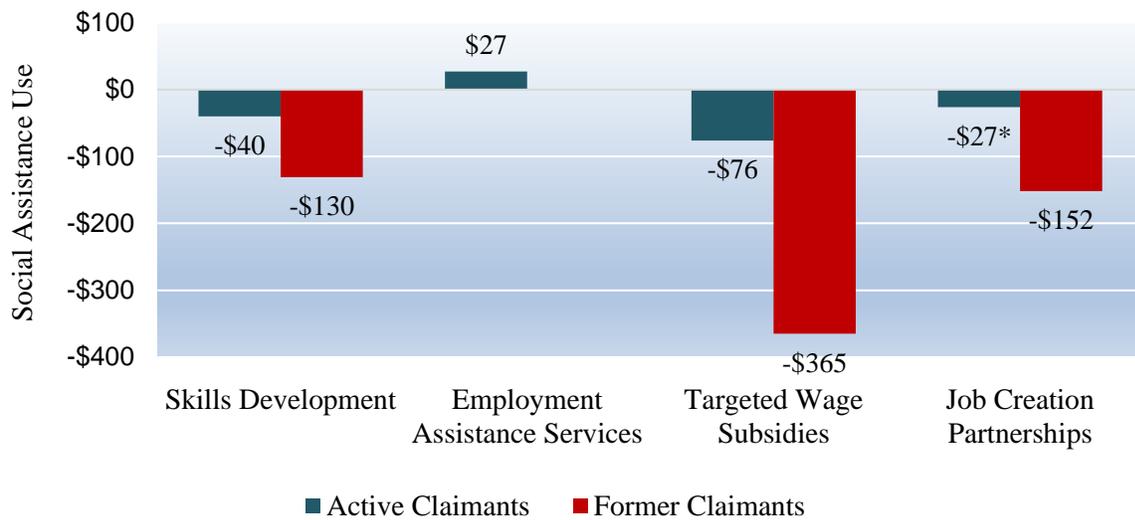


Use of SA Benefits

As shown in Chart 46, most active and former EI claimant participants decreased the use of their SA benefits in the post-program period:

- Active EI claimants who participated in SD and TWS decreased the use of SA benefits in the post-program period compared to similar non-participants. The estimate for active claimants who participated in JCP was not statistically significant.
- Active EI claimants who participated in EAS services only had a small increase in the use of SA benefits compared to similar non-participants.
- Former EI claimants who participated in SD, TWS and JCP decreased their use of SA benefits compared to similar participants who received only EAS services.

Chart 46 – Change in the Use of SA Benefits (Annual Average over Four to Five Post-Program Years)

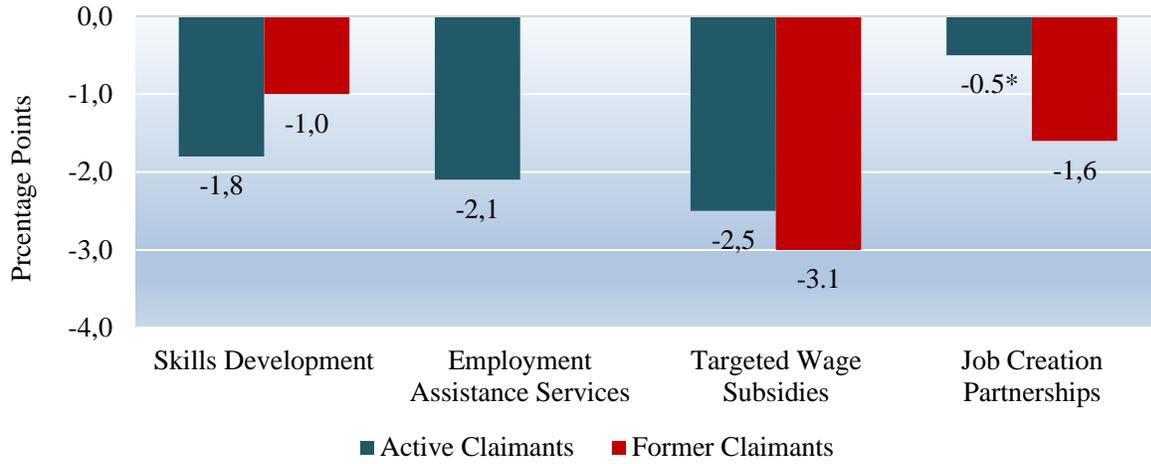


*The incremental impact is not statistically significant.

Dependence on Income Support

As shown in Chart 47, active and former EI claimants who participated in EBSMs reduced their overall level of dependence on income support (combined EI and SA benefits).

Chart 47 – Change in Dependence on Income Support (Annual Average over Four to Five Post-Program Years)



*The incremental impact is not statistically significant.

The report for the *Analysis of Employment Benefits and Support Measures (EBSM) Profile and Medium-Term Incremental Impacts from 2010 to 2017* is available upon request.

3.3.3 Participation in LMDAs and economic security, by designated groups

Overview of LMDAs and the effect on economic security using poverty measures and national median wages as proxies

The Labour Market Development Agreements (LMDAs) fund effective programs that help unemployed and employed workers return to work, and also aim to increase their income, and provide skills, training and employment networks to help weather economic changes. However, LMDAs are not one-size fits all labour market programs. This year's economic security section reports on the employment experiences of women, visible minorities and Indigenous peoples, after participating in Employment Benefit and Support Measures (EBSMs).

General outcomes are examined through the lens of the designated groups , to see how the programs affect groups who are more vulnerable to the business cycle and barriers in the labour market. The labour market barriers faced by these groups are complex and multi-layered. This will require further analysis to understand the social and policy implications. While outcomes-based analysis does not allow measured impacts to be unequivocally attributed to LMDAs, the trends observed in this analysis likely demonstrate the effects of labour market programming on poverty and economic security.

Methodology

General outcomes for active claimants who participated in programs funded through Labour Market Development Agreements (LMDAs) between January 1, 2012 to March 31, 2013 show that EBSMs, overall, are valuable investments in skills and employment and address some dimensions of poverty. To assess how LMDAs improve economic security, employment outcomes were examined against national median wages and low-income measures (LIM). This year's analysis focusses on the effects of LMDA-funded programs on women, visible minorities and Indigenous peoples. It reports the results of program participation in Employment Benefits and Support Measures (EBSMs) for women and men, visible minorities, and for Indigenous peoples.

This analysis only consists of active EI claimants. This allows for the use of larger sample sizes. Cohorts of former EI claimants were excluded. Income for this report comes from *Line 236 - Net income*, from T1 tax forms (2007 to 2017). The data used in this analysis represents national aggregates and limits annual income to \$75,000 or less. Few individuals in EBSMs earn more than \$75,000, and since this analysis uses mean income, it would inflate the average.

General outcomes analyses report on changes to participants' key variables after a set of EBSM interventions, relative these same variables before participation. Such analyses follows, for example, income flows over time for active claimants, to see how active labour market programming has altered them. The time period for this analysis is ten years: five years before the set of interventions, the time it takes complete it (up to five quarters), and the three years after the interventions. Unlike Section 3.3.1 and 3.3.2, this section limits its focus to income changes for active claimants following LMDA programs. It does not do comparisons with groups of non-participants, nor does it report on former claimants.

Analysis of LMDA Impacts on economic security

General outcomes for women, visible minorities and Indigenous peoples were compared to thresholds derived from low-income measures (LIM). National median wages from the Labour Force Survey (LFS) was indexed as a reference line, to measure the growth rate of income pre- and post- LMDA interventions. Median wages for males and females from the LFS were used for outcomes by sex. Median wages by total sex were used for general outcomes, and outcomes for First Nations and Indigenous peoples, and visible minorities.

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 security of active claimants who participated in LMDAs in the FY1617 EI Monitoring and Assessment Report. The LIM provides a national overview of economic security²⁸.

To control for inflation, all dollar amounts were converted to 2018 constant dollars. To match the program periods, indicators used for the 2012 to 2013 cohort were adjusted to 5 quarter moving averages (January 1, 2012 to March 31, 2013), where possible. This is the amount of time necessary to complete all LMDA programs, as some programs require more time than others. Indicators were then indexed to inflation in order to examine real growth rates. Otherwise, time periods were 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 Zealand²⁹, Australia³⁰, and New Brunswick³¹. 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 = [(median wage – LMDA)/median wage] * 100.

Caveats

- The program period for claimants who only received EAS interventions is 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 this section does not allow outcomes to be unequivocally attributed to LMDAs.
- The general outcomes in this section report on short-term changes to participants’ incomes immediately following LMDA funded interventions.
 - These results differ from the incremental impacts in Sections 3.3.1 and 3.3.2, that report on broader, longer-term changes that can happen as a result of the outcome.

²⁸ Statistics Canada (2018)

²⁹ Stats NZ, 2020

³⁰ Australian Government, 2020

³¹ Government of New Brunswick, 2009

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 household³² income, accounting for household needs. LIM are calculated annually³³ on the Canadian Income Survey. Therefore, they do not require updating with an inflation index. As defined by Statistics Canada (2018), “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.”

Designated groups

Three out of four designated groups are represented in this year’s analysis. Within the parameters of our methodology, not enough counts were generated to report on the general outcomes for persons with disabilities who participated in LMDA programming..

INDIGENOUS PEOPLES OF CANADA

Individuals who self-declared as First Nations, Métis or Inuit, and who participated in LMDA funded labour market programming are included in this report.

MEMBERS OF VISIBLE MINORITIES

Visible minorities in this report are self-declared active claimants who are non-white in colour or race, and not Indigenous peoples. Birthplace is disregarded.

WOMEN

³² 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, 2018)

³³ 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.

Women are under-represented in certain employment fields, and face barriers to the labour market that affect the effectiveness of labour market programming.

LMDAs, income, economic security and poverty

LMDAs help participants leave low-income and poverty by providing skills, training and supports to increase income and return to work. However, outcomes vary for members of equity groups.

Table 20: Profile of active claimants who started Employment Benefits and Support Measures between January 1, 2012 to March 31, 2013

Profile	Skills Development Regular	Targetted Wage Subsidy	Self-Employment	Job Creation Partnership	Employment Assistance Services only
Percentage of claimants by program	19.5%	4.6%	2.7%	0.7%	72.5%
Gender					
Male	58.2%	54.2%	53.1%	50.0%	55.1%
Female	41.8%	45.8%	46.9%	50.0%	44.9%
Age					
24 years and younger	16.9%	8.5%	2.8%	10.0%	8.3%
25 to 34 years	32.8%	25.1%	28.7%	28.0%	25.3%
35 to 44 years	24.5%	22.5%	30.5%	18.6%	23.7%
45 to 54 years	21.0%	29.1%	26.1%	23.5%	26.5%
55 years and older	8.2%	16.9%	12.9%	22.7%	18.0%
Marital Status					
Married	34.7%	34.1%	45.0%	36.6%	35.8%
Divorced	9.1%	12.0%	10.3%	10.3%	11.0%
Single	37.7%	33.3%	23.7%	34.7%	32.5%
Missing values	18.5%	20.6%	20.9%	18.4%	20.6%
Equity group					
Indigenous peoples of Canada	3.2%	3.0%	3.2%	5.6%	4.3%
People with disabilities	0.2%	0.4%	0.3%	0.5%	0.3%
Visible minorities	3.0%	3.5%	3.3%	6.2%	4.0%
Immigrants within the last 5 years	2.6%	1.9%	2.0%	2.7%	2.4%
National Occupational Classification (NOC) skill level ¹					
Skill Type 0: Managerial level	4.5%	7.1%	13.3%	5.1%	6.1%
Skill level A: Professional jobs (requires university degree)	3.4%	6.3%	14.9%	6.5%	6.4%
Skill level B: Technical jobs / skilled trades (requires college diploma or apprenticeship)	29.0%	27.1%	38.7%	23.9%	28.3%
Skill level C: Intermediate jobs (requires high school and/or job specific training)	37.2%	37.1%	26.0%	30.3%	37.9%
Skill level D: Labour jobs	26.4%	23.5%	9.1%	35.2%	22.2%
Key Labour Market Indicators In the Year Preceding the Start of Participation					
Earnings (2018 constant dollars)	\$27,407	\$25,595	\$32,719	\$20,832	\$28,621
Incidence of Earnings	97.9%	96.6%	97.8%	95.4%	96.7%
SA benefit (2018 constant dollars)	\$185	\$251	\$95	\$227	\$212
Percentage SA recipients	5.1%	6.9%	2.7%	7.0%	5.7%

Source: Labour Market Program Data Platform, Employment and Social Development Canada

1 Find your NOC - Canada.ca

Table 21: Profile of active male claimants who started Employment Benefits and Support Measures between January 1, 2012 to March 31, 2013

Profile Males	Skills Development Regular	Targetted Wage Subsidy	Self-Employment	Job Creation Partnership	Employment Assistance Services only
Percentage of claimants by program	20.4%	4.5%	2.6%	0.6%	71.9%
Age					
24 years and younger	19.6%	11.0%	3.2%	12.7%	9.8%
25 to 34 years	35.8%	27.6%	30.0%	29.6%	26.6%
35 to 44 years	23.1%	21.8%	30.9%	18.2%	23.5%
45 to 54 years	17.7%	25.5%	25.1%	20.4%	24.7%
55 years and older	7.6%	16.7%	11.9%	21.9%	17.6%
Marital Status					
Married	34.6%	34.4%	47.9%	33.6%	35.0%
Divorced	5.7%	8.2%	7.5%	6.6%	8.0%
Single	40.6%	36.4%	22.6%	39.9%	35.1%
Missing values	19.1%	21.1%	22.0%	19.8%	21.9%
Equity group					
Indigenous peoples of Canada	3.4%	3.3%	3.3%	7.4%	4.4%
People with disabilities	0.2%	0.4%	0.3%	0.6%	0.3%
Visible minorities	2.8%	3.7%	3.3%	9.9%	4.0%
Immigrants within the last 5 years	2.5%	2.0%	2.5%	4.4%	2.6%
National Occupational Classification (NOC) skill level ¹					
Skill Type 0: Managerial level	2.9%	5.9%	12.6%	4.6%	5.2%
Skill level A: Profesional jobs (requires university degree)	2.7%	5.3%	11.4%	2.7%	5.1%
Skill level B: Technical jobs / skilled trades (requires college diploma or apprenticeship)	34.0%	28.6%	43.5%	25.9%	30.9%
Skill level C: Intermediate jobs (requires high school and/or job specific training)	30.1%	31.4%	22.3%	23.6%	33.1%
Skill level D: Labour jobs	30.5%	29.5%	11.3%	43.6%	26.2%
Key Labour Market Indicators In the Year Preceding the Start of Participation					
Earnings (2018 constant dollars)	\$30,509	\$26,710	\$35,417	\$22,479	\$30,741
Incidence of Earnings	97.7%	96.0%	97.2%	94.3%	95.8%
SA benefit (2018 constant dollars)	\$175	\$271	\$89	\$321	\$212
Percentage SA recipients	4.9%	7.8%	2.5%	9.5%	5.9%

Source: Labour Market Program Data Platform, Employment and Social Development Canada

1 Find your NOC - Canada.ca

Table 22: Profile of active female claimants who started Employment Benefits and Support Measures between January 1, 2012 to March 31, 2013

Profile Females	Skills Development Regular	Targetted Wage Subsidy	Self-Employment	Job Creation Partnership	Employment Assistance Services only
Percentage of claimants by program	18.4%	4.8%	2.8%	0.8%	73.2%
Age					
24 years and younger	13.1%	5.4%	2.4%	7.2%	6.5%
25 to 34 years	28.5%	22.2%	27.1%	26.5%	23.6%
35 to 44 years	26.5%	23.4%	30.1%	19.1%	24.1%
45 to 54 years	25.6%	33.3%	27.3%	26.6%	28.7%
55 years and older	9.0%	17.3%	14.0%	23.6%	18.6%
Marital Status					
Married	34.8%	33.9%	41.8%	39.5%	36.9%
Divorced	13.9%	16.5%	13.6%	14.0%	14.8%
Single	33.7%	29.7%	24.9%	29.4%	29.3%
Missing values	17.6%	20.0%	19.7%	17.0%	19.0%
Equity group					
Indigenous peoples of Canada	3.0%	2.6%	3.0%	3.8%	4.2%
People with disabilities	0.2%	0.4%	0.3%	0.3%	0.3%
Visible minorities	3.3%	3.2%	3.2%	2.5%	4.1%
Immigrants within the last 5 years	2.7%	1.8%	1.4%	0.9%	2.2%
National Occupational Classification (NOC) skill level ¹					
Skill Type 0: Managerial level	6.7%	8.4%	14.0%	5.7%	7.3%
Skill level A: Professional jobs (requires university degree)	4.4%	7.6%	18.8%	10.2%	7.9%
Skill level B: Technical jobs / skilled trades (requires college diploma or apprenticeship)	22.1%	25.3%	33.2%	21.9%	25.0%
Skill level C: Intermediate jobs (requires high school and/or job specific training)	47.0%	43.8%	30.1%	37.0%	43.7%
Skill level D: Labour jobs	20.7%	16.5%	6.6%	26.9%	17.3%
Key Labour Market Indicators In the Year Preceding the Start of Participation					
Earnings (2018 constant dollars)	\$23,138	\$24,265	\$29,693	\$19,231	\$26,046
Incidence of Earnings	98.2%	97.3%	98.3%	96.5%	97.7%
SA benefit (2018 constant dollars)	\$199	\$228	\$102	\$136	\$212
Percentage SA recipients	5.4%	5.9%	2.8%	4.6%	5.4%

Source: Labour Market Program Data Platform, Employment and Social Development Canada

¹ Find your NOC - Canada.ca

General outcomes by sex

Women have lower average income than men, and face additional barriers that affect their return to work after job loss. Literature states that women disproportionately shoulder family responsibilities, which limits their ability for economic advancement. In our ageing society, this may also entail caring for elderly family members, as well as for children. According to the World Bank, “women undertake three times more unpaid work than men and spend about half as much time in paid work.”³⁴ Moreover, “women tend to be concentrated in less productive jobs, run enterprises in less productive sectors, and are more likely to do part-time and temporary jobs with fewer avenues for advancement, than men.”³⁵ Three main barriers were identified by research conducted by the World Bank to impact women’s economic security. These were safe transportation, discrimination, and caregiving.³⁶

Access to safe transportation plays a role in women’s ability to work outside the home.³⁷ Finally, discrimination can play a role in women’s access to jobs and job interviews. Studies have found that women with caregiving responsibilities are disadvantaged in the labour force. This can take the form of discriminatory hiring practices from employers who do not hire women who might have children³⁸, or from women who may self-select to work in lower-wage, part-time, or precarious jobs due to a lack of caregiving supports³⁹. “Women as a group often have greater difficulty than men finding suitable alternate employment once they have lost their jobs. They tend to stay unemployed longer and, when new jobs are found, often work at replacement wages which are significantly lower than those of their male counterparts.”⁴⁰

Overall, Chart 51 the gap with national median wages. On average, indexed income for active claimants who participated in an EBSM rose faster than LIM and national median wages. While close to three-quarters of participants only had light-touch/gateway interventions through EAS, one in five participants benefitted from more intensive SD-R program in FY1213. More men than women participated in an EBSM during this period (55.7% and 44.3%, respectively).

³⁴ Datta, N., World Bank (2018)

³⁵ Datta, N., World Bank (2018)

³⁶ Datta, N., World Bank (2018)

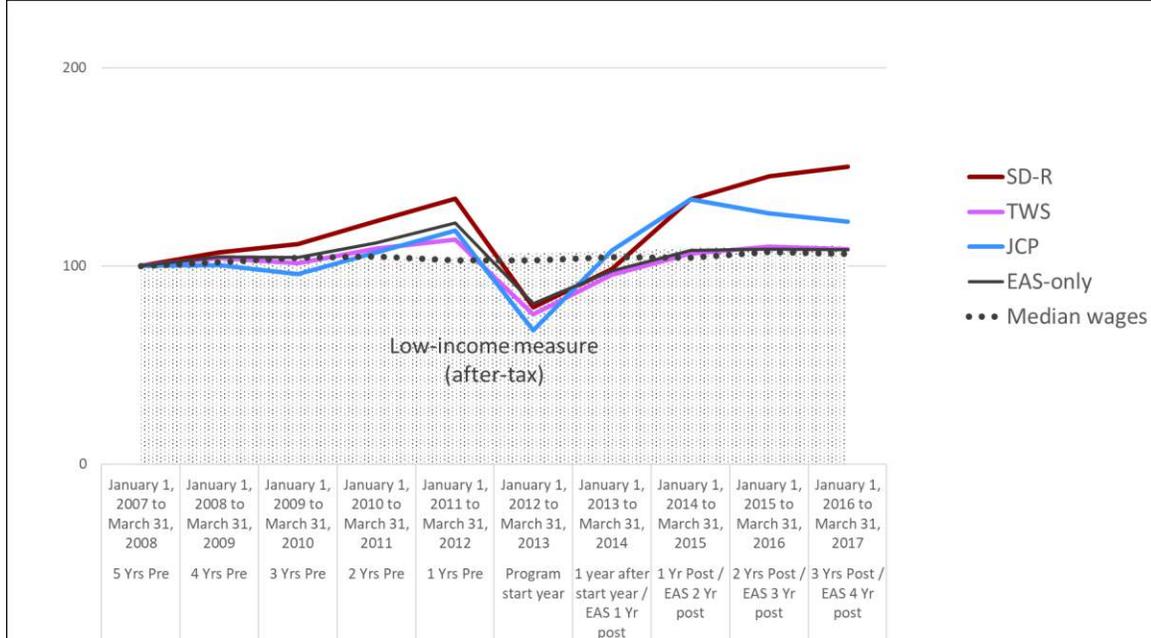
³⁷ Datta, N., World Bank (2018)

³⁸ Datta, N., World Bank (2018)

³⁹ Fuller, S, Social Forces (2018)

⁴⁰ Leana, C.R. and D. Feldman (1991)

Chart 48: Indexed income for active claimants who started Employment Benefits and Support Measures between January 1, 2012 to March 31, 2013, 15 years and older, total sex, Canada



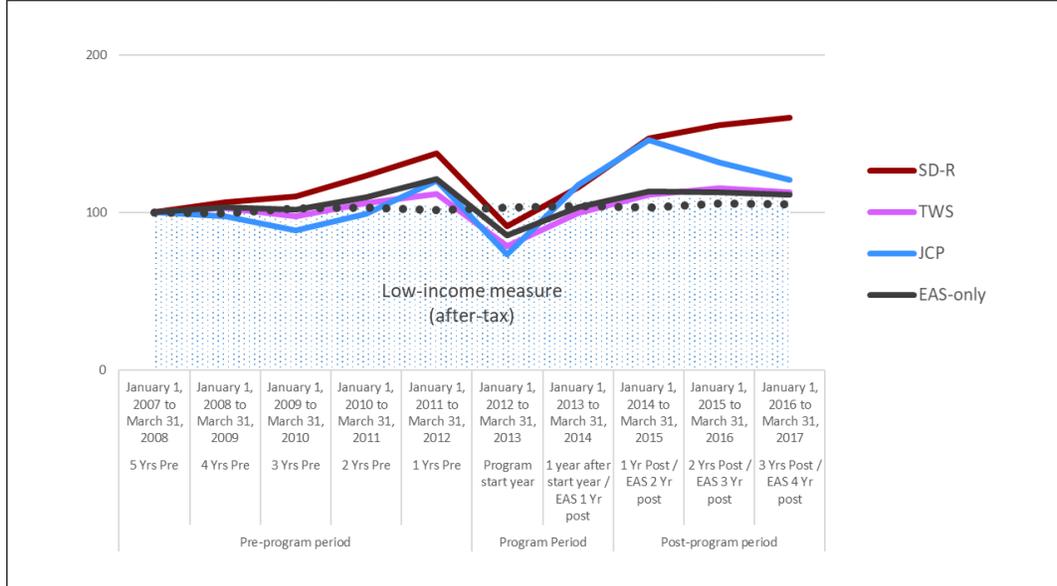
Notes Low income measures (LIM) after tax are set at 50% of adjusted median household income, for an individual person. EAS-only does not have an extended program period. One-year post start period is outside of the program period.

Sources Employment and Social Development Canada. Labour Market Program Data Platform
 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

Indexed income for total participants from SD-R had the highest overall growth rate (50%), from five years before job loss, to three years after program participation (Chart 48). Income for JCP participants had the next highest growth rate, a 22% increase over the ten-year period. While the growth rate for incomes from the TWS and EAS-only groups were weaker than the other programs, they still grew faster than LIM and median wages, at 9% and 6%, respectively.

Average income for total participants from SD-R increased by 50.3%, from \$20,448, five years before job loss to \$30,731, three-years after program participation (Table 23). Participants' income surpassed the low-income threshold (LIM) and returned to their highest income level prior to job loss within the first year after leaving the program. Their income continued to climb over the three post-participation years. Average income for SD-R participants closed the gap with national median wages by 20.2 percentage points over the ten-year period.

Chart 49: Indexed income for active claimants who started Employment Benefits and Support Measures between January 1, 2012 to March 31, 2013, 15 years and older, males, Canada



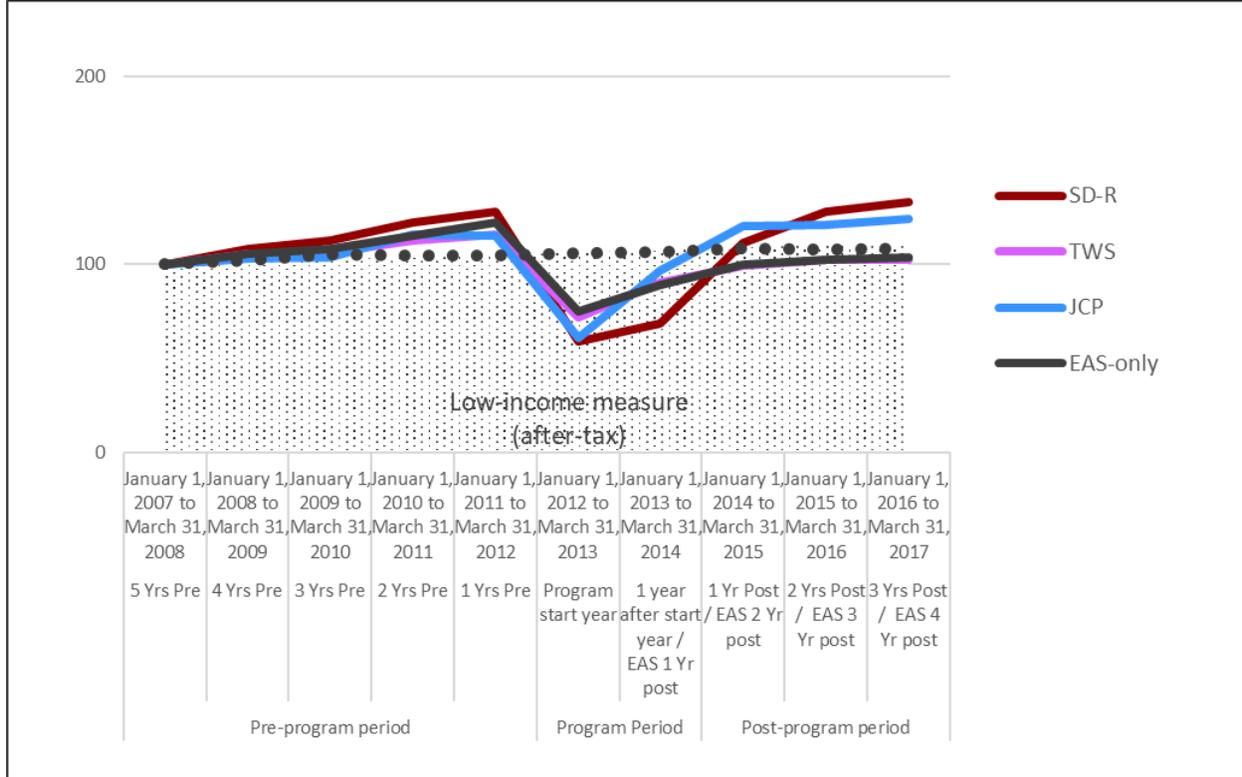
Notes Low income measures (LIM) after tax are set at 50% of adjusted median household income, for an individual person EAS-only does not have an extended program period. One-year post start period is outside of the program period

Sources Employment and Social Development Canada. Labour Market Program Data Platform
 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

This strong growth was driven by male participants, whose indexed growth rate was 60% from FY0708 to FY1617 (Chart 49). The growth rate for their female counterparts was 33%, over the same period. Average income for men surpassed their highest pre-job loss income in the first year post-program. Income rose 6.9% from \$30,509, the year before job loss, to \$32,623, the year after program participation. Income continued to climb for the three years after participation to \$35,591. Incomes for male SD-R participants closed the gap with national median wages by 24.9 percentage points, shrinking from 52.5% five years before job loss to 27.6%, three years after program participation.

Median wages for women in SD-R also increased after program participation, but at a slower rate than for men and resulting in a lower income level. Income for females returned to their highest pre-job loss levels two-years after program participation from \$23,138 to \$23,134 (Chart 53). Income rose slowly in the third year to \$24,042, a 3.9% increase from the year before program participation. Average income for women closed the gap with national median wages by 10.6 percentage points, from 53.1% in FY0708 to 42.5% in FY1617.

Chart 50: Indexed income for active claimants who started Employment Benefits and Support Measures between January 1, 2012 to March 31, 2013, 15 years and older, females, Canada



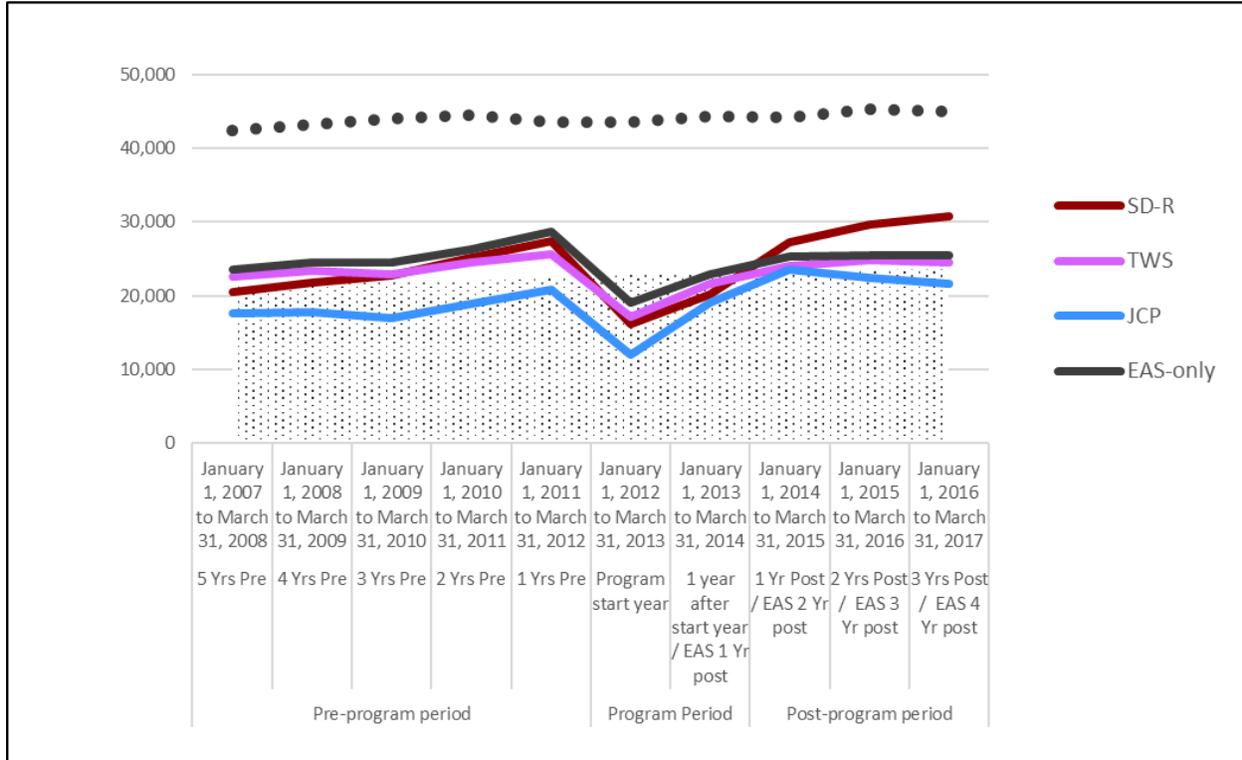
Notes Low income measures (LIM) after tax are set at 50% of adjusted median household income, for an individual person
EAS-only does not have an extended program period. One-year post start period is outside of the program period

Sources Employment and Social Development Canada. Labour Market Program Data Platform
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

Of those who participated in SD-R, 58.2% were men and 41.8% were women (Table 20). The majority of men were between 25 to 34 years of age, and tended to hold prior jobs in NOC skill level B. These are technical jobs or skilled trades that usually require a college diploma or apprenticeship, such as electricians, computer network technicians or fire fighters. The female cohort was mostly aged 25 to 34 years, and close to half of the group had NOC skill level C jobs. These “intermediate jobs require high school and/or job-specific training, such as factory workers, long-haul truck drivers or food and beverage servers.”⁴¹

⁴¹ Public Service Commission of Canada (2016)

Chart 51: Income for active claimants in Employment Benefits and Support Measures, January 1, 2012 to March 31, 2013, with median wages and low-income measures, ages 15 years and older, 2018 constant dollars, total sexes, Canada

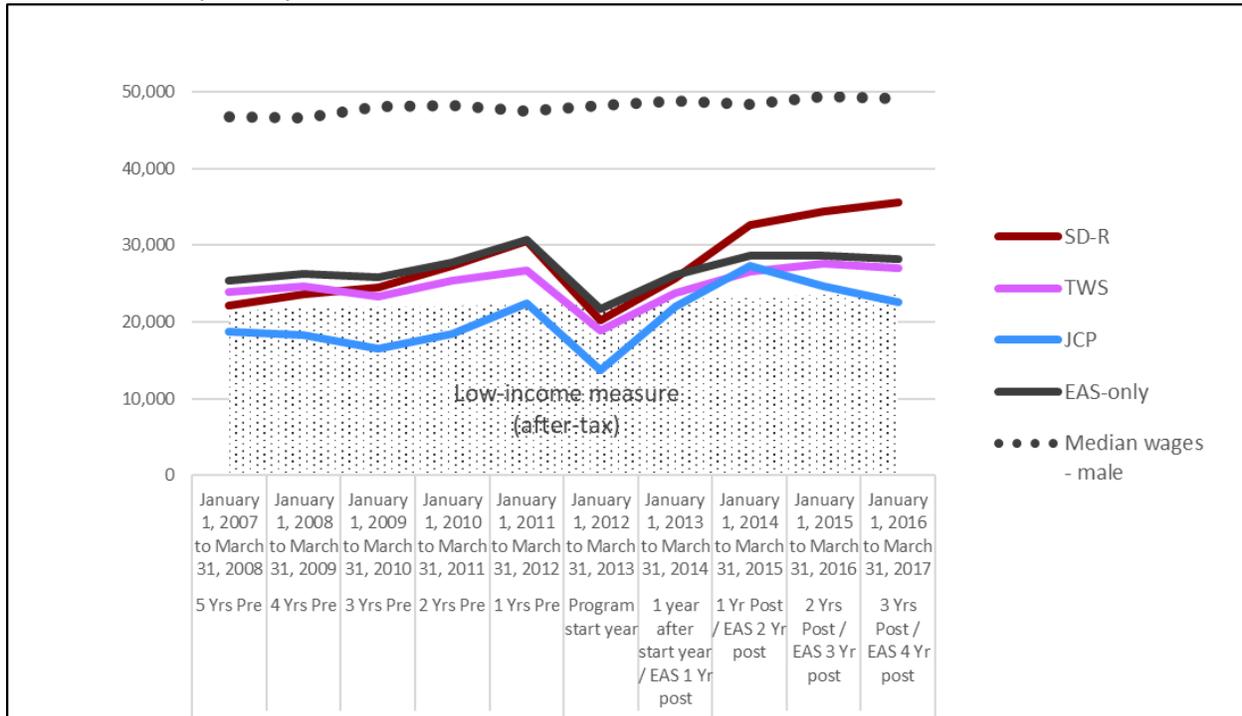


Notes Low income measures (LIM) after tax are set at 50% of adjusted median household income, for an individual person
EAS-only does not have an extended program period. One-year post start period is outside of the program period

Sources Employment and Social Development Canada. Labour Market Program Data Platform
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

The next program with a strong growth rate is JCP. The indexed income growth rate for participants from JCP increased 22% over the ten-year period (Chart 48). Aggregate indexed income rose 34%, faster than LIM and median wages for the post-participation period, however, indexed income started to fall after the first year. Male participants also drove this trend. Indexed income for men increased by 21% over ten-years, with an increase of 46% the year after program participation (Chart 49). Indexed income fell steadily over the next two years. While indexed income for women also increased, but at a slower rate than their male counterparts. The overall growth rate was 24% over ten-years. Income rose slowly yet steadily for the three years after program participation (Chart 50).

Chart 52: Income for active EI claimants in Employment Benefits and Support Measures, January 1, 2012 to March 31, 2013, with median wages and low-income measures, ages 15 years and older, 2018 constant dollars, males, Canada



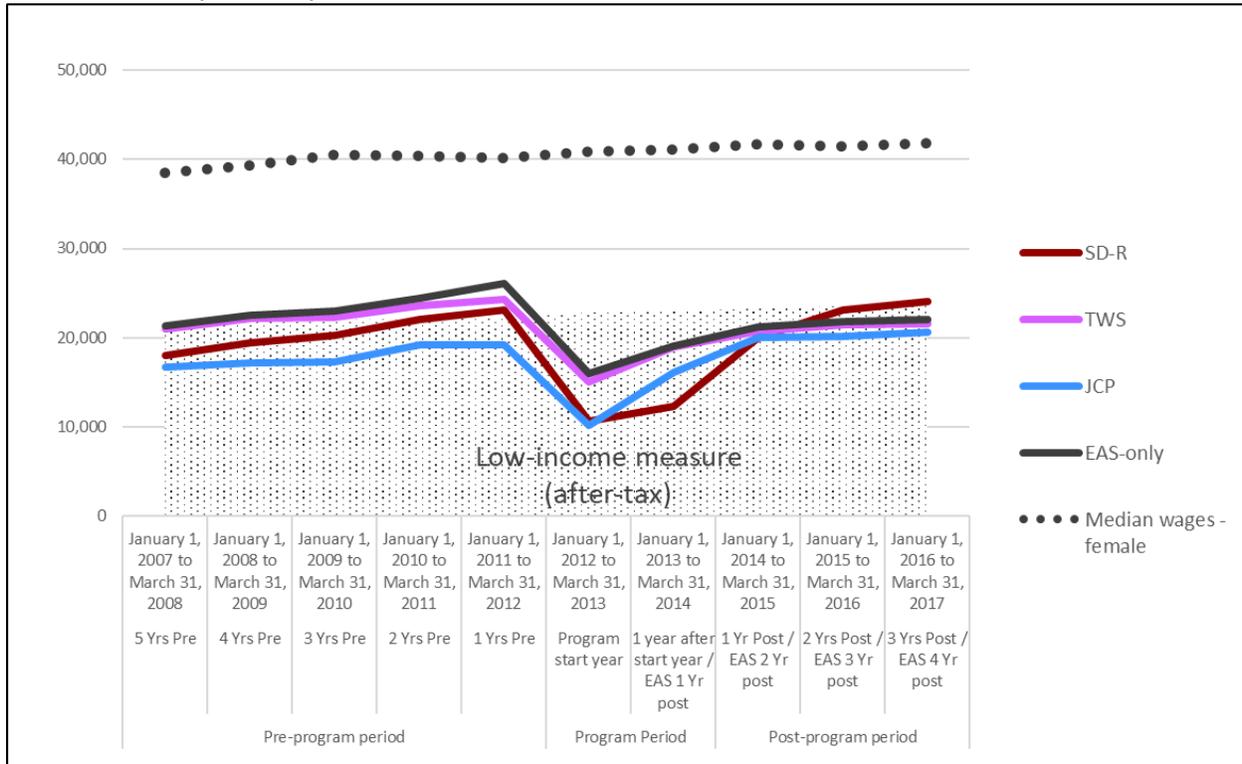
Notes Low income measures (LIM) after tax are set at 50% of adjusted median household income, for an individual person
EAS-only does not have an extended program period. One-year post start period is outside of the program period

Sources Employment and Social Development Canada. Labour Market Program Data Platform
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

Overall, average income for total JCP participants surpassed the highest level of income prior to job loss by 13.3% in the first year after program participation, from \$20,832 to \$23,602 (Chart 51). Income followed the trend from the male cohort and fell slightly in the second and third year. While average total income remained below the low-income threshold for the ten-year period, they narrowed the wage gap with national median wages by 6.4 percentage points, from 58.3% five year before the start of programs, to 51.9% three years after programs.

Average income for male JCP participants was higher than the low-income threshold the year before job loss and two years after program participation. Income the year after program participation surpassed the previous highest income level by 21.5%, from \$22,479 to \$27,302 (Chart 52). Income for male JCP participants closed the gap with national median wages by 6.0% over ten years, from 60.0% in FY0708 to 54.1% in FY1617.

Chart 53: Income for active EI claimants in Employment Benefits and Support Measures, January 1, 2012 to March 31, 2013, with median wages and low-income measures, ages 15 years and older, 2018 constant dollars, females, Canada



Notes Low income measures (LIM) 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 Employment and Social Development Canada. Labour Market Program Data Platform
 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

While income for female JCP participants remained below the low-income threshold for the ten-year period, income improved after program participation. In the first year after program participation, income exceeded the highest previous level by 7.3%, from \$19,262 to \$20,669 (Chart 53). Income for females from JCP narrowed the wage gap with national median wages by 6.1 percentage points over the ten-year period, from 56.7% five years before job loss, to 50.6% three years after participation.

Participation in JCP was evenly split between males and females at 50.0% each (Table 20). Close to one-third of male JCP participants were young workers, aged 25 to 34 years. Almost half of this group had NOC skill level D jobs. These are low-skilled jobs that did not require high school graduation, such as cleaning staff, cashiers, or gas station attendants. Over a quarter of female JCP participants were aged 45 to 54. Over one-third previously had NOC skill level C occupations, such as office support staff, court clerks, or teaching assistants.

Unlike SD-R and JCP, the indexed growth rate for aggregate income from TWS participants (9%) grew at a similar rate to low-income (11%) and national median wages (6%), and slowed after job loss (Chart 48). While overall income for TWS participants fell 3.0% below their highest level pre-job loss, (\$25,595 the year before participation to \$24,542, three years after participation), the wage gap over ten years narrowed with national median wages by 1.3 percentage points, from 46.7% five years before participation, to 45.4% three years after participation (Table 23).

Breaking this group down by sex, indexed income for males grew faster than median wages and low-income, and their income left the low-income threshold. This was not the case for females, whose indexed incomes grew slower than median wages and low-income, and stayed in low-income after intervention. Average income for males in TWS returned to their highest pre-job loss level the year after program participation (\$26,710 the year before job loss to \$26,646, the year after participation), and continued to rise 3.4% to \$27,615 in the second year after participation (Table 24). Over ten years, income for males in TWS rose 13.1% from \$23,913 to \$27,054. Income for males closed the wage gap by 3.9 percentage points from 48.9% in FY0708 to 45.0% in FY1617. Income for males was above low-income before job loss, and returned above left low-income within the program period (one-year after start year), and continued to rise further away from low-income after intervention.

The income trajectory for females did not follow the same pattern as their males counterparts. Income for females prior to job loss was below, or hovering around the low-income threshold, and remained below the low-income threshold after intervention. Over ten years, income growth followed inflation at 2.6%, from \$20,991 to \$21,547 (Table 25). Poverty deepened for this group after job loss, and the wage gap widened with national median wages, by 3.1 percentage points, from 45.4% in FY0708, to 48.5% FY1617.

According to Table 20, there were more males than females participating in TWS (54.2% to 45.8%). Both cohorts were predominantly aged 45 to 54 years, and both groups previously had from NOC skill level C jobs, such as shippers and receivers, food and beverage servers, or home support workers. According to RBC Economics, “Canadian women were more likely to work in customer-facing positions and in industries, like accommodation and food services. Where women worked, along with their greater tendency to work part-time, explains roughly two-thirds of women’s job losses.”⁴²

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 that cause job loss. It 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 were filtered out of this group. For EAS-only participants, its focus is on reintegrating workers back into employment as soon as possible. EAS-only interventions are not medium-term investments on human capital, and do not necessarily contribute to improved income in the long run. Therefore, it is treated as a comparison group in this analysis.

After job loss, indexed aggregate income for EAS-only claimants grew at a similar rate (8%) to national median wages (6%) and low-income (11%) (Chart 48). Income for EAS-only claimants did not return to

⁴² DeJardins, D., & Freestone, C., November 2020

their highest income prior to job loss. Instead it dropped 10.7%, from \$28,621, one year before job loss, to \$25,569, two-years after job loss (Chart 51). Aggregate income left low-income threshold in the second year after program participation, and remained above low-income for post-program period.

Neither male nor female EAS-only participants recovered their previous earning levels. However, male income grew faster than income for their female counterparts. Indexed male income equalized with low-income and national median wages the years after an intervention, and rose past low-income and national median wages in the years following. Over ten years, indexed income for males grew 11% (Chart 49). Average income for males who left low-income in the year following the intervention grew by 14.3% and participants tended to remain out of low-income every year after participation. Over ten years, average male income narrowed the gap with national median wages (male) by 3.2 percentage points, from 45.8% in FY0708 to 42.6% in FY1617 (Table 24).

However, females who only had EAS interventions fell deeper into poverty after job loss. Indexed income for females (Chart 50) who only had EAS interventions grew at a slower rate (4% over ten years) than national median wages (9%) and LIM (11%). Females in EAS had lower income than their male counterparts throughout the entire ten-year period. Before job loss, female income hovered just above the low-income threshold. After job loss, income did not recover and remained below low-income after interventions (Chart 53). Income fell 15.3% from \$26,046 (one year before job loss) to \$22,055 (three years after intervention). Income was 0.2% below the low-income threshold in FY0708 (\$21,308 income to \$21,344 low-income threshold), but fell to 6.6% below low-income in FY1617. The wage gap with national median wages for females widened by 2.7 percentage points from 44.6% in FY 0708 to 47.3% in FY1617 ((Table 25).

From Table 20, the EAS-only group had a larger proportion of males than females (55.1% to 44.9%). Both groups were predominantly from NOC skill level C occupations, intermediate jobs that require high school education or training specific to the job, such as food and beverage servers, retail salespersons, or airline ticket and service agents. The male cohort was mostly made up of younger workers aged 25 to 34 years. The female cohort mostly included mid-aged workers 45 to 54 years old.

As EAS is a gateway intervention, and a proxy for no intervention, female income falling into poverty after losing their jobs is likely less attributed to any program shortcomings, and more indicative of structural issues in the labour market and society that require policy intervention. While both male and females had similar NOCs prior to interventions, the male cohorts were mostly younger workers.

With the exception of SD-R, the majority of females receiving an EBSM lost jobs in mid-career range, this may indicate additional structural issues related to aging and older workers. “In Western countries, the loss of a job at this stage in life can be synonymous with long-term economic precariousness that can end in definitive exclusion from the labour market”⁴³. According to Fournier et al., workers aged 45 and over face more challenges returning to work. They have fewer chances of being re-employed within the year, compared to workers aged 25 to 34, and the jobs they find are often precarious and are “occupational downgrades”⁴⁴. Mid-aged and older workers face “prejudicial factors such as advanced age, low-education, and poor health.”⁴⁵ They may experience skills mismatch, “the gap between the

⁴³ Fournier, G., Zimmermann, Masdonati & Gauthier, 2018 (page 1)

⁴⁴ Fournier et al., 2018 (page 2)

⁴⁵ Fournier et al., 2018 (page 2)

abilities required in the job market and those older workers actually have.”⁴⁶ Workers may also face ageism, a “systematic stereotyping where workers are seen to be less flexible and less productive to have obsolete skill sets, and to be too expensive for the company.”⁴⁷ The combination of unemployment in mid-life, having low skills and low education, and being female presents multiple vulnerabilities for these workers to shifts in the business cycle. These workers may experience more disadvantage transitioning their skills to a changing labour market more focused on the knowledge economy.⁴⁸

“Despite an increased focus on women’s economic empowerment, women continue to see poorer economic outcomes than men.”⁴⁹ Participation in EBSMs did not produce the same outcomes for males and females. Income started at a lower rate for females than for males who participated in the same programs. In contrast to male income, which surpassed previous highest levels after program participation, overall average income for females did not recover after job loss and they remained below the low-income threshold post-program.

Table 23: Income for active claimants in Employment Benefits and Support Measures, January 1, 2012 to March 31, 2013, with median wages and low-income measures, 15 years and older, total sex, Canada, 2018 constant dollars

	Pre-program period					Program Period		Post-program period		
	5 Yrs Pre	4 Yrs Pre	3 Yrs Pre	2 Yrs Pre	1 Yrs Pre	Program start year	1 year after start year / EAS 1 Yr post	1 Yr Post / EAS 2 Yr post	2 Yrs Post / EAS 3 Yr post	3 Yrs Post / EAS 4 Yr post
	January 1, 2007 to March 31, 2008	January 1, 2008 to March 31, 2009	January 1, 2009 to March 31, 2010	January 1, 2010 to March 31, 2011	January 1, 2011 to March 31, 2012	January 1, 2012 to March 31, 2013	January 1, 2013 to March 31, 2014	January 1, 2014 to March 31, 2015	January 1, 2015 to March 31, 2016	January 1, 2016 to March 31, 2017
SD-R	\$20,448	\$21,878	\$22,753	\$25,125	\$27,407	\$16,216	\$20,119	\$27,331	\$29,698	\$30,731
TWS	\$22,580	\$23,478	\$22,883	\$24,568	\$25,595	\$17,087	\$21,579	\$23,979	\$24,825	\$24,542
JCP	\$17,667	\$17,730	\$16,944	\$18,891	\$20,832	\$11,938	\$19,053	\$23,602	\$22,377	\$21,615
EAS-only	\$23,533	\$24,593	\$24,545	\$26,319	\$28,621	\$19,069	\$22,956	\$25,355	\$25,569	\$25,434
Median wages	\$42,369	\$43,172	\$44,097	\$44,444	\$43,575	\$43,585	\$44,278	\$44,181	\$45,318	\$44,920
Low-income measure (after-tax)	\$21,344	\$21,921	\$22,015	\$22,080	\$22,382	\$22,793	\$22,906	\$23,270	\$23,550	\$23,619

Notes Low income measures (LIM) 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 Employment and Social Development Canada. Labour Market Program Data Platform
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

⁴⁶ Fournier et al., 2018 (page 2)

⁴⁷ Fournier et al., 2018 (page 2)

⁴⁸ National Seniors Council, Canada (2016)

⁴⁹ OECD, 2019 (page 5)

Table 24: Income for active claimants in Employment Benefits and Support Measures, January 1, 2012 to March 31, 2013, with median wages and low-income measures, 15 years and older, males, Canada, 2018 constant dollars

	Pre-program period					Program Period		Post-program period		
	5 Yrs Pre	4 Yrs Pre	3 Yrs Pre	2 Yrs Pre	1 Yrs Pre	Program start year	1 year after start year / EAS 1 Yr post	1 Yr Post / EAS 2 Yr post	2 Yrs Post / EAS 3 Yr post	3 Yrs Post / EAS 4 Yr post
	January 1, 2007 to March 31, 2008	January 1, 2008 to March 31, 2009	January 1, 2009 to March 31, 2010	January 1, 2010 to March 31, 2011	January 1, 2011 to March 31, 2012	January 1, 2012 to March 31, 2013	January 1, 2013 to March 31, 2014	January 1, 2014 to March 31, 2015	January 1, 2015 to March 31, 2016	January 1, 2016 to March 31, 2017
SD-R	\$22,195	\$23,625	\$24,528	\$27,385	\$30,509	\$20,278	\$25,746	\$32,623	\$34,468	\$35,591
TWS	\$23,913	\$24,622	\$23,386	\$25,354	\$26,710	\$18,834	\$23,800	\$26,646	\$27,615	\$27,054
JCP	\$18,691	\$18,259	\$16,586	\$18,510	\$22,479	\$13,745	\$22,036	\$27,302	\$24,619	\$22,590
EAS-only	\$25,365	\$26,277	\$25,777	\$27,831	\$30,741	\$21,640	\$26,184	\$28,719	\$28,621	\$28,216
Median wages - male	\$46,764	\$46,548	\$48,102	\$48,265	\$47,509	\$48,235	\$48,793	\$48,349	\$49,454	\$49,162
Low-income measure (after-tax)	\$21,344	\$21,921	\$22,015	\$22,080	\$22,382	\$22,793	\$22,906	\$23,270	\$23,550	\$23,619

Notes Low income measures (LIM) 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 Employment and Social Development Canada. Labour Market Program Data Platform
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

Table 25: Income for active claimants in Employment Benefits and Support Measures, January 1, 2012 to March 31, 2013, with median wages and low-income measures, 15 years and older, females, Canada, 2018 constant dollars

	Pre-program period					Program Period		Post-program period		
	5 Yrs Pre	4 Yrs Pre	3 Yrs Pre	2 Yrs Pre	1 Yrs Pre	Program start year	1 year after start year / EAS 1 Yr post	1 Yr Post / EAS 2 Yr post	2 Yrs Post / EAS 3 Yr post	3 Yrs Post / EAS 4 Yr post
	January 1, 2007 to March 31, 2008	January 1, 2008 to March 31, 2009	January 1, 2009 to March 31, 2010	January 1, 2010 to March 31, 2011	January 1, 2011 to March 31, 2012	January 1, 2012 to March 31, 2013	January 1, 2013 to March 31, 2014	January 1, 2014 to March 31, 2015	January 1, 2015 to March 31, 2016	January 1, 2016 to March 31, 2017
SD-R	\$18,043	\$19,474	\$20,311	\$22,014	\$23,138	\$10,627	\$12,377	\$20,048	\$23,134	\$24,042
TWS	\$20,991	\$22,115	\$22,283	\$23,632	\$24,265	\$15,005	\$18,931	\$20,800	\$21,498	\$21,547
JCP	\$16,671	\$17,217	\$17,292	\$19,262	\$19,231	\$10,184	\$16,158	\$20,011	\$20,202	\$20,669
EAS-only	\$21,308	\$22,547	\$23,050	\$24,483	\$26,046	\$15,946	\$19,036	\$21,270	\$21,863	\$22,055
Median wages - female	\$38,471	\$39,264	\$40,451	\$40,321	\$40,150	\$40,853	\$41,117	\$41,684	\$41,406	\$41,842
Low-income measure (after-tax)	\$21,344	\$21,921	\$22,015	\$22,080	\$22,382	\$22,793	\$22,906	\$23,270	\$23,550	\$23,619

Notes Low income measures (LIM) 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 Employment and Social Development Canada. Labour Market Program Data Platform
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

General outcomes for racialized Canadians

Racial discrimination in the hiring and employment process has been well studied and documented over the years. Ng and Gagnon (2020) report that conscious and unconscious biases by employers' results in a lower likelihood of visible minorities getting job interviews, and a higher likelihood of being underemployed in lower wage jobs, that lack responsibilities, and under utilize their skill sets.⁵⁰ "Barriers to employment and advancement continue to adversely affect Canada's racialized populations. Full economic participation by racialized Canadians continues to lag behind that of their non-racialized counterparts. Racialized minorities and immigrants experience greater unemployment and underemployment, with racialized and immigrant women especially affected."⁵¹ Research indicates that a greater proportion of visible minorities are participating in the labour market than their counterparts, yet they experience higher unemployment.⁵² This study also finds that visible minorities are less likely to be in management positions, and earn less than their non-racialized counterparts. Ng and Gagnon found that "immigrants are overrepresented in lower-paying sectors and occupations [with] an especially negative impact on immigrants who are racialized."⁵³ It is necessary to note that not all racialized Canadians are immigrants, and not all immigrants are visible minorities. However, racialized Canadians are frequently stereotyped as immigrants and marginalized in the labour market.

A study by Philip Oreopoulos (2011), sent thousands of resumes to employers in Toronto and Montreal, and found that "employers discriminate substantially by name."⁵⁴ It was found that "resumes with English sounding names are 39 percent more likely to receive callbacks."⁵⁵ In follow-ups, employers used language barriers as the basis of their hiring decisions, however, none of the employers called the candidates to verify their language abilities.⁵⁶ Bertrand and Mullainathan (2003) reported similar results in the U.S. where the same resumes with Anglicized names had 50% more call-backs for interviews than African-American names. They also found that better quality resumes, with improved skills and credentials, had less effect for African-American names.⁵⁷ Discrimination existed in all occupations and industries, including Federal contractors and "Equal Opportunity Employers".⁵⁸

Participants in EBSMs identified as visible minorities made up 3.8% of the cohort who started programs between 2012 to 2013. The majority of people of colour in EBSMs were male, and previously held NOC level C jobs. This trend follows the larger cohort who are not visible minorities where most were males with NOC level C occupations. An exception is observed for non-visible minority participants in the JCP, who were predominantly female with NOC level D jobs. It is necessary to note that visible minorities and immigrants are not interchangeable; not all people who are visible minorities are immigrants, and not all immigrants are visible minorities. The majority of visible minorities who participated in interventions are not new immigrants to Canada. Visible minorities who are also new immigrants made up 10.9% of SD-R,

⁵⁰ Ng, E., & Gagnon, S. (2020)

⁵¹ Ng & Gagnon (2020)

⁵² Ng & Gagnon (2020)

⁵³ Ng & Gagnon (2020)

⁵⁴ Oreopoulos, P., American Economic Journal (2011)

⁵⁵ Oreopoulos (2011)

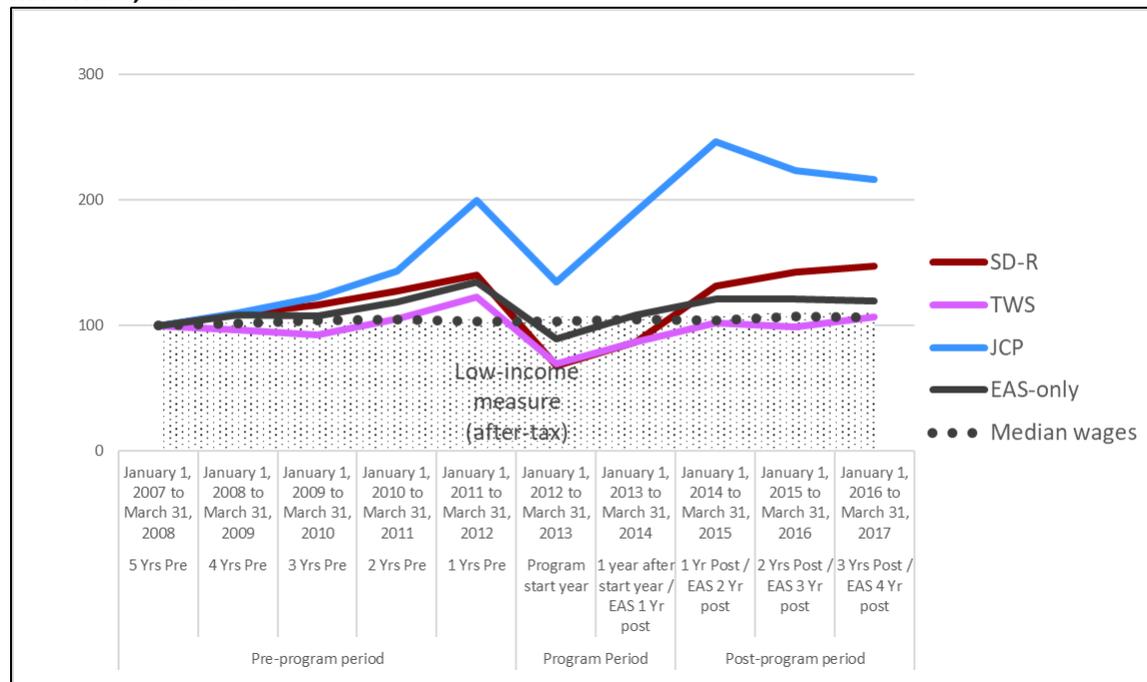
⁵⁶ Oreopoulos (2011)

⁵⁷ Bertrand, M., & Mullainathan, S., National Bureau of Economic Research (2003)

⁵⁸ Bertrand & Mullainathan (2003)

and 20.3% in JCP. Apart from the EAS-only group, the program with the highest proportion of participation for both cohorts is SD-R.

Chart 54: Indexed incomes for active claimants in Employment Benefits and Support Measures, January 1, 2012 to March 31, 2013, with median wages and low-income, 15 years and older, visible minorities, Canada



Notes Low income measures (LIM) 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

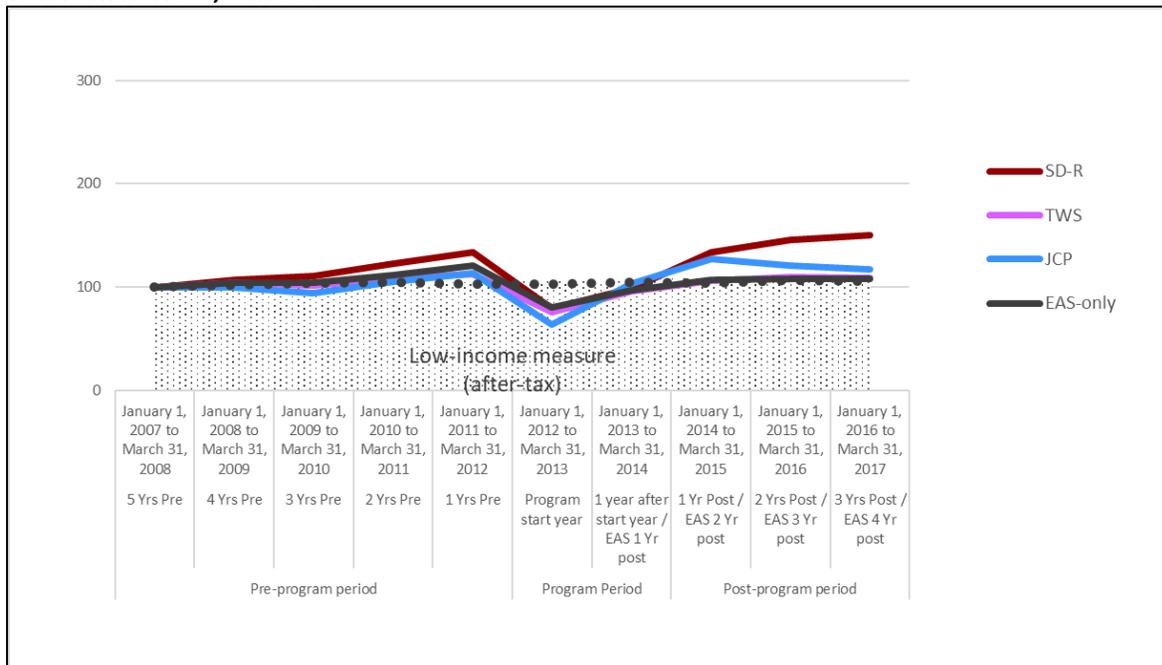
Sources Employment and Social Development Canada. Labour Market Program Data Platform
 Statistics Canada. Table 11-10-0232-01 Low income measure (LIM) thresholds by income source and household size
 Statistics Canada. Table 18-10-0005-01 Consumer Price Index, annual average, not seasonally adjusted
 Statistics Canada. Table 14-10-0340-01 Employee wages by occupation, annual

LMDA participation had positive effects for people of colour (Chart 54). Total average income for people of colour over the ten-year period, was 3.1% higher than those who were not visible minorities, after participating in EBSMs. Before interventions, people of colour had lower incomes (-1.1%) than their counterparts, \$22,573 for visible minorities compared to \$22,819 for non-visible minorities (Tables 26 & 27). After participation, income for visible minorities was 8.3% higher than for non-visible minorities, \$27,353 to \$25,257. This trend was fueled by participants in JCP, with an indexed growth rate of 116% over ten years, whose income rose from \$14,494 (FY0708) to \$31,343 (FY1617).

Over ten years, indexed income for visible minorities who participated in JCP interventions grew at twice the rate of national median wages and low-income. Average income for visible minorities who participated in JCP interventions increased 146.5%, from five years before job loss (\$14,494), to their first year post-participation (\$35,732), and surpassed their highest income before job loss by 23.6%,

\$28,898 to \$35,732 (Table 26). For the three years after intervention, income remained above the highest level of income before job loss. JCP participants who are persons of colour closed the wage gap with national median wages by 35.6 percentage points, from 65.8% five years before job loss to 30.2% three years after program participation. Before intervention, participants tended to earn income below the low-income threshold, up until the year before job loss (Chart 56).

Chart 55: Indexed incomes for active claimants in Employment Benefits and Support Measures, January 1, 2012 to March 31, 2013, with median wages and low-income, 15 years and older, not visible minorities, Canada



Notes Low income measures (LIM) 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 Employment and Social Development Canada. Labour Market Program Data Platform
 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

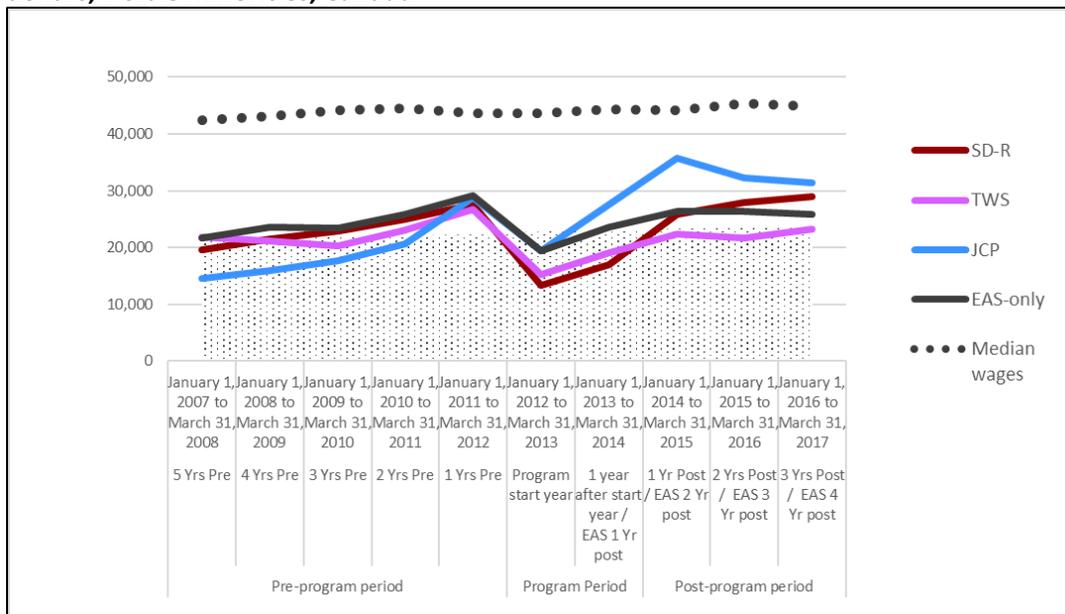
Participants surpassed the low-income threshold during the program period, and income continued to rise above poverty throughout the post-program period. The gap with low-income widened by 64.8 percentage points over ten years, from 32.1% below the low income threshold five years before intervention, to 32.7% above low-income three years after participation.

The indexed growth rate for income for JCP participants who are not visible minorities increased 17% over ten years ((Chart 54). This grew faster than national median wages (6%) and low-income (11%). Unlike outcomes for participants who were visible minorities, average income for this cohort remained below the low-income threshold during the ten-year period. However, income after intervention

surpassed previous highest levels by 12.3% from \$20,265, the highest income level before job loss to \$22,748, one year after program participation (Chart 56). The gap with national median wages narrowed 4.4 percentage points, from 57.8% in FY0708 to 53.4% in FY1617. Average income slowly closed the gap with low-income by 4.8 percentage points over ten years, from 16.2% below low-income to 11.4% below low-income.

JCP participants are mostly younger workers in both visible and non-visible minority groups (25 to 34 years). Visible minority participants are mostly male with NOC level C occupations (examples include general office support workers, banking, insurance and financial clerks, or dispatchers). The group that are not visible minorities are mostly female with NOC level D occupations (such as cashiers, food counter attendants, or other support occupations).

Chart 56: Income for active EI claimants in Employment Benefits and Support Measures, January 1, 2012 to March 31, 2013, with median wages and low-income, ages 15 years and older, 2018 constant dollars, visible minorities, Canada



Notes Low income measures (LIM) 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 Employment and Social Development Canada. Labour Market Program Data Platform
 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

The indexed income growth rate for SD-R participants was strong for both cohorts. The growth rate over ten years for income for visible minorities was 47% (Chart 54), while the growth rate for their counterparts was 50% (Chart 55). Average income for visible minorities, after SD-R intervention surpassed their highest pre-program levels by 1.5%, two-years after interventions, from \$27,593 to

\$28,002, and continues growing to \$28,988 (three years post), surpassing previous pre-program income by 5.1% (Table 26). This follows a similar trend for those who are not visible minorities, where post-participation income reached the same level as highest previous income one-year after participation, and surpassed highest income levels in year-two by 8.6%, from \$27,401 to \$29,751 (Table 27). Income continued their upward trajectory in year-three, reaching \$30,786.

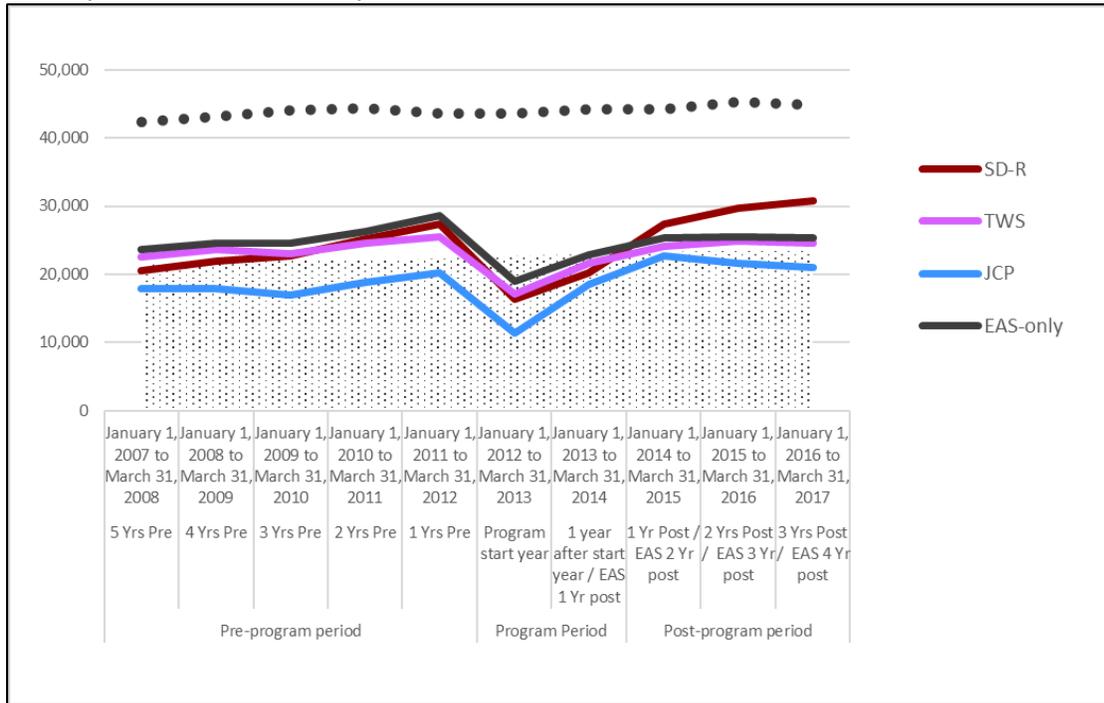
Income for visible minorities who participated in SD-R closed the gap with national median wages by 18.1 percentage points, from 53.5% in FY0708 to 35.5% in FY1617 (Chart 56). The gap with low-income widened by 30.5 percentage points over ten years, from -7.8% in FY0708 to +22.7% in FY1617. The wage gap also narrowed for non-visible minorities by 20.2 percentage points, from 51.7% in FY0708 to 31.5% in FY1617, and the low-income gap widened by 34.4 percentage points, from -4.1% in FY0708 to +30.3% in FY1617 (Chart 57).

Visible minorities who participated in SD-R were mostly males aged 35 to 44 with NOC level C occupations. Non-visible minorities in SD-R were also mostly males with NOC level C occupations, but were younger workers aged 25 to 34.

While incomes for TWS participants remained at, or below, low-income, income for visible minorities grew at a slower rate and remained further below low-income, than their counterparts who are not visible minorities. Indexed income for visible minorities who participated in TWS remained below low-income and national median wages. Indexed income grew 6%, compared to 11% for low-income and 6% for national median wages (Chart 54). While overall income increased by 6.4% in ten years, from \$21,914 in FY0708 to \$23,327 in FY1617, they did not return to previous income levels. The highest income after intervention was 12.9% below previous levels, from \$26,791 in FY1112 to \$23,327 in FY1617 (Table 26). The wage gap remained relatively unchanged over ten years, with a 0.2 percentage point difference from 48.3% (FY0708) to 48.1% (FY1617). Visible minorities fell further into poverty, the low-income gap narrowed by 3.9 percentage points, from 2.7% above low-income five years before job loss to 1.2% below low-income three years after program participation.

Indexed income for TWS participants who are non-visible minorities also grew below low-income (9% to 11%), but growth was higher than national median wages (6%) (Chart 55). Income the first year after participation left low-income (+3.3%), and remained higher than the low-income threshold for the three years post-participation. Over the ten-year period, income grew 8.8%, from \$22,603 (FY0708) to \$24,584 (FY1617) (Table 27). Post-participation income fell 2.4% from previous levels, from \$25,553 (FY1112) to \$24,934 (FY1617). The wage gap with national median wages narrowed by 1.4 percentage points, from 46.7% in FY0708 to 45.3% in FY1617 (Chart 57). While income remained above the low-income threshold, they edged closer to poverty over ten years (1.8 percentage points). TWS participants in both cohorts were predominantly males who lost their jobs in mid-career (ages 45 to 54). Both groups were predominantly from NOC level C occupations.

Chart 57: Income for active EI claimants in Employment Benefits and Support Measures, January 1, 2012 to March 31, 2013, with median wages and low-income, ages 15 years and older, 2018 constant dollars, not visible minorities, Canada



Notes Low income measures (LIM) 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 Employment and Social Development Canada. Labour Market Program Data Platform
 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

EAS is a gateway for claimants to enter interventions, with no direct supports to handle structural impediments. It illustrates the return to work for claimants who mostly managed their own transitions. Neither cohort returned to their highest level of income pre-job loss. The highest income for visible minorities after job loss was 9.6% below previous levels (\$29,193 in FY1112 to \$26,378 in FY1415) (Table 26). Indexed incomes for visible minorities who only received EAS grew slightly faster (19%) than low-income (11%) and national median wages (6%) (Chart 54). The wage gap with national median wages narrowed by 6.4 percentage points, from 48.6% (FY 0708) to 42.3% (FY 1617). Overall income for visible minorities moved further away from the low-income threshold over the ten year period by 7.8 percentage points, from 2.0% above low-income (FY0708) to 9.8% above low-income (FY1617) (Chart 56).

Indexed income for non-visible minorities who only received EAS grew at a similar rate (8%) to low-income (11%) and national median wages (6%) over ten years (Chart 55). This cohort did not return to their highest income level before job loss, income fell 10.7% below previous levels (\$28,597 FY1112 to \$25,536 FY1516). The wage gap with national median wages was small, widening 0.9 percentage

points from 44.3% (FY0708) to 43.4% (FY1617) (Chart 57). While this group mostly remained above the low-income threshold, they edged closer to poverty by 3.0 percentage points over ten years (from +10.6% in FY0708 to +7.6% in FY1617). Both cohorts who had EAS-only interventions were predominantly males with NOC level C occupations who lost their jobs in mid-to-late career (ages 45 to 54).

Both TWS and EAS-only groups were made up of workers who lost their jobs mid-to-late career, from jobs that required lower skills and lower levels of education. The decline in income for both groups, one from an active employment benefit and one who only received gateway EAS treatment may signal structural barriers in their return to work. According to the National Seniors Council “the 2008 recession showed how older workers with low levels of educational attainment are more vulnerable to shifts in the business cycle. ... Older workers with low literacy, low levels of education, or limited technical or computer skills may be at a disadvantage in their quest to transition from labour-intensive to desk-type work.”⁵⁹ Similarly, Fournier, et al. (2018) found that workers who lose their jobs at age 45 or older face multiple barriers. These include skills mismatches, low education and discrimination in the form of ageism.⁶⁰ “When older workers return to the job market, the jobs they find are often synonymous with both precariousness and occupational downgrading, and are marked by a considerable decrease in revenue.”⁶¹ In addition, the cohort of mid-to-late career workers who are visible minorities returning to the labour market face an added level of discrimination based on race or ethnicity.⁶²

⁵⁹ National Seniors Council, Canada (2016)

⁶⁰ Fournier, G., Zimmermann, H., Masdonati, J., & Gauthier, C. (2018, June 29)

⁶¹ Fournier, et al. (2018).

⁶² Fournier, et al. (2018).

Table 26: Income for active claimants in Employment Benefits and Support Measures, January 1, 2012 to March 31, 2013, with median wages and low-income measures, 15 years and older, visible minorities, Canada, 2018 constant dollars

	Pre-program period					Program Period		Post-program period		
	5 Yrs Pre	4 Yrs Pre	3 Yrs Pre	2 Yrs Pre	1 Yrs Pre	Program start year	1 year after start year / EAS 1 Yr post	1 Yr Post / EAS 2 Yr post	2 Yrs Post / EAS 3 Yr post	3 Yrs Post / EAS 4 Yr post
	January 1, 2007 to March 31, 2008	January 1, 2008 to March 31, 2009	January 1, 2009 to March 31, 2010	January 1, 2010 to March 31, 2011	January 1, 2011 to March 31, 2012	January 1, 2012 to March 31, 2013	January 1, 2013 to March 31, 2014	January 1, 2014 to March 31, 2015	January 1, 2015 to March 31, 2016	January 1, 2016 to March 31, 2017
SD-R	\$19,686	\$21,520	\$22,841	\$25,045	\$27,593	\$13,368	\$17,074	\$25,848	\$28,002	\$28,988
TWS	\$21,914	\$21,165	\$20,300	\$23,104	\$26,791	\$15,287	\$19,057	\$22,375	\$21,650	\$23,327
JCP	\$14,494	\$15,944	\$17,719	\$20,722	\$28,898	\$19,500	\$27,682	\$35,732	\$32,318	\$31,343
EAS-only	\$21,763	\$23,576	\$23,406	\$25,788	\$29,193	\$19,515	\$23,636	\$26,378	\$26,342	\$25,937
Median wages	\$42,369	\$43,172	\$44,097	\$44,444	\$43,575	\$43,585	\$44,278	\$44,181	\$45,318	\$44,920
Low-income measure (after-tax)	\$21,344	\$21,921	\$22,015	\$22,080	\$22,382	\$22,793	\$22,906	\$23,270	\$23,550	\$23,619

Notes Low income measures (LIM) 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 Employment and Social Development Canada. Labour Market Program Data Platform
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

Table 27: Income for active claimants in Employment Benefits and Support Measures, January 1, 2012 to March 31, 2013, with median wages and low-income measures, 15 years and older, visible minorities, Canada, 2018 constant dollars

	Pre-program period					Program Period		Post-program period		
	5 Yrs Pre	4 Yrs Pre	3 Yrs Pre	2 Yrs Pre	1 Yrs Pre	Program start year	1 year after start year / EAS 1 Yr post	1 Yr Post / EAS 2 Yr post	2 Yrs Post / EAS 3 Yr post	3 Yrs Post / EAS 4 Yr post
	January 1, 2007 to March 31, 2008	January 1, 2008 to March 31, 2009	January 1, 2009 to March 31, 2010	January 1, 2010 to March 31, 2011	January 1, 2011 to March 31, 2012	January 1, 2012 to March 31, 2013	January 1, 2013 to March 31, 2014	January 1, 2014 to March 31, 2015	January 1, 2015 to March 31, 2016	January 1, 2016 to March 31, 2017
SD-R	\$20,472	\$21,889	\$22,750	\$25,127	\$27,401	\$16,307	\$20,216	\$27,378	\$29,751	\$30,786
TWS	\$22,603	\$23,558	\$22,972	\$24,619	\$25,553	\$17,149	\$21,666	\$24,035	\$24,934	\$24,584
JCP	\$17,890	\$17,856	\$16,889	\$18,763	\$20,265	\$11,405	\$18,445	\$22,748	\$21,677	\$20,930
EAS-only	\$23,608	\$24,636	\$24,593	\$26,342	\$28,597	\$19,050	\$22,928	\$25,311	\$25,536	\$25,412
Median wages	\$42,369	\$43,172	\$44,097	\$44,444	\$43,575	\$43,585	\$44,278	\$44,181	\$45,318	\$44,920
Low-income measure (after-tax)	\$21,344	\$21,921	\$22,015	\$22,080	\$22,382	\$22,793	\$22,906	\$23,270	\$23,550	\$23,619

Notes Low income measures (LIM) 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 Employment and Social Development Canada. Labour Market Program Data Platform
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

General outcomes for the Indigenous people of Canada

Labour market outcomes for Indigenous people of Canada are affected by more than a century of historical injustices.⁶³ These inequalities are too wide-ranging to be fully covered in this report. This analysis can only account for the general outcomes of Indigenous peoples who participated in LMDA programming. Further study is required to start to develop a better understanding of these imbalances and steps to take towards inclusivity and reconciliation.

According to the OECD, “Indigenous and non-Indigenous Canadians do not share the same labour market outcomes.”⁶⁴ “In the past decade, Indigenous groups have almost always experienced worse outcomes within participation rates, employment rates and unemployment rates than their non-Indigenous counterparts.”⁶⁵ The Indigenous people of Canada who “participate in the labour force have consistently experienced disparities in wages and income.”⁶⁶

According to Ryerson University and the Canadian Council of Aboriginal Business, some systematic barriers affecting labour market outcomes include chronic underfunding of education, lack of infrastructure such as reliable internet, inter-generational poverty, and the residual effects of the residential school system. They report that a large proportion of Indigenous youth and adults do not finish high school, or “graduate without requisite essential literacy and numeracy skills.”⁶⁷ It is stated that Indigenous workers also face discrimination with employment and hiring barriers,⁶⁸ workplace harassment and bullying,⁶⁹ and lack of culturally appropriate training and wrap-around supports.⁷⁰ The literature suggests that labour market programs for Indigenous peoples need to involve community partnership and be culturally sensitive.

Overall, 4.0% of active claimants who participated in EBSMs self-declared their status as Indigenous peoples. The majority of participants were young, male workers aged 25 to 34 years. The average income from January 1, 2007 to March 31, 2017, for Indigenous participants was 10.6% lower than their non-Indigenous counterparts (\$20,406 to \$22,821). Additionally, First Nations, Inuit and Métis participants had a wider range of skills and education levels than the non-Indigenous Canadian group, with some claimants coming from NOC level B occupations.

⁶³ Truth and Reconciliation Commission of Canada (2015)

⁶⁴ OECD (2018), page 17

⁶⁵ OECD (2018), page 26

⁶⁶ OECD (2018), page 28

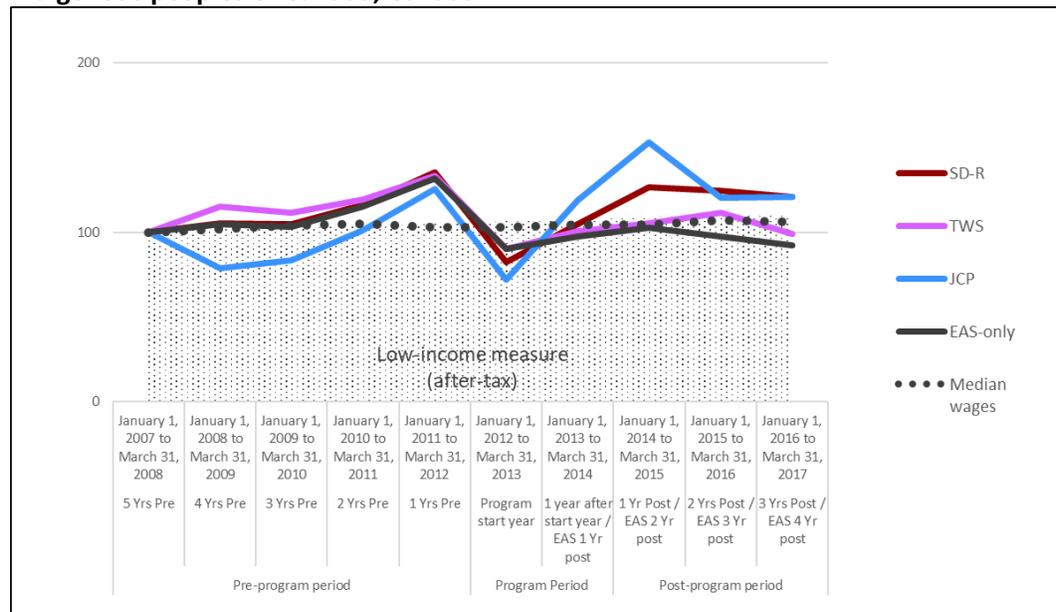
⁶⁷ Ryerson Today, Ryerson University (2020, July 23)

⁶⁸ Canadian Human Rights Commission (2020, June 18)

⁶⁹ Ryerson Today, Ryerson University (2020, July 23)

⁷⁰ Ryerson Today, Ryerson University (2020, July 23)

Chart 58: Indexed income for active claimants in Employment Benefits and Support Measures, January 1, 2012 to March 31, 2013, with median wages and low-income measures, 15 years and older, Indigenous peoples of Canada, Canada



Notes Low income measures (LIM) 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.

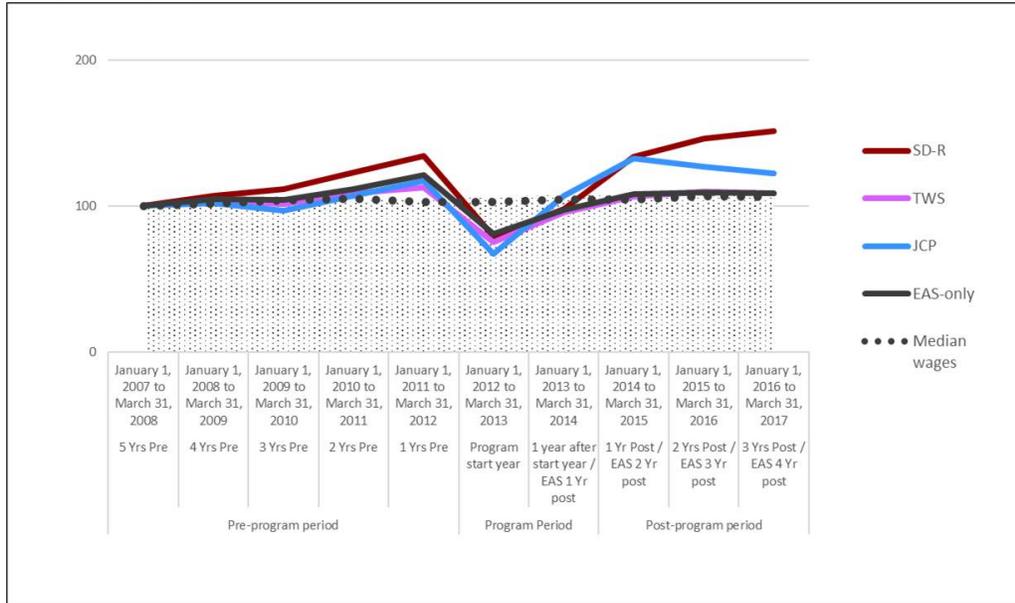
Sources Employment and Social Development Canada. Labour Market Program Data Platform
 Statistics Canada. Table 11-10-0232-01 Low income measure (LIM) thresholds by income source and household size
 Statistics Canada. Table 18-10-0005-01 Consumer Price Index, annual average, not seasonally adjusted
 Statistics Canada. Table 14-10-0340-01 Employee wages by occupation, annual

The program with the strongest and most sustainable income trajectory for Indigenous peoples was SD-R. Those who participated in SD-R programs increased indexed income by 21% from 2007 to 2017 (Chart 58). Indexed income grew faster than national median wages (6%) and low-income (11%). After job loss, income for Indigenous peoples did not recover their highest previous wage levels, income dropped 6.5% from \$26,484 (FY1112) to \$24,764 (FY1415), one year after participation (Table 28). Post-program income slowly declined 4.5% for the three years after programs, from \$24,764 (FY1415) to \$23,639 (FY1617). Income after program participation remained above low-income throughout the three-year period. Over ten years, income left low-income by 8.3 percentage points, from -8.2% (FY0708) to +0.1% (FY1617) (Chart 60). Participants' income closed the wage gap with national median wages by 6.4 percentage points, from 53.8%, 5 years before job loss, to 47.4%, three years after program participation.

In contrast, income for non-Indigenous Canadians who participated in SD-R reached their highest pre-program income level in the year after participation, and continued to rise 12.9%, from \$27,438 (FY1112) to \$30,971 (FY1617), in the third year after participation (Table 29). The indexed income for this cohort grew faster (51%) than low-income (11%) and national median wages (6%) (Chart 59). The wage gap for non-Indigenous Canadian participants closed 20.6 percentage points, from 51.7% five-years before job loss, to 31.1% three-years after participation (Chart 61). Income moved away from

low-income by 35.2 percentage points, from -4.1% (FY0708) to 31.1% (FY1617). While both groups share similar profiles, their outcomes were quite different. Both groups were predominantly made up of young males aged 25 to 34 years, from NOC skill level C jobs.

Chart 59: Indexed income for active claimants in Employment Benefits and Support Measures, January 1, 2012 to March 31, 2013, with median wages and low-income measures, 15 years and older, non-Indigenous people, Canada



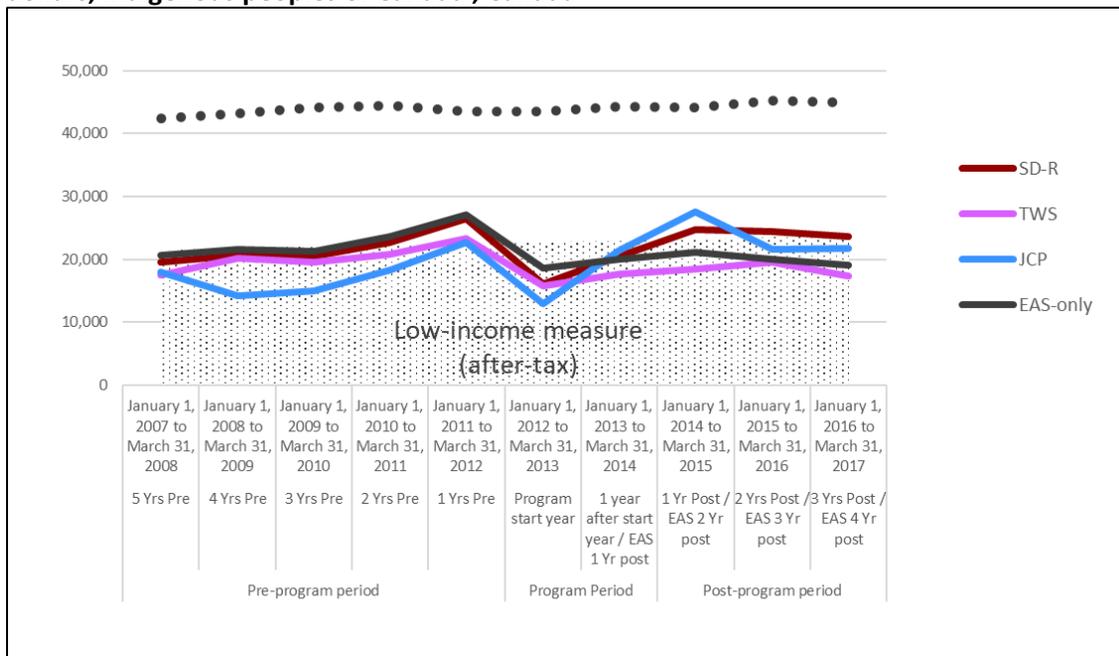
Notes Low income measures (LIM) after tax are set at 50% of adjusted median household income, for an individual person EAS-only does not have an extended program period. One-year post start period is outside of the program period

Sources Employment and Social Development Canada. Labour Market Program Data Platform
 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

While income for Indigenous participants in JCP also had strong overall growth, it was more volatile, most likely due to fewer participants (1.0% of Indigenous participants took part in JCP programs). Indexed income from FY0708 to FY1617, increased by 21% (Chart 58). Income grew faster than national median wages (6%) and low-income (11%). These results need to be investigated further in future reports. Income after program participation had a sharp rise in the year after program participation, but fell in the second year, however, it started to rise slightly in the third year. While this group experienced low-income throughout the ten-year period, income rose and slowly closed the gap with national median wages by 5.9 percentage points, from 57.5% in FY 0708 to 51.6% in FY1617 (Chart 60). The rising income started to move out of poverty by 7.7 percentage points, from -15.6% (FY0708) below the low-income threshold to -7.9% (FY1617).

This followed a similar income trend for non-Indigenous participants, where indexed income grew 22% over the ten-year period (Chart 59). Indexed income for non-Indigenous JCP participants grew faster than median wages (6%) and low-income (11%). In the year after intervention, income for this group surpassed the highest level of income prior to job loss by 12.7%, from \$20,724 (FY1112) to \$23,362 (FY1415), but fell in the second and third year post-program (Table 29). Over ten years, income for non-Indigenous JCP participants narrowed the gap with median wages by 6.5 percentage points, from 58.4% (FY0708) to 51.9% (FY1617). Like their counterparts, income for this group was in low-income throughout the ten-year period, but started to edge out of low-income by 8.8 percentage points, from -17.3% (FY0708) to -8.5% (FY1617) (Chart 61).

Chart 60: Income for active EI claimants in Employment Benefits and Support Measures, January 1, 2012 to March 31, 2013, with median wages and low-income, ages 15 years and older, 2018 constant dollars, Indigenous peoples of Canada , Canada



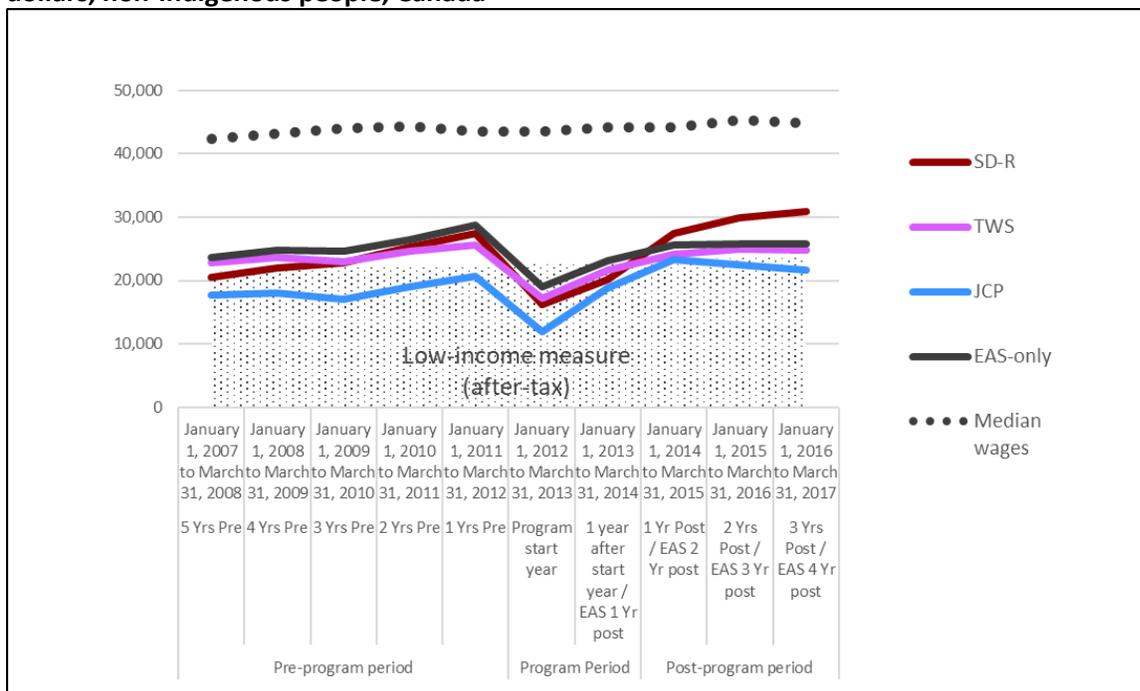
Notes Low income measures (LIM) after tax are set at 50% of adjusted median household income, for an individual person EAS-only does not have an extended program period. One-year post start period is outside of the program period

Sources Employment and Social Development Canada. Labour Market Program Data Platform
 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

Both cohorts had NOC skill level D occupations. These are low skilled jobs that do not require high school graduation. The majority of Indigenous peoples who participated in JCP were aged 25 to 44 years and predominantly male. In comparison, the majority of non-Indigenous Canadian participants were aged 25 to 34, and predominantly female.

Indexed income for Indigenous people of Canada who participated in TWS declined by 1% over the ten-year period. Indexed income grew at a slower rate than median income and low-income. Income for this group remained mostly below the low-income threshold throughout the ten-year period. Income after program participation did not regain the highest level of income prior to job loss, but fell 16.4% from \$23,375 (FY1112) to \$19,550 (FY1516) (Table 28). From five-years before job loss, to three-years after program participation, the wage gap widened by 2.7 percentage points, from 58.7% (FY0708) to 61.3% (FY1617). Income for this group fell 8.5% further into low-income, from -17.9% (FY0708) to -26.4% (FY1617) (Chart 60). In general, the wages were lower for this group, and more impacted by job loss.

Chart 61: Income for active EI claimants in Employment Benefits and Support Measures, January 1, 2012 to March 31, 2013, with median wages and low-income, ages 15 years and older, 2018 constant dollars, non-Indigenous people, Canada



Notes Low income measures (LIM) 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 Employment and Social Development Canada. Labour Market Program Data Platform
 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

In contrast, indexed income for non-Indigenous Canadians who participated in TWS increased by 9% over ten years (Chart 59). While it grew faster than median wages (6%), its growth was slower than low-income (11%). Like their counterparts, income for this group did not regain their highest level prior to job loss (-2.6%). However, income for this group remained relatively steady after interventions and mostly remained above the low-income threshold over ten years (Chart 61). Income for non-Indigenous Canadians who participated in TWS narrowed the wage gap with national median wages by 1.5

percentage points, from 46.3% (FY0708) to 44.9% (FY1617). While income hovered above the low-income threshold for ten years, it grew at a slower pace and edged 1.7 percentage points closer to the poverty line over ten years, from 6.6% (FY0708) above low-income to 4.9% (FY1617).

The majority of TWS participants from both groups were males aged 45 to 54. These were workers who lost their jobs mid-career. The skills profiles of these two groups varied. Participants from Indigenous groups had NOC skill level B occupations, while their counterparts had NOC skill level C occupations. NOC level B jobs are more technically skilled and require a college diploma, apprenticeship or specialized training. NOC level C jobs are intermediate jobs that require high school education or training specific to the job. Further analysis is required to understand the barriers for transitions back to work for this cohort.

Overall, participants who received only EAS, light-touch interventions, did not recover their previous earning levels after job loss. However, the impact was greater for participants who are Indigenous peoples, whose income not only fell below the poverty line after program participation, but continued to drop each year post-program. Indexed income for Indigenous participants who only received EAS fell 7% over ten years, with the downward trend starting at job loss. Income grew at a slower pace than median wages and low-income. Income after participation was 22.0% lower than the highest level prior to job loss, from \$27,110 (FY1112) to \$21,150 (FY1415) (Table 28). The wage gap moved 6.2 percentage points further away from national median wages, from 51.4% (FY0708) to 57.6% (FY1617). Poverty increased for this group by 15.8 percentage points, from income -3.6% (FY0708) below the low-income threshold, to -19.4% (FY1617).

Indexed income for claimants who are non-Indigenous Canadians who only received EAS increased 9% over ten years (Chart 59). It grew faster than median wages, but slower than low-income. Income after job loss was 10.0% lower than the highest previous income level (\$28,689 in FY1112 to \$25,817 in FY1516) (Table 29). Over ten years, the wage gap with national median wages narrowed by 1.4 percentage points, from 44.1% (FY0708) to 42.7% (FY1617). Income remained mostly above the low-income threshold for this period, but fell closer to the low-income threshold by 2.0 percentage points, from 10.9% above low income in FY0708, to 8.9% above the low-income threshold in FY1617 (Chart 61).

The majority of EAS recipients were male workers who had NOC skill level C occupations. Indigenous EAS recipients were primarily young workers aged 25 to 34. The majority of non-Indigenous Canadians who were EAS recipients were mid-career workers aged 45 to 54 years.

The barriers for Indigenous peoples in the labour market are systemic, multifaceted and complex. The transition back to work, and the effects of EBSM program participation, requires deeper analysis in a future study.

Table 28: Income for active claimants in Employment Benefits and Support Measures, January 1, 2012 to March 31, 2013, with median wages and low-income measures, 15 years and older, Indigenous peoples of Canada, Canada, 2018 constant dollars

	Pre-program period					Program Period		Post-program period		
	5 Yrs Pre	4 Yrs Pre	3 Yrs Pre	2 Yrs Pre	1 Yrs Pre	Program start year	1 year after start year / EAS 1 Yr post	1 Yr Post / EAS 2 Yr post	2 Yrs Post / EAS 3 Yr post	3 Yrs Post / EAS 4 Yr post
	January 1, 2007 to March 31, 2008	January 1, 2008 to March 31, 2009	January 1, 2009 to March 31, 2010	January 1, 2010 to March 31, 2011	January 1, 2011 to March 31, 2012	January 1, 2012 to March 31, 2013	January 1, 2013 to March 31, 2014	January 1, 2014 to March 31, 2015	January 1, 2015 to March 31, 2016	January 1, 2016 to March 31, 2017
SD-R	\$19,587	\$20,631	\$20,507	\$22,750	\$26,484	\$16,115	\$20,496	\$24,764	\$24,376	\$23,639
TWS	\$17,516	\$20,208	\$19,523	\$20,875	\$23,375	\$15,788	\$17,608	\$18,479	\$19,550	\$17,372
JCP	\$18,018	\$14,246	\$15,026	\$18,242	\$22,645	\$12,973	\$21,415	\$27,612	\$21,658	\$21,749
EAS-only	\$20,572	\$21,511	\$21,258	\$23,638	\$27,110	\$18,611	\$20,066	\$21,150	\$20,057	\$19,042
Median wages	\$42,369	\$43,172	\$44,097	\$44,444	\$43,575	\$43,585	\$44,278	\$44,181	\$45,318	\$44,920
Low-income measure (after-tax)	\$21,344	\$21,921	\$22,015	\$22,080	\$22,382	\$22,793	\$22,906	\$23,270	\$23,550	\$23,619

Notes Low income measures (LIM) 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 Employment and Social Development Canada. Labour Market Program Data Platform
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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 29: Income for active claimants in Employment Benefits and Support Measures, January 1, 2012 to March 31, 2013, with median wages and low-income measures, 15 years and older, non-Indigenous people, Canada, 2018 constant dollars

	Pre-program period					Program Period		Post-program period		
	5 Yrs Pre	4 Yrs Pre	3 Yrs Pre	2 Yrs Pre	1 Yrs Pre	Program start year	1 year after start year / EAS 1 Yr post	1 Yr Post / EAS 2 Yr post	2 Yrs Post / EAS 3 Yr post	3 Yrs Post / EAS 4 Yr post
	January 1, 2007 to March 31, 2008	January 1, 2008 to March 31, 2009	January 1, 2009 to March 31, 2010	January 1, 2010 to March 31, 2011	January 1, 2011 to March 31, 2012	January 1, 2012 to March 31, 2013	January 1, 2013 to March 31, 2014	January 1, 2014 to March 31, 2015	January 1, 2015 to March 31, 2016	January 1, 2016 to March 31, 2017
SD-R	\$20,477	\$21,921	\$22,829	\$25,206	\$27,438	\$16,220	\$20,107	\$27,418	\$29,879	\$30,971
TWS	\$22,742	\$23,583	\$22,990	\$24,686	\$25,666	\$17,129	\$21,706	\$24,155	\$24,993	\$24,771
JCP	\$17,646	\$17,939	\$17,059	\$18,930	\$20,724	\$11,876	\$18,912	\$23,362	\$22,420	\$21,607
EAS-only	\$23,666	\$24,732	\$24,693	\$26,440	\$28,689	\$19,089	\$23,086	\$25,544	\$25,817	\$25,721
Median wages	\$42,369	\$43,172	\$44,097	\$44,444	\$43,575	\$43,585	\$44,278	\$44,181	\$45,318	\$44,920
Low-income measure (after-tax)	\$21,344	\$21,921	\$22,015	\$22,080	\$22,382	\$22,793	\$22,906	\$23,270	\$23,550	\$23,619

Notes Low income measures (LIM) after tax are set at 50% of adjusted median household income, for an individual person
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Statistics Canada. Table 14-10-0340-01 Employee wages by occupation, annual

Conclusion

Participation in EBSMs may help participants return to work, leave poverty and increase income. This positive outcome is driven primarily by males who are not members of an equity group. The observation changes when participants are disaggregated by sex, visible minority status, or Indigenous peoples status. While it may be difficult for all workers who have lost their jobs to transition back to work, members of equity groups may face additional hurdles such as lower income, discrimination, and structural barriers that affect their outcomes.^{71, 72, 73}

Academic studies have documented how females have more disadvantages than males when searching for new jobs.⁷⁴ Females tend to be employed in less productive jobs, in less productive sectors.⁷⁵ There is a greater chance of females doing part-time or temporary work with little chance for advancement.⁷⁶ Females often shoulder the responsibility of family caregiving for elders and children.⁷⁷ Lack of safe and reliable transportation, and discrimination, may also be factors that hinder female economic security.⁷⁸ The outcomes show that many female cohorts who participated in EBSMs lost their jobs mid-career (ages 45 to 54 years). They face additional vulnerabilities such as ageism, skills mismatch, low education and poor health, which can lead them to precarious jobs and “occupational downgrades”.⁷⁹

Racialized Canadians face discrimination in the hiring and employment process and earn lower income than their counterparts who are not visible minorities.⁸⁰ Stereotyping results in many visible minorities being underemployed, working in lower wage jobs that underutilize their skill sets, and are marginalized in the labour market.⁸¹ Discriminatory hiring processes have been well documented over the years in studies that send resumes to employers with randomized names (ethnic and non-ethnic).^{82,83} While greater proportions of visible minorities participate in the labour force than their counterparts who are not visible minorities, they have higher unemployment, which means more are looking for work.⁸⁴

Labour market outcomes for Indigenous peoples are affected by over a century of historical injustices,⁸⁵ which are too complex and wide-ranging to be fully addressed in this report. The Indigenous people of Canada have always experienced worse participation rates, employment rates, and lower income than their non-Indigenous counterparts.⁸⁶ This is the result of systematic barriers, such as chronically underfunded education, lack of infrastructure such as internet, inter-generational poverty, and the

⁷¹ OECD (2019)

⁷² Ng & Gagnon (2020)

⁷³ OECD (2018)

⁷⁴ OECD (2019)

⁷⁵ Desjardins, et al. (2020)

⁷⁶ Datta (2018)

⁷⁷ Datta (2018)

⁷⁸ Datta (2018)

⁷⁹ Fournier, et al. (2018)

⁸⁰ Ng & Gagnon (2020)

⁸¹ Ng & Gagnon (2020)

⁸² Oreopoulos (2011)

⁸³ Bertrand & Mullainathan (2003)

⁸⁴ Ng & Gagnon (2020)

⁸⁵ Truth and Reconciliation Commission of Canada (2015)

⁸⁶ OECD (2018)

residual effects of residential schools.⁸⁷ Indigenous workers also face discriminatory hiring and employment barriers,⁸⁸ workplace harassment and bullying,⁸⁹ and a lack of culturally appropriate training and wrap-around supports.⁹⁰

Ng and Gagnon state that “while much of the focus of bridging programs has been on ‘fixing’ the ... job seeker, mounting evidence suggests that more work is needed to modernize employment practices to address systematic bias and the continued reliance on exclusionary informal networks and processes.”⁹¹ There needs to be “greater focus on the impact of bias, discrimination and systematic barriers in the employment system rather than focussing solely on how job seekers can be better ‘adjusted’ for the labour market.”⁹²

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⁸⁷ Ryerson University (2020)

⁸⁸ Canadian Human Rights Commission (2020)

⁸⁹ Ryerson University (2020)

⁹⁰ Ryerson University (2020)

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⁹² Ng & Gagnon (2020)

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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 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 programming, and ensure accountability and evaluation of LMDA-funded activities. 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 focussed 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 FY1920, expenditures on pan-Canadian activities totalled \$147.3 million, compared to \$130.9 million in FY1819. Pan-Canadian programming delivered through the Indigenous Skills and Employment Training Strategy (ISET) were \$121.1 million of the total, followed by expenditures on Labour Market Partnerships (\$23.5 million) and Research and Innovation (\$2.7 million). The overall Pan-Canadian expenditures increase was mainly due to additional funding under ISET discussed below.

3.4.2 Indigenous programming⁹³

Pan-Canadian funding delivered through the Indigenous Skills and Employment Training (ISET) program is intended to increase the skills of Indigenous peoples and support their participation in the Canadian labour market, ensuring that First Nations, Inuit, Métis and Urban/Non-affiliated Indigenous peoples have access to skills training and employment supports to meet their long-term career goals.

Pan-Canadian programming in action: Rupertsland Institute

Rupertsland Institute enhances Métis participation in the economy by assisting individuals to prepare for, find and keep employment. Rupertsland Institute creates labour market programs to meet the needs of industry and Métis clients through employment assistance services and relevant labour

⁹³ Program results for ISET FY1920 served through EI Part II and the Consolidated Revenue Fund (CRF). Additional details can be found in Annex 3.13 under “EI Part II Pan-Canadian.”

market partnerships include an extensive array of 146 partners, extending from government to the not-for-profit sector.

Rupertland Institute delivers labour market programming through 11 Métis Employment Service points of service across Alberta. ISET provides basic support and services to self-identifying Métis people residing in Alberta. Labour market priorities are within the green economy, health industry, construction, oil and gas, accommodation and food services.

Through the Métis Training to Employment Program, Rupertland Institute works under the mandate to⁹⁴:

- Assist Métis individuals to prepare for, find and keep employment, thereby resulting in client self-sufficiency and savings to income support programs;
- Ensure that Métis women, Métis youth and Métis persons with disabilities access a fair share of resources as they prepare for, find and keep employment;
- Create labour market programs that are designed to meet the needs of the Métis community and industry and that are accountable to the Métis Nation and its funding partners;
- Create and make available a distinct network of Métis employment services comparable to mainstream services and to locate these services as close as possible to the Métis client community; and
- Stimulate, mobilize and encourage industry and other community agencies to act in partnership on labour market related issues and/or activities designed to increase Métis participation in the economy.

In FY1920, Rupertland Institute served a total of 1,349 clients. Of these, 835 obtained a job, including 344 EI clients, and 279 returned to school.

**As per the Indigenous Labour Market Programs [website](#) on July 14, 2020.*

ISET was introduced in April 2019 as the successor to the Aboriginal Skills and Employment Training Strategy (ASETS). The program's objective is to help reduce the skills and employment gaps between Indigenous peoples and non-Indigenous. 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. It provides new investments and longer term, more flexible agreements to Indigenous service delivery organizations. With Indigenous partners, the Government is advancing reconciliation by creating more job training opportunities for Indigenous people.

The ISET program offers activities that support a holistic approach to service delivery. The eligible activities encompass a wide range of labour market activities including locally designed programs in support of each distinctions-based labour market strategy. Indigenous service delivery organizations may provide: employment-related and career development assistance; wrap-around supports, such as

⁹⁴ <https://www.rupertland.org/mandates/training/>

living expenses; financial assistance to support individuals in obtaining skills for employment; tuition costs; business coaching and mentorship; and disability-related supports.

ISET funding totalled \$365.1 million in FY1920, including \$121.07 million from EI Part II funds. Budget 2018 announced the creation of ISET to replace the ASETS, which increased the EI funding available by nearly \$135 million over five years, beginning in FY1819. As of October 2019, all 112 ISET contribution agreements have been signed. ISET funds a network of over 100 Indigenous contribution recipients with over 650 points of service across Canada.

In FY1920, ISET served 41,600 clients, including 21,842 EI clients. Out of the total number of clients, 15,284 found a job, including 7,493 EI clients, and 3,753 clients returned to school.

3.4.3 Enhancing investments in workplace skills and labour market information

These investments help Canadians ensure the 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 Program supports sectors and employers to address current and future skills shortages by funding 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.

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 FY1920, SIP was supporting 34 active projects in 18 different economic sectors. Projects funded by the Program produced:

- 141 labour market intelligence reports and seven forecasting systems;
- 14 national occupational standards (NOS);
- 15 certification systems;
- two accreditation programs;
- 13 curricula or training programs; and
- three pilot project reports.

The 34 multi-year agreements SIP funded in FY1920 were for projects implemented by various stakeholders representing different industry sectors. Resulting products included: labour market information and/or forecasting systems; NOS; certification and accreditation; and creative labour market solutions producing curricula or training programs and labour market solution pilot project reports. Among them, several projects were cross-sectoral, whereas most projects focused on the following targeted sectors: construction, environment, tourism, mining, transportation, oil and gas, manufacturing, agriculture, aerospace and information technology sectors.

SIP advanced its priorities by:

- Developing sectoral expertise and building intelligence c sectors experiencing labour market tightness.
- Supporting a project that developed a rapid, demand-driven upskilling training program designed to move skilled but often underutilized workers from disrupted sectors into more stable, high growth sectors.
- Supporting a complementary pilot project to test more impactful implementation of LMI, occupational standards and workforce development tools. The project focused particularly on developing forward-looking LMI to identify the skills, occupations, sectors and locations that would be well suited for worker transition initiatives.
- Engaging extensively with other government departments on initiatives of shared interest. For example, SIP worked closely with Health Canada to launch a project to train Personal Support Worker interns for long-term and home care facilities. SIP meets regularly with Innovation, Science and Economic Development officials to ensure alignment with their economic strategy tables.
- Implementing a streamlined performance measurement system following recommendations from the 2018 evaluation to improve performance measurement practices and to reduce funding recipient reporting burden.
- 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 aligns with the Government of Canada's overarching goal of helping Canadians develop the skills they need for good quality jobs.

NESI funds 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. 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). Multi-year projects began in Fall 2017 and in FY1920 NESI funded seven projects

that improve the literacy and essential skills of Canadians and help them to better prepare for, get and keep a job, and adapt and succeed at work..

For over 25 years, ESDC has been using an Essential Skills (ES) Framework of nine essential skills to help service providers and other organizations understand the essential skills needs of Canadians and to design and deliver programming to address those needs. Given the increased use of technology and automation in the workforce and the effects of globalization and shifting demographics on the labour market, the Department is renewing its essential skills approach.

As part of the renewal, NESI funding supported cross-country engagement sessions on the ES Framework renewal with provincial and territorial partners, service delivery organizations, experts and Indigenous stakeholders to ensure that the new skills approach is inclusive and can be adapted to different contexts.

Just as engagement activities were starting to ramp up, COVID-19 started affecting Canada. Given that physical distancing orders were put in place in all provinces and territories, consultations were put on hold and funding recipients were forced to postpone all in-classroom training and explore new and creative ways to continue supporting Canadians. For example, some project recipients were responding to the pandemic by extending their online presence and offering enhanced Skills for Success programming in ways not previously envisioned.

Funding through NESI will continue to support projects that test, replicate and scale up new and innovative approaches based on Skills for Success to help Canadians get the skills they need to adapt to rapidly changing technology and get back to work in a post-pandemic world.

Skilled trades and apprenticeship and Red Seal Program

The Program works in partnership with the provinces and territories (who are responsible for apprenticeship training and trade certification in their jurisdictions, as well as industry), to develop national standards and examinations for each of the designated Red Seal trades. ESDC sponsors the Secretariat services for the Canadian Council of Directors of Apprenticeship (CCDA), which is responsible for the oversight of the Red Seal Program. All provinces and territories and the federal government participate as members of the CCDA. The Red Seal Secretariat also provides strategic and secretariat support to the Red Seal Program. The Red Seal endorsement promotes excellence to employers, instills pride in skilled workers, and facilitates labour mobility.

FY1920 Red Seal Program fast facts

- More than 25,000 Red Seal endorsements were issued to apprenticeship completers and trade qualifiers.
- Top five Red Seal trades by number of endorsements issued included: Construction Electrician, Automotive Service Technician, Plumber, Carpenter, and Truck and Transport Mechanic.
- Approximately 220 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 46,000 Red Seal examinations were written.
- The Red Seal Program's website counted 534,384 visitors.

Source: Canadian Council of Directors of Apprenticeship, Red Seal Program administrative data FY1920.

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 FY1920, 46,673 Red Seal examinations were written by completing apprentices and experienced tradespeople from across Canada and 25,640 Red Seals were issued.

The Red Seal Program currently covers 56 skilled trades, encompassing 77% of registered apprentices.⁹⁵ 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. As each province and territory needs standards and examinations to certify thousands of apprentices and experienced tradespersons each year, the collaboration in 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

⁹⁵ Statistics Canada, 2019 Registered Apprenticeship Information System.

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.

With the additional stakeholder engagement and enhanced content, fewer trades undergo a complete revision of their standards each year. In FY1920, five new occupational standards were completed. In this period, there were 34 Red Seal examinations released for six 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^{96,97,98}. Consensus was reached among provinces and territories for the 30 Red Seal trades over a year ahead of the FLMM's target.

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).

⁹⁶ The Government of Quebec is participating as an observer.

⁹⁷ 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.

⁹⁸ 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; Transport Trailer Technician; Truck and Transport Mechanic; Automotive Service Technician; Industrial Mechanic (Millwright); Steamfitter/Pipefitter; Plumber; Boilermaker; Sprinkler Fitter; Instrumentation and Control Technician; 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; Auto Body and Collision Technician; Automotive Refinishing Technician; Hairstylist; and Parts technician.

In 2017, 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 supports such as 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 FY1819 and are scheduled to end in FY2021.

Prince Edward Island (PEI) also came forward with a Blended Learning Initiative, a three-year pilot apprenticeship training program focussing on the welder and machinist trades. This project, which started in FY1819 and is scheduled to end in FY2122, aims to help apprentices continue working while completing technical training.

Research Project “The Registered Apprenticeship Information System

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, whether Red Seal or not.

There were 318,630 continuing apprentices in FY1920, 77% of whom were in Red Seal trades. There were 77,574 new registrations, 79% of which were in Red Seal trades. In FY1920, 38,514 apprentices received certifications, 80% of which were in Red Seal trades.

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 provides 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. RAIS longitudinal indicators, published annually, provide insight on a number of key topics including apprenticeship pathways, labour market outcomes, and interprovincial mobility.

Labour Market Information

Labour Market Information (LMI) remains an integral component of the Government of Canada’s economic agenda. The 2016 Federal Budget reiterated the importance of LMI by committing to provide access to timely, reliable, and comprehensive LMI to all Canadians to make informed decisions.

LMI includes qualitative and quantitative information 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

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 30,000 job titles into 500 Unit Groups that is 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 December 2017 and December 2018 included the addition of new job titles, notably related to the Cannabis industry, as well as changes to the content of some occupations such as the main duties. During this time, the program also conducted consultations and research for the next structural revision of the classification, which will be published in 2021. About 150 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.

Work to incorporate changes associated with the NOC 2021 revision in ESDC's IT infrastructure was launched in late FY1920. Despite some delays attributable to the COVID-19 pandemic, work is still expected to be completed in time for its publication in 2021. Over the next years, the IT infrastructure will also be expanded to facilitate the update and dissemination of additional LMI tools, such as the Skills and Competency Taxonomy.

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 disseminated the updated wages and employment outlooks on the Job Bank website respectively in November and December 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.

Support for the Labour Market Information Council

In FY1920, 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 first-year college and university students;
- Surveying and analyzing the LMI needs of NEET (not in employment, education or training) Youth;
- Advancing the understanding of skills in demand from online job posting data;
- Research on approaches to measuring skills shortages;
- Collaborating with provinces and territories to explore untapped data sources that could contribute to more local, granular LMI;
- An in-depth study on the labour market outcomes of college and university graduates using tax data, via the Education and Labour Market Longitudinal Platform (ELMLP), and;
- Tracking and reporting on the latest research and findings about the future of work through an evergreen annotated bibliography.

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 FY1920, the LMIC partnered with the Canadian Career Development Foundation to conduct a series of webinars to help train and inform those delivering career advice to Canadians about data sources and related LMI tools. The Council also presented its work at a number of research conferences, and advised the Brookfield Institute's Employment 2030 project.

The LMIC is partnering with ESDC and Statistics Canada on developing robust skills indicators, including developing linkages between National Occupational Classification (NOC) codes and ESDC's Skills and Competencies Taxonomy. In addition, the LMIC has been leveraging and sharing the online job posting data it obtains from Vicinity Jobs with ESDC, Statistics Canada and provincial/territorial counterparts.

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-to-use, bilingual online services connect job seekers with employers, and help individuals prepare and carry out their return-to-work action plans. Job Bank disseminates reliable, timely and accessible job postings

and labour market information by reducing duplication, improving the quality of information, as well as making online LMI more accessible and easier to use.

ESDC delivers Job Bank on behalf of the Canada Employment Insurance Commission, in collaboration with provincial and territorial governments. The department maintains the Job Bank website and mobile app, 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 use Job Bank to post their job vacancies and to find qualified candidates.

Job Bank receives incoming job feeds from Monster, Career Beacon, jobpostings.ca, Jobillico, CivicJobs and ZipRecruiter to increase the diversity of available job postings. In September 2019, Job Bank added two new feeds from ZipRecruiter and CivicJobs. Further analysis on sectoral gaps enables discussions with new incoming feeds to satisfy labour market needs. Outgoing feeds are established systematically with external sites to improve the visibility of Job Bank jobs.

Job Bank completed a number of online service enhancements in FY1920. A revamped job seeker dashboard allows job seekers to access Job Bank services from a single location. The introduction of a tiered user account system allows users to access levels of services based on the information they want to provide. Job seekers are now able to save their job searches and resumes.

In end of May 2019, Job Bank began automatically subscribing all EI regular and fishing benefits' applicants to Job Alerts by removing the confirmation step. With the change, 100% of regular and fishing EI applicants are auto-enrolled. Previously, only 30% of EI applicants completed their enrollment when there was a confirmation step required.

Job Bank Job Seeker Trends

The Job Bank Summary Report for FY1920 (released November 2020) examined the use of the Job Alerts services available on the Job Bank platform. The report shows that:

- AppliWeb auto-enrollment accounted for 88% of the new Job Alerts users.
- 43% of users who received at least one Job Alert email clicked to view more information.
- Users with college, vocational or apprenticeship training accounted for 35% of new Job Alerts users.
- Top Job Alerts occupations were in the construction and education sectors.
- Upon unsubscribing, 42% of Job Alerts users stated having found a job regardless of source.
- The Job Bank mobile app had **200,000 installs**. It received over **1.9 million sessions**, which resulted in more than **4.2 million job posting views**.
- **1.4 million** job seekers newly subscribed to the Job Alerts service. In total, **196 million Job Alerts** were sent. **108,000 Plus user accounts** created; **120,000 Job Match profiles** were activated.

The Job Bank mobile application received multiple updates in FY1920 to improve user experience, branding and back-end processes. The re-design of the search page and inclusion of salary details to job postings increased the relevance to job seekers and enables future improvements.

Job Bank worked with stakeholders within ESDC to increase interoperability between programs. Job Bank again made available its job posting capabilities to support the integration of the Canada Summer Jobs initiative on the Job Bank website and mobile app. Job Bank continues to collaborate with the Temporary Foreign Worker Program in the development of the Labour Market Impact Assessment Online tool, which integrates the Job Bank website and leverages its employer registration process.

Key highlights of FY1920

- The Job Bank website received **44 million** visits. This represented **121,000 site visits** and **642,000 page views per day**.
 - Of the total visits, **31%** included a job search, and **55%** viewed job postings.
 - The Labour Market Information section received **12,000 site visits** per day, leading to the generation of **27,000 job market reports** on a daily basis.
- Job Bank displayed **886,000 job postings**, including those from provincial, territorial and private job boards.
- **21,600** new employer files were approved and **61,000** employers posted directly on Job Bank.

Results from the *Patterns of Job Bank Use by Employers of Temporary Foreign Workers* study

A recent study, covering the period from 2015 to 2019, examined the patterns in the usage of the Job Bank platform by employers who made Labour Market Impact Assessment (LMIA) applications to recruit Temporary Foreign Workers (TFWs). A positive LMIA is a document indicating that there is a need for a TFW to fill the job because there is no Canadian or permanent resident available to do it.

Some key findings from the study included:

- Between the period 2015 and 2019, about a fifth (18.6%) of all Job Bank postings were associated with an LMIA application while 81.4% were non-TFW related.
- TFW jobs were on average advertised longer (2 months) than non-TFW jobs (1 month).
- The average number of days between a job posting and LMIA application increased between 2015 and 2019 implying employers considering use of the TFW program were increasingly waiting longer before doing so.
- Top three industries accounting for nearly 53% of the job postings on Job Bank associated with an LMIA application were: 'Accommodation and Food Services'; 'Other Services (except Public Administration)'; and, 'Agriculture, Forestry, Fishing and Hunting'
- Counting each location of an employer as a separate firm, job postings associated with an LMIA application were more likely to be posted by firms with less than 100 employees.
- Businesses did not typically reduce their use of Job Bank over time; and employers who applied to use the TFW program in their first year of posting over the period analysed continued to have postings associated with an LMIA application.
- The number of TFW postings peaked in the 1st quarter of the year driven by the industries with most job postings associated with LMIA applications (notably the 'Accommodation and Food Services' and 'Other Services (except Public Administration)' industries) and recruitment through the primary agriculture stream.

Work Integration Social Enterprises (WISE) research

ESDC launched the WISE research program in 2017. It 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, 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 their targeted clients?
- Under which circumstances?
- What is the return on public investment?

These six longitudinal research projects include one project based on a quasi-experimental design and five based on multi-site extended case studies. Four 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 the 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 Research & Innovation Support Measure under EI Part II. To do so, periodic teleconference calls have been coordinated 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' experiences, ESDC also started to visit sites (not funded under EI Part II) to discuss with researchers and engage directly with WISE practitioners and community researchers in spring 2018. These site visits have provided key insights for the development and management of the WISE research program and will continue through the life cycle 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 challenging problems. WISEs continuously look for new sources of revenue and innovative 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.

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 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. 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 FY1920

- In June 2019, a teleconference call was held with all research teams to discuss progress to date and provide feedback on all projects. Projects are on track to meet expected results, as defined in the contribution agreements.
- Projects have begun to share their interim research reports, which summarize baseline information about the participants and preliminary short-term results.
- In the summer of 2019, ESDC analysts visited sites in Ontario and British Columbia. These visits gathered information on the clients and operations of the WISEs as well as the conditions in which they operated. Findings from these visits were incorporated into an evergreen WISE Visits Summary report that covers all WISEs visited to date.
- In February 2020, 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.

WISE research projects will monitor the experience of these WISE participants for up to three 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 is \$2,030,000, dependant on annual allocation through the EI Expenditure Plan for Pan-Canadian funded activities.

3.4.4 Supporting agreements with provinces, territories and Indigenous organizations

In FY1920, ESDC continued its work to enhance and modernize the LMDA data systems including the implementation of a standardized Performance Measurement Strategy across provinces and territories, data warehousing to accommodate standardized data from provinces and territories, the Targeting, Referral, and Feedback (TRF) tool, and improvements to the Employment Insurance Benefits Information System (EIBIS).

The Department continued work on the Data Warehouse for Labour Market Programs project to expand and update existing data storage solutions to support the implementation of a new LMDA and ISET Performance Measurement Strategy (PMS). ESDC supported all jurisdictions in their transition to a standard XML data format, as prescribed in the new PMS. This ensures a more consistent data transfer between ESDC and all jurisdictions to facilitate reporting on key performance indicators. 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.

The TRF allows provinces and territories to receive information on EI applicants immediately following their application for EI, based on predefined criteria. Jurisdictions then proactively contact these applicants to offer services and supports to help with their return to work. In FY1920, Quebec, Alberta and British Columbia continued refining their use of TRF. ESDC worked closely with the remaining 10 provinces and territories to onboard to TRF.

In addition, in FY1920, the Department approved a 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 will 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, reduce errors and the exposure of data to unauthorized personnel, and improve data integrity and security.



CHAPTER IV

Program Administration

4.0 Program delivery

Information note

This chapter refers to both claimants and clients. Claimants include individuals who are submitting or have submitted an Employment Insurance (EI) claim 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 2 digits of the specific year to indicate the fiscal year. For example, "FY1920" refers to the period starting on April 1, 2019 and ending on March 31, 2020.

This chapter uses "Budget" to refer to the Canadian federal budget.

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.

4.1 Chapter 4 at a glance

The EI program provides economic security to millions of Canadians when they need it most. Through consultations and client feedback, the Government of Canada understands that Canadians want better and faster services.

Each year, ESDC takes the pulse of its clients via the Client Experience (CX) survey, which measures client satisfaction for ESDC programs. Overall, the survey found that 77% of clients were satisfied with the overall service experience after completing the process of applying for EI and receiving a decision. ESDC conducted the survey between August and October 2019.

In FY1920, ESDC took some significant steps in improving Canadians overall EI service delivery experience by:

- implementing the Hosted Contact Centre Solution (HCCS), a modern and supported technology which allowed EI call centres to increase the capacity of the queue
- in addition, the Social Security Tribunal introduced improvements and reforms for a faster and more client-centric delivery for EI clients

However, due to the COVID-19 pandemic, EI clients in the FY1920 faced many new challenges: Canada counted more than one million job loss.

To help serve Canadians, the Department launched the Canadian Emergency Response Benefit to address the high numbers of Canadians in need. Additionally, the Department:

- developed new service delivery measures
- implemented new ways to support the labour market

The Department's response to the crisis unveiled the significant amount of work undertaken in a short period of time. This work has laid the ground for important measures that are expected to have positive impacts on EI clients in the years to come.

4.2 Introduction and context of Employment Insurance service delivery

In this section

- [4.2.1 Impact of COVID-19 on the service delivery network and Service Canada's response to the pandemic](#)
- [4.2.2 Service standards](#)
- [4.2.3 Client response](#)

Eligible workers count on EI benefits when they lose their job. 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 EI processing sites and EI 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 or pandemics.

4.2.1 Impact of COVID-19 on the service delivery network and Service Canada's response to the pandemic

This year's Report excludes data related to CERB during the FY1920 reporting period (from March 15, 2020 to March 31, 2020). This ensures continuity in the reported data on EI regular benefits from year to year. It also enables to perform meaningful yearly comparisons in FY1920 with previous fiscal years. Further described in chapter 2.

Like other citizens in the world, the COVID-19 pandemic affected Canadians on many levels, including public health and economic ones. In March 2020, the global pandemic caused the sudden loss of more than one million jobs in Canada.

As a result, over the last weeks of FY1920:

- the number of applications for EI benefits received by Service Canada increased sharply, with 1,800,637 million received in March 2020 alone
- the EI call centres saw a substantial increase in the number of calls received. Almost 1 quarter (24.1%) of EI call centres' call volume for FY1920 was received in the 2 and a half week period of March 16 to 31, 2020

ESDC quickly began to develop new initiatives to respond to the changing needs of its clients and of alternative approaches to maintain service delivery. For example, ESDC:

- launched the eServiceCanada portal as a replacement to the Service Canada Centre (SCC) that were temporarily closed. The portal allows clients to submit an online request and to be contacted within 2 business days. From March 12 to 31, 2020, clients were served both in person at SCCs and through eService when required. Clients submitted 13,150 EI service requests and 157,279 were served in SCCs for a total of 170,429 EI clients.
- engaged with Indigenous and remote communities to offer alternate service delivery mechanisms
- offered virtual information sessions for both employers and employees affected by mass layoffs
- leveraged its new call centre platform, implemented on March 9, 2020, to migrate the entire EI call centre and Employer Contact centre networks of agents to telework in only four weeks. This platform ensures they could work safely while physical distancing. It also greatly increased the number of calls that the system could manage in comparison with the previous call centre platform, which was critical given the vast increase in calls received

4.2.2 Service standards

ESDC aims to provide high quality and timely services to EI clients. In support of this goal, ESDC is committed to meeting its service standards. ESDC publicly reports the service standards each year on Canada.ca.

ESDC's service standards measure the efficiency, effectiveness and accountability of the delivery of its programs and services. These are fundamental in assessing how the Department carries out its work, and are integral to providing the best service to clients.

Payment of Employment Insurance benefits

- Our standard: To issue notifications of EI benefit payments or non-benefit within 28 calendar days of filing
- Our target: ESDC aims to meet this standard 80% of the time
- Our performance in FY1920: ESDC met this standard 80.0% of the time
- Consult [Speed of payment](#) for more details

Accuracy of Employment Insurance payments

- Our standard: For EI payments to be accurate
- Our target: ESDC aims to meet an annualized accuracy rate of 95%
- Our performance in FY1920: ESDC met this standard 94.1%¹ of the time
- Consult [EI PAAR results](#) for more details

Employment Insurance requests for reconsideration

- Our standard: To finalize EI request for reconsideration decisions within 30 days of the request being received
- Our target: ESDC aims to meet this standard 70% of the time
- Our performance in FY1920: ESDC met this standard 76.2 % of the time
- Consult [4.5.1 EI request for reconsideration](#) for more details

Access to an Employment Insurance call centre agent

- Our standard: For agents to answer EI calls within 10 minutes
- Our target: ESDC aims to meet this standard 80% of the time annually
- Our performance in FY1920: ESDC met this standard 48.3% of the time
- Consult [Calls answered](#) and [Factors affecting call centre performance](#) for more details

This highlights the importance of a strong service delivery and integrity model. This ensures clients have timely access to the benefits to which they are entitled.

4.2.3 Client response

ESDC thrives to meet Canadians expectations with respect to service delivery. The Department takes the pulse of clients via the CX Survey on an annual basis. This helps provide clients with the best services that are adapted to their needs.

¹ FY1920 results include both confirmed and potential monetary errors for overpayments and underpayments identified through the course of the payment accuracy review. Potential errors require additional actions to confirm whether an error has occurred. Until those actions are completed, they are captured as errors.

Context of the CX survey

The annual CX Survey tracks clients' ability to access the major ESDC programs, including EI. A public opinion research firm conducts the survey by telephone and assesses the ease, effectiveness, confidence and satisfaction with the client experience². This information is based on survey interviews with EI clients who completed a client journey, that is, received an initial decision. It also assesses reported take-up of self-service and help. The survey asks clients to provide attributes of their service experience using a scale of 1 to 5. The survey reports clients as satisfied if they rated their satisfaction as 4 or 5 out of 5.

The FY1920 Survey results for EI clients reflect the service experience of claimants who received an initial decision between August 1 and October 31, 2019, inclusively. This wave is the third annual Service Canada-wide survey.

EI sample, statistical information and statistical errors

ESDC selected a random sample of recent clients, stratified by province and territory, from the EI administrative databases. The sample included new and repeat clients, whether granted or denied benefits. It included all benefit types, except compassionate care and benefits for parents of murdered and missing children. This was due to the sensitivity of contacting these clients about the service delivery. ESDC did not include renewals and revisions claims, as these actions occur after clients have accessed the program. ESDC sampled clients living in remote areas and from Indigenous communities in sufficient numbers for analysis of service delivery issues across all ESDC programs.

The completed survey sample of 701 telephone interviews with EI clients is lower than the target sample size of 1000. This is because ESDC stopped the fieldwork at the outset of the pandemic³.

Main results of the EI Client Experience

Results from the FY1920 Service Canada CX Survey found that 77% of clients were satisfied with the overall service experience. ESDC conducted this survey with clients who had completed the process of applying for EI, and had received a decision in the period of August to October 2019.

This is not significantly lower than the same period in FY1819 (80%). However, it is a statistically significant decrease compared to the 83% satisfaction rating from the FY1718 results.

² Service Canada's Client experience survey measurement Model uses more than 20 service attributes to assess the client experience. It measures ease, effectiveness confidence and client satisfaction and trust in service Canada's capacity to provide services effectively.

³ Due to Covid-19, fieldwork for the 2019-20 CX Survey was ended midway through execution. As such, the original sample size target could not be reached. This also had impact on the ability to follow-up on interviews scheduled (among clients who could not speak English or French) utilizing simultaneous translation service. The response rate was 12%, however, results were weighted to reflect the EI client population from which the client sample was drawn to correct for potential non-response bias using the following characteristics: age, gender, region and ratio of granted to denied benefits. The margin of error for the FY1920 results for EI clients is +/-3.7% at the 95% confidence interval. Differences between groups or over time are reported as actual differences only if they are statistically significant.

The three strongest drivers of satisfaction among EI clients were:

- whether the client considered the length of their journey was reasonable (68% of the clients found the length until they received a decision was reasonable, compared to 69% in FY1819)
- the ability of EI call centre representatives to be helpful (73% of the clients found them helpful)
- the ease of getting help when needed (70% of clients found it easy, compared to 72% in FY1819)

The CX survey identified all three drivers as areas for improvement. This is because they are aspects of the client experience with both high impact on satisfaction, and lower ratings. (The [CX Survey](#) has an overview of the drivers of satisfaction, and changes in service attribute ratings and channel ratings.)

There were significant changes to satisfaction from the previous year in the service channel ratings. The online channel satisfaction decreased from 79% to 71% for the web, and specialised call centre channel satisfaction decreased from 74% to 59% for EI call centres⁴.

In the FY1920 results:

- only 47% of EI clients reported that they self-served online to apply, compared to 52% in FY1718 (the previous year that ESDC measured multiple channel use)
- use of the in-person channel was higher than in the previous period for completing and submitting an application (43% vs 34%)
- use of EI call centres was higher than in the previous period for following up on an application (28% vs 19%)

4.3. Information and tools for Employment Insurance

In this section

- [4.3.1 Online](#)
- [4.3.2 By telephone \(call\)](#)
- [4.3.3 In person \(visit\)](#)

4.3.1 Online

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 online information and services are among the most popular content on Canada.ca. For example, In FY1920, there were a record 13.4 million web visits to the web pages for EI Regular Benefits. That is 150% more visits than in FY1819. The COVID-19 outbreak was the reason behind this surge in web visits.

⁴ For the EI call centres, it is important to note that the EI processing inventory was higher during the survey period than the previous year. As a result, claim status enquiries accounted for 23.6% of calls the period for the FY1920 survey, as compared to 18.5% for the period of the FY1819 survey. It is reasonable to assume that the increased percentage of calls that are enquiring about the status of a decision, and particularly decisions for which the timeframe had elapsed, along with longer wait times due to the summer peak period, had a negative impact on the client's perception of their interaction with the call centre for the FY1920 survey. For more details about call centre performance, see the Employment Insurance Call Centre section.

in March 2020 made up 58.3% of all the web visits for whole the year. Also, EI regular benefits had a 56% task conversion rate. This means that 56% of those who visited the regular benefits pages went on to start an application using Appliweb. This is an unusually high conversion rate for any ESDC web content.

At the end of FY1819, ESDC added a Maternity and Parental Benefits Estimator to its EI maternity and parental benefits web pages. This new tool is an interactive calculator that claimants use to estimate how much they could receive when applying for maternity and parental benefits.

Client usage statistics for the Estimator became available in FY1920. The data is available for 10 months of FY1920 (June 2019 to March 2020). The data shows that clients used the tool an average of 54,712 times a month.

In January 2020, ESDC updated the EI sickness benefits web pages. The goal of the project was to improve the client experience and increase the success rate for clients. ESDC defined success as using the content to start an application on AppliWeb. The updates included simplifying content by using a client-centric approach and plain language revising the page layout for easier navigation.

Following these changes, testing showed that:

- 65% of users were able to find and understand the information they needed, compared to 44% before the updates
- number of people who visited the website and went on to start an application using Appliweb increased to 55%, compared to 31% before

Of all the visits that successfully started applications in FY1920, 73.2% of them occurred in March 2020. This was after ESDC updated the EI sickness website.

Service Canada data shows that the following factors increased the rate of people who remained on the website to start an application in FY1920:

- the process of improving the website, and
- a spike of visits from the COVID-19 outbreak

The COVID-19 outbreak created a situation where assessing improvements to the client's web experience was made more difficult.

Services

EI claimants have access to tools that help them apply for their benefit, report on their situation, or consult their EI file.

AppliWeb

AppliWeb is the online tool EI claimants can use at any time to submit applications. Claimants can access AppliWeb from anywhere there is internet access, including Service Canada Centres. AppliWeb is the

method preferred by claimants to apply for EI benefits. In FY1920, claimants submitted 99.1% of EI applications using this tool.

Electronic reporting

Every two weeks, claimants must complete EI reports attesting to their work situation. In their report, claimants provide responses to a series of questions. These questions determine, week to week, if the claimants are entitled to the EI benefits they are claiming. Claimants can complete electronic EI reports using the phone or the internet reporting service. Both services are simple, fast, convenient, secure, and available at all times.

The internet service remained the preferred electronic reporting method. It experienced an increase in usage from 79.1% in FY1819 to 80.9% in FY1920. Claimants submitted the remaining 19.1% of EI reports electronically by using the phone reporting service.

Based on their EI report, the report sometimes asks claimants to give information about their availability for work. Instead of contacting the call centre to give this information, claimants using the internet service can use e-questionnaires. If they submit information this way, it is instantly transferred to the EI systems.

My Service Canada Account

My Service Canada Account (MSCA) is an online service that Canadians can access through Canada.ca. MSCA allows Canadians to view and update their information for:

- EI
- Canada Pension Plan (CPP)
- Canada Pension Plan Disability (CPP-D), and
- Old Age Security (OAS)

MSCA has features and functionalities that enable EI claimants to take advantage of self-serve options. This makes MSCA available for EI claimants 24 hours a day, 7 days a week, from anywhere there is internet access.

Claimants can:

- manage their account
- check the status of their application and transactions, including payment information
- update their mailing address or direct deposit information
- receive new information from Service Canada about their EI claim on changes to their account
- get their T4E tax slip
- view previous EI claim information

As a result, the MSCA portal contributes to more accessible, accurate and timely services for Canadians.

Service Canada promotes the EI services on MSCA through Canada.ca, on AppliWeb, and in communications sent to claimants. An average of 39.1% of EI claimants used MSCA each month in FY1920, an increase of 1.1% compared to FY1819.

As of June 29, 2019, claimants receiving Family Caregiver benefits have also been able to use MSCA to view their claim information. As well, Service Canada added a new feature to MSCA in December 2019. It allows claimants who have been approved for extended parental benefits to consult what their extended benefit rate will be.

4.3.2 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 call centre, or logging into their MSCA.

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 EI.

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 am to 5:00 pm in each time zone. Callers outside of Canada can reach someone from 8:00 am to 8:00 pm Eastern Standard Time.

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
- direct deposit information
- referral of contacts to specific programs, including the pertinent EI web pages and links necessary to complete their service delivery journey

Canadians can expect to be served within 18 seconds (or within 3 rings), 80% of the time.

During FY1920, 1 800 O-Canada:

- continued to provide timely, high quality service to Canadians answering 81% of calls within 18 seconds (pre-pandemic results)
- made recorded messages available to callers, answering some frequently asked questions without the need to speak to an agent
- initiated real time performance reporting online with live results that refresh every 5 minutes
 - helps callers set expectations and decide on the right time to call

Employment Insurance call centres

The EI call centre network is made up of 10 call centres across the country, and approximately 1,100 agent full-time equivalents. It is the main point of contact for EI clients. The EI call centres spread calls across the network based on availability of resources, regardless of from where in the country they are coming.

EI call centre agents respond to questions 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
- updating information on the claimant's file (for example, changing an address or direct deposit information)
- adjudicating a wide variety of contentious and non-contentious issues (such as claim calculation and reason for separation)

Call volume

The total EI call volume reached almost 36.7 million calls in FY1920, an increase of approximately 12 million calls from the previous year. 8.8 million calls came between March 16 and 31, 2020. This shows the impact that the COVID-19 had on EI call volumes. Almost a quarter of the calls from clients occurred within a 2 and a half week period.

ESDC equipped call centres with an Interactive Voice Response (IVR) system. The IVR allows clients to self-serve:

- clients can check their application status
- get details about their payments, and
- complete their bi-weekly declarations

54% of the calls for the current reporting year (19.8 million) were resolved in the IVR⁵ without the need to speak to an agent. This is 3.9 million more calls than were resolved the previous year. Although a smaller percentage of calls was resolved in the IVR than FY1819 (64%), the total number of calls resolved calls increased. This is because of the sheer volume of calls placed to EI call centres this year.

Agents are available to help and guide clients through issues that clients do not resolve by self-service. For this reporting year, the top 5 main reasons clients requested agent assisted services were:

1. questions about the status of a claim/decision (includes claims/decisions within or outside the timeframes, as well as initial, revised, renewals)
2. needing an agent's intervention to complete an electronic claimant's report (that is, a claimant's report started by the claimant through a self-service option)
3. questions about entitlement conditions for EI benefits unrelated to a claim
4. help on how to file their application
5. requests that an agent complete a claimant's report for them (that is, a claimant's report not started by the claimant through a self-service option)

⁵ Calls are considered resolved when the call finishes in the IVR. That is, the client connects to the IVR but does not ask to speak to an agent afterward. It does not measure client satisfaction and is an internal organizational performance indicator.

Calls answered

This year, call centre agents answered 4.4 million calls, 244,727 fewer calls than last year. This is the first time that the annual volume of calls answered has fallen since FY1516. The number is partially explained by delays in onboarding new employees, due to limitations in the capacity for training. Onboarding capacity was affected because call centres were not able to hire ahead of attrition. Capacity for training was affected because there were competing training priorities that limited the availability of both trainers and training spaces. The number of calls answered was also affected by increased average call length. This year, the average call length was 1 minute and 3 seconds longer than in FY1819.

Call length is affected by the nature and complexity of the calls received. It is also affected by the proportion of new staff, who generally have longer call lengths than experienced agents. The volume of calls answered still represents an increase of almost a million calls answered over FY1516 (when EI call centre agents answered 4 million calls). When looking at the entire period since the call centre investment of Budget 2016, there has been a very significant increase in calls answered.

Agent accessibility is another important performance indicator for call centres. It represents the percentage of call attempts⁶ that are successfully placed in queue to wait to speak to an agent. Based on the investment of Budget 2018, EI call centres set a target to achieve 70% accessibility for FY1920. The target was not achieved, and agent accessibility decreased to 40.8% this reporting year, compared to 65.5% in FY1819. This change in accessibility is attributable to the same factors noted above: delays in onboarding and an increased call length.

The EI call centre IVR was 92.2% accessible, although it has been virtually 100% accessible in recent years. Agent accessibility was lower over the course of the entire year. However, most of the reduction in IVR accessibility was a result of the volume of calls at the end of the fiscal year. This was in conjunction with the COVID-19 pandemic.

For FY1920, clients had to wait an average of almost 7 minutes longer than in FY1819 for an agent to answer their calls. This is similar to the wait times clients experienced in FY1516. It is important to note that this wait time was disproportionately affected by the period of March 16 to 31, 2020. This was when the call volume escalated because of the COVID-19 pandemic, wait times were just under 1 hour. This is compared to just under 12 minutes for earlier in the year.

The published service level target for the EI call centres is to answer 80% of calls within 10 minutes. (Once a caller is in the queue to speak to an agent). EI call centres did not meet this target, and recorded a 48% service level. Service level was negatively affected by the call volume associated with the pandemic, in addition to the issues previously mentioned.

There was also an increase in the rate of callers who chose to hang-up, rather than wait to speak to an agent (consult table 1). The increased hang-ups are likely related with the longer wait times, particularly as the population felt the impact of the COVID-19 pandemic.

⁶ Note that a single client may represent multiple call attempts to the call centre.

Table 1: Client attempts to contact a call centre agent

Fiscal Year	FY1718	FY1819	FY1920
Call answered by an agent	4,607,964	4,648,516	4,403,789
Calls for which a client could not access an agent	3,597,707	3,189,609	8,298,993
Abandoned calls ⁷	691,907	979,761	1,303,770

Source: Employment and Social Development Canada.

Factors affecting call centre performance

While the COVID-19 pandemic had a profound impact on EI call centres, several other factors also affected call centre performance throughout FY1920. This included unexpected office closures, system outages, and increased number of calls throughout the year from clients waiting for EI claim decisions.

Furthermore, claim status enquiries are correlated with the volume of EI claims submitted but not yet processed. In FY1920, calls to the EI call centres about outstanding claim decisions increased the overall EI call volume by approximately 190,000 calls.

The telephone system that EI call centres use for the majority of FY1920 could not support the total volume of calls from clients wishing to speak to agents during peak times. It limited the number of clients that could access the queue to speak to an agent. To address this, a modern telephone system replaced the outdated telephone system on March 9, 2020.

The Call Centre Improvement Strategy section ([section 4.6.2](#)) describes the migration to a modernized telephone system. With this migration complete, ESDC continues to review and adjust how it manages incoming calls to improve access to call centre services.

Calls resolved at first point of contact

Once a client connects to a call centre agent, the majority of their telephone enquiries are resolved at the call centre. There may be cases where the call centre environment is not well suited to handle a request efficiently. If this is the case, the call centre sends the request to EI processing officers for appropriate follow-up.

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 decreased by 4.2% to 77.3%. This decrease is largely related to a higher than normal EI claims

⁷ This figure does not include calls where the caller disconnected before the 10 minute target. The Department committed to reporting all calls that hang up after the service standard time frame has elapsed in its 2019–20 results. The Department notes that these calls would not have a material impact on its reported results. For example, in the 2017–18 fiscal year, these calls represented 1% of total calls.

inventory throughout FY1920. This decrease is largely related to a higher than normal EI claims inventory throughout FY1920. Because more claimants were waiting for a decision about their EI claims, the call centres received more calls from clients asking about the status of those unresolved claims. Decisions on these claims are not always possible at the first point of contact. For example, when a client has not yet submitted a needed document information is required from a 3rd party, or the complex action required is not suited to being completed during a telephone call

Employer Contact Centre

Another critical component of the 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, and is comprised of approximately 65 agent full-time equivalents.

Employers contact the ECC to get information and help on a variety of service offerings.

Calls volume

The total number of calls made by clients to the ECC in FY1920 was 1,482,858 calls. This volume includes:

- calls answered by ECC agents
- calls for which the self-serve option resolved the clients' needs
- calls for which the caller chose to abandon while waiting to speak to an agent
- calls limited from accessing an agent

The successful migration to a new call centre platform on October 29, 2018, introduces some informational self-serve options.

In FY1920, over half a million calls were resolved in the IVR system⁸. This was a major increase compared to 89,000 calls in the last five months of the year before. For example, the ECC's new call centre platform now allows clients to identify if they called the correct service. In FY1920, the percentage of the ECC's total call volume that agents had to refer to other programs or Departments decreased to 7.9%. This is approximately half of the calls that ECC agents referred to other programs or departments in FY1718, before the department implemented the platform. These results suggest that since the changes made in FY1819, callers can more easily and immediately determine if they have called the wrong number, without needing to speak to an agent.

Calls answered

In the current reporting year, 78.7% of clients who selected to speak to an agent were placed in queue. This is 15.1% less than the previous year. Calls for which a client could not access an agent increased to

⁸ Calls are considered resolved when the call finishes in the IVR. That is, the client connects to the IVR but does not ask to speak to an agent afterward. It does not measure client satisfaction and is an internal organizational performance indicator.

102,468. This is an increase of 71,885 calls from the previous year. This change is due to the significant call volume associated with the COVID-19 pandemic. Before March 2020, virtually 100% of clients who selected to speak to an agent were placed in queue.

The ECC has the same service level target as the EI call centres, which is to answer 80% of calls within 10 minutes. The ECC exceeded this target by answering 89.1% of calls within 10 minutes, an increase of 2.3% from the previous year. The average length of time clients had to wait to speak to an agent decreased by approximately 30 seconds, to 3.7 minutes. The number of clients who chose to hang up after being placed in queue decreased to 15,410. This is a decrease of 36,337 calls from the previous year.

ECC agents answered 362,545 calls in FY1920, compared with 411,666 calls in FY1819. The following are the top 5 reasons employers called the ECC to speak to an agent for help (from highest to lowest):

1. to order paper record of employment (ROE) forms ([consult section 4.4.1 for record of employment](#))
2. to enquire about ROE Web registration and login
3. to receive help about block specific information on ROEs
4. to enquire about the status of an application for the Temporary Foreign Worker Program
5. to receive help on how and when to issue an ROE

Quality of call centre service delivery

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 moment they are hired, beginning with an extensive training program.

Training for call centre agents

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 get advice and help from experts.

Call centre agents receive more training when the department introduces changes to programs or systems. 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 they discuss technical information and strategies for handling calls.

National Quality and Coaching Program for call centres

Beyond supporting agents through training, ESDC ensures the delivery of high quality service to clients. ESDC does this through its National Quality and Coaching Program for Call Centres.

This program monitors agent calls on an ongoing basis. The program provides regular feedback to ensure that agents provide accurate and complete information. Feedback may include coaching developing training plans tailored to individual needs. The program can then do more monitoring as part of these plans to ensure continued performance improvements. The program holds national sessions on a regular basis to ensure that it's applying the same monitoring criteria across all call centres.

The program evaluates calls to the call centres 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

The program categories each element as meeting, partially meeting, or not meeting quality expectations. Of note, when the program categories an element as partially meeting expectations, the agent has addressed the fundamental criteria associated with that indicator. In this case, the program has identified only a need for minor improvement.

For FY1920, 83.5% of the reviewed EI calls had an overall call score of meeting expectations (69.0% of calls reviewed) or partially meeting expectations (14.6% of calls reviewed).

The specific element "Provides Accurate and Complete Information" is a key indicator of the result achieved for the client. For this element, 87.6% of reviewed EI calls met or partially met quality expectations.

For the ECC, 93.8% of calls monitored had an overall call score that the program categorized as meeting expectations (76.3% of calls reviewed) or partially meeting (17.5% of calls reviewed) expectations.

97.5% 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 (consult [section 4.7.2](#)). In FY1920, EI call centre agents had a processing accuracy rate of 92.9%, well surpassing the target of 80%.

Clients may give comments about the service received through the 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.

4.3.3 In person (visit)

Prior to March 2020, Canadians could get information and support on ESDC services through in-person points of service. Because of the COVID-19 pandemic, SCCs closed temporarily in March 2020. Clients

were able to maintain access to essential Service Canada programs, services and benefits through eServiceCanada. eServiceCanada is a quickly established, new virtual approach to service delivery.

Prior to this, Canadians were able to access our services at 606 in-person points of service across the country. These included:

- 317 SCCs
- 247 scheduled outreach sites
- 27 Service Canada Centre Passeport Service sites
- 15 Service Delivery Partner (SDP) sites

SCCs are open up to 5 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.

Scheduled outreach sites are points of service located outside a SCC but offer similar services. Service Canada staff travel to a pre-determined location, typically in rural or remote areas that are otherwise underserved. ESDC suspended outreach in March 2020 due to the pandemic. Staff proactively reached out to all scheduled outreach site partners to ensure communities were aware of how to access virtual services.

In the 15 SDP sites, employees of the Government of Northwest Territories provide services on behalf of Service Canada. They offer general information and referral services for federal government programs and services on behalf of Service Canada.

Service Canada Centres operations

SCC employees provide general program information and application intake support to clients. They help clients complete the application online by walking them through the various steps. Although SCC employees do not process claims, they perform support functions for the EI program, such as:

- authenticating identity
- validating supporting documents
- verifying information for completeness, and
- non-complex transactions: change of address, direct deposit, temporary access code issuance, change of tax code, and extension of sickness benefits

SCCs also 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. The clients are directed to the next available “virtual officer” 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.

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.

In FY1920, Service Canada in-person points of service staff completed over 2.6 million service requests related to EI. This represents nearly 33% of all service requests handled. In the SCCs, the self-help zones on the Citizen Access Workstation Services, (CAWS) recorded over 1.3 million activities related to EI. This represents close of 30% of all CAWS activities.

The breakdown of the types of In-Person services provided on the EI Program in FY1920 is as follows:

- follow-up assistance - 1,297,519 or 50.4%
- general information – 1,218,173 or 47.3%
- help with applications – 56,551 or 2.2%
- processing support – 2,182 or 0.1%

Community Outreach and Liaison Service (COLS)

COLS provides access to programs, services and benefits to clients where they live and/or spend time. It focuses on clients facing distinct access barriers. COLS also increases awareness and uptake of programs and services. Among others, they provide:

- EI information at mass layoff sites
- EI application help
- information for employers

Between April 1, 2019 and March 31, 2020, COLS conducted 11,180 outreach activities to 170,486 participants.

COLS support for employers and workers facing labour market adjustments

In times of economic uncertainty, Service Canada may adapt processes and create partnerships with other service providers to meet clients' needs more effectively. Service Canada outreach staff makes proactive calls to employers at risk of conducting a layoff to promote other mitigation options. These options include the Work-Sharing or the Work-Force Reduction programs. Service Canada conducts information sessions for Work-Sharing for both workers and employers.

Outreach staff delivers EI information sessions (both virtually and in-person when possible) when the Department receives news of a mass layoff.

Outreach staff work with the employer to organize information sessions for employees, in partnership with provincial and territorial governments. The purpose of these joint sessions is to help reduce the stress and worry of employees facing a job loss. They provide participants with important information on:

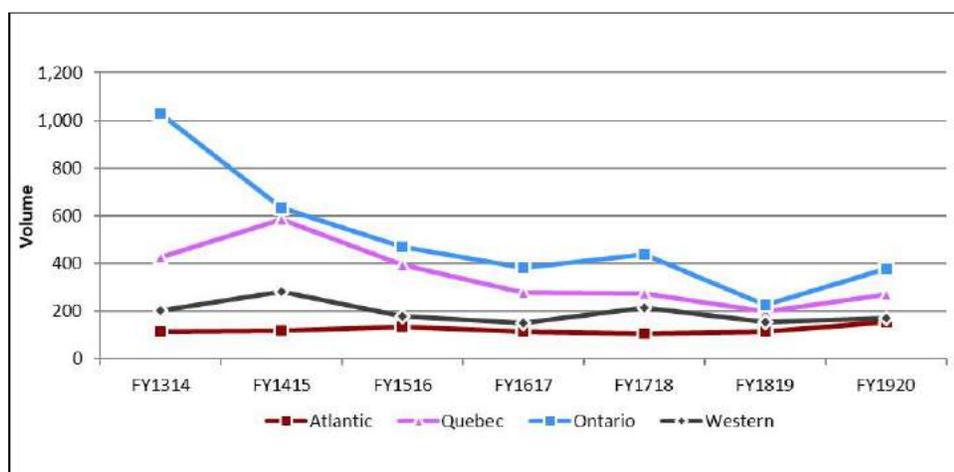
- when, how, and why they should apply for EI
- how benefits can affect other monies received because of termination (such as severance, pay in lieu of notice)

- 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 participants find suitable employment. This includes information on re-training, resume writing, job search techniques and interview skills. During FY1920, provincial or territorial partners delivered the following EI related information sessions:

- 976 sessions to citizens, with a total of 19,621 participants
- 135 sessions to workers on work sharing, with a total of 3,993 participants and
- 213 sessions to employers, with 610 companies and organizations participating

Chart 1 - Community Outreach & Liaison Services: All Employment Insurance Information Sessions – Citizens



Support to Indigenous communities

In Budget 2018, the Government granted the Department three-year funding to expand outreach efforts to all on-reserve, remote, and Northern Indigenous communities. This includes pilot outreach activities for urban communities so that Indigenous people are better able to access social benefits.

The Department contacted all Indigenous communities and offered them a visit. Many communities received multiple visits where demand existed. These visits have proven successful in increasing awareness of and access to programs, services and benefits. Because of these visits, the Department completed 14,001 service requests, including 1,415 for EI.

4.4 Application intake and claim processing

In this section

- [4.4.1 Employer intake](#)
- [4.4.2 Claimant application intake](#)
- [4.4.3 Claims processing](#)

4.4.1 Employer intake

Service Canada works with employers to get the accurate information necessary to ensure efficient processing of EI claims. To support employers, the Department offers help through the Employer Contact Centre and online at Canada.ca.

Record of employment

The ROE is a paper or electronic form issued by an employer to give information about an employee's work history. Employers play a crucial role in EI claim processing by issuing ROEs. They are responsible for providing ROEs to their employees within prescribed time limits as required by the Employment Insurance Regulations (EIR).

Service Canada uses the ROE to determine if a claimant is eligible for EI benefits. If a claimant is eligible, Service Canada uses the ROE to determine the benefit rate for the claim and the length of the claim. In FY1920, employers issued over 13.5 million ROEs. In some cases, employers fail to issue a ROE to cover a period of employment. In these situations, Service Canada agents can create an interim ROE based on other information on file to avoid any delays in the issuance of EI benefits. In FY1920, Service Canada created 37,101 interim ROEs. This represents 0.8% of initial and renewal claims received.

Service Canada encourages employers to register for the online ROE Web application so they can use electronic ROEs (eROEs). The ROE Web application interacts directly with employers' pay systems. This reduces errors by removing the need for employees to enter their information manually. eROEs also cut down on paper burden.

When Service Canada receives eROEs, the information is instantly available to the EI systems. In this way, the use of eROEs reduces the time required to obtain and input information, resulting in quicker claims processing.

In FY1920, there was a 2.3 % increase in the number of ROEs submitted electronically using eROEs, from 92.3% (FY1819) to 94.6%. As well, 45,849 more employers registered for ROE Web, the secure online application employers use to create eROEs.

4.4.2 Claimant application intake

Claimants use the online AppliWeb tool to apply for EI benefits. In FY1920, 99.1% of applications for EI benefits were from claimants who used the AppliWeb to submit them. The remaining 0.9% of applications were from claimants who used paper forms to submit them.

Claim volumes

In FY1920, Service Canada received 4,458,841 initial and renewal claims. This was a 59.1% increase (1,656,027) in claims received compared to FY1819. The majority of this increase was due to the spike in job losses at the start of the COVID-19 pandemic in March 2020.

4.4.3 Claims processing

A national network of officers processes EI claims. They sort, review and make decisions about EI applications with support from EI processing systems. These systems automate the processing of EI claims and the management of the workload. EI systems process a fully automated claim without officers having to intervene manually. A partially automated claim requires officers to intervene at some point during processing. In many cases, the systems can finalize the processing of claims requiring officers to manual intervention, once the officers have completed the manual intervention. Fully automated claims make up approximately 30% of claims. Partially automated claims make up 40% of claims, and manual claims make up 30% of claims. In FY1920, the Department processed 3,325,534 EI claims. The Department used partially or fully automated processing for 76.6% of these claims.

In order to avoid delays in the payment of EI benefits, ROEs must be completed by the employer in a timely and correct manner. Failing to issue ROEs, issuing incorrect ROEs or delays in issuing ROEs can impact payments for eligible claimants. Fact-finding with employers or manual interventions may be necessary in order to process these claims.

Speed of payment

Speed of Payment is one of four EI service standards. The speed of payment service standard is for EI claimants to receive their first benefit payment, or be notified that they are not eligible for payments, within 28 days after they submit their application.

The Department's target is to meet this service standard 80% of the time.

The high number of job losses due to COVID-19 in March 2020 resulted in a sudden large increase in EI applications in the last weeks of the fiscal year. Despite this, Service Canada met the speed of payment standard for 80.0% of claims in FY1920. The average time for eligible claimants to receive a first payment in FY1920 was within 19 days of filing an application. Partial and full automation of applications played a major role in helping the Department meet its target.

In some cases, automated processing of an application is not possible because manual interventions are required. When this happens, delivery of EI benefits can sometimes be delayed.

Examples of manual interventions that officers may have to make to process an EI application include:

- contacting clients to get missing ROEs
- contacting claimants to clarify information
- contacting employers for fact-finding related to the claimant's ROE or employment history

4.5 Recourse

In this section

- [4.5.1 Employment Insurance request for reconsideration](#)
- [4.5.2 Employment Insurance sickness benefits class action](#)
- [4.5.3 Employment Insurance appeals and the Social Security Tribunal of Canada](#)
- [4.5.4 Recourse of the Future](#)

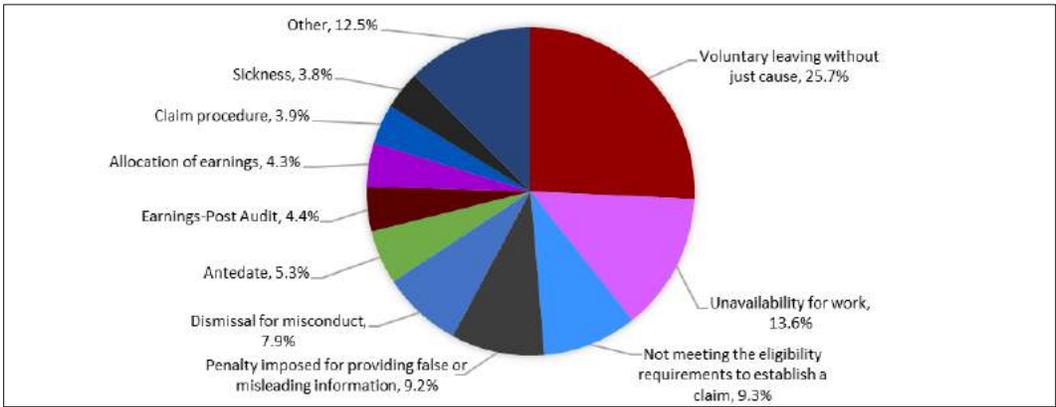
4.5.1 Employment Insurance request for reconsideration

If claimants or employers disagree with a decision made related to an EI claim, they have the right to ask Service Canada to reconsider the decision. A request for reconsideration provides clients with the opportunity to submit new or more information, and to have Service Canada review the decision.

The service standard is to finalize requests for reconsideration within 30 days of when Service Canada received the request. Service Canada’s target is to meet this standard 70% of the time. In FY1920, Service Canada reached its target for 76.2 % of the requests. This is an increase of 5.4 percentage points, from 70.8% in FY1819. In FY1920, the CEIC received 48,297 requests for reconsideration. Requests for reconsideration volumes have been stable, over the past 5 years. The average time to complete a request for reconsideration in FY1920 was 27 days.

The EI Act allows clients to request a reconsideration of almost any decision related to an EI claim. The following chart shows the types of decisions that claimants or employers submitted for reconsideration in FY1920 (consult chart 2):

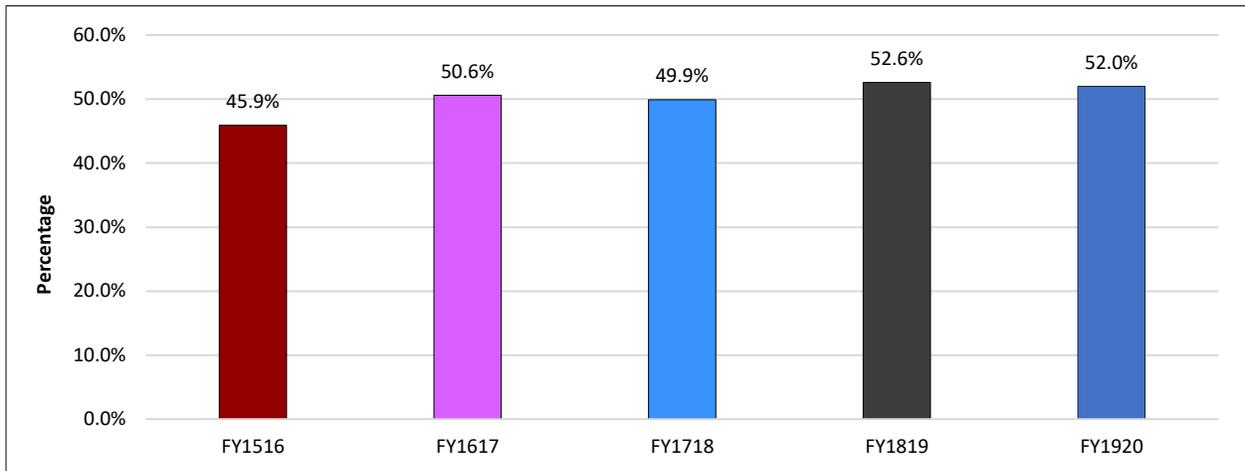
Chart 2: Requests for reconsiderations - Issues



The officer who made the first decision is not the one who does the reconsideration. A different officer considers all information on file, as well as the legislation and policies that apply. Because of the review, the first decision is either kept, reversed or changed. Once an officer completes the review, Service Canada informs the client of the outcome.

In FY1920, 52.0% of reconsidered decisions were reversed or changed following review. There a few common reasons for reversing or changing a decision. These include identifying errors made by Service Canada, and receipt of new or additional information from the client.

Chart 3: Percentage of initial decisions reversed or changed following review



4.5.2 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 *Employment Insurance Act* allow parents to switch to sickness benefits if they fall ill while receiving parental benefits, or are injured while receiving parental benefits. They can then go back to collecting their remaining parental benefits, if needed, after their sickness benefits have been paid out.

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 CEIC 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. Between 2002 and 2013, the parents applied for EI sickness benefits while in receipt of EI parental benefits and were denied.

Service Canada received a total of 942 claim forms, representing 1,052 periods of sickness. Out of the 1,052 periods of sickness, Service Canada approved 789 for payment. Service Canada denied the other 263 since they did not meet the eligibility criteria outlined in the Settlement Agreement. This represents a total pay-out of \$3,299,443 (excluding legal fees).

As of March 31, 2020, ESDC had fulfilled its obligations as the Court-appointed Administrator under the Settlement Agreement. The Federal Court issued an Order confirming the successful implementation of the Settlement Agreement. It formally discharged the Department, Class Counsel and the Monitor from the obligations assigned to each under the Settlement Agreement. Order and reasons

In her Order and reasons terminating administration of the claims process for the Settlement Agreement, the Honourable Madam Justice Kane indicated that “The Court is satisfied that the Settlement Agreement has been fully implemented in a spirit of cooperation, and that the claims have been adjudicated, reviewed and finally determined.” She further noted that “The Reports of the Administrator and the Monitor both convey that the Department of ESD[C] very effectively administered the claims in a timely manner, communicated with potential claimants, responded to their inquiries and advised claimants of the review process for disputed claims.”

According to Justice Kane, the Monitor’s Report “praised the spirit of cooperation and commitment of the team at the Department of ESD[C] to reach out to potential claimants, respond to claims, and accurately determine the amount to be paid. The Monitor’s review of claims confirms that those administering the claims were thorough and accurate.” While the action had been “a long journey,” the Justice concluded that “the administration of the Settlement Agreement has been professional, fair and timely” and “the outcome is regarded as a success by all parties.”

4.5.3 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*
- *Canada Pension Plan, and*
- *Old Age Security Act*

The SST operates at arm's length from the Department and the CEIC. The following groups fund its activities:

- 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. This occurs through an appeals process that is fast, simple and transparent. There are 3 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
- the Appeal Division hears EI and Income Security appeals, based on restricted grounds, of General Division decisions

Members appointed by the Governor in Council decide these appeals.

For the purposes of this report, only EI appeals to the General Division and the Appeal Division are examined.

More information:

- [Tribunal decisions](#)
- [Canadian Legal Information Institute \(CanLII\)](#)

For the Tribunal's 2020 Progress Report – “Helping people access justice”, visit [2020 Progress report](#).

SST – General Division, Employment Insurance section

When the CEIC makes a reconsideration decision, a client has 30 calendar days to appeal the decision to the General Division-EI.

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 more information from the SST member and may participate in appeal hearings.

Service standards and performance

According to the legislation, CEIC, through Service Canada, must provide the General Division-EI with all relevant documents, and its representations on the issue under appeal. CEIC must provide those materials to the SST 7 days from the time CEIC is notified of an appeal. For the FY1920 reporting period, CEIC sent 97% of reconsideration files to the General Division-EI within 7 days, as opposed to 87% in FY1819. The lower percentage in FY1819 was due to a large group appeal including 400 appeals.

For the purposes of performance measurement, the SST manages and tracks EI appeals in 2 categories:

- regular appeals
- group appeals

A group appeal includes more than 1 claimant appealing decisions made in the same or a similar matter. For example, the SST considers the appeals together as 1 group when multiple claimants of the same employer lose their jobs under similar circumstances and do not agree with the reconsideration decision. Group appeals tend to be more complex and require more time to complete.

The SST has succeeded in reducing the number of cases waiting for a hearing. Therefore, the SST was able to put in place tighter timeframes for dealing with most cases at the General Division – EI. Up until the FY1920, the service standard was to finalize 85% of decisions within 90 days. In FY1920, the SST reviewed that service standard. The new goal was to complete 80% of decisions within 45 days from the date the appeal is filed with the Tribunal. [This service standard](#) applies to regular (non-group) appeal cases. Establishing this new standard at the General Division – EI speaks directly to the recommendations of the EI Service Quality Review.

In the first quarter of FY1920, the SST met the service standard 44% of the time. However, because of various measures put into place, by the last quarter of FY1920, the SST met that standard 71% of the time. The SST focused on improving how it processes appeals, and the result has been that, overall, it

takes less time to handle appeals. For the month of March 2020, it took 42 days to conclude a regular EI appeal. The average for the previous FY1819 was 142 days.

The number of cases that are waiting to be heard has also gone down.

Table 2: EI appeals to the SST – General Division

Appeal information	Number of regular files	Number of group files	Total number of files
Appeals in progress April 1, 2019	667	655	1,322
Appeals received	3,813	114	3,927
Appeals concluded	3,980	562	4,542
Appeals in progress at March 31, 2020	500	207	707

The SST has published a progress report on its performance in FY1920 titled “Helping people access justice”. Please visit the [2020 Progress report](#) for more statistics pertaining to the Tribunal’s performance and service standards.

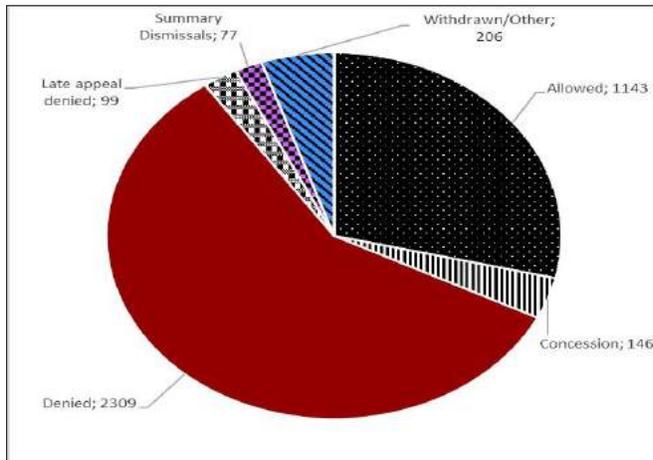
Outcomes at the General Division - EI

An appeal to the General Division may be concluded by a withdrawal or a written decision.

Chart 4 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 – not in the client’s favour

Chart 4: Outcomes of the 5,022 regular EI appeals (excluding groups) before the General Division



SST – Appeal Division, Employment Insurance section

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 at 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 had the [following Service Standards for regular appeals](#):

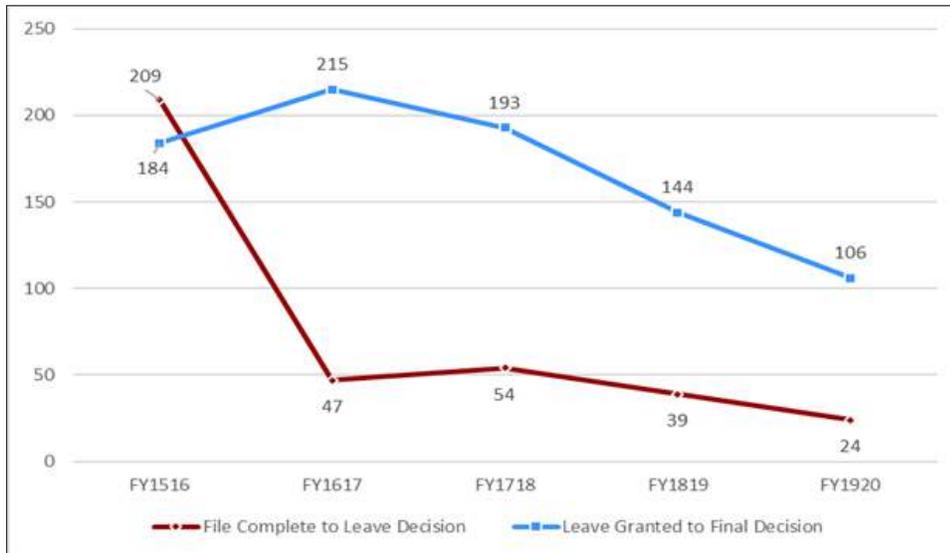
- decisions on leave to appeal made within 60 days, 85% of the time
- final decisions made within 210 days of the leave to appeal, 85% of the time

The SST met the service standards in FY1920. The results were:

- 94% of leave to appeal decisions issued within 60 days, and
- 94% of final decisions issued within 210 days of leave granted

On average in FY1920, it took 24 days from application to a leave to appeal decision. It took 106 days (or approximately 3.5 months) from the date the leave to appeal was granted to a final decision.

Chart 5: Processing times of appeals before the SST Appeal Division



At the end of FY1920, the Appeal Division’s inventory included 3 group appeals (461 appellants) and 72 regular appeals.

Table 3: EI General Division decisions disputed at the Appeal Division FY1920

Appeal information	Number of regular files	Number of group files	Total number of files
Appeals in progress April 1, 2019	147	167	314
Appeals received	494	469	963
Appeals concluded	569	175	744
Appeals in progress at March 31, 2020	72	461	533

Outcomes at the Appeal Division

An appeal to the Appeal Division may be concluded by a withdrawal or a written decision.

Chart 6 below shows the number of concluded appeals by possible outcomes:

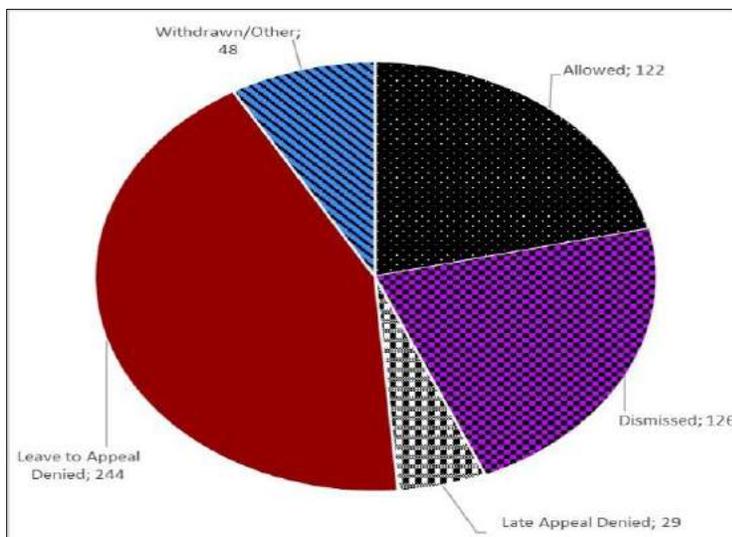
- late appeals denied – the Appeal Division refuses the appeal filed beyond the 30-day deadline
- leave to appeal is denied – the Appeal Division denies permission to appeal
- withdrawn/other – appellant either withdraws or abandons the appeal
- allowed – decision is in the appellant’s favour
- denied – decision unfavourable to the appellant

During FY1920, the Appeal Division expanded [alternative dispute resolution \(ADR\) to EI files](#). In ADR, parties look for ways to resolve their appeal informally, with the help of an Appeal Division member. There are 3 possible outcomes to ADR:

- a settlement of some or all of the issues under appeal;
- withdrawal of the appeal, or
- if the parties do not reach an agreement, the appeal returns to the regular appeal process

Over the course of FY1920, 49 EI appeals went through ADR, and 42 of those appeals were resolved by agreement.

Chart 6: Outcomes of the 569 regular EI appeals (excluding groups) before the Appeal Division



Social Security Tribunal review

In FY1718, the Minister of Families, Children and Social Development ordered a review of the SST. Some reports had found that the appeal process took too long, especially for EI claimants. The review looked at the overall recourse process between 2013 and 2016. The overall recourse process is the whole system individuals have to navigate when they do not agree with a decision. It starts when an individual asks Service Canada to reconsider a decision about their claim. The next step is to appeal to the SST.

The review assessed how efficient, fair, and transparent the overall recourse process was in those years. It also pointed out ways to make the system better for the people who use it.

The "[Review of the Social Security Tribunal of Canada](#)" came out in January 2018. It made several recommendations. Based on those recommendations, the Government put together an in-depth plan to make the process better. The main idea behind the plan was to make the recourse process more client-centric, simple, and quick.

Improvements made since the review

Operational improvements made in FY1819 following the review included:

- simplifying the criteria to get an appeal started
- giving appellants their choice of form of their hearing at the General Division
- introducing a virtual videoconferencing option
- [publishing](#) more General Division-EI decisions

The SST built on these improvements in FY1920:

- the SST now proactively reaches out to appellants to have them complete their applications. As a result, SST has reduced delays in opening appeal files from 39 days to 3 days, on average
- the SST introduced HTML forms and offers appellants the option of submitting their application by email
- every final Appeal Division decision is published along with the related General Division decision, providing an appeal's full history on the website
- the SST provided training to staff and Tribunal Members in plain language writing. Tribunal letters that were once at a university reading level have been rewritten to be clear and simple. Progress is being made towards ensuring that decisions are easier to understand
- the SST trained employees who work directly with the public over the phone on how to communicate clearly
- since May 2019, the Appeal Division has scheduled hearings earlier in the process (as soon as permission to appeal is granted), to reduce the time to decision
- since June 2019, the SST has partnered with an independent distress and crisis helpline to support appellants who demonstrate a need for immediate support
- since December 2019, the SST has been surveying claimants to evaluate and improve operations. The feedback received [is published on the SST's website](#). The surveys show very favourable results
- ADR is offered for suitable appeals at the Appeal Division
- the SST continues to offer parties the option of joining a hearing by videoconference from their home or office

All of these improvements have made the process more client-centric. And, the time it takes for an appellant to get their decision has dropped from 227 days (at the time of the review) to 42 days (in March 2020) at the General Division – EI. At the Appeal Division, the time it takes to get leave and final decisions has dropped. It has dropped from 70 and 193 days (at the time of the review) to 24 and 85 days (in March 2020). The number of cases that are waiting to be heard has gone down. It has gone down from 667 at April 1, 2019, to 500 at March 31, 2020 at the General Division – EI. It went down from 147 to 72 at the Appeal Division (both excluding group appeals).

Impact of COVID-19 on the SST operations

The global COVID-19 pandemic had minimal impact on the SST’s service delivery. Given the fact that it is already an “e-Tribunal”, some Secretariat staff and all Tribunal members were equipped to work from home. This has enabled operations to continue.

Hearings proceeded by phone or videoconference. To respect the appellant’s form of hearing preference, cases have been put on hold for those that chose to have their hearing in person. In addition, email communication with appellants and parties to an appeal helped the appeal process continue. Processing times and inventory remained steady at the onset of the COVID-19 pandemic. 332 General Division-EI appeals were finalized in March, compared to 340 in February. Similarly, the Appeal Division finalized 46 EI appeals in March, compared to 41 in February. In February, General Division-EI appeals were finalized within 38 days from the time the appeal is received. In March, this increased only slightly to 42 days.

Client representation at the SST and most frequently appealed issues at the General Division-EI

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) assist them during the appeal process.

Charts 7 through 10 indicate 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 final decisions (allowed and dismissed) only. Appeals with representation include files with any type of representative:

- professional
- personal
- advocacy group

Chart 7: General Division - EI allowed rate - Appeals with representation

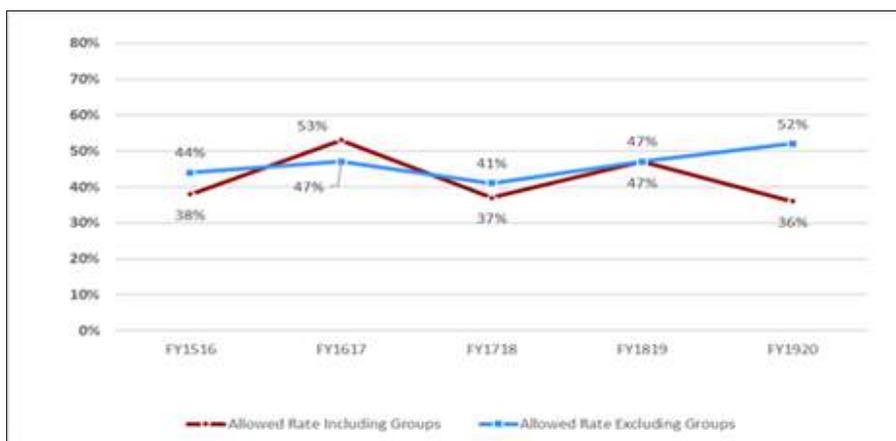


Chart 8: General Division-EI allowed rate – Appeals without representation



Chart 9: Appeal Division allowed rate – EI appeals with representation

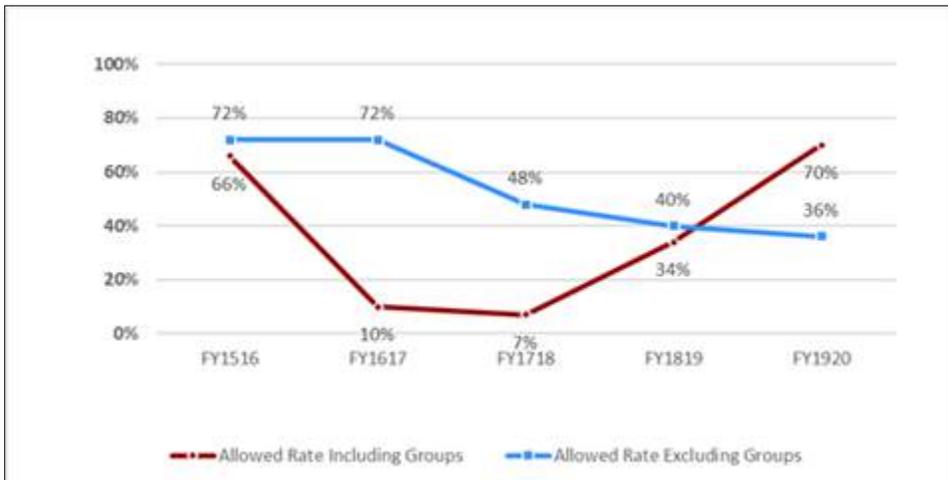
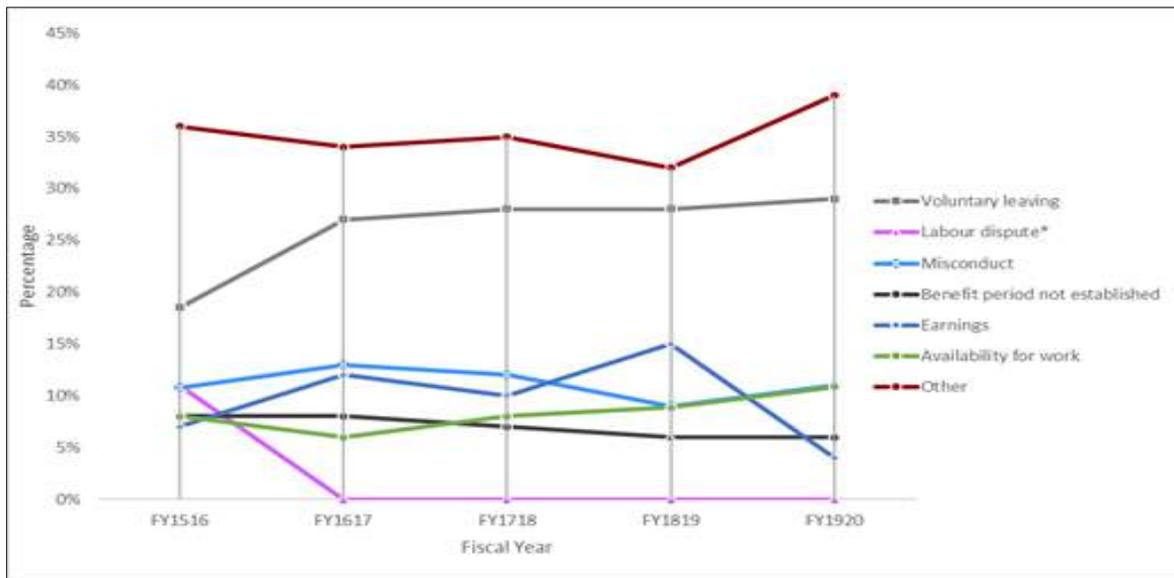


Chart 10: Appeal Division allowed rate – EI Appeals without representation



The issues most frequently challenged in an appeal to the General Division-EI remain constant from year to year (consult chart 11).

Chart 11: EI issues most frequently appealed to the SST – General Division



Source: EI administrative data.

*The chart illustrates the issue of Labour Dispute only in FY1516. In later years, Labour Dispute was no longer among the issues most frequently appealed to the SST – General Division – EI

4.5.4 Recourse of the Future

Following the review, in March 2019 the 2019 Budget announcement confirmed an investment of \$253.8 million over 5 years, starting in FY1920. The investment is \$56.7 million a year to make the EI, CPP and OAS recourse process more responsive to Canadians. Further, in August 2019, the Government announced its intention to implement a recourse process that is simpler, faster, more client-centric, and best meets the needs of workers and employers through the creation of a new tripartite decision-making tribunal called the Employment Insurance Boards of Appeal. Due to the challenges created by COVID-19, it is no longer feasible to implement the EI Boards of Appeal and other legislative changes associated with EI recourse process in April 2021. Changes to the EI recourse process will continue to advance in parallel with the 'EI system for the 21st century' work announced in the September 23, 2020, [Speech from the Throne](#).

4.6 Service transformation to improve service delivery

In this section

- [4.6.1 Service Transformation and the Benefits Delivery Modernization \(BDM\) Programme](#)
- [4.6.2 Call Centre Improvement Strategy](#)

To support the Government of Canada's commitment to improving services to Canadians, ESDC launched an internal Service Strategy in 2016. It continues to evolve and improve as technologies and expectations advance.

In 2017, the Department launched the Service Transformation Plan (STP) in order to achieve the goals and commitments of the Government of Canada, and ESDC Service Strategies

The Department also launched the STP to respond to the recommendations from the Employment Insurance Service Quality Review (EI SQR). This Plan has continued to serve as the roadmap for the transformation and modernization of ESDC's services. It helps advance ESDC's vision for improving 4 dimensions of client service excellence:

- **experience:** providing clients with a world-class experience delivering benefits whenever they need them with a focus 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:** delivering benefits and services to clients in a timely fashion and resolving clients' issues 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

4.6.1 Service Transformation and the Benefits Delivery Modernization (BDM) Programme

As an important part of the Department's STP, the BDM Programme is designed to significantly transform the client experience. It transforms the EI, OAS and CPP programs through a modern

technology platform. This will streamline benefits processing, new digital services, and enhanced service management capabilities. Using a phased-in approach, this large-scale transformation is expected to achieve a total of 18 outcomes by 2030. This supports its overall goals of: Service Excellence, Policy, Agility and Transformed Organization. As BDM is currently in the programme definition phase, benefits to EI clients will be reflected in future EI Monitoring and Assessment reports.

Between April 2019 and March 2020, the Department also delivered the following STP initiative, which will positively impact EI clients:

- developed the Client Centric Policy Playbook: The Playbook provides ESDC employees with a collection of:
 - best practices
 - tools and resources for engaging clients, and
 - better understanding of their needs
- enhanced the existing online benefits finder tool: It is now easier and more intuitive for Canadians to find out about benefits. The tool continues to be used at about 20-25,000 visits a week (higher during COVID peaks)

Employee engagement

Service Canada is developing a strong service culture by ensuring employees have the proper training, tools, and expertise necessary to provide the best quality service possible to Canadians. Employee engagement is also key to maintaining this culture. The Department's employees have the opportunity to voice their opinion and engage in service improvement through multiple initiatives.

Examples of employees engagement initiatives held in FY1920:

- Ask Me Live! is a bilingual event that gives employees from coast-to-coast the opportunity to chat live with senior management and business experts on pertinent topics surrounding the transformational changes happening across ESDC
- *EI Continuous Improvement* initiatives focus on improving processes, procedures and operational policy and aim to improve client access and processing efficiency. One important achievement of this project was to allow processing officers to deliver benefits in a more timely way by connecting directly with applicants through emails
- employee engagement sessions focus on getting employee feedback on several topics. Through the sessions, employees provided input on the simplification and improvement of the EI program delivery
- in FY1920, ESDC continuously reported on employee engagement

Connecting with clients through email

In FY1920 Service Canada put in place a new procedure to improve service to EI claimants. When information or documentation is missing for an EI claim and the claimant can't be reached immediately by phone, processing officers can now send an email to ask the claimant to call them.

In the past, if a processing officer needed to speak with the claimant for information, the officer would call the claimant twice over a span of 48 hours. If the claimant couldn't be reached, Service Canada would send a follow-up letter by Canada Post asking the claimant to call. The processing officer would have to wait several days for the claimant to receive the notice by mail and make the call.

Processing officers suggested that emailing claimants would be much more efficient. To make sure claimants knew that the emails sent by processing officers were not part of a phishing scam, steps were taken to inform claimants of the new approach. Procedures were put in place in all service delivery channels

- phone
- online
- in person

This simple but important change is allowing processing officers to deliver benefits in a more timely way by connecting more quickly with claimants.

4.6.2 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. It also 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](#)
- [Accountability Framework](#)
- [Review of new employee training, and](#)
- [Post Training Transition Strategy](#)

Call Centre Platform

ESDC has implemented the HCCS. It is a modern and supported technology that enhances functionalities to support the Department's future business requirements. On March 9, 2020, HCCS was implemented for the EI call centre network.

With the new system, claimants calling EI simply enter their social insurance number and Access Code to submit claimant reports. Callers now reach a redesigned menu with improved options and overall navigation to indicate the type of help they need. This menu also allows for greater flexibility in routing specific types of calls to designated groups of agents. It also opens the potential of targeted training on

specific enquiry types to get new agents on the phone, answering calls faster. This will be piloted in the next fiscal year.

Along with the redesigned menu, new IVR scripts were written and recorded. Following industry best practices, messages were written clearly, concisely and in plain language so clients could easily understand them. The messages were focus-tested with citizens before they were released. They simplify the messages that clients hear when they call the EI call centres.

HCCS brought forward many other operational improvements including functionality such as Computer Telephony Integration. This functionality passes information to the agent via a screen pop with information captured in the IVR from the caller. Call centre agents are now able to see relevant information on their screen and are ready to provide service.

In implementing HCCS, the Department delivered on its commitment to Canadians, as stated in the:

- 2019 Spring Report of the Auditor General of Canada on Call Centres, and
- previous Monitoring and Assessment Reports

The implementation in March allowed call centres to increase the capacity of both the IVR and the queue to speak to an agent. This happened as the COVID-19 pandemic started to have an impact on Canadians.

The implementation of the HCCS enables EI and Employer Contact Centre agents to answer calls from any location using any phone. This was critical to ESDC's response to the COVID-19 pandemic, as it permitted agents to telework.

Accountability Framework

The Accountability Framework is intended to improve service to Canadians by internally monitoring key performance metrics in five areas: financial, productivity, client satisfaction, employee satisfaction, and quality. Following consultations with private industry, the key elements were identified to monitor call centre productivity and align with industry best practices. The Accountability Framework developed performance measurements to monitor financial performance, productivity, and call quality. The Accountability Framework will develop future performance measures to assess client satisfaction and employee satisfaction. The Framework will internally monitor these elements to support call centres in delivering service that meets the service standards.

Review of new employee training

Launched in March 2018, the Call Centre Improvement Strategy (CCIS) training review working group had undertaken a review of the call centre training program in FY1819. This helped develop more training materials to support agents. In June of 2019, the group reconvened to complete the implementation of the revised materials (case studies, tests) into the curriculum. More introductory and review activities were developed. This helped facilitate the learning on six of the modules that were identified as more difficult to reduce the learning curve for new hires. The last part of the project was to

reorganize the curriculum with the intent to split the training into phases. Work on new employee training will continue to evolve, particularly in consideration of ongoing benefit delivery modernization transformational projects.

Post Training Transition Strategy

The Department developed the Post Training Transition Strategy in response to recommendations from the CCIS. It is intended to facilitate the transition of new employees from in-class learners to independent call centre agents. The Department designed the strategy to reduce the learning curve of new agents by providing optimized support and a more meaningful assessment methodology. Improved new agent performance can both help increase the accessibility of call centres, and ensure a continued enhancement of the client experience.

During the FY1920, the lessons learned from the pilot project of 2018 as well as recommendations from the CCIS were examined and presented to management. A number of operational procedures, program tools and guidance documents were initiated and others were reviewed. More consultation and engagement with various stakeholder also occurred. Both regional and national feedback and recommendations were incorporated in the procedures for a more prescriptive and structured Post Training Transition Strategy.

4.7 Service quality

In this section

- [4.7.1 Employment Insurance Payment Accuracy Review](#)
- [4.7.2 Employment Insurance Processing Accuracy Review](#)
- [4.7.3 Individual Quality Feedback](#)

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. This is to ensure 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 claims are handled correctly the first time.

The Department also has mechanisms in place to ensure that the calculated amount claimants receive are accurate. These mechanisms include:

- [the Employment Insurance Payment Accuracy Review](#)
- [the Employment Insurance Processing Accuracy Review](#)
- [the Individual Quality Feedback Review](#)

4.7.1 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. Through the Payment Accuracy Review (PAAR) program, ESDC also controls the quality of the claims once established. This additional verification provides an indicator of the of the program's overall payment accuracy.

EI PAAR sample

As indicated above, using a monetary unit sampling (MUS) methodology, the EI PAAR program estimates the accuracy of EI benefit payments. The Department reviews a number of files each year to identify undetected errors that result in possible mispayments. This categorizes them as either a potential underpayment or potential overpayment.

It is important to note that getting the information required and validating a claim through the PAAR program takes an average of 12 weeks. Information sources may include the claimant, the employer and the Department. As such, PAAR generally starts reviews for a given fiscal year in July of that fiscal and completes them in June of the following year. However, in March 2020, because of the COVID-19 pandemic, all quality programs including EI PAAR were suspended. The Department suspended all quality programs in order to redeploy staff to focus on paying Canadians.

With payment stability gained within the scope of COVID-19 payments, the Department reinstated the EI PAAR program late in July 2020. Given the lost time to carry out PAAR reviews using the standard process, the PAAR sample for the last four month's of reviews was reduced from 42 files per month to 13. This reduction occurred in consultation with key partners such as the Office of the Auditor General (OAG). Similarly, in agreement with the OAG, a few steps in the PAAR process such as the ROE validations were either modified or omitted. Nevertheless, the integrity of the results were maintained throughout.

Because of these changes, PAAR results for the FY1920 are based on a sample of 388 reviews instead of the usual 500 files. Of the 388 reviews, 336 were completed following the regular PAAR process and 52, under the modified PAAR program. This reduced number of files still allows for statistically valid results based on the standards and procedures established and approved by OAG.

EI PAAR results

ESDC has an established target accuracy rate of 95%⁹ in benefit payments per year. This rate includes claimant, employer and Services Canada 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 94.1%^{10 11} (consult table 4). Four potential errors remain

⁹ The EI PAAR was launched in FY8384 at the recommendation of the OAG. The accuracy target was set at 95% based on the results of 2 previous "payment accuracy" reviews: the first one conducted by the OAG in FY8182 and the second one conducted by the Department in FY8384. The results of these studies, and of the consultation work performed by the firm Clarkson Gordon, led senior officials to set the payment accuracy rate at 95%.

¹⁰ For more information on past accuracy rates to FY1314, see Annex 4.5.

¹¹ March fiscal year-end results include both confirmed and potential monetary errors for overpayments and underpayments identified through the course of the payment accuracy review. Potential errors require additional actions to confirm whether an error has occurred. Until those actions are completed, they are captured as errors. Although Quality Services works diligently to resolve all potential errors by fiscal year-end, it is not always possible. The results presented in Table X reflect the most current results for both FY1718 and FY1819.

outstanding and may be contributing to a lower accuracy rate. A final accuracy rate will be available once all potential errors have been resolved.

Annual results can be found in the financial audit of the EI account. The Office of the Auditor General reports these results each year in the Public Accounts of Canada.

Error rate by sources

Table 4.1 and 4.2 — EI Payment Accuracy Review: Estimated financial impact of errors and estimated error rate, by sources (based on PAAR sample)

Table 4.1

Fiscal Year	FY1819	FY1920
Total EI Benefit Payout	17.5B	17.9B
EI Payment Accuracy Rate	96.0%	94.1%

Note: Estimated financials impacts are the sum of overpayments and underpayments.

Source: Employment and Social Development Canada

Table 4.2

Errors by Source:	Estimated Financial Impact (\$M) –FY1819	Estimated Error Rate – FY1819	Estimated Financial Impact (\$M) –FY1920	Estimated Error Rate – FY1920
- Total	\$693.1	4.0%	1.1B	5.9%
- Client	\$ 312.0	1.8%	\$565.9	3.2%
- Employer	\$ 232.7	1.3%	\$149.2	0.8%
- ESDC	\$ 148.4	0.9%	\$340.8	1.9%

Note: Estimated financials impacts are the sum of overpayments and underpayments.

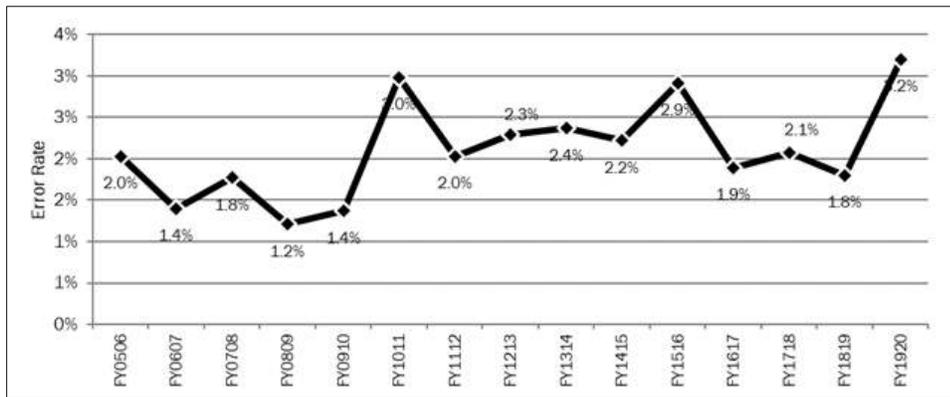
Source: Employment and Social Development Canada

Claimant error rate

This year, the claimant error rate increased from 1.8% to 3.2% (consult chart 12). Most claimant errors occur after the initial claim is established. For example, 58.9% of the claimant error rate was caused by claimants incorrectly reporting their earnings while in receipt of benefits. Whereas 27.3% of the error rate was due to claimant's not declaring the refusal of jobs quitting a job, or being dismissed from a job.

The Department continues to assess claimant errors to understand why they happen, the financial impact and how to avoid them.

Chart 12: 15-Year overview of claimant errors (percentage)



Note: Results are provided with a level of confidence of 95% and a margin of error of $\pm 5\%$.

Source: Employment and Social Development Canada.

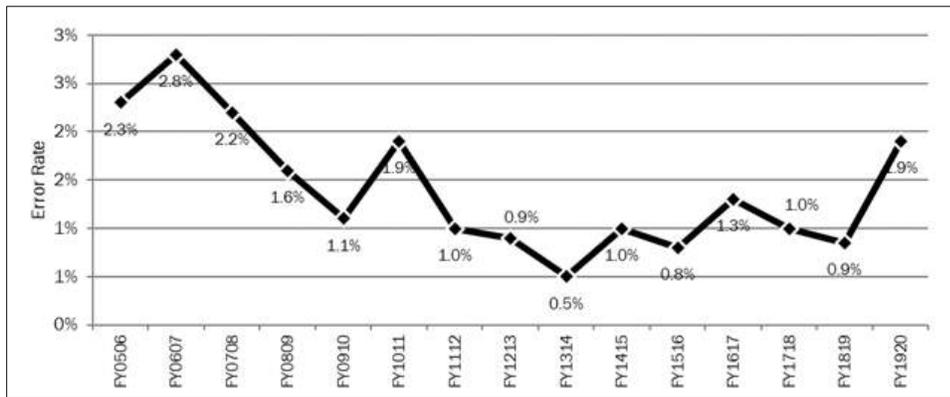
Employer error rate

The employer error rate decreased slightly this year, from 1.3% to 0.8%. Incorrect information reported by the employer for each period of employment accounts for 100% of the error rate. In order to identify employer errors, the Department reviews all ROEs used in the PAAR sample to establish a claim. ROEs were validated on all files selected for the April to November reviews due to the COVID-19 pandemic, and the suspension of the EI PAAR program in March. The ROE validations for the December and January reviews were only completed if the employers had returned the validation form. ROEs for the February and March review periods were not validated and could have contributed to the decrease in the employer error rate. The Department continues to improve the tools that eliminate possible sources of error during the first steps of the application submission. The Department also continues to analyze employer errors to understand why these mistakes occur, the financial value, and possible ways to avoid them.

ESDC and Service Canada error rate

ESDC's efforts to automate processing contributed to maintaining low levels of errors (consult chart 13). Clerical errors, processing errors and inadequate fact-finding errors contributed to the increase of the Service Canada error rate, from 0.9% to 1.9%. It is important to note that year over year variations occur in estimated error rates. Changes observed here are within the margin-of-error ($\pm 3\%$) and may simply be the result of statistical variation. The Department continues to explore opportunities for improvement, including increased automation.

Chart 13: 15-Year overview of ESDC errors (percentage)



Note: Results are provided with a level of confidence of 95% and a margin of error of ± 5%.

Source: Employment and Social Development Canada.

4.7.2 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. PRAR completes file reviews on claims that Business Expertise Advisors in the regions have recently processed (within four weeks).

PRAR sample

Based on a random sample of 3,080 claims per year (770 per region), EI PRAR results measure the percentage of initial claims deemed to be in order. PRAR does this by assessing the degree of conformity to national operational policies and procedures. This year, due to the COVID-19 pandemic, the Department suspended EI PRAR reviews in March 2020 and will not resume until April 2021. As such, PRAR results for this fiscal are based on a sample of 2,823 files (257 files short of the 3080 target). It was processed between April 2019 and February 2020. The PRAR methodology and procedures were unaltered and the number of files reviewed is large enough to ensure the statistical validity of our estimates. The focus will be to continue developing the integrated quality platform (IQP). It will automate the current sampling process, allow for reviews to be conducted across the regions using the same tools and maintain consistency in the delivery of the EI PRAR program.

PRAR results

Of the 2,823 claims reviewed during the fiscal year, 2,371 claims (84.0%) were deemed to be in order. The remaining 452 claims were found to have 1 or more errors on file at the time of review. Within the review of 2,823 files, 7,922 individual processing activities were reviewed; 7,324 processing (92.5%) activities were found to be in order.

4.7.3 Individual Quality Feedback

The Department initially launched the Individual Quality Feedback (IQF) program in April 2016. The Department launch IQF with the intent to bring national standardization to disparate regional individual quality review programs. This was designed to complement the Payment Accuracy Review and the Processing Accuracy Review. The IQF review is an internal ESDC quality control program assessing

processing accuracy at the individual level. The results of these reviews help identify training or coaching requirements.

The program was paused in July 2018 to allow for a comprehensive refresh of the program as part of departmental continuous improvement efforts and to address concerns raised by staff and management. A national stakeholder working group was engaged to collaboratively develop the new IQF program.

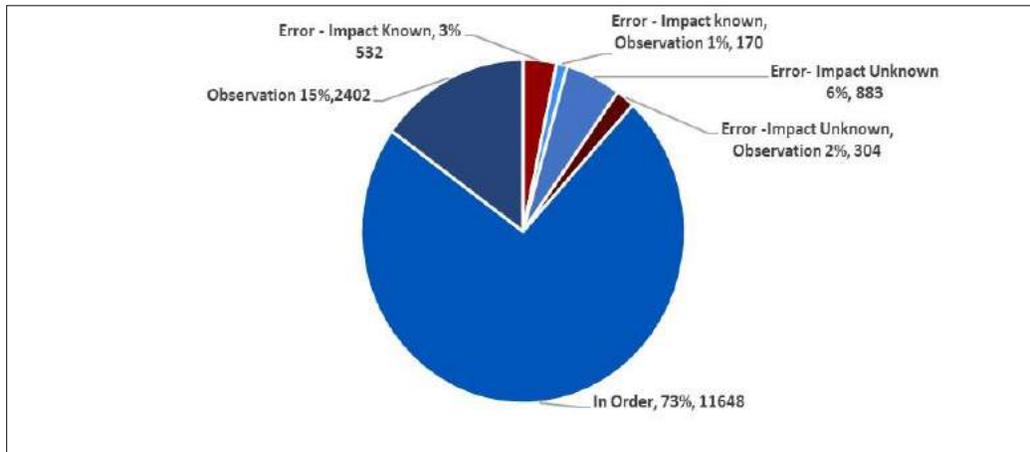
The Department conducted the IQF national Pilot project from May to September 2019 to test the modernized IQF program. During this time, the IQF program performed 9,457 IQF reviews for the EI program. IQF business processes were streamlined, new user tools were created, and a modern IT platform was developed to automate manual practices and increase process efficiencies. The new Integrated Quality Platform (IQP) includes:

- automated random file-selection
- automated file upload directly from the National Workload System (NWS)
- pre-defined error and observation codes
- enhanced business intelligence, data analysis and reporting capability

The enhancements above increased the IQF work item processing efficiency by 33%. In addition, a calibration process was developed and implemented to ensure consistency in the review of IQF files. This process has reviewers reviewing a common file and annotating their findings. A discussion then takes place to ensure that there is a common understanding of the issues identified. Calibration ensures that the feedback received by personnel is accurate and consistent across all regions. This process proved successful as the program achieved targeted national consistency rates.

The successful calibration results enabled the operational launch of IQF in October 2019. From October 2019 to March 2020, 15,939 IQF EI reviews were conducted and results were shared with the processing network to contribute to the annual employee performance agreements. Chart 14 displays a summary of the results representing the reviews for the 6-month period, from October 2019 to March 2020.

Chart 14: EI IQF Program results—October 2019 to March 2020



Source: Employment and Social Development Canada.

Of the 15,939 reviews performed, 14,050 (88%) were either found to be in order or had minor issues without significant impact on the clients. The other 12% of reviews identified errors affecting client eligibility, entitlement, or payment (detailed below). Thus, not only did the EI IQF program show an individual accuracy rate of 88%, it also led to the review and correction, where applicable, of 1889 work items:

- **In order:** 11,648 or 73%—work items free of any errors
- **Observations:** 2,402 or 15%—minor issues not impacting eligibility, entitlement, or payment
- **Errors:** 1,889 or 12%—impact client eligibility, entitlement, or payment

In summary, in FY1920, the IQF program successfully piloted and launched the newly modernized IQF program with the enhanced Integrated Quality Platform. It streamlined processes and the first 6 months of reviews revealed an 88% individual accuracy result.

4.7.4 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, ESDC conducted close to 271,000 administrative reviews and investigations relating to the EI program. This includes:

- claimant investigations into error, fraud and abuse
- employer investigations
 - missing ROE
 - accuracy of ROEs, and
 - employer noncompliance or misrepresentation

These efforts found that the most common type of unintentional error was made when claimants incorrectly declared their work and earnings. 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 \$442.1 million for the EI Operating Account (consult chart 15). 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. 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. These include:

- 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:

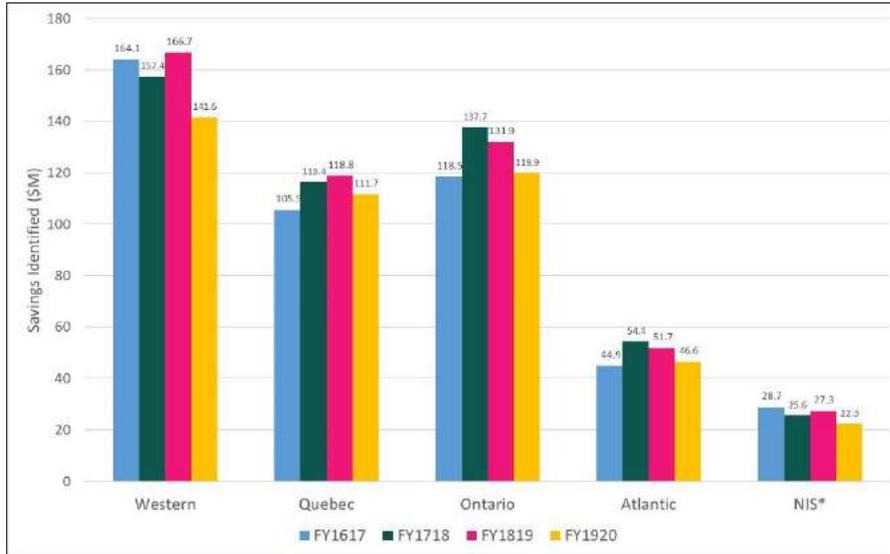
- an income tax refund or income tax reversal
- a garnishment of wages and other income, or
- bank deposits

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. In addition to assessing new technologies, the Department has continued to standardize and improve processes. This is in an effort to generate efficiencies and improve client service. These changes include reducing the number of hand-offs required to complete a review or investigation. As an example, ISB

launched a pilot project which increased the level of decision making authority of investigators maintaining appropriate measures to maintain neutrality. The pilot project met the objectives; however, it was temporarily suspended due to Covid-19.

Chart 15: Total net savings identified (\$M) due to integrity activities



* NIS: National Investigative Services (NIS). Cases dealing with unreported absences from Canada while on Employment Insurance, and the Report on Hiring 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
 - penalties, or
 - prosecutions

The Department aims to conduct 10,000 Claimant Information Sessions per year. Over 94,000 EI claimants attended close to 9,700 sessions that ESDC delivered in FY1920. Both the number of claimants and sessions held declined by 8.19% and 10% respectively from the previous year. This is because all

operations stopped as of March 2020 due to Covid-19. ESDC identifies and directs to a session based on the local job demand in their previous occupation, and the availability of work.

Table 5: Number of Claimant Information Sessions over the last 4 fiscal years

Claimant information Session FY1617 to FY1920	FY1617	FY1718	FY1819	FY1920
Number of Claimant Information Sessions	11,012	10,978	10,772	9,691
Percentage change in the number of Claimant Information Sessions from the previous fiscal year	+2%	-0.31%	-1.88%	-10%

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. This involves:

- amending the training material
- national guidance, and
- policy and system enhancements

Quality initiatives and results are tracked and reported both nationally and across each region. They are used to indicate trends, patterns of errors and to identify best practices. For FY1920, the average quality rate for EI investigations was 88.57%, 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 SIN to identify clients accurately. This includes the EI program. The SIN program maintains accuracy of the SIR through the use of strict identity and quality management practices. They are 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 most transactions. When validated, the risk of critical errors when processing SIN transactions is significantly reduced.

Online applications to the EI program are in part facilitated by the electronic validation of claimant identities with the SIR in real-time. This amounts to approximately 35 million validations annually. These efforts ensure not only an efficient application process but also that the individual requesting benefits is the correct SIN holder.

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. This 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 more controls where required to address any identified vulnerabilities.

4.8 Conclusion

FY1920 brought its share of challenges to ESDC including the COVID-19 pandemic.

While facing these challenges, the Department was able to adjust itself quickly by adapting its systems and processes to meet EI clients' needs. Additionally, the Department stayed faithful to its ambition to provide world-class service delivery to Canadians, and introduced some improvements to EI clients. In addition, ESDC improved service to Canadians through the delivery of faster and more client-centric service by the Social Security Tribunal.

The Department's response to the crisis unveiled the significant amount of work undertaken in a short period of time. It has laid the ground for important measures that are expected to have positive impacts on EI clients in the years to come.

ANNEX I

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 responsibilities, 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.

Sources: Statistics Canada, "Guide to the Labour Force Survey", catalogue no. 71-543-G, Ottawa: Statistics Canada, 2020. Statistics Canada, "Labour Force Information: February 9 to 15, 2020", Catalogue no. 71-001-X, Ottawa: Statistics Canada, 2020. Statistics Canada, "Guide to the Job Vacancy and Wage Survey", Catalogue no. 75-514-G, Ottawa: Statistics Canada, 2020.

Annex 1.2 – Key labour market statistics^{1,2}

Labour market characteristics (levels in thousands)					
Statistics	FY1718* (April to February)	FY1819* (April to February)	FY1920* (April to February)	March 2020	Change (%) FY1819* to FY1920*
Population ³	29,853.1	30,321.1	30,789.1	30,978.8	+1.5
Labour force	19,568.1	19,815.2	20,187.4	19,687.6	+1.9
Employment	18,351.6	18,646.0	19,040.2	18,133.8	+2.1
Unemployment	1,216.6	1,169.2	1,147.2	1,553.8	-1.9
Labour market characteristics (rates in %)					
Statistics	FY1718* (April to February)	FY1819* (April to February)	FY1920* (April to February)	March 2020	Change (%) FY1819* to FY1920*
Unemployment rate	6.2	5.9	5.7	7.9	-0.2
Participation rate	65.6	65.3	65.6	63.6	+0.2
Employment rate	61.5	61.5	61.8	58.5	+0.3

Note: Data may not add up to the total due to rounding. Changes in percentage and percentage points are based on unrounded numbers.

¹ Fiscal year (FY*) data are the average of seasonally adjusted monthly estimates produced by Statistics Canada for the period from April to February. Figures for FY1920* and March 2020 are presented separately because of the marked impacts of the COVID-19 pandemic on the labour market. For year-to-year comparability, previous fiscal years also exclude March data.

² Statistics exclude the territories.

³ Number of working-age persons, 15 years of age and older.

Source: Statistics Canada, Labour Force Survey, Table 14-10-0287-01, seasonally adjusted data.

Annex 1.3 – Employment¹ by province or territory, gender, age, educational attainment, industry, employment type, class of workers and job permanency (levels in thousands)

Characteristics ²	FY1718* (April to February)	FY1819* (April to February)	FY1920* (April to February)	March 2020	Change (%) FY1819* to FY1920*
Province or territory					
Newfoundland and Labrador	222.7	225.6	225.9	218.0	+0.1
Prince Edward Island	74.2	76.9	80.2	78.6	+4.3
Nova Scotia	443.8	453.3	462.3	440.8	+2.0
New Brunswick	356.3	359.2	361.9	349.0	+0.7
Quebec	4,179.5	4,233.7	4,323.0	4,090.4	+2.1
Ontario	7,077.1	7,209.0	7,418.5	7,098.2	+2.9
Manitoba	642.9	652.2	656.5	638.0	+0.7
Saskatchewan	557.7	562.5	571.8	551.0	+1.7
Alberta	2,230.2	2,267.2	2,277.5	2,163.7	+0.5
British Columbia	2,567.1	2,606.5	2,662.7	2,506.1	+2.2
Yukon ³	22.5	22.8	23.3	22.8	+2.3
Northwest Territories ³	22.4	22.9	22.5	22.4	-1.7
Nunavut ³	13.1	1.3	13.1	12.9	+0.3
Gender					
Men	9,643.1	9,791.1	9,998.9	9,674.3	+2.1
Women	8,708.5	8,854.9	9,041.3	8,459.5	+2.1
Age category					
15 to 24 years	2,521.5	2,547.3	2,593.5	2,185.7	+1.8
25 to 54 years	11,962.1	12,126.0	12,305.0	11,920.9	+1.5
55 years and older	3,868.0	3,972.7	4,141.7	4,027.2	+4.3
Educational attainment					
Less than high school ⁴	1,593.5	1,557.5	1,537.5	1,296.7	-1.3
High school diploma ⁵	4,731.2	4,688.6	4,577.1	4,222.7	-2.4
Post-secondary certificate or diploma ⁶	6,479.9	6,678.2	6,832.1	6,295.5	+2.3
University degree ⁷	5,569.3	5,745.3	6,125.6	5,981.0	+6.6
Industry					
Goods-producing industries	3,908.0	3,957.3	3,974.7	3,938.9	+0.4
Agriculture	286.1	285.5	294.7	286.2	+3.2
Forestry, fishing, mining, quarrying, oil and gas	328.5	344.0	323.8	317.1	-5.9
Utilities	131.5	147.2	139.2	134.3	-5.4
Construction	1,417.6	1,446.9	1,477.6	1,492.1	+2.1
Manufacturing	1,744.4	1,733.7	1,739.5	1,709.3	+0.3
Services-producing industries	14,443.6	14,688.7	15,065.5	14,194.9	+2.6
Wholesale and retail trade	2,804.4	2,779.9	2,838.0	2,664.7	+2.1
Transportation and warehousing	949.4	1,004.2	1,035.7	992.4	+3.1
Finance, insurance, real estate, rental and leasing	1,165.4	1,171.2	1,215.5	1,217.7	+3.8
Professional, scientific and technical services	1,438.7	1,468.6	1,543.7	1,545.6	+5.1
Business, building and other support services ⁸	745.6	776.7	757.8	732.0	-2.4
Educational services	1,269.0	1,322.6	1,366.9	1,261.5	+3.4
Health care and social assistance	2,368.8	2,413.8	2,511.0	2,422.9	+4.0
Information, culture and recreation ⁹	774.4	757.1	769.3	671.0	+1.6
Accommodation and food services	1,207.2	1,234.8	1,212.1	930.1	-1.8
Other services (except public administration)	771.1	799.4	810.3	763.0	+1.4
Public administration	949.6	960.2	1,005.1	994.0	+4.7
Employment type					
Full-time employment ¹⁰	14,847.9	15,129.3	15,441.9	15,086.2	+2.1
Part-time employment ¹¹	3,503.7	3,516.7	3,598.3	3,047.6	+2.3
Class of worker					
Employees	15,558.7	15,818.8	16,165.0	15,295.0	+2.2

Public sector employees	3,700.5	3,767.4	3,860.3	3,756.1	+2.5
Private sector employees	11,858.2	12,051.4	12,304.7	11,538.9	+2.1
Self-employed	2,792.9	2,827.2	2,875.3	2,838.8	+1.7
Job permanency					
Employees	15,580.4	15,842.7	16,194.0	14,994.5	+2.2
Permanent employees ¹²	13,417.3	13,710.3	14,082.1	13,366.9	+2.7
Temporary employees ¹³	2,163.1	2,132.4	2,111.9	1,627.7	-1.0
Canada	18,351.6	18,646.0	19,040.2	18,133.8	+2.1

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

¹ Fiscal year (FY*) data are the average of monthly estimates produced by Statistics Canada for the period from April to February. Figures for FY1920* and March 2020 are presented separately because of the marked impacts of the COVID-19 pandemic on the labour market. For year-to-year comparability, previous fiscal years also exclude March data.

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, industry, employment type, class of workers and job permanency) also excludes territorial data.

³ Figures for the territories are calculated based on three-month moving averages using seasonally adjusted monthly data produced by Statistics Canada. Fiscal year (FY*) data are the average of data from June, September and December.

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 Full-time employment consists of persons who usually work 30 hours or more per week at their main or only job.

¹¹ Part-time employment consists of persons who usually work less than 30 hours per week at their main or only job.

¹² A permanent job is one that is expected to last as long as the employee wants it, if business conditions permit—that is, there is no predetermined end date.

¹³ A temporary job has a predetermined end date or will end as soon as a specified project is completed. This category includes seasonal jobs; temporary, term or contract jobs, including work done through a temporary help agency; casual jobs; and other temporary work.

Sources: Statistics Canada, Labour Force Survey, Tables 14-10-0019-01, unadjusted (for data by educational attainment); 14-10-0022-01, seasonally adjusted (for data by industry); 14-10-0026-01, seasonally adjusted (for data by class of workers); 14-10-0071-01, unadjusted (for data by job permanency); 14-10-0287-01, seasonally adjusted (for data specific to provinces, by gender, age and employment type); and 14-10-0292-01, seasonally adjusted (for data specific to territories).

Annex 1.4 –Unemployment¹ by province or territory, gender, age, educational attainment, industry, reasons for unemployment and unemployment duration (levels in thousands)

Characteristics ²	FY1718* (April to February)	FY1819* (April to February)	FY1920* (April to February)	March 2020	Change (%) FY1819* to FY1920*
Province or territory					
Newfoundland and Labrador	39.2	35.3	31.7	28.7	-10.1
Prince Edward Island	8.4	7.9	7.2	7.7	-8.7
Nova Scotia	41.6	36.3	37.9	45.8	+4.6
New Brunswick	31.5	31.3	31.5	34.8	+0.6
Quebec	258.9	243.5	228.9	364.9	-6.0
Ontario	445.2	441.6	432.1	570.5	-2.1
Manitoba	36.6	40.8	36.8	45.6	-9.8
Saskatchewan	37.2	37.1	34.3	44.2	-7.5
Alberta	182.4	165.3	173.9	217.7	+5.2
British Columbia	135.5	130.1	132.8	194.1	+2.1
Yukon ³	0.9	0.8	0.9	0.8	+13.0
Northwest Territories ³	1.5	1.6	2.0	2.1	+20.4
Nunavut ³	2.2	2.2	2.0	2.4	-11.9
Gender					
Men	680.3	646.5	640.8	755.6	-0.9
Women	536.2	522.7	506.3	798.2	-3.1
Age category					
15 to 24 years	313.1	310.8	319.3	448.2	+2.7
25 to 54 years	675.2	635.8	611.3	841.5	-3.9
55 years and older	228.3	222.6	216.6	264.0	-2.7
Educational attainment					
Less than high school ⁴	217.9	201.3	193.1	240.7	-4.1
High school diploma ⁵	368.8	348.0	355.1	502.8	+2.1
Post-secondary certificate or diploma ⁶	368.1	343.9	327.7	527.4	-4.7
University degree ⁷	253.6	267.1	262.2	380.9	-1.8
Industry⁸					
Goods-producing industries	221.2	208.3	214.3	225.2	+2.9
Agriculture	11.7	13.4	13.0	9.9	-3.2
Forestry, fishing, mining, quarrying, oil and gas	26.5	27.1	25.8	23.5	-5.0
Utilities	3.1	2.5	2.8	1.8	+9.3
Construction	116.6	101.2	101.5	107.0	+0.3
Manufacturing	63.5	64.3	71.4	83.0	+11.0
Services-producing industries	503.7	495.4	505.8	948.5	+2.1
Wholesale and retail trade	111.6	110.9	107.3	167.7	-3.3
Transportation and warehousing	29.8	35.7	33.0	46.8	-7.5
Finance, insurance, real estate, rental and leasing	26.3	21.0	19.3	32.6	-8.0
Professional, scientific and technical services	38.7	40.8	41.6	53.4	+2.1
Business, building and other support services ⁹	53.8	47.4	49.1	44.5	+3.6
Educational services	44.9	46.1	54.5	136.3	+18.1
Health care and social assistance	38.4	39.7	37.6	109.5	-5.2
Information, culture and recreation ¹⁰	44.9	39.9	43.2	88.3	+8.4
Accommodation and food services	71.9	68.5	73.5	183.0	+7.3
Other services (except public administration)	26.2	24.4	24.7	52.2	+1.2
Public administration	17.3	21.2	22.0	34.2	+4.1
Unclassified industries¹¹	491.6	465.5	427.1	380.0	-8.3

Reasons for unemployment					
People who have left their job	220.8	236.1	239.2	206.2	+1.3
People who have lost their job	494.5	459.4	472.1	1,070.0	+2.8
People who have not worked in the last year or who have never worked	493.0	464.8	427.0	375.5	-8.1
Duration of unemployment¹²					
1 to 4 weeks	423.7	438.6	444.1	904.9	+1.3
5 to 13 weeks	318.3	301.1	305.9	271.2	+1.6
14 to 26 weeks	187.6	175.2	167.9	183.9	-4.2
27 weeks or more	234.3	198.9	170.3	150.5	-14.4
52 weeks or more	136.0	110.3	89.3	91.2	-19.0
Duration unknown ¹³	52.7	55.4	59.0	43.4	+6.6
Canada	1,216.6	1,169.2	1,147.2	1,553.8	-1.9

Note: Data may not add up to the total due to rounding. Monthly data that are confidential under the Statistics Act are excluded from the calculation of the fiscal year average.

¹ Fiscal year (FY*) data are the average of monthly estimates produced by Statistics Canada for the period from April to February. Figures for FY1920* and March 2020 are presented separately because of the marked impacts of the COVID-19 pandemic on the labour market. For year-to-year comparability, previous fiscal years also exclude March data.

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, industry, reason for unemployment and duration of unemployment) also excludes territorial data.

³ Figures for the territories are calculated based on three-month moving averages using seasonally adjusted monthly data produced by Statistics Canada. Fiscal year (FY*) data are the average of data from June, September and December.

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 Information is provided for the last job held, providing the person worked within the previous twelve months.

⁹ 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.

¹⁰ This industry combines codes 51 (information and cultural industries) and 71 (arts, entertainment and recreation) from the North American Industry Classification System.

¹¹ People who have not worked in the last year or who have never worked are not classified as belonging to any industry.

¹² Duration of unemployment is the number of continuous weeks during which a person has been without work and is looking for work, or is on temporary layoff.

¹³ Duration of unemployment is not reported for unemployed people who reported having a job to start in the next four weeks under the Labour Force Survey.

Sources: Statistics Canada, Labour Force Survey, Tables 14-10-0019-01, unadjusted (for data by educational attainment); 14-10-0022-01, seasonally adjusted (for data by industry); 14-10-0342-01, seasonally adjusted (for data by duration of unemployment); 14-10-0125-01, unadjusted (for data by reason for unemployment); 14-10-0287-01, seasonally adjusted (for data specific to provinces, by gender and age); and 14-10-0292-01, seasonally adjusted (for data specific to territories).

Annex 1.5 – Unemployment rate¹ by province or territory, gender, age, educational attainment and industry (%)

Characteristics ²	FY1718* (April to February)	FY1819* (April to February)	FY1920* (April to February)	March 2020	Change (% points) FY1819* to FY1920*
Province or territory					
Newfoundland and Labrador	15.0	13.5	12.3	11.6	-1.2
Prince Edward Island	10.1	9.3	8.2	8.9	-1.1
Nova Scotia	8.6	7.4	7.6	9.4	+0.2
New Brunswick	8.1	8.0	8.0	9.1	0.0
Quebec	5.8	5.4	5.0	8.2	-0.4
Ontario	5.9	5.8	5.5	7.4	-0.2
Manitoba	5.4	5.9	5.3	6.7	-0.6
Saskatchewan	6.3	6.2	5.7	7.4	-0.5
Alberta	7.6	6.8	7.1	9.1	+0.3
British Columbia	5.0	4.8	4.8	7.2	0.0
Yukon ³	3.7	3.2	3.6	3.4	+0.4
Northwest Territories ³	6.3	6.7	8.0	8.5	+1.4
Nunavut ³	14.2	14.5	13.0	15.6	-1.6
Gender					
Men	6.6	6.2	6.0	7.2	-0.2
Women	5.8	5.6	5.3	8.6	-0.3
Age category					
15 to 24 years	11.0	10.9	11.0	17.0	+0.1
25 to 54 years	5.3	5.0	4.7	6.6	-0.3
55 years and older	5.6	5.3	5.0	6.2	-0.3
Educational attainment					
Less than high school ⁴	12.0	11.4	11.1	15.7	-0.3
High school diploma ⁵	7.2	6.9	7.2	10.6	+0.3
Post-secondary certificate or diploma ⁶	5.4	4.9	4.6	7.7	-0.3
University degree ⁷	4.4	4.4	4.1	6.0	-0.3
Industry					
Goods-producing industries					
Agriculture	3.9	4.5	4.2	3.3	-0.3
Forestry, fishing, mining, quarrying, oil and gas	7.5	7.3	7.4	6.9	+0.1
Utilities	2.3	1.7	2.0	1.3	+0.3
Construction	7.6	6.5	6.4	6.7	-0.1
Manufacturing	3.5	3.6	3.9	4.6	+0.3
Services-producing industries					
Wholesale and retail trade	3.8	3.8	3.6	5.9	-0.2
Transportation and warehousing	3.1	3.4	3.1	4.5	-0.3
Finance, insurance, real estate, rental and leasing	2.2	1.7	1.6	2.6	-0.2
Professional, scientific and technical services	2.6	2.7	2.6	3.3	-0.1
Business, building and other support services ⁸	6.7	5.8	6.1	5.7	+0.3
Educational services	3.4	3.4	3.8	9.8	+0.5
Health care and social assistance	1.6	1.6	1.5	4.3	-0.1
Information, culture and recreation ⁹	5.5	5.0	5.3	11.6	+0.3
Accommodation and food services	5.6	5.3	5.7	16.4	+0.5
Other services (except public administration)	3.3	3.0	3.0	6.4	0.0
Public administration	1.8	2.2	2.1	3.3	0.0
Canada	6.2	5.9	5.7	7.9	-0.2

Note: Monthly data that are confidential under the Statistics Act are excluded from the calculation of the annual average.

¹ Fiscal year (FY*) data are the average of monthly estimates produced by Statistics Canada for the period from April to February. Figures for FY1920* and March 2020 are presented separately because of the marked impacts of the COVID-19 pandemic on the labour market. For year-to-year comparability, previous fiscal years also exclude March data.

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 Figures for the territories are calculated based on three-month moving averages using seasonally adjusted monthly data produced by Statistics Canada. Fiscal year (FY*) data are the average of data from June, September and December.

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.

Sources: Statistics Canada, Labour Force Survey, Tables 14-10-0019-01, unadjusted (for data by educational attainment); 14-10-0022-01, seasonally adjusted (for data by industry); and 14-10-0287-01, seasonally adjusted (for data specific to provinces, by gender, age and employment type); and 14-10-0292-01, seasonally adjusted (for data specific to territories).

Annex 1.6 – Average duration of unemployment^{1,2,3} by province, gender and age (number of weeks)

Characteristics ⁴	FY1718* (April to February)	FY1819* (April to February)	FY1920* (April to February)	March 2020	Change FY1819* to FY1920* (weeks)
Province					
Newfoundland and Labrador	18.6	20.6	17.4	17.1	-3.1
Prince Edward Island	16.3	14.4	16.1	11.4	+1.7
Nova Scotia	17.7	18.2	16.1	14.5	-2.1
New Brunswick	18.9	16.3	15.0	12.7	-1.4
Quebec	18.7	18.6	17.7	8.7	-0.9
Ontario	18.7	17.2	15.9	13.4	-1.3
Manitoba	15.5	16.4	16.1	12.3	-0.3
Saskatchewan	19.0	21.0	18.5	19.1	-2.5
Alberta	22.9	21.6	19.5	17.1	-2.1
British Columbia	18.3	15.7	12.5	11.8	-3.2
Gender					
Men	20.0	19.1	17.2	14.4	-1.9
Women	18.1	16.9	15.6	10.8	-1.3
Age category					
15 to 24 years old	10.9	9.4	10.1	6.9	+0.7
25 to 54 years old	19.9	18.9	17.1	13.5	-1.9
55 years old and over	28.2	28.3	24.9	19.5	-3.4
Canada	19.1	18.1	16.5	12.6	-1.6

¹ Fiscal year (FY*) data are the average of monthly estimates produced by Statistics Canada for the period from April to February. Figures for FY1920* and March 2020 are presented separately because of the marked impacts of the COVID-19 pandemic on the labour market. For year-to-year comparability, previous fiscal years also exclude March data.

² Duration of unemployment is the number of continuous weeks during which a person has been without work and is looking for work, or is on temporary layoff.

³ Average weeks of unemployment is calculated with no upper limit to length of unemployment.

⁴ 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, Table 14-10-0342-01, seasonally adjusted data.

Annex 1.7 – Job vacancies¹ by province or territory, industry, job type, job permanency and vacancy duration (levels in thousands)

Characteristics	First three quarters of FY1718	First three quarters of FY1819	First three quarters of FY1920	Change (%) First three quarters FY1819 to FY1920
Province or territory				
Newfoundland and Labrador	3.6	4.2	4.8	+14.0
Prince Edward Island	1.9	2.5	2.2	-13.3
Nova Scotia	10.2	11.5	12.8	+11.0
New Brunswick	7.8	9.9	9.9	+0.4
Quebec	87.9	117.5	134.9	+14.8
Ontario	186.9	210.0	203.4	-3.2
Manitoba	14.3	15.5	15.6	+0.9
Saskatchewan	10.2	10.3	11.0	+6.5
Alberta	51.9	57.9	52.8	-8.8
British Columbia	89.0	106.9	101.5	-5.1
Yukon	0.7	0.8	1.1	+25.7
Northwest Territories	0.6	0.7	0.7	-8.1
Nunavut	0.4	0.4	0.5	+14.8
Industry				
Goods-producing industries	89.6	111.9	107.7	-0.2
Agriculture, forestry, fishing and hunting	11.6	13.8	14.6	+5.2
Mining and oil and gas extraction	5.1	5.5	4.7	-14.8
Utilities	1.4	1.7	1.7	-0.3
Construction	31.0	40.4	38.8	-3.8
Manufacturing	40.5	50.4	47.8	-5.3
Services-producing industries	375.9	436.3	443.4	+0.2
Wholesale trade	20.1	23.5	24.1	+2.2
Retail trade	60.9	66.7	68.0	+1.9
Transportation and warehousing	25.6	31.6	28.8	-8.7
Finance and insurance	23.2	24.2	21.7	-10.5
Real estate and rental and leasing	7.3	8.4	8.2	-2.0
Professional, scientific and technical services	28.5	35.1	37.5	+6.7
Business, building and other support services ²	36.3	43.6	41.2	-5.6
Educational services	12.5	14.7	15.0	+2.1
Health care and social assistance	45.8	61.6	66.0	+7.3
Information, culture and recreation ³	21.9	24.5	25.9	+5.5
Accommodation and food services	65.5	70.0	72.0	+2.8
Other services (except public administration)	20.4	23.3	25.4	+9.0
Public administration	7.6	9.0	9.6	+6.2
Job vacancy type				
Full-time positions ⁴	324.6	394.6	398.5	+1.0
Part-time positions ⁵	140.9	153.6	152.6	-0.7
Job permanency				
Permanent positions ⁶	358.1	430.4	432.0	+0.4
Temporary positions ⁷	107.4	117.9	119.1	+1.0
Seasonal positions ⁸	78.1	86.4	86.6	+0.2
Job vacancy duration				
Constantly recruiting	93.9	123.4	131.0	+6.1
Less than 15 days	115.0	119.9	120.7	+0.7
15 to 29 days	96.8	105.0	103.6	-1.3
30 to 59 days	79.8	95.1	89.8	-5.6
60 to 89 days	29.6	40.0	36.5	-8.7
90 days or more	50.5	64.9	69.4	+6.9
Canada	465.5	548.3	551.0	+0.5

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

¹ Fiscal year (FY) data are the average of unadjusted quarterly estimates produced by Statistics Canada for the period from April to December. Data from January to March 2020 are not included in FY1920 because of the marked impacts of the COVID-19 pandemic on the labour market. For year-to-year comparability, previous fiscal years also exclude January to March data.

² 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.

³ This industry combines codes 51 (information and cultural industries) and 71 (arts, entertainment and recreation) from the North American Industry Classification System.

⁴ A full-time vacant position consists of position which requires 30 or more hours of work per week.

⁵ A part-time vacant position consists of position which requires less than 30 hours of work per week.

⁶ A permanent position consists of a position which is expected to last as long as the employee wants it, given that business conditions permit. That is, there is no pre-determined termination date.

⁷ A temporary position consists of a position which has a predetermined end date, or will end as soon as a specified project is completed.

⁸ A seasonal position is a temporary position which is linked to a recurring event (e.g., public holidays) or time of the year (e.g., summertime).

Sources: Statistics Canada, Job Vacancy and Wage Survey, Tables 14-10-0326-01, seasonally unadjusted data (for data by industry and province or territory) and 14-10-0328-01, seasonally unadjusted data (for data by job vacancy type, job permanency and job vacancy duration).

Annex 1.8 – Job vacancy rates¹ by province or territory and industry (%)

Characteristics	First three quarters of FY1718	First three quarters of FY1819	First three quarters of FY1920	Change (% Points) First three quarters FY1819 to FY1920
Province or territory				
Newfoundland and Labrador	1.7	2.1	2.3	+0.2
Prince Edward Island	2.9	3.8	3.2	-0.6
Nova Scotia	2.6	2.8	3.1	+0.2
New Brunswick	2.6	3.2	3.1	-0.1
Quebec	2.5	3.2	3.6	+0.4
Ontario	3.0	3.3	3.1	-0.1
Manitoba	2.4	2.6	2.6	0.0
Saskatchewan	2.2	2.2	2.3	+0.1
Alberta	2.6	2.9	2.6	-0.3
British Columbia	4.1	4.7	4.3	-0.4
Yukon	3.9	4.6	5.6	+1.0
Northwest Territories	2.6	3.2	3.0	-0.2
Nunavut	3.1	3.3	3.4	+0.2
Industry				
Goods-producing industries	2.8	3.4	3.2	-0.2
Agriculture, forestry, fishing and hunting	4.9	5.6	5.7	+0.1
Mining and oil and gas extraction	2.5	2.7	2.3	-0.4
Utilities	1.1	1.4	1.3	-0.1
Construction	2.9	3.7	3.5	-0.2
Manufacturing	2.6	3.1	2.9	-0.2
Services-producing industries	2.9	3.3	3.3	0.0
Wholesale trade	2.5	2.9	2.8	0.0
Retail trade	3.0	3.2	3.3	0.0
Transportation and warehousing	3.3	4.0	3.6	-0.4
Finance and insurance	3.1	3.2	2.8	-0.4
Real estate and rental and leasing	2.4	2.8	2.7	-0.1
Professional, scientific and technical services	3.1	3.6	3.7	+0.1
Business, building and other support services ²	3.9	4.5	4.2	-0.3
Educational services	1.0	1.1	1.1	0.0
Health care and social assistance	2.3	3.0	3.1	+0.1
Information, culture and recreation ³	3.3	3.6	3.8	+0.1
Accommodation and food services	4.7	5.0	5.0	+0.1
Other services (except public administration)	3.6	4.1	4.4	+0.3
Public administration	1.5	1.7	1.8	+0.1
Canada	2.9	3.3	3.3	-0.1

Note: Percentage points change is based on unrounded numbers.

¹ Fiscal year (FY) data are the average of unadjusted quarterly estimates produced by Statistics Canada for the period from April to December. Data from January to March 2020 are not included in FY1920 because of the marked impacts of the COVID-19 pandemic on the labour market. For year-to-year comparability, previous fiscal years also exclude January to March data.

² 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.

³ This industry combines codes 51 (information and cultural industries) and 71 (arts, entertainment and recreation) from the North American Industry Classification System.

Source: Statistics Canada, Job Vacancy and Wage Survey, Table 14-10-0326-01, seasonally unadjusted data.

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 2018 (i.e. in FY1819) and for which benefits paid to an Employment Insurance claimant began in December 2018 (i.e. in FY1819) and ended in June 2019 (i.e. in FY1920) is included in the FY1819 statistics, but is not counted in the FY1920 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
<p>Average actual duration (cont'd)</p>	<p>For claims associated with most benefits types, the average actual duration is calculated by dividing the sum of the number of weeks of benefits during which at least one dollar was paid per claim by the number of claims that were completed based on the variable assessed (that is, the average actual duration for Ontario is equal to the sum of the number of weeks of benefits paid in Ontario for all claims completed during a fiscal year divided by the number of claims that were completed in Ontario during the same period.</p> <p>Average actual duration for claims for Employment Insurance fishing benefits 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>
<p>Average weekly benefit rate</p>	<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>
<p>Amount paid</p>	<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 2018 (i.e. in FY1819) and received payment starting in December 2018 (i.e. in FY1819) and ending in June 2019 (i.e. in FY1920) are included in the fiscal year statistics for FY1819 and FY1920. If this claimant received \$200 per week for 17 weeks between December 2018 and March 2019, and \$200 per week for 12 weeks between April and June 2019, an amount of \$3,400 will be allocated to FY1819 and \$2,400 will be allocated to FY1920.
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.
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	FY1516	FY1617	FY1718	FY1819	FY1920	Change (%) FY189 to FY1920
Newfoundland and Labrador	85,910	74,000	81,090	86,070	81,790	-5.0
Prince Edward Island	22,140	22,540	22,720	22,480	21,770	-3.2
Nova Scotia	82,410	82,710	85,300	84,570	82,540	-2.4
New Brunswick	88,670	88,910	91,130	89,820	89,380	-0.5
Quebec	496,680	483,700	482,990	473,060	475,220	+0.5
Ontario	569,620	552,030	562,570	556,900	585,670	+5.2
Manitoba	64,660	59,250	61,440	64,020	64,780	+1.2
Saskatchewan	57,110	49,850	51,250	54,210	57,280	+5.7
Alberta	235,470	201,610	170,270	188,870	200,450	+6.1
British Columbia	216,790	197,770	200,820	198,240	210,060	+6.0
Yukon	2,410	2,300	2,200	2,310	2,300	-0.4
Northwest Territories	2,320	2,380	2,420	2,310	2,030	-12.1
Nunavut	1,230	1,290	1,340	1,470	1,210	-17.7
Gender						
Men	1,075,810	984,150	974,660	988,250	1,018,710	+3.1
Women	849,610	834,190	840,880	836,080	855,770	+2.4
Age						
24 years old and under	194,270	178,010	172,810	170,480	171,760	+0.8
25 to 44 years old	933,430	883,950	876,270	882,780	914,700	+3.6
45 to 54 years old	402,020	370,360	363,410	352,640	352,040	-0.2
55 years old and over	395,700	386,020	403,050	418,430	435,980	+4.2
Canada	1,925,420	1,818,340	1,815,540	1,824,330	1,874,840	+2.7

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	FY1516	FY1617	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
Newfoundland and Labrador	448	445	456	464	477	+2.8
Prince Edward Island	428	432	436	437	455	+4.3
Nova Scotia	425	426	431	437	453	+3.6
New Brunswick	424	426	431	440	454	+3.1
Quebec	428	433	443	454	471	+3.8
Ontario	441	451	459	473	486	+2.9
Manitoba	435	440	444	453	463	+2.3
Saskatchewan	466	465	468	477	487	+2.2
Alberta	486	485	488	499	508	+1.9
British Columbia	442	447	455	468	486	+3.8
Yukon	490	498	502	517	526	+1.9
Northwest Territories	505	510	519	520	527	+1.4
Nunavut	472	485	504	500	542	+8.5
Gender						
Men	469	473	480	492	506	+3.0
Women	409	416	423	433	448	+3.4
Age						
24 years old and under	407	400	403	421	434	+3.0
25 to 44 years old	455	460	468	478	493	+3.2
45 to 54 years old	446	452	460	472	488	+3.4
55 years old and over	428	433	440	452	466	+3.0
Canada	443	447	454	465	480	+3.2

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.

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	FY1516	FY1617	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
Newfoundland and Labrador	958.6	1,040.2	1,185.2	1,022.9	992.5	-3.0
Prince Edward Island	228.1	230.7	248.1	231.1	226.0	-2.2
Nova Scotia	833.0	841.3	892.2	845.1	851.3	+0.7
New Brunswick	904.0	919.0	954.0	869.6	925.1	+6.4
Quebec	3,649.7	3,430.7	3,558.2	3,106.0	3,210.3	+3.4
Ontario	5,478.3	5,443.2	5,657.7	5,240.4	5,680.5	+8.4
Manitoba	573.4	587.3	631.3	619.2	631.2	+1.9
Saskatchewan	572.7	671.5	700.9	624.7	639.3	+2.3
Alberta	2,362.3	3,158.3	2,655.3	2,171.0	2,266.4	+4.4
British Columbia	2,031.1	2,064.2	2,089.5	1,878.1	2,004.3	+6.7
Yukon	25.9	27.3	27.8	25.0	26.0	+3.7
Northwest Territories	28.8	29.9	30.9	31.1	29.7	-4.6
Nunavut	16.2	17.6	23.6	21.0	20.0	-4.3
Gender						
Men	9,411.7	9,868.8	9,678.0	8,416.6	8,833.7	+5.0
Women	8,250.3	8,592.2	8,976.6	8,268.7	8,669.0	+4.8
Age						
24 years old and under	1,523.7	1,522.2	1,443.0	1,284.6	1,302.6	+1.4
25 to 44 years old	9,497.1	9,869.4	9,908.0	9,038.7	9,554.9	+5.7
45 to 54 years old	3,341.4	3,450.0	3,431.5	2,883.7	2,915.8	+1.1
55 years old and over	3,299.8	3,619.4	3,872.1	3,478.3	3,729.3	+7.2
Canada	17,662.0	18,461.0	18,654.7	16,685.3	17,502.7	+4.9

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

EI economic region	FY1516	FY1617	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
Newfoundland and Labrador						
St. John's	16,190	16,210	16,620	15,260	14,470	-5.2
Newfoundland - Labrador	69,720	57,790	64,470	70,810	67,320	-4.9
Prince Edward Island						
Prince Edward Island ²	n/a	n/a	n/a	n/a	n/a	n/a
Charlottetown ²	5,470	5,860	5,570	5,680	4,850	-14.6
Prince Edward Island (excluding Charlottetown) ²	16,670	16,680	17,150	16,800	16,920	+0.7
Nova Scotia						
Eastern Nova Scotia	28,370	28,580	30,060	30,890	28,710	-7.1
Western Nova Scotia	35,120	34,740	35,660	33,640	34,130	+1.5
Halifax	18,920	19,390	19,580	20,040	19,700	-1.7
New Brunswick						
Fredericton-Moncton-Saint-John	28,070	27,670	28,250	28,170	27,810	-1.3
Madawaska-Charlotte	14,270	13,880	14,380	14,410	14,580	+1.2
Restigouche-Albert	46,330	47,360	48,500	47,240	46,990	-0.5
Quebec						
Gaspésie-Îles-de-la-Madeleine	27,320	27,780	27,900	27,020	26,450	-2.1
Quebec	40,400	38,730	40,490	39,530	37,940	-4.0
Trois-Rivières	10,060	9,550	9,650	9,310	10,320	+10.8
South Central Quebec	9,190	9,950	8,780	8,870	10,430	+17.6
Sherbrooke	10,060	9,870	10,150	9,960	10,080	+1.2
Montréal	33,220	32,400	31,710	30,950	33,540	+8.4
Montréal	179,760	174,100	174,490	170,940	172,740	+1.1
Central Quebec	87,800	86,170	86,950	85,820	85,120	-0.8
North Western Quebec	22,520	21,010	21,210	20,750	19,950	-3.9
Lower Saint Lawrence and North Shore	50,290	49,020	47,100	46,140	45,370	-1.7
Hull	13,320	12,980	12,630	12,700	12,270	-3.4
Chicoutimi-Jonquière	12,740	12,140	11,930	11,070	11,010	-0.5
Ontario						
Ottawa	34,370	33,210	32,610	32,410	33,950	+4.8
Eastern Ontario	27,780	26,630	26,410	25,490	23,600	-7.4
Kingston	5,110	5,520	5,140	5,570	6,580	+18.1
Central Ontario	61,340	60,350	59,150	58,130	61,510	+5.8
Oshawa	17,760	17,770	18,760	16,100	18,300	+13.7
Toronto	211,410	205,510	204,230	204,030	213,050	+4.4
Hamilton	29,400	29,650	29,240	29,040	31,550	+8.6
St. Catharines	20,760	20,330	20,380	20,090	21,490	+7.0
London	18,920	19,270	20,780	19,090	22,040	+15.5
Niagara	18,080	17,240	17,280	17,390	18,570	+6.8
Windsor	13,630	12,200	19,440	21,290	20,970	-1.5
Kitchener	20,340	20,980	21,820	21,540	23,130	+7.4
Huron	17,710	20,100	19,450	17,880	19,220	+7.5
South Central Ontario	19,210	19,310	21,680	20,780	23,430	+12.8
Sudbury	8,760	7,290	7,430	7,860	8,250	+5.0
Thunder Bay	6,540	6,000	6,370	5,900	6,240	+5.8
Northern Ontario	38,500	30,670	32,400	34,310	33,790	-1.5

(continued)

Annex 2.4.1 (continued)

El economic region	FY1516	FY1617	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
Manitoba						
Winnipeg	36,060	32,910	34,580	34,910	35,910	+2.9
Southern Manitoba	18,200	17,150	17,180	17,750	17,860	+0.6
Northern Manitoba	10,400	9,190	9,680	11,360	11,010	-3.1
Saskatchewan						
Regina	9,830	10,260	10,470	10,310	10,580	+2.6
Saskatoon	14,780	13,940	13,430	13,990	15,840	+13.2
Southern Saskatchewan	15,310	12,210	12,750	13,820	14,320	+3.6
Northern Saskatchewan	17,190	13,440	14,600	16,090	16,540	+2.8
Alberta						
Calgary	74,310	63,390	55,710	57,720	61,950	+7.3
Edmonton	81,150	67,740	61,260	68,520	71,530	+4.4
Northern Alberta	20,620	22,770	13,900	16,540	16,690	+0.9
Southern Alberta	59,390	47,710	39,400	46,090	50,280	+9.1
British Columbia						
Southern Interior British Columbia	43,030	36,590	36,700	40,710	42,500	+4.4
Abbotsford	10,790	11,090	10,750	9,760	10,390	+6.5
Vancouver	90,370	84,900	87,510	82,480	88,030	+6.7
Victoria	12,990	12,090	12,870	12,360	13,150	+6.4
Southern Coastal British Columbia	32,410	31,280	30,000	30,350	31,710	+4.5
Northern British Columbia	27,200	21,820	22,990	22,580	24,280	+7.5
Territories						
Yukon ²	n/a	n/a	n/a	n/a	n/a	n/a
Whitehorse ²	1,560	1,420	1,340	1,480	1,480	0.0
Yukon (excluding Whitehorse) ²	850	880	860	830	820	-1.2
Northwest Territories ²	n/a	n/a	n/a	n/a	n/a	n/a
Yellowknife ²	810	870	840	830	750	-9.6
Northwest Territories (excluding Yellowknife) ²	1,510	1,510	1,580	1,480	1,280	-13.5
Nunavut ²	n/a	n/a	n/a	n/a	n/a	n/a
Iqaluit ²	300	230	320	290	290	0.0
Nunavut (excluding Iqaluit) ²	930	1,060	1,020	1,180	920	-22.0
Canada	1,925,420	1,818,340	1,815,540	1,824,330	1,874,480	+2.7

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} (\$)

EI economic region	FY1516	FY1617	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
Newfoundland and Labrador						
St. John's	456	464	463	468	475	+1.6
Newfoundland - Labrador	447	440	454	463	477	+3.1
Prince Edward Island						
Prince Edward Island	n/a	n/a	n/a	n/a	n/a	n/a
Charlottetown ³	413	406	405	408	427	+4.7
Prince Edward Island (excluding Charlottetown) ³	433	441	446	447	463	+3.8
Nova Scotia						
Eastern Nova Scotia	439	440	446	449	467	+3.9
Western Nova Scotia	413	416	418	426	441	+3.6
Halifax	426	425	431	439	454	+3.5
New Brunswick						
Fredericton-Moncton-Saint-John	414	416	424	432	443	+2.5
Madawaska-Charlotte	411	411	420	425	436	+2.6
Restigouche-Albert	434	436	439	449	465	+3.7
Quebec						
Gaspésie-Îles-de-la-Madeleine	437	443	451	460	478	+3.9
Quebec	435	441	454	467	482	+3.4
Trois-Rivières	415	419	436	441	467	+5.9
South Central Quebec	429	437	443	451	478	+5.8
Sherbrooke	418	430	435	452	474	+4.9
Montréal	424	432	439	452	467	+3.4
Montréal	427	433	442	452	470	+4.0
Central Quebec	420	426	436	447	466	+4.3
North Western Quebec	433	438	446	464	473	+2.0
Lower Saint Lawrence and North Shore	433	435	445	456	470	+3.2
Hull	439	452	458	470	478	+1.6
Chicoutimi-Jonquière	423	427	437	448	465	+3.8
Ontario						
Ottawa	455	465	469	480	491	+2.3
Eastern Ontario	431	441	441	460	473	+2.7
Kingston	421	437	441	466	468	+0.5
Central Ontario	432	444	448	461	477	+3.5
Oshawa	452	466	476	486	492	+1.3
Toronto	445	455	465	478	491	+2.7
Hamilton	444	455	464	479	489	+2.1
St. Catharines	413	428	435	450	465	+3.5
London	427	439	451	463	484	+4.5
Niagara	438	444	456	468	484	+3.4
Windsor	437	433	468	485	500	+3.0
Kitchener	444	458	460	480	493	+2.8
Huron	435	441	450	467	478	+2.4
South Central Ontario	440	455	461	474	491	+3.5
Sudbury	453	453	456	481	497	+3.4
Thunder Bay	459	467	475	483	503	+4.1
Northern Ontario	445	442	451	469	482	+2.8

(continued)

Annex 2.4.2 (continued)

El economic region	FY1516	FY1617	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
Manitoba						
Winnipeg	436	448	448	456	469	+2.8
Southern Manitoba	434	432	441	449	463	+3.1
Northern Manitoba	435	428	438	448	446	-0.5
Saskatchewan						
Regina	466	480	477	490	498	+1.7
Saskatoon	466	469	473	482	490	+1.5
Southern Saskatchewan	464	459	468	472	489	+3.5
Northern Saskatchewan	467	455	458	468	477	+1.9
Alberta						
Calgary	485	484	486	496	504	+1.7
Edmonton	489	492	496	505	515	+1.9
Northern Alberta	494	498	495	508	514	+1.3
Southern Alberta	479	472	476	490	502	+2.5
British Columbia						
Southern Interior British Columbia	450	443	455	464	480	+3.6
Abbotsford	391	407	409	423	449	+6.2
Vancouver	435	451	456	471	489	+3.7
Victoria	450	453	463	478	494	+3.3
Southern Coastal British Columbia	444	443	452	465	482	+3.8
Northern British Columbia	467	459	467	482	499	+3.7
Territories						
Yukon ³	n/a	n/a	n/a	n/a	n/a	n/a
Whitehorse ³	485	504	503	517	527	+2.0
Yukon (excluding Whitehorse) ³	498	487	501	517	525	+1.6
Northwest Territories ³	n/a	n/a	n/a	n/a	n/a	n/a
Yellowknife ³	505	511	523	528	532	+0.8
Northwest Territories (excluding Yellowknife) ³	506	509	517	516	524	+1.6
Nunavut ³	n/a	n/a	n/a	n/a	n/a	n/a
Iqaluit ³	499	524	517	541	560	+3.5
Nunavut (excluding Iqaluit) ³	463	477	500	489	537	+9.7
Canada	443	447	454	465	480	+3.2

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.

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	FY1516	FY1617	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
Newfoundland and Labrador						
St. John's	146.2	167.4	191.6	163.2	148.6	-8.9
Newfoundland - Labrador	812.4	872.7	993.6	859.7	843.9	-1.8
Prince Edward Island						
Prince Edward Island ²	13.1	n/a	n/a	n/a	n/a	n/a
Charlottetown ²	46.9	52.3	50.1	47.0	44.8	-4.7
Prince Edward Island (excluding Charlottetown) ²	168.1	178.4	198.0	184.0	181.2	-1.5
Nova Scotia						
Eastern Nova Scotia	328.9	335.5	362.0	356.5	352.0	-1.2
Western Nova Scotia	321.4	322.3	337.6	307.3	307.1	-0.1
Halifax	182.6	183.5	192.5	181.3	192.2	+6.0
New Brunswick						
Fredericton-Moncton-Saint- John	257.6	263.4	259.3	246.4	259.8	+5.5
Madawaska-Charlotte	125.2	117.1	124.6	121.4	130.6	+7.5
Restigouche-Albert	521.2	538.5	570.1	501.8	534.8	+6.6
Quebec						
Gaspésie-Îles-de-la-Madeleine	291.4	290.4	322.5	280.2	293.4	+4.7
Quebec	259.0	237.7	254.8	231.5	229.4	-0.9
Trois-Rivières	66.6	58.2	63.4	58.0	65.4	+12.8
South Central Quebec	57.0	53.5	51.9	46.7	54.6	+17.0
Sherbrooke	66.7	61.9	62.1	59.0	59.8	+1.4
Montréal	218.8	207.6	210.1	184.1	197.6	+7.4
Montréal	1,331.2	1,273.9	1,288.5	1,114.3	1,132.9	+1.7
Central Quebec	585.3	533.1	596.1	519.9	542.0	+4.2
North Western Quebec	180.1	164.2	163.6	149.0	151.0	+1.3
Lower Saint Lawrence and North Shore	397.4	372.8	370.3	311.7	331.9	+6.5
Hull	95.1	91.9	91.4	80.4	80.9	+0.7
Chicoutimi-Jonquière	101.0	85.6	83.6	71.2	71.3	+0.2
Ontario						
Ottawa	352.9	341.9	344.7	328.2	346.7	+5.6
Eastern Ontario	238.4	229.5	231.2	222.2	220.9	-0.6
Kingston	46.0	48.1	47.7	47.2	59.3	+25.7
Central Ontario	503.2	505.7	541.4	495.8	538.4	+8.6
Oshawa	167.4	167.5	181.8	153.1	171.5	+12.0
Toronto	2,224.3	2,178.7	2,244.7	2,087.5	2,261.3	+8.3
Hamilton	275.6	275.9	289.9	270.8	297.9	+10.0
St. Catharines	163.1	168.8	174.3	154.1	176.5	+14.6
London	174.5	169.7	193.3	177.1	190.7	+7.7
Niagara	166.7	154.9	159.5	156.6	168.0	+7.3
Windsor	147.5	108.2	125.7	135.6	162.2	+19.6
Kitchener	194.7	199.1	210.4	206.8	222.2	+7.5
Huron	148.1	162.2	166.0	147.8	156.8	+6.1
South Central Ontario	169.4	177.3	189.2	189.7	209.0	+10.2
Sudbury	75.4	94.2	84.0	70.5	78.3	+11.1
Thunder Bay	55.9	55.3	57.3	51.6	54.6	+5.9
Northern Ontario	375.2	406.2	416.7	345.7	366.1	+5.9

(continued)

Annex 2.4.3 (continued)

El economic region	FY1516	FY1617	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
Manitoba						
Winnipeg	321.0	312.1	332.4	326.0	335.8	+3.0
Southern Manitoba	143.0	152.5	155.0	156.5	164.6	+5.2
Northern Manitoba	109.3	122.6	144.0	136.7	130.8	-4.3
Saskatchewan						
Regina	93.7	106.6	118.0	109.0	110.8	+1.6
Saskatoon	144.1	177.0	187.0	160.2	165.9	+3.6
Southern Saskatchewan	142.8	169.9	170.9	147.2	154.3	+4.8
Northern Saskatchewan	192.2	217.9	225.0	208.2	208.3	0.0
Alberta						
Calgary	786.2	1,057.4	917.0	716.3	725.1	+1.2
Edmonton	781.3	1,037.9	922.1	785.2	791.7	+0.8
Northern Alberta	225.5	323.4	236.9	199.2	212.9	+6.9
Southern Alberta	569.3	739.5	579.3	470.3	536.7	+14.1
British Columbia						
Southern Interior British Columbia	386.2	439.6	433.6	380.8	383.6	+0.7
Abbotsford	88.6	93.0	93.3	82.7	89.8	+8.5
Vancouver	866.0	830.6	867.7	810.7	873.5	+7.7
Victoria	124.0	119.8	119.5	112.9	124.4	+10.2
Southern Coastal British Columbia	297.7	279.6	281.9	258.3	285.4	+10.5
Northern British Columbia	268.6	301.6	293.4	232.7	247.6	+6.4
Territories						
Yukon ²	2.7	n/a	n/a	n/a	n/a	n/a
Whitehorse ²	14.3	18.4	19.0	15.9	17.3	+8.7
Yukon (excluding Whitehorse) ²	9.0	8.9	8.8	9.1	8.6	-5.0
Northwest Territories ²	3.6	n/a	n/a	n/a	n/a	n/a
Yellowknife ²	7.7	10.1	9.3	10.1	10.2	+0.8
Northwest Territories (excluding Yellowknife) ²	17.5	19.8	21.5	21.1	19.5	-7.2
Nunavut ²	1.3	n/a	n/a	n/a	n/a	n/a
Iqaluit ²	2.7	3.0	4.1	3.9	4.4	+13.0
Nunavut (excluding Iqaluit) ²	12.1	14.6	19.5	17.1	15.7	-8.3
Canada	17,662.0	18,461.0	18,654.7	16,685.3	17,502.7	+4.9

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	FY1516	FY1617	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
Newfoundland and Labrador	67,880	55,590	62,170	66,680	62,980	-5.5
Prince Edward Island	16,790	16,910	16,430	15,540	14,860	-4.4
Nova Scotia	62,020	62,610	63,880	61,800	62,100	+0.5
New Brunswick	72,030	70,120	70,610	68,320	68,720	+0.6
Quebec	422,200	405,460	399,080	384,500	400,460	+4.2
Ontario	390,830	366,810	373,130	363,620	393,950	+8.3
Manitoba	41,810	39,310	40,230	42,610	42,900	+0.7
Saskatchewan	39,580	34,090	35,190	37,570	40,800	+8.6
Alberta	167,800	141,140	112,400	127,090	140,540	+10.6
British Columbia	146,080	124,830	122,410	120,860	135,800	+12.4
Yukon	1,840	1,750	1,610	1,640	1,680	+2.4
Northwest Territories	1,550	1,740	1,760	1,580	1,520	-3.8
Nunavut	680	770	810	900	770	-14.4
Gender						
Men	896,610	806,660	788,880	791,220	830,770	+5.0
Women	534,480	514,470	510,830	501,490	536,310	+6.9
Age						
24 years old and under	140,640	126,880	118,750	113,780	122,860	+8.0
25 to 44 years old	639,540	588,420	571,930	568,800	603,290	+6.1
45 to 54 years old	329,800	298,500	289,420	278,900	286,640	+2.8
55 years old and over	321,110	307,330	319,610	331,230	354,290	+7.0
EI claimant category¹						
Long-tenured workers	380,460	329,290	310,270	294,820	340,900	+15.6
Occasional claimants	742,840	706,150	699,370	700,580	738,600	+5.4
Frequent claimants	307,790	285,690	290,070	297,310	287,580	-3.3
Canada	1,431,090	1,321,130	1,299,710	1,292,710	1,367,080	+5.8

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	FY1516	FY1617	FY1718	FY1819 ^r	FY1920 ^p	Change (%) FY1819 to FY1920
Newfoundland and Labrador	26.0	31.8	32.7	28.6	27.0	-5.8
Prince Edward Island	23.3	23.3	23.1	22.3	22.2	-0.7
Nova Scotia	23.7	23.3	22.7	22.0	22.0	-0.1
New Brunswick	24.0	23.6	22.4	20.5	21.2	+3.7
Quebec	18.6	18.2	16.8	15.6	15.7	+0.9
Ontario	18.3	18.9	17.6	16.9	16.9	-0.3
Manitoba	17.9	19.3	19.3	18.6	18.6	+0.1
Saskatchewan	18.3	24.8	26.0	22.8	20.3	-10.7
Alberta	17.4	24.5	28.5	21.6	19.4	-10.1
British Columbia	18.4	20.3	19.9	17.9	17.0	-5.2
Yukon	21.6	21.0	21.7	20.0	19.2	-3.7
Northwest Territories	26.6	21.6	22.3	22.6	22.8	+1.0
Nunavut	27.0	31.2	32.8	28.1	28.0	-0.3
Gender						
Men	19.6	20.9	20.5	18.8	18.4	-1.7
Women	18.9	20.3	19.8	18.0	17.4	-3.5
Age						
24 years old and under	17.6	18.7	17.7	16.6	16.1	-2.6
25 to 44 years old	18.5	19.6	19.3	17.4	17.1	-1.8
45 to 54 years old	19.8	21.4	20.9	19.0	18.4	-3.6
55 years old and over	21.1	22.9	22.5	20.5	20.0	-2.8
EI claimant category²						
Long-tenured workers	17.4	20.0	21.1	18.0	16.7	-7.2
Occasional claimants	19.0	20.1	19.1	17.8	17.4	-2.2
Frequent claimants	22.1	23.1	22.1	20.7	20.8	0.8
Canada	19.3	20.7	20.3	18.5	18.0	-2.4

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 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	FY1516	FY1617	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
Newfoundland and Labrador	444	434	447	456	468	+2.6
Prince Edward Island	419	419	426	433	446	+3.1
Nova Scotia	423	422	427	433	447	+3.3
New Brunswick	426	430	437	447	459	+2.9
Quebec	434	440	450	462	478	+3.5
Ontario	445	454	462	477	489	+2.5
Manitoba	438	441	449	456	462	+1.5
Saskatchewan	472	468	471	481	490	+1.9
Alberta	495	493	496	507	512	+1.0
British Columbia	449	451	459	472	488	+3.4
Yukon	494	501	500	519	528	+1.8
Northwest Territories	507	511	527	523	527	+0.7
Nunavut	469	486	514	502	550	+9.6
Gender						
Men	470	474	481	493	507	+2.9
Women	406	412	419	432	444	+2.9
Age						
24 years old and under	419	412	416	433	445	+2.8
25 to 44 years old	458	462	470	481	495	+2.8
45 to 54 years old	449	454	463	475	490	+3.2
55 years old and over	431	435	442	455	468	+2.7
EI claimant category²						
Long-tenured workers	482	489	495	503	515	+2.5
Occasional claimants	428	429	437	452	464	+2.7
Frequent claimants	446	453	464	477	491	+3.1
Canada	446	449	457	469	483	+2.9

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	FY1516	FY1617	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
Newfoundland and Labrador	749.5	822.2	953.6	799.2	759.2	-5.0
Prince Edward Island	162.6	161.2	175.5	160.3	155.5	-3.0
Nova Scotia	603.0	595.5	642.5	595.2	588.6	-1.1
New Brunswick	712.5	703.0	729.6	632.2	680.0	+7.6
Quebec	3,227.0	2,974.1	3,043.3	2,577.5	2,622.2	+1.7
Ontario	3,200.8	3,069.9	3,183.3	2,775.9	3,011.1	+8.5
Manitoba	338.3	352.1	386.2	371.1	370.7	-0.1
Saskatchewan	361.3	450.8	473.3	393.0	405.9	+3.3
Alberta	1,499.9	2,274.7	1,804.8	1,331.3	1,354.1	+1.7
British Columbia	1,219.0	1,217.0	1,193.0	988.5	1,068.7	+8.1
Yukon	18.7	18.8	18.9	16.5	17.0	+2.7
Northwest Territories	20.2	19.3	20.8	21.4	19.5	-8.7
Nunavut	9.4	11.5	15.8	11.7	12.2	+4.0
Gender						
Men	8,253.4	8,612.3	8,359.3	7,072.5	7,348.8	+3.9
Women	3,868.8	4,057.8	4,281.2	3,601.3	3,715.6	+3.2
Age						
24 years old and under	1,153.7	1,158.1	1,076.1	922.7	939.3	+1.8
25 to 44 years old	5,345.2	5,548.9	5,449.7	4,585.2	4,783.1	+4.3
45 to 54 years old	2,844.6	2,921.7	2,876.7	2,335.9	2,342.4	+0.3
55 years old and over	2,778.8	3,041.3	3,238.0	2,830.0	2,999.6	+6.0
EI claimant category²						
Long-tenured workers	3,141.1	3,681.5	3,343.6	2,467.4	2,518.1	+2.1
Occasional claimants	6,118.7	6,220.2	6,272.5	5,505.2	5,746.6	+4.4
Frequent claimants	2,862.3	2,768.4	3,024.4	2,701.2	2,799.7	+3.6
Canada	12,122.2	12,670.1	12,640.5	10,673.8	11,064.4	+3.7

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 2.5.5 – Proportion (%) of Employment Insurance regular benefits' weeks used¹ by weeks of entitlement and regional unemployment rate, FY1920

Regional unemployment rate ²	Weeks of entitlement							Canada ^P
	14 to 19 weeks ^P	20 to 24 weeks ^P	25 to 29 weeks ^P	30 to 34 weeks ^P	35 to 39 weeks ^P	40 to 44 weeks ^P	45 weeks or more ^P	
6.0% and under	82.3	67.2	52.9	46.3	47.2	24.0	0.0	61.0
6.1% ~ 7.0%	82.4	75.7	59.6	55.9	55.6	31.7	0.0	64.7
7.1% ~ 8.0%	85.3	80.5	73.1	59.5	51.6	46.4	28.8	63.4
8.1% ~ 9.0%	81.7	80.0	69.7	57.4	55.6	55.5	24.4	63.2
9.1% ~ 10.0%	0.0	88.0	73.4	63.0	60.9	50.0	89.8	66.2
10.1% ~ 11.0%	0.0	85.4	81.4	69.3	61.5	61.0	52.3	67.8
11.1% ~ 12.0%	0.0	83.2	84.0	77.3	66.1	53.9	45.7	67.8
12.1% ~ 13.0%	0.0	79.5	76.7	73.7	63.1	47.7	33.5	57.8
13.1% and more	0.0	0.0	81.7	84.5	80.3	68.9	52.6	68.5
Canada	82.5	73.0	62.0	59.0	54.9	53.5	49.5	63.7

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

¹ The reported 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.

^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 2.6.1 – Regular benefits (by industry): New claims established

Industry	FY1516	FY1617	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
Goods-producing industries	565,610	484,720	502,080	505,200	523,350	+3.6
Agriculture, forestry, fishing and hunting	57,360	51,910	53,760	52,440	51,240	-2.3
Mining and oil and gas extraction	38,250	24,430	21,340	24,980	24,130	-3.4
Utilities	4,230	3,980	4,150	4,150	4,870	+17.3
Construction	316,290	273,380	288,870	292,720	289,330	-1.2
Manufacturing	149,480	131,020	133,960	130,910	153,780	+17.5
Service-producing industries	821,740	762,630	764,150	764,220	801,070	+4.8
Wholesale trade	48,240	43,600	39,790	38,920	41,670	+7.1
Retail trade	83,500	76,300	79,090	69,330	76,100	+9.8
Transportation and warehousing	67,950	59,470	60,190	62,640	64,460	+2.9
Finance and insurance	15,500	14,080	15,020	12,630	12,480	-1.2
Real estate and rental and leasing	20,220	18,640	17,720	18,270	18,800	+2.9
Professional, scientific and technical services	61,630	54,190	52,690	50,950	55,220	+8.4
Business, building and support services ¹	100,250	88,740	86,380	88,130	85,720	-2.7
Educational services	156,100	153,460	157,110	163,030	170,300	+4.5
Health care and social assistance	47,610	45,740	46,590	45,870	50,050	+9.1
Information, culture and recreation ²	41,320	38,030	39,080	40,250	39,900	-0.9
Accommodation and food services	63,840	60,630	63,840	63,280	72,130	+14.0
Other services (except public administration)	45,900	42,020	40,340	42,010	45,450	+8.2
Public administration	69,680	67,730	66,310	68,910	68,790	-0.2
Unclassified³	43,740	73,780	33,480	23,290	42,660	+83.2
Canada	1,431,090	1,321,130	1,299,710	1,292,710	1,367,080	+5.8

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	FY1516	FY1617	FY1718	FY1819	FY1920 ⁹	Change (%) FY1819 to FY1920
Goods-producing industries	19.3	20.7	20.1	18.3^f	17.9	-2.1
Agriculture, forestry, fishing and hunting	21.6	22.0	22.0	20.7 ^f	20.7	-0.1
Mining and oil and gas extraction	20.8	23.9	26.9	21.4 ^f	20.5	-4.3
Utilities	17.6	18.4	19.3	17.3 ^f	15.3	-11.3
Construction	18.4	19.6	19.3	17.7 ^f	17.3	-2.5
Manufacturing	20.0	21.9	19.8	18.2 ^f	17.8	-1.9
Service-producing industries	19.3	20.5	20.2	18.5^f	18.1	-2.5
Wholesale trade	22.7	23.7	23.9	22.0 ^f	22.1	+0.6
Retail trade	21.9	22.8	22.8	21.4 ^f	20.9	-2.3
Transportation and warehousing	18.9	20.9	20.1	18.4 ^f	18.1	-1.9
Finance and insurance	23.3	24.3	24.3	23.9 ^f	22.3	-6.6
Real estate and rental and leasing	22.0	22.9	24.0	21.1 ^f	20.6	-2.8
Professional, scientific and technical services	20.9	22.7	22.4	19.7 ^f	19.3	-2.2
Business, building and support services ²	21.2	22.0	21.4	19.9 ^f	19.8	-0.4
Educational services	11.9	12.4	12.5	11.8	11.1	-5.5
Health care and social assistance	21.0	22.3	21.4	19.9 ^f	19.4	-2.1
Information, culture and recreation ³	20.0	20.7	20.9	19.1 ^f	19.3	+1.2
Accommodation and food services	22.1	22.7	22.6	20.9 ^f	21.2	+1.1
Other services (except public administration)	20.9	22.4	22.4	20.1 ^f	20.0	-0.6
Public administration	20.1	21.7	22.0	20.3 ^f	19.7	-2.9
Unclassified⁴	19.7	22.8	22.9	21.1^f	19.9	-5.6
Canada	19.3	20.7	20.3	18.5^f	18.0	-2.4

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 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.

^f Revised.

⁹ 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	FY1516	FY1617	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
Goods-producing industries	480	485	493	503	519	+3.1
Agriculture, forestry, fishing and hunting	429	431	441	459	479	+4.4
Mining and oil and gas extraction	522	528	531	541	554	+2.4
Utilities	516	524	532	538	552	+2.5
Construction	498	505	512	521	536	+2.9
Manufacturing	448	453	464	474	494	+4.3
Service-producing industries	425	430	434	447	460	+2.8
Wholesale trade	440	447	449	462	477	+3.3
Retail trade	374	386	386	405	421	+3.9
Transportation and warehousing	425	417	420	431	449	+4.1
Finance and insurance	462	463	481	493	510	+3.4
Real estate and rental and leasing	432	440	449	469	480	+2.5
Professional, scientific and technical services	479	482	488	497	515	+3.8
Business, building and support services ²	419	422	429	447	463	+3.5
Educational services	457	466	473	479	488	+1.9
Health care and social assistance	402	408	414	423	440	+4.1
Information, culture and recreation ³	413	414	418	435	439	+0.8
Accommodation and food services	352	355	359	374	390	+4.1
Other services (except public administration)	416	418	422	439	449	+2.4
Public administration	446	451	460	468	479	+2.4
Unclassified⁴	419	423	427	440	457	+3.8
Canada	446	449	457	469	483	+2.9

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	FY1516	FY1617	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
Goods-producing industries	5,337.1	5,397.7	5,343.6	4,473.4	4,590.7	+2.6
Agriculture, forestry, fishing and hunting	520.4	515.6	578.2	496.8	525.8	+5.8
Mining and oil and gas extraction	445.0	448.8	310.0	274.2	270.0	-1.6
Utilities	39.1	42.2	48.2	36.4	42.2	+15.9
Construction	2,934.7	3,001.5	3,113.4	2,640.3	2,592.1	-1.8
Manufacturing	1,397.9	1,389.6	1,293.7	1,025.7	1,160.7	+13.2
Service-producing industries	6,487.5	6,687.7	6,998.6	5,995.6	6,151.8	+2.6
Wholesale trade	497.1	515.1	492.3	402.6	425.2	+5.6
Retail trade	685.4	712.3	763.4	620.9	610.1	-1.7
Transportation and warehousing	520.5	556.8	533.3	466.0	499.1	+7.1
Finance and insurance	166.5	177.9	193.9	155.0	148.8	-4.0
Real estate and rental and leasing	191.8	208.1	207.3	175.4	174.8	-0.4
Professional, scientific and technical services	630.5	666.4	601.1	479.4	516.5	+7.7
Business, building and support services ²	881.9	876.9	871.4	768.8	768.0	-0.1
Educational services	711.6	695.1	850.0	774.6	823.5	+6.3
Health care and social assistance	371.2	389.6	424.0	349.6	359.2	+2.8
Information, culture and recreation ³	336.2	337.1	377.7	324.7	317.1	-2.3
Accommodation and food services	498.2	496.3	559.9	487.2	489.4	+0.5
Other services (except public administration)	399.4	424.4	421.5	371.7	376.7	+1.4
Public administration	597.3	631.5	702.7	619.7	643.4	+3.8
Unclassified⁴	297.6	584.7	298.4	204.8	321.8	+57.1
Canada	12,122.2	12,670.1	12,640.5	10,673.8	11,064.4	+3.7

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.

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	FY1516	FY1617	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
6.0% and under	218,020	171,350	384,230	411,230	685,050	+66.6
6.1% ~ 7.0%	363,660	363,170	425,580	479,030	284,170	-40.7
7.1% ~ 8.0%	279,030	299,000	134,750	129,350	134,670	+4.1
8.1% ~ 9.0%	216,290	169,290	110,860	40,770	34,970	-14.2
9.1% ~ 10.0%	75,660	65,480	31,660	13,870	9,600	-30.8
10.1% ~ 11.0%	50,430	35,420	7,990	36,950	28,700	-22.3
11.1% ~ 12.0%	16,740	21,420	60,140	49,040	34,790	-29.1
12.1% ~ 13.0%	43,880	35,300	13,420	4,070	23,840	+485.7
13.1% ~ 14.0%	16,910	11,350	28,240	6,980	47,370	+578.7
14.1% ~ 15.0%	23,650	38,190	24,020	17,860	9,010	-49.6
15.1% ~ 16.0%	31,980	25,370	10,270	24,980	14,470	-42.1
16.1% or greater	94,840	85,790	68,550	78,580	60,440	-23.1
Hours of insurable employment from previous employment						
420 to 559	16,070	20,010	18,660	18,220	17,250	-5.3
560 to 699	51,100	56,330	47,490	41,930	35,380	-15.6
700 to 839	91,000	102,770	104,810	102,040	102,240	+0.2
840 to 979	116,610	113,880	110,790	110,600	111,140	+0.5
980 to 1,119	132,800	119,850	114,140	117,460	118,120	+0.6
1,120 to 1,259	131,700	122,760	120,710	122,190	125,460	+2.7
1,260 to 1,399	126,290	113,860	114,510	114,270	119,750	+4.8
1,400 to 1,539	134,580	125,170	125,090	129,220	134,370	+4.0
1,540 to 1,679	115,230	103,540	105,730	106,130	113,360	+6.8
1,680 to 1,819	119,890	103,900	106,150	107,350	118,180	+10.1
1,820 or more	395,820	339,060	331,630	323,300	371,830	+15.0
Canada	1,431,090	1,321,130	1,299,710	1,292,710	1,367,080	+5.8

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	FY1516	FY1617	FY1718	FY1819	FY1920 ^o	Change (%) FY1819 to FY1920
6.0% and under	17.2	19.0	14.8	15.6 ^r	14.9	-4.2
6.1% ~ 7.0%	15.9	18.9	17.5	15.7 ^r	17.7	+12.6
7.1% ~ 8.0%	19.2	18.9	19.9	19.4 ^r	18.3	-5.8
8.1% ~ 9.0%	19.4	19.7	23.4	22.5 ^r	19.7	-12.2
9.1% ~ 10.0%	19.2	21.0	22.7	23.3 ^r	20.7	-11.3
10.1% ~ 11.0%	21.3	22.9	22.5	20.5 ^r	22.5	+9.4
11.1% ~ 12.0%	23.8	24.9	25.8	23.3 ^r	23.0	-1.6
12.1% ~ 13.0%	19.8	24.2	30.2	28.4 ^r	19.9	-30.0
13.1% ~ 14.0%	19.7	24.0	22.5	23.7 ^r	20.9	-11.9
14.1% ~ 15.0%	27.9	26.1	25.9	25.9	25.9	0.0
15.1% ~ 16.0%	26.6	28.6	26.8	25.8 ^r	26.9	+4.2
16.1% or greater	26.4	32.0	33.1	29.8 ^r	27.8	-6.7
Hours of insurable employment from previous employment						
420 to 559	26.6	28.3	28.6	26.2 ^r	26.5	+1.1
560 to 699	20.8	21.6	22.2	20.7 ^r	21.9	+6.1
700 to 839	18.5	19.2	18.7	16.8 ^r	16.7	-0.9
840 to 979	19.2	20.4	19.7	17.9 ^r	17.8	-0.6
980 to 1,119	19.0	20.2	19.7	18.3 ^r	18.1	-0.9
1,120 to 1,259	18.4	19.6	19.3	17.8 ^r	17.5	-1.5
1,260 to 1,399	17.8	19.2	18.5	17.5 ^r	17.2	-1.9
1,400 to 1,539	16.8	17.8	17.2	16.0 ^r	15.6	-2.3
1,540 to 1,679	18.3	19.4	18.9	17.5 ^r	17.0	-2.9
1,680 to 1,819	19.6	21.2	20.4	18.4 ^r	18.1	-1.7
1,820 or more	21.1	22.8	22.7	20.4 ^r	19.4	-5.1
Canada	19.3	20.7	20.3	18.5^r	18.0	-2.4

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 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	FY1516	FY1617	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
6.0% and under	452	454	459	471	482	+2.3
6.1% ~ 7.0%	456	453	454	472	483	+2.3
7.1% ~ 8.0%	439	446	468	466	501	+7.5
8.1% ~ 9.0%	443	451	460	476	470	-1.4
9.1% ~ 10.0%	427	443	462	491	486	-0.9
10.1% ~ 11.0%	447	466	462	474	500	+5.5
11.1% ~ 12.0%	481	449	456	459	478	+4.1
12.1% ~ 13.0%	448	478	461	472	468	-0.9
13.1% ~ 14.0%	442	432	448	457	468	+2.3
14.1% ~ 15.0%	431	429	436	443	480	+8.4
15.1% ~ 16.0%	433	443	442	456	462	+1.4
16.1% or greater	444	433	445	455	466	+2.5
Hours of insurable employment from previous employment						
420 to 559	340	334	333	342	357	+4.2
560 to 699	369	365	370	382	396	+3.6
700 to 839	379	380	377	388	396	+2.2
840 to 979	397	402	405	421	425	+1.0
980 to 1,119	411	417	424	441	448	+1.7
1,120 to 1,259	427	436	445	457	465	+1.8
1,260 to 1,399	446	451	462	473	487	+2.9
1,400 to 1,539	462	472	481	493	503	+2.2
1,540 to 1,679	463	472	482	493	504	+2.3
1,680 to 1,819	471	478	488	498	512	+2.8
1,820 or more	491	499	505	516	529	+2.5
Canada	446	449	457	469	483	+2.9

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	FY1516	FY1617	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
6.0% and under	4,089.6	1,381.8	2,329.3	2,931.4	4,285.2	+46.2
6.1% ~ 7.0%	2,836.0	3,092.1	3,453.9	3,341.8	2,707.0	-19.0
7.1% ~ 8.0%	1,572.8	2,511.9	1,751.9	1,135.3	1,181.7	+4.1
8.1% ~ 9.0%	727.7	2,022.7	1,367.9	599.1	270.0	-54.9
9.1% ~ 10.0%	526.8	539.5	527.8	186.0	129.8	-30.2
10.1% ~ 11.0%	194.9	337.2	275.9	287.9	307.8	+6.9
11.1% ~ 12.0%	294.4	282.4	522.9	590.9	412.7	-30.2
12.1% ~ 13.0%	60.8	460.1	350.0	54.3	202.5	+273.3
13.1% ~ 14.0%	235.3	165.6	275.9	118.5	394.0	+232.3
14.1% ~ 15.0%	378.3	345.7	364.1	232.6	111.3	-52.1
15.1% ~ 16.0%	459.2	295.1	205.9	207.4	262.3	+26.5
16.1% or greater	746.2	1,235.9	1,215.2	988.7	800.1	-19.1
Hours of insurable employment from previous employment						
420 to 559	144.0	175.8	207.5	169.7	169.0	-0.5
560 to 699	380.7	437.8	460.8	351.5	328.5	-6.6
700 to 839	625.3	720.0	812.3	679.4	686.6	+1.1
840 to 979	879.3	917.6	946.5	823.6	841.4	+2.2
980 to 1,119	1,001.5	1,002.1	1,015.7	900.8	929.9	+3.2
1,120 to 1,259	985.0	1,001.8	1,065.4	927.8	960.9	+3.6
1,260 to 1,399	931.2	950.8	999.5	875.9	923.1	+5.4
1,400 to 1,539	976.4	996.0	1,037.2	932.5	973.1	+4.3
1,540 to 1,679	932.8	958.5	973.3	830.0	877.8	+5.8
1,680 to 1,819	1,075.4	1,107.4	1,076.9	915.2	971.6	+6.2
1,820 or more	4,190.5	4,401.8	4,045.4	3,267.2	3,402.6	+4.1
Canada	12,122.2	12,670.1	12,640.5	10,673.8	11,064.4	+3.7

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	FY1516	FY1617	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
Newfoundland and Labrador						
St. John's	12,290	12,510	12,900	11,510	11,070	-3.8
Newfoundland – Labrador	55,590	43,080	49,270	55,170	51,910	-5.9
Prince Edward Island						
Charlottetown ¹	4,070	4,420	3,820	3,730	3,410	-8.6
Prince Edward Island (excluding Charlottetown) ¹	12,720	12,490	12,610	11,810	11,450	-3.0
Nova Scotia						
Eastern Nova Scotia	22,420	22,580	23,760	24,190	22,610	-6.5
Western Nova Scotia	27,000	26,950	27,020	24,810	26,000	+4.8
Halifax	12,600	13,080	13,100	12,800	13,490	+5.4
New Brunswick						
Fredericton-Moncton-Saint-John	20,920	19,800	20,180	19,270	19,540	+1.4
Madawaska-Charlotte	11,240	10,700	10,940	10,840	11,060	+2.0
Restigouche- Albert	39,870	39,620	39,490	38,210	38,120	-0.2
Quebec						
Gaspésie-Île-de-la Madeleine	24,740	24,990	25,180	24,030	23,740	-1.2
Québec	33,750	31,470	32,950	30,760	31,440	+2.2
Trois-Rivières	8,430	7,930	7,820	7,550	8,560	+13.4
South Central Quebec	7,480	7,900	6,820	6,820	8,560	+25.5
Sherbrooke	8,230	7,990	8,000	7,690	8,290	+7.8
Montréal	27,030	26,160	24,880	24,240	27,820	+14.8
Montreal	152,860	146,390	144,110	138,980	145,090	+4.4
Central Quebec	73,830	70,970	71,440	68,910	71,350	+3.5
North Western Quebec	19,850	17,960	17,730	17,610	17,150	-2.6
Lower Saint Lawrence and North Shore	44,610	43,010	40,660	39,620	39,520	-0.3
Hull	10,660	10,430	9,890	9,420	9,710	+3.1
Chicoutimi-Jonquière	10,730	10,260	9,600	8,870	9,230	+4.1
Ontario						
Ottawa	21,210	19,470	19,340	19,130	19,290	+0.8
Eastern Ontario	20,220	18,910	18,670	17,530	16,420	-6.3
Kingston	3,120	3,530	3,110	3,530	4,280	+21.2
Central Ontario	44,200	42,800	41,030	39,720	43,440	+9.4
Oshawa	12,280	12,270	12,690	10,470	12,460	+19.0
Toronto	141,370	132,690	131,950	129,050	139,560	+8.1
Hamilton	19,400	19,210	18,630	18,330	19,990	+9.1
St. Catharines	15,240	14,710	14,310	14,030	15,560	+10.9
London	12,300	12,710	13,770	11,870	14,680	+23.7
Niagara	12,760	12,160	11,600	11,150	12,850	+15.2
Windsor	9,340	8,360	14,490	16,180	16,550	+2.3
Kitchener	13,340	13,360	13,570	13,240	14,710	+11.1
Huron	12,940	13,970	13,360	12,560	13,380	+6.5
South Central Ontario	11,890	11,480	13,110	12,130	14,840	+22.3
Sudbury	6,550	4,560	4,990	5,180	5,710	+10.2
Thunder Bay	4,990	4,250	4,460	4,130	4,240	+2.7
Northern Ontario	29,680	22,370	24,050	25,390	25,990	+2.4

(continued)

Annex 2.8.1 (continued)

El economic region	FY1516	FY1617	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
Manitoba						
Winnipeg	22,270	21,380	21,920	22,750	23,040	+1.3
Southern Manitoba	11,550	10,960	11,180	11,140	11,390	+2.2
Northern Manitoba	7,990	6,970	7,130	8,720	8,470	-2.9
Saskatchewan						
Regina	5,700	6,270	6,330	6,460	6,570	+1.7
Saskatoon	9,730	9,210	8,640	9,080	10,760	+18.5
Southern Saskatchewan	10,590	8,320	8,710	9,380	10,210	+8.8
Northern Saskatchewan	13,560	10,290	11,510	12,650	13,260	+4.8
Alberta						
Calgary	52,480	43,150	35,620	37,950	42,350	+11.6
Edmonton	57,060	47,150	42,230	47,140	51,080	+8.4
Northern Alberta	16,090	18,750	9,880	12,220	12,590	+3.0
Southern Alberta	42,170	32,090	24,670	29,780	34,520	+15.9
British Columbia						
Southern Interior British Columbia	32,740	25,790	25,520	29,410	31,230	+6.2
Abbotsford	7,390	7,160	6,690	5,830	6,290	+7.9
Vancouver	54,580	49,110	47,730	43,640	51,220	+17.4
Victoria	7,920	6,650	6,710	6,480	7,390	+14.0
Southern Coastal British Columbia	22,350	20,390	19,220	19,010	21,490	+13.0
Northern British Columbia	21,100	15,730	16,540	16,490	18,180	+10.2
Territories						
Whitehorse ¹	1,070	950	820	920	930	+1.1
Yukon (excluding Whitehorse) ¹	770	800	790	720	750	+4.2
Yellowknife ¹	410	510	520	430	470	+9.3
Northwest Territories (excluding Yellowknife) ¹	1,140	1,230	1,240	1,150	1,050	-8.7
Iqaluit ¹	110	110	170	130	140	+7.7
Nunavut (excluding Iqaluit) ¹	570	660	640	770	630	-18.2
Canada	1,431,090	1,321,130	1,299,710	1,292,710	1,367,080	+5.8

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	FY1516	FY1617	FY1718	FY1819	FY1920 ^a	Change (%) FY1819 to FY1920
Newfoundland and Labrador						
St. John's	18.7	19.2	20.9	20.8 ^f	20.2	-2.5
Newfoundland – Labrador	27.6	35.4	35.7	30.4 ^f	28.4	-6.4
Prince Edward Island						
Prince Edward Island ²	25.3	n/a	n/a	n/a	n/a	n/a
Charlottetown ²	19.6	19.4	19.1	17.5 ^f	18.2	+4.1
Prince Edward Island (excluding Charlottetown) ²	23.9	24.7	24.5	23.7 ^f	23.4	-1.2
Nova Scotia						
Eastern Nova Scotia	27.4	26.8	26.4	26.1 ^f	26.6	+2.0
Western Nova Scotia	23.0	22.0	21.4	20.1 ^f	19.5	-3.1
Halifax	18.9	19.8	19.0	18.5 ^f	18.4	-0.5
New Brunswick						
Fredericton-Moncton-Saint-John	20.4	19.9	18.7	17.5 ^f	17.9	+2.2
Madawaska-Charlotte	21.4	20.6	19.1	18.7 ^f	19.9	+6.6
Restigouche- Albert	26.5	26.4	25.1	22.5 ^f	23.3	+3.8
Quebec						
Gaspésie-Île-de-la Madeleine	26.0	25.4	25.2	23.8 ^f	24.5	+2.9
Québec	15.9	15.3	14.2	13.5 ^f	13.4	-0.3
Trois-Rivières	17.4	16.2	15.4	15.0 ^f	14.6	-2.3
South Central Quebec	14.8	13.8	13.0	12.8 ^f	12.3	-4.1
Sherbrooke	17.1	16.2	14.4	14.3 ^f	13.0	-8.8
Montréal	16.9	16.4	15.4	14.2 ^f	13.9	-2.0
Montreal	19.0	18.9	17.0	15.7 ^f	15.5	-1.4
Central Quebec	17.4	16.5	15.7	14.6 ^f	15.0	+2.6
North Western Quebec	20.1	18.8	17.4	16.5 ^f	16.5	+0.1
Lower Saint Lawrence and North Shore	19.3	19.1	17.3	15.4 ^f	16.5	+7.5
Hull	18.0	17.4	16.2	14.3 ^f	14.8	+3.3
Chicoutimi-Jonquière	19.2	18.1	16.8	14.8 ^f	14.9	+0.7
Ontario						
Ottawa	17.1	17.4	16.3	15.7 ^f	15.4	-1.6
Eastern Ontario	17.8	18.4	16.9	16.4 ^f	16.2	-1.3
Kingston	18.1	17.2	15.8	16.0 ^f	16.0	+0.3
Central Ontario	16.9	17.5	16.7	16.2 ^f	16.3	+0.5
Oshawa	15.5	17.6	15.6	15.3 ^f	15.5	+1.7
Toronto	19.6	19.1	18.1	17.2 ^f	17.7	+2.6
Hamilton	16.9	16.4	16.3	15.6 ^f	16.0	+2.8
St. Catharines	17.5	17.4	16.7	15.9 ^f	16.3	+2.1
London	18.2	16.5	16.6	16.0 ^f	15.9	-0.6
Niagara	18.2	18.3	16.9	16.3 ^f	17.0	+3.9
Windsor	16.6	19.2	11.1	14.2 ^f	13.6	-4.5
Kitchener	17.0	16.7	15.8	15.9 ^f	16.4	+3.0
Huron	17.1	17.1	15.6	15.7 ^f	15.1	-3.9
South Central Ontario	16.2	16.4	14.2	15.1 ^f	15.3	+1.7
Sudbury	17.3	25.0	24.6	18.0 ^f	16.5	-8.3
Thunder Bay	16.0	15.9	15.6	16.1 ^f	15.6	-3.0
Northern Ontario	21.7	28.7	28.1	23.4 ^f	21.4	-8.5

(continued)

Annex 2.8.2 (continued)

El economic region	FY1516	FY1617	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
Manitoba						
Winnipeg	16.9	17.0	16.6	16.1 ^f	16.3	+1.5
Southern Manitoba	15.8	16.7	16.4	16.1 ^f	16.8	+4.6
Northern Manitoba	24.4	30.5	31.7	28.2 ^f	26.5	-5.7
Saskatchewan						
Regina	14.9	16.4	16.8	16.0 ^f	16.6	+4.2
Saskatoon	16.0	22.6	24.5	20.5 ^f	17.8	-13.1
Southern Saskatchewan	16.4	24.0	25.9	21.0 ^f	18.4	-12.7
Northern Saskatchewan	23.2	31.6	33.2	28.4 ^f	25.7	-9.8
Alberta						
Calgary	17.5	26.4	29.8	23.0 ^f	20.0	-13.2
Edmonton	16.8	24.0	26.3	20.5 ^f	18.7	-8.9
Northern Alberta	19.8	21.7	31.7	24.3 ^f	22.5	-7.1
Southern Alberta	17.3	24.4	28.6	20.5 ^f	18.5	-9.6
British Columbia						
Southern Interior British Columbia	18.4	24.2	24.8	20.5 ^f	17.5	-14.3
Abbotsford	17.3	16.9	16.9	15.8 ^f	15.4	-2.1
Vancouver	17.7	17.4	16.9	16.2 ^f	16.2	+0.2
Victoria	17.3	18.1	15.9	15.2 ^f	15.9	+4.5
Southern Coastal British Columbia	19.1	18.9	17.6	16.2 ^f	16.8	+3.7
Northern British Columbia	20.6	26.3	24.7	21.7 ^f	19.3	-10.8
Territories						
Yukon ²	29.6	n/a	n/a	n/a	n/a	n/a
Whitehorse ²	16.7	21.9	23.2	19.4 ^f	17.8	-8.6
Yukon (excluding Whitehorse) ²	20.4	19.9	19.8	20.7 ^f	21.2	+2.2
Northwest Territories ²	35.0	n/a	n/a	n/a	n/a	n/a
Yellowknife ²	17.6	14.7	16.2	18.0	18.6	+2.9
Northwest Territories (excluding Yellowknife) ²	25.0	24.6	24.5	24.5	24.5	+0.1
Nunavut ²	34.7	n/a	n/a	n/a	n/a	n/a
Iqaluit ²	17.6	16.8	22.6	20.1 ^f	22.0	+9.7
Nunavut (excluding Iqaluit) ²	25.5	34.3	34.9	29.7 ^f	29.1	-2.0
Canada	19.3	20.7	20.3	18.5^f	18.0	-2.4

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 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	FY1516	FY1617	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
Newfoundland and Labrador						
St. John's	460	468	466	470	477	+1.4
Newfoundland – Labrador	440	424	442	453	466	+2.9
Prince Edward Island						
Charlottetown ²	416	399	406	418	423	+1.3
Prince Edward Island (excluding Charlottetown) ²	421	426	432	438	453	+3.6
Nova Scotia						
Eastern Nova Scotia	434	433	440	443	459	+3.7
Western Nova Scotia	411	411	414	423	434	+2.5
Halifax	428	424	429	432	452	+4.7
New Brunswick						
Fredericton-Moncton-Saint-John	418	422	432	442	453	+2.4
Madawaska-Charlotte	413	413	424	430	440	+2.2
Restigouche- Albert	433	438	443	453	468	+3.4
Quebec						
Gaspésie-Île-de-la Madeleine	437	442	451	460	478	+3.8
Québec	445	452	467	481	493	+2.6
Trois-Rivières	424	429	446	454	476	+4.9
South Central Quebec	441	444	458	465	484	+4.2
Sherbrooke	426	440	447	463	483	+4.3
Montréal	430	439	448	464	477	+2.8
Montreal	432	438	448	459	477	+3.9
Central Quebec	427	434	445	456	473	+3.8
North Western Quebec	440	447	453	470	480	+2.1
Lower Saint Lawrence and North Shore	439	441	452	462	476	+3.0
Hull	445	457	463	477	485	+1.7
Chicoutimi-Jonquière	432	434	446	458	473	+3.4
Ontario						
Ottawa	453	460	464	476	485	+1.8
Eastern Ontario	435	443	440	462	476	+2.8
Kingston	429	438	443	466	468	+0.5
Central Ontario	437	449	452	465	481	+3.3
Oshawa	456	472	483	493	497	+0.8
Toronto	447	458	467	482	493	+2.3
Hamilton	452	460	468	483	494	+2.4
St. Catharines	417	434	440	456	471	+3.1
London	427	441	455	464	484	+4.2
Niagara	439	447	457	473	486	+2.7
Windsor	440	440	481	496	506	+2.1
Kitchener	452	463	464	483	495	+2.6
Huron	445	451	458	474	483	+1.8
South Central Ontario	445	460	468	481	496	+3.0
Sudbury	457	458	466	489	504	+3.0
Thunder Bay	463	476	485	494	514	+4.1
Northern Ontario	452	444	455	472	483	+2.3

(continued)

Annex 2.8.3 (continued)

El economic region	FY1516	FY1617	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
Manitoba						
Winnipeg	441	451	456	461	472	+2.4
Southern Manitoba	438	435	443	451	461	+2.1
Northern Manitoba	431	421	435	448	439	-1.9
Saskatchewan						
Regina	473	490	487	501	506	+1.0
Saskatoon	474	476	478	491	495	+0.9
Southern Saskatchewan	469	461	472	474	489	+3.1
Northern Saskatchewan	472	453	457	468	479	+2.3
Alberta						
Calgary	493	490	493	502	506	+0.8
Edmonton	499	500	505	514	519	+1.0
Northern Alberta	499	500	498	511	515	+0.9
Southern Alberta	490	481	485	499	507	+1.7
British Columbia						
Southern Interior British Columbia	459	448	463	471	485	+3.0
Abbotsford	383	398	395	416	440	+5.8
Vancouver	438	453	460	473	488	+3.2
Victoria	454	459	461	486	494	+1.6
Southern Coastal British Columbia	457	456	459	470	490	+4.3
Northern British Columbia	474	461	474	487	504	+3.4
Territories						
Whitehorse ²	491	510	496	521	530	+1.8
Yukon (excluding Whitehorse) ²	499	491	504	516	525	+1.7
Yellowknife ²	506	508	533	537	538	+0.1
Northwest Territories (excluding Yellowknife) ²	507	513	525	518	522	+0.7
Iqaluit ²	496	526	523	546	563	+3.1
Nunavut (excluding Iqaluit) ²	464	480	512	494	547	+10.6
Canada	446	449	457	469	483	+2.9

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.

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	FY1516 ²	FY1617	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
Newfoundland and Labrador						
St. John's	98.6	116.3	139.1	112.8	100.5	-10.9
Newfoundland – Labrador	650.9	705.9	814.5	686.4	658.7	-4.0
Prince Edward Island						
Prince Edward Island ²	8.5	n/a	n/a	n/a	n/a	n/a
Charlottetown ²	33.4	34.1	32.3	29.2	29.0	-0.5
Prince Edward Island (excluding Charlottetown) ²	120.6	127.1	143.2	131.2	126.4	-3.6
Nova Scotia						
Eastern Nova Scotia	256.1	257.9	283.4	276.5	272.4	-1.5
Western Nova Scotia	241.1	231.8	244.9	212.1	208.5	-1.7
Halifax	105.8	105.8	114.2	106.5	107.7	+1.1
New Brunswick						
Fredericton-Moncton-Saint-John	176.3	170.1	172.9	151.5	160.0	+5.6
Madawaska-Charlotte	96.5	87.9	93.0	88.5	97.8	+10.5
Restigouche- Albert	439.7	445.0	463.6	392.1	422.1	+7.7
Quebec						
Gaspésie-Île-de-la Madeleine	266.8	264.2	295.6	252.0	265.2	+5.2
Québec	222.0	198.3	211.6	183.7	181.2	-1.3
Trois-Rivières	57.5	48.6	53.3	47.0	50.0	+6.3
South Central Quebec	47.0	42.7	40.7	35.4	39.4	+11.5
Sherbrooke	57.4	50.6	50.5	46.3	46.5	+0.4
Montréal	186.3	174.3	173.2	146.6	153.9	+5.0
Montreal	1,195.6	1,124.4	1,116.9	939.7	935.2	-0.5
Central Quebec	508.2	449.4	499.2	420.7	431.8	+2.6
North Western Quebec	164.2	146.7	141.6	126.7	128.0	+1.0
Lower Saint Lawrence and North Shore	354.2	327.0	318.4	262.6	272.7	+3.8
Hull	81.2	76.5	74.7	60.8	63.0	+3.6
Chicoutimi-Jonquière	86.5	71.4	67.6	56.0	55.2	-1.4
Ontario						
Ottawa	165.8	151.8	152.4	140.9	138.8	-1.5
Eastern Ontario	160.2	146.6	145.7	130.1	125.8	-3.3
Kingston	24.1	23.9	24.2	23.6	32.7	+38.7
Central Ontario	320.9	313.5	333.7	292.5	316.9	+8.4
Oshawa	93.6	91.1	101.9	78.4	88.3	+12.7
Toronto	1,230.7	1,148.5	1,177.8	1,035.5	1,131.2	+9.2
Hamilton	145.9	143.5	150.2	137.9	138.0	+0.1
St. Catharines	106.7	106.7	108.2	92.2	103.5	+12.3
London	92.6	88.3	107.3	89.3	94.6	+5.9
Niagara	103.8	93.9	94.4	85.4	94.5	+10.7
Windsor	98.6	62.5	77.6	78.2	103.1	+31.8
Kitchener	104.5	101.6	108.2	97.4	115.0	+18.0
Huron	98.6	101.2	99.3	85.1	88.3	+3.7
South Central Ontario	86.7	84.1	91.6	85.8	99.5	+15.9
Sudbury	50.9	64.6	55.2	41.4	47.0	+13.6
Thunder Bay	36.0	33.4	35.1	32.3	31.6	-2.0
Northern Ontario	281.4	314.4	320.6	250.0	262.2	+4.9

(continued)

Annex 2.8.4 (continued)

El economic region	FY1516 ²	FY1617	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
Manitoba						
Winnipeg	171.9	169.3	182.0	177.9	179.3	+0.8
Southern Manitoba	82.9	88.6	91.2	88.1	91.9	+4.3
Northern Manitoba	83.6	94.2	113.0	105.1	99.5	-5.4
Saskatchewan						
Regina	43.8	52.3	61.8	52.0	54.2	+4.2
Saskatoon	82.1	109.4	117.1	89.0	93.0	+4.5
Southern Saskatchewan	87.9	115.4	115.4	88.0	96.0	+9.0
Northern Saskatchewan	147.5	173.7	179.1	164.0	162.7	-0.8
Alberta						
Calgary	486.3	747.9	613.1	415.8	413.3	-0.6
Edmonton	489.2	730.6	632.7	495.0	471.0	-4.9
Northern Alberta	157.5	253.3	176.4	139.9	146.8	+5.0
Southern Alberta	366.9	542.9	382.6	280.6	322.9	+15.1
British Columbia						
Southern Interior British Columbia	273.0	318.5	310.0	258.7	254.2	-1.8
Abbotsford	49.3	48.7	48.9	39.4	41.5	+5.2
Vancouver	436.5	391.0	403.4	342.3	379.1	+10.7
Victoria	64.6	56.4	53.8	49.9	56.4	+12.9
Southern Coastal British Columbia	193.8	173.2	165.0	140.6	164.6	+17.0
Northern British Columbia	201.8	229.2	211.9	157.6	173.1	+9.8
Territories						
Yukon ²	1.8	n/a	n/a	n/a	n/a	n/a
Whitehorse ²	9.2	10.8	10.9	8.9	9.2	+3.9
Yukon (excluding Whitehorse) ²	7.7	8.0	8.0	7.6	7.8	+1.3
Northwest Territories ²	2.6	n/a	n/a	n/a	n/a	n/a
Yellowknife ²	3.8	4.3	4.3	5.2	5.1	-0.6
Northwest Territories (excluding Yellowknife) ²	13.8	15.0	16.4	16.2	14.4	-11.3
Nunavut ²	0.7	n/a	n/a	n/a	n/a	n/a
Iqaluit ²	0.7	1.3	2.0	1.3	1.5	+14.6
Nunavut (excluding Iqaluit) ²	8.0	10.2	13.8	10.4	10.6	+2.7
Canada	12,122.2	12,670.1	12,640.5	10,673.8	11,064.4	+3.7

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	FY1516	FY1617	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
Newfoundland and Labrador	32,470	17,130	14,630	21,170	28,100	+32.7
Prince Edward Island	8,590	8,430	8,340	8,120	7,710	-5.0
Nova Scotia	24,970	24,630	25,340	24,640	24,710	+0.3
New Brunswick	34,910	33,620	33,890	33,650	32,990	-2.0
Quebec	159,380	156,020	157,360	153,030	150,240	-1.8
Ontario	98,420	92,340	96,070	99,060	102,940	+3.9
Manitoba	11,090	9,970	10,320	11,720	12,360	+5.5
Saskatchewan	8,240	4,800	3,790	6,010	8,480	+41.1
Alberta	15,280	8,650	7,690	11,980	17,760	+48.2
British Columbia	31,500	24,410	22,960	25,220	27,390	+8.6
Yukon	560	420	430	400	420	+5.0
Northwest Territories	230	220	260	250	220	-12.0
Nunavut	50	40	30	30	50	+66.7
Gender						
Men	266,130	232,770	235,580	245,400	255,940	+4.3
Women	159,560	147,910	145,530	149,880	157,430	+5.0
Age						
24 years old and under	10,470	8,130	7,930	7,630	7,960	+4.3
25 to 44 years old	156,900	142,730	144,000	149,160	153,940	+3.2
45 to 54 years old	119,340	103,330	98,730	99,610	103,210	+3.6
55 years old and over	138,980	126,490	130,450	138,880	148,260	+6.8
Canada	425,690	380,680	381,110	395,280	413,370	+4.6

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	FY1516	FY1617	FY1718	FY1819	FY1920 ^o	Change (%) FY1819 to FY1920
Newfoundland and Labrador	26.7	34.5	33.1	27.5 ^r	27.3	-0.8
Prince Edward Island	23.5	23.9	23.8	23.3 ^r	24.2	+3.6
Nova Scotia	23.6	22.9	22.6	22.4 ^r	22.5	+0.3
New Brunswick	24.6	24.1	23.3	21.0 ^r	22.4	+6.3
Quebec	17.1	16.6	15.7	14.4 ^r	15.0	+3.8
Ontario	14.0	14.8	14.0	13.3 ^r	13.7	+2.7
Manitoba	15.2	16.1	15.8	14.6 ^r	15.7	+7.3
Saskatchewan	16.6	24.7	22.7	19.1 ^r	17.8	-6.8
Alberta	14.2	21.8	22.7	18.0 ^r	16.4	-8.6
British Columbia	15.0	17.3	17.1	14.9 ^r	14.4	-2.9
Yukon	19.9	19.4	20.5	20.0 ^r	20.6	+2.9
Northwest Territories	24.1	24.5	21.4	23.3 ^r	21.9	-6.3
Nunavut	26.7	38.0	30.3	37.8	15.8	-58.1
Gender						
Men	19.0	19.9	18.7	17.0 ^r	17.7	+4.2
Women	16.1	17.2	16.5	14.8 ^r	15.0	+1.1
Age						
24 years old and under	18.1	18.7	18.1	16.8 ^r	17.1	+1.5
25 to 44 years old	17.0	17.5	16.7	15.1 ^r	15.6	+3.2
45 to 54 years old	17.7	18.7	17.8	16.0 ^r	16.2	+1.1
55 years old and over	19.1	20.7	19.3	17.4 ^r	18.1	+3.9
Canada	17.9	18.9	17.9	16.2^r	16.7	+3.1

Note: Percentage change is based on unrounded numbers. Includes all claims for which at least \$1 of EI benefits was paid. Includes all claims for which at least \$1 of EI regular benefits was paid. Based on completed claims which include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

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.

^o 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	FY1516	FY1617	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
Newfoundland and Labrador	452	428	439	466	487	+4.4
Prince Edward Island	431	443	452	454	470	+3.7
Nova Scotia	433	440	450	455	470	+3.4
New Brunswick	440	453	465	474	487	+2.9
Quebec	456	466	475	486	502	+3.2
Ontario	466	478	486	498	511	+2.6
Manitoba	442	452	465	474	480	+1.1
Saskatchewan	465	457	487	490	501	+2.2
Alberta	488	485	505	515	524	+1.7
British Columbia	445	444	451	470	485	+3.2
Yukon	514	517	524	544	547	+0.7
Northwest Territories	517	515	536	539	560	+3.8
Nunavut	507	484	466	494	510	+3.3
Gender						
Men	481	487	495	506	521	+3.0
Women	413	423	436	448	462	+3.1
Age						
24 years old and under	478	479	490	502	513	+2.1
25 to 44 years old	475	484	495	504	519	+2.9
45 to 54 years old	454	462	473	486	501	+3.1
55 years old and over	432	437	447	460	476	+3.4
Canada	455	462	473	484	499	+3.0

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	FY1516	FY1617	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
Newfoundland and Labrador	365.8	359.0	240.3	206.0	308.2	+49.6
Prince Edward Island	82.6	80.4	92.9	83.5	83.4	-0.2
Nova Scotia	238.1	230.3	259.4	238.8	247.4	+3.6
New Brunswick	352.2	343.6	363.1	319.8	340.5	+6.5
Quebec	1,126.7	1,041.2	1,128.0	963.9	995.7	+3.3
Ontario	606.0	585.9	638.4	599.3	646.9	+8.0
Manitoba	70.9 ^r	68.6 ^r	76.5	78.0	88.0	+12.9
Saskatchewan	63.9	59.9	49.2	49.2	67.6	+37.4
Alberta	99.9	111.7	97.8	96.6	134.8	+39.5
British Columbia	191.4	188.5	175.0	156.2	175.2	+12.2
Yukon	4.8	4.7	4.6	4.3	4.5	+4.8
Northwest Territories	2.8	2.6	2.9	3.4	2.6	-21.5
Nunavut	0.5	0.8	0.6	0.6	0.4	-32.4
Gender						
Men	2,311.1	2,214.8	2,176.0	1,964.5	2,173.4	+10.6
Women	894.5	862.4	952.9	834.9	921.7	+10.4
Age						
24 years old and under	87.3	76.4	71.9	61.5	64.9	+5.6
25 to 44 years old	1,157.1	1,108.0	1,147.8	1,030.4	1,121.2	+8.8
45 to 54 years old	884.9	826.8	808.3	696.3	745.5	+7.1
55 years old and over	1,076.3	1,066.0	1,100.9	1,011.2	1,163.5	+15.1
Canada	3,205.6	3,077.2	3,128.9	2,799.4	3,095.1	+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 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 2.10.1 – Fishing benefits: New claims established

Province or territory	FY1516	FY1617	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
Newfoundland and Labrador	11,469	11,819	12,278	12,682	13,041	+2.8
Prince Edward Island	2,981	3,108	3,258	3,278	3,236	-1.3
Nova Scotia	5,327	5,448	5,633	5,701	5,750	+0.9
New Brunswick	2,977	3,066	3,310	3,203	3,244	+1.3
Quebec	1,409	1,425	1,412	1,408	1,372	-2.6
British Columbia	2,940	2,919	2,942	2,843	2,424	-14.7
Other provinces and territories	1,168	1,149	1,222	1,252	1,318	+5.3
Gender						
Men	23,121	23,502	24,015	24,319	24,203	-0.5
Women	5,150	5,432	6,040	6,048	6,182	+2.2
Age						
24 years old and under	1,380	1,460	1,564	1,535	1,593	+3.8
25 to 44 years old	8,327	8,335	8,683	8,556	8,428	-1.5
45 to 54 years old	8,184	8,171	8,217	8,095	7,901	-2.4
55 years old and over	10,380	10,968	11,591	12,181	12,463	+2.3
Canada	28,271	28,934	30,055	30,367	30,385	+0.1

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	FY1516	FY1617	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
Newfoundland and Labrador	20.7	21.2	19.5	19.1	21.1	+10.4
Prince Edward Island	19.7	19.7	19.1	18.8	19.9	+5.9
Nova Scotia	19.8	20.0	19.8	19.8	20.1	+1.9
New Brunswick	19.4	19.8	19.6	19.1	20.2	+5.4
Quebec	18.6	20.0	17.1	17.1	18.7	+9.3
British Columbia	22.9	23.0	23.1	23.3	23.3	0.0
Other provinces and territories	22.3	22.5	23.2	23.0	23.2	+0.6
Gender						
Men	20.1	20.5	19.5	19.3	20.5	+6.3
Women	22.0	22.3	21.5	21.2	22.2	+4.7
Age						
24 years old and under	20.3	20.3	20.4	20.1	20.8	+3.5
25 to 44 years old	20.2	20.5	20.2	20.1	21.1	+4.9
45 to 54 years old	20.2	20.5	19.3	19.0	20.4	+7.7
55 years old and over	21.0	21.3	20.0	19.8	20.9	+6.0
Canada	20.5	20.8	19.9	19.7	20.8	+6.0

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	FY1516	FY1617	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
Newfoundland and Labrador	497	506	515	517	533	+3.0
Prince Edward Island	511	527	532	528	545	+3.3
Nova Scotia	506	519	521	521	538	+3.2
New Brunswick	511	519	521	529	546	+3.2
Quebec	513	525	532	538	551	+2.5
British Columbia	444	457	449	475	466	-1.9
Other provinces and territories	431	426	430	444	446	+0.5
Gender						
Men	497	508	513	518	532	+2.6
Women	480	489	494	499	515	+3.2
Age						
24 years old and under	475	481	483	493	511	+3.6
25 to 44 years old	494	503	507	512	526	+2.7
45 to 54 years old	500	511	517	522	536	+2.7
55 years old and over	493	504	510	514	527	+2.7
Canada	494	505	510	514	528	+2.7

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	FY1516	FY1617	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
Newfoundland and Labrador	108.1	111.4	121.4	118.4	126.5	+6.8
Prince Edward Island	26.2	28.4	29.5	29.1	30.0	+3.0
Nova Scotia	53.0	57.2	59.8	59.9	59.2	-1.2
New Brunswick	29.3	31.1	34.7	34.1	36.5	+7.0
Quebec	12.5	12.0	11.2	12.0	11.6	-2.7
British Columbia	31.3	29.9	30.4	29.8	26.1	-12.3
Other provinces and territories	11.8	12.9	13.3	14.5	13.2	-8.7
Gender						
Men	223.9	229.5	241.0	238.9	242.9	+1.7
Women	48.4	53.4	59.2	58.8	60.2	+2.3
Age						
24 years old and under	11.6	14.0	14.8	16.4	16.9	+2.8
25 to 44 years old	78.6	82.1	90.1	89.9	88.5	-1.5
45 to 54 years old	81.4	79.9	82.0	78.4	75.3	-4.0
55 years old and over	100.7	106.9	113.3	113.0	122.4	+8.4
Canada	272.3	282.9	300.2	297.7	303.1	+1.8

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	FY1516	FY1617	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
Newfoundland and Labrador	12,490	12,080	13,040	13,230	12,940	-2.2
Prince Edward Island	6,610	6,850	6,860	6,680	6,950	+4.0
Nova Scotia	23,830	24,110	25,890	26,430	27,090	+2.5
New Brunswick	26,980	28,480	33,000	33,590	33,970	+1.1
Quebec	112,690	120,900	133,050	136,230	135,310	-0.7
Ontario	192,110	198,760	204,730	207,380	214,170	+3.3
Manitoba	20,230	19,100	20,910	20,680	21,340	+3.2
Saskatchewan	16,230	15,380	16,420	17,310	17,070	-1.4
Alberta	62,330	58,820	58,960	62,920	66,100	+5.1
British Columbia	75,380	77,130	82,320	80,150	82,590	+3.0
Yukon	740	710	710	670	770	+14.9
Northwest Territories	720	640	710	750	580	-22.7
Nunavut	470	420	490	520	390	-25.0
Gender						
Men	188,700	195,280	212,700	220,000	237,370	+7.9
Women	362,110	368,100	384,390	386,540	381,900	-1.2
Age						
24 years old and under	41,940	41,340	42,020	42,050	40,890	-2.8
25 to 44 years old	317,170	321,680	337,320	342,800	358,740	+4.6
45 to 54 years old	93,420	94,840	100,990	99,400	95,000	-4.4
55 years old and over	98,280	105,520	116,760	122,290	124,640	+1.9
Employment status						
Employees	550,250	562,660	596,310	605,930	618,400	+2.1
Self-employed persons	560	720	780	610	870	+42.6
Canada	550,810	563,380	597,090	606,540	619,270	+2.1

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	FY1516	FY1617	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
Newfoundland and Labrador	422	436	437	450	462	+2.6
Prince Edward Island	407	424	429	438	456	+4.1
Nova Scotia	409	416	425	431	449	+3.9
New Brunswick	419	421	433	438	459	+4.7
Quebec	398	406	416	427	445	+4.4
Ontario	430	441	449	462	477	+3.4
Manitoba	424	432	432	443	459	+3.7
Saskatchewan	442	453	456	461	477	+3.4
Alberta	454	460	467	477	495	+3.9
British Columbia	422	434	443	454	477	+5.0
Yukon	475	494	503	511	519	+1.7
Northwest Territories	503	508	508	513	526	+2.7
Nunavut	472	482	487	499	538	+7.7
Gender						
Men	454	462	470	481	500	+3.8
Women	408	416	423	432	448	+3.8
Age						
24 years old and under	343	346	353	375	389	+3.8
25 to 44 years old	441	450	457	466	485	+4.1
45 to 54 years old	423	430	441	452	470	+4.1
55 years old and over	403	414	423	434	449	+3.4
Employment status						
Employees	424	432	440	450	468	+4.0
Self-employed persons	329	337	331	329	356	+8.1
Canada	423	432	440	450	468	+4.0

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	FY1516	FY1617	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
Newfoundland and Labrador	101.3	106.6	110.8	106.6 ^r	107.1	+0.5
Prince Edward Island	39.5	41.2	43.3	42.3	40.8	-3.7
Nova Scotia	177.1	188.0	190.3	192.3 ^r	204.2	+6.2
New Brunswick	162.7	185.1	190.8	205.2	209.3	+2.0
Quebec	407.8	442.0	506.0	528.2 ^r	574.5	+8.8
Ontario	2,281.4	2,379.7	2,487.0 ^r	2,502.0 ^r	2,678.5	+7.1
Manitoba	224.6 ^r	224.4	237.2	239.9 ^r	249.5	+4.0
Saskatchewan	208.5 ^r	218.8	226.7	233.9 ^r	232.6	-0.6
Alberta	848.9 ^r	863.2	852.1	848.6 ^r	914.9	+7.8
British Columbia	779.7	817.9 ^r	869.8	870.3 ^r	913.2	+4.9
Territories	21.0	23.5	25.7	26.5	25.5	-3.6
Unknown*	0.1	0.1	0.2	0.4	n/a	n/a
Gender						
Men	909.2	1,001.3	1,077.6	1,127.2 ^r	1,236.3	+9.7
Women	4,343.4	4,489.1	4,662.2 ^r	4,669.0 ^r	4,913.8	+5.2
Age						
24 years old and under	357.1	348.5	353.0	347.1	346.1	-0.3
25 to 44 years old	4,076.6	4,240.3	4,391.3 ^r	4,407.5 ^r	4,694.4	+6.5
45 to 54 years old	405.4	438.5	475.1	485.9 ^r	498.5	+2.6
55 years old and over	413.5	463.2	520.3	555.7 ^r	611.2	+10.0
Employment status						
Employees	5,244.7	5,482.7 ^r	5,729.9 ^r	5,787.0 ^r	6,140.1	+6.1
Self-employed persons	7.9	7.7	9.9	9.2	10.0	+8.8
Canada	5,252.5	5,490.5	5,739.8^r	5,796.2^r	6,150.1	+6.1

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.

^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 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	FY1516	FY1617	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
Newfoundland and Labrador						
St. John's	4,440	4,570	5,080	4,660	4,620	-0.9
Newfoundland - Labrador	8,050	7,510	7,960	8,570	8,230	-2.9
Prince Edward Island						
Prince Edward Island ²	n/a	n/a	n/a	n/a	n/a	n/a
Charlottetown	1,830	2,130	1,990	1,940	1,670	-13.9
Prince Edward Island (excl. Charlottetown)	4,780	4,720	4,870	4,740	5,280	+11.4
Nova Scotia						
Eastern Nova Scotia	7,290	7,600	8,500	8,180	8,880	+8.6
Western Nova Scotia	9,200	8,950	9,920	10,220	10,180	-0.4
Halifax	7,340	7,560	7,470	8,030	8,030	0.0
New Brunswick						
Fredericton-Moncton	9,980	10,180	11,010	11,540	11,260	-2.4
Madawaska-Charlotte	4,120	4,130	4,680	4,780	4,710	-1.5
Restigouche-Albert	12,880	14,170	17,310	17,270	18,000	+4.2
Quebec						
Gaspésie-Îles-de-la-Madeleine	3,480	3,980	4,750	4,240	4,570	+7.8
Québec	10,330	10,800	11,730	13,060	11,580	-11.3
Trois-Rivières	2,830	2,910	3,210	3,290	3,810	+15.8
South Central Quebec	2,700	2,990	3,190	3,210	3,590	+11.8
Sherbrooke	2,550	3,150	3,250	3,480	3,190	-8.3
Montréal	8,420	8,650	9,470	9,700	10,140	+4.5
Montreal	35,590	38,450	42,850	44,090	44,330	+0.5
Central Quebec	21,830	24,180	25,780	26,910	26,130	-2.9
North Western Quebec	4,330	4,560	5,420	5,220	4,880	-6.5
Lower Saint Lawrence and North Shore	12,930	13,600	14,860	14,420	15,260	+5.8
Hull	3,280	3,380	3,640	4,150	3,470	-16.4
Chicoutimi-Jonquière	4,420	4,250	4,900	4,460	4,360	-2.2
Ontario						
Ottawa	13,860	14,310	14,140	13,850	15,280	+10.3
Eastern Ontario	8,250	8,210	8,750	9,030	8,460	-6.3
Kingston	2,110	2,130	2,130	2,220	2,610	+17.6
Central Ontario	18,820	18,920	19,350	19,780	20,680	+4.6
Oshawa	5,980	6,020	6,660	5,990	6,800	+13.5
Toronto	74,040	77,080	77,040	79,030	79,040	0.0
Hamilton	10,620	11,100	11,320	11,570	13,230	+14.3
St. Catharines	6,410	6,470	6,650	7,020	7,300	+4.0
London	6,930	7,110	7,770	7,320	8,200	+12.0
Niagara	5,750	5,610	6,170	6,670	6,490	-2.7
Windsor	4,640	4,520	5,680	6,090	5,610	-7.9
Kitchener	7,280	7,900	8,470	8,590	9,140	+6.4
Huron	5,550	7,100	7,200	6,260	7,420	+18.5
South Central Ontario	7,370	7,800	8,690	8,640	8,970	+3.8
Sudbury	2,560	3,040	2,840	3,120	3,050	-2.2
Thunder Bay	1,950	1,980	2,080	2,180	2,150	-1.4
Northern Ontario	9,990	9,460	9,790	10,020	9,740	-2.8
Manitoba						
Winnipeg	12,870	11,630	13,180	12,770	13,490	+5.6
Southern Manitoba	5,630	5,680	5,880	6,060	5,870	-3.1
Northern Manitoba	1,730	1,790	1,850	1,850	1,980	+7.0
Regina	3,890	3,910	4,200	4,180	4,270	+2.2

(continued)

Annex 2.12.1 (continued)

El Economic region	FY1516	FY1617	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
Saskatchewan						
Saskatoon	4,500	4,450	4,660	4,980	5,300	+6.4
Southern Saskatchewan	4,150	3,830	4,170	4,540	3,980	-12.3
Northern Saskatchewan	3,690	3,190	3,390	3,610	3,520	-2.5
Alberta						
Calgary	20,220	19,240	20,700	20,270	21,740	+7.3
Edmonton	21,670	20,310	19,920	22,170	23,090	+4.1
Northern Alberta	4,950	4,710	4,120	4,680	4,790	+2.4
Southern Alberta	15,490	14,560	14,220	15,800	16,480	+4.3
British Columbia						
Southern Interior British Columbia	12,160	12,250	12,700	12,840	13,960	+8.7
Abbotsford	4,360	5,240	5,370	4,980	5,030	+1.0
Vancouver	36,830	36,380	39,940	38,770	39,460	+1.8
Victoria	5,190	5,510	6,090	5,640	6,070	+7.6
Southern Coastal British Columbia	10,480	11,570	11,280	11,570	11,380	-1.6
Northern British Columbia	6,360	6,180	6,940	6,350	6,690	+5.4
Territories						
Yukon ²	n/a	n/a	n/a	n/a	n/a	n/a
Whitehorse	590	570	590	550	610	+10.9
Yukon (excluding Whitehorse)	150	140	120	120	160	+33.3
Northwest Territories ²	n/a	n/a	n/a	n/a	n/a	n/a
Yellowknife	390	370	360	410	290	-29.3
Northwest Territories (excl. Yellowknife)	330	270	350	340	290	-14.7
Nunavut ²	n/a	n/a	n/a	n/a	n/a	n/a
Iqaluit	170	110	170	160	170	+6.3
Nunavut (excl. Iqaluit)	300	310	320	360	220	-38.9
Canada	550,810	563,380	597,090	606,540	619,270	+2.1

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 12, 2014, there is a total of 62 Employment Insurance (EI) economic regions, instead of 58 regions. The EI economic regions of Prince Edward Island, Yukon, the Northwest Territories and Nunavut were each divided into two EI economic regions, one consisting of the capital area and the remaining consisting of the non-capital area.

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

Annex 2.12.2 – Special benefits (by Employment Insurance economic region)¹: Average weekly benefit rate² (\$)

El Economic region	FY1516	FY1617	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
Newfoundland and Labrador						
St. John's	430	445	440	455	462	+1.4
Newfoundland - Labrador	417	430	435	448	463	+3.3
Prince Edward Island						
Prince Edward Island ³	n/a	n/a	n/a	n/a	n/a	n/a
Charlottetown	383	405	402	407	431	+5.9
Prince Edward Island (excl. Charlottetown)	416	432	440	450	463	+2.9
Nova Scotia						
Eastern Nova Scotia	426	436	449	457	470	+2.9
Western Nova Scotia	391	395	402	405	423	+4.4
Halifax	414	421	429	439	457	+4.1
New Brunswick						
Fredericton-Moncton	415	414	422	429	444	+3.5
Madawaska-Charlotte	399	401	408	417	437	+4.9
Restigouche-Albert	428	433	448	450	473	+5.2
Quebec						
Gaspésie-Îles-de-la-Madeleine	403	414	422	428	454	+6.2
Québec	397	408	419	433	453	+4.6
Trois-Rivières	385	389	408	414	452	+9.1
South Central Quebec	391	410	406	419	457	+8.9
Sherbrooke	381	400	404	426	441	+3.4
Montréal	400	402	410	422	439	+4.2
Montreal	402	407	421	427	445	+4.4
Central Quebec	391	397	406	419	439	+4.8
North Western Quebec	392	401	413	436	442	+1.2
Lower Saint Lawrence and North Shore	404	410	417	435	448	+3.0
Hull	412	433	440 ^r	450	451	+0.3
Chicoutimi-Jonquière	405	414	423	425	448	+5.4
Ontario						
Ottawa	455	470	473	483	497	+3.0
Eastern Ontario	417	432	437	451	466	+3.2
Kingston	408	434	439	463	461	-0.4
Central Ontario	414	427	435	446	462	+3.6
Oshawa	440	449	463	469	479	+2.1
Toronto	438	446	456	467	483	+3.5
Hamilton	425	443	457	468 ^r	477	+1.8
St. Catharines	400	409	420	432	451	+4.2
London	421	432	442	460	480	+4.2
Niagara	428	431	446	452	472	+4.6
Windsor	430	419	434	458 ^r	479	+4.5
Kitchener	426	444	449	469	482	+2.6
Huron	412	422	435	449	467	+4.0
South Central Ontario	423	444	445	462	479	+3.7
Sudbury	432	437	433	462	475	+2.8
Thunder Bay	445	451	452	463	475	+2.7
Northern Ontario	420	431	440 ^r	455 ^r	477	+4.7

(continued)

Annex 2.12.2 (continued)

El Economic region	FY1516	FY1617	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
Manitoba						
Winnipeg	427	437	432	443	459	+3.6
Southern Manitoba	412	419	432	440	459	+4.4
Northern Manitoba	445	439	437	453	461	+1.7
Saskatchewan						
Regina	451	461	459	471	482	+2.4
Saskatoon	441	449	457	460	472	+2.6
Southern Saskatchewan	438	447	458	458	484	+5.7
Northern Saskatchewan	437	454	451	456	471	+3.4
Alberta						
Calgary	459	465	472	477	495	+3.8
Edmonton	456	466	474	483	502	+4.1
Northern Alberta	472	484	478	494	504	+1.8
Southern Alberta	439	438	449	462	483	+4.5
British Columbia						
Southern Interior British Columbia	422	430	438	443	466	+5.3
Abbotsford	378	394	398	411	445	+8.5
Vancouver	425	443	448	462	486	+5.2
Victoria	437	440	463	465	489	+5.1
Southern Coastal British Columbia	416	415	439	449	463	+3.1
Northern British Columbia	438	447	450	468	485	+3.7
Territories						
Yukon ³	n/a	n/a	n/a	n/a	n/a	n/a
Whitehorse	474	496	507	508	515	+1.3
Yukon (excluding Whitehorse)	476	485	486	524	537	+2.4
Northwest Territories ³	n/a	n/a	n/a	n/a	n/a	n/a
Yellowknife	506	516	509	517	520	+0.5
Northwest Territories (excl. Yellowknife)	499	497	507	507	534	+5.2
Nunavut ³	n/a	n/a	n/a	n/a	n/a	n/a
Iqaluit	528	530	514	536	557	+3.9
Nunavut (excl. Iqaluit)	441	465	470	482	522	+8.3
Canada	423	432	440	450	468	+4.0

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.

[†] Revised.

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

Annex 2.12.3 – Special benefits (by Employment Insurance economic region)¹: Amount paid² (\$ million)

El Economic region	FY1516	FY1617	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
Newfoundland and Labrador						
St. John's	43.3	47.2	48.8	46.5	43.3	-6.9
Newfoundland - Labrador	57.7	59.2	61.3	58.8	62.3	+6.0
Prince Edward Island						
Prince Edward Island ³	4.3	n/a	n/a	n/a	n/a	n/a
Charlottetown	12.1	16.4	15.6	16.0	14.1	-12.2
Prince Edward Island (excl. Charlottetown)	22.9	24.7	27.5	25.7	26.3	+2.6
Nova Scotia						
Eastern Nova Scotia	43.6	47.2	47.6	48.0	47.9	-0.2
Western Nova Scotia	58.7	66.2	66.6	70.3	72.1	+2.7
Halifax	74.4	74.5	75.3	71.8	80.9	+12.7
New Brunswick						
Fredericton-Moncton	79.7	91.7	84.8	93.3	96.9	+3.9
Madawaska-Charlotte	23.2	24.1	26.0	27.8	27.6	-0.9
Restigouche-Albert	59.2	68.9	78.9	82.2	82.4	+0.3
Quebec						
Gaspésie-Îles-de-la-Madeleine	12.4	14.5	16.3	16.6	16.5	-0.4
Québec	36.8	38.8	43.0	47.8	47.2	-1.3
Trois-Rivières	8.9	9.5	10.1	10.9	15.2	+39.4
South Central Quebec	9.9	10.4	11.1	11.3	14.8	+30.9
Sherbrooke	9.0	11.1	11.2	12.5	12.8	+2.8
Montréal	31.4	32.5	36.5	37.2	43.0	+15.6
Montreal	133.3	146.7	170.2	173.9	191.5	+10.1
Central Quebec	75.6	82.1	96.0	98.8	105.8	+7.1
North Western Quebec	15.9	17.4	22.0	22.3	22.6	+1.0
Lower Saint Lawrence and North Shore	42.6	45.4	51.4	48.7	58.1	+19.4
Hull	13.8	15.4	16.8	19.6	17.6	-10.2
Chicoutimi-Jonquière	14.5	14.2	15.9	15.1	15.9	+4.9
Ontario						
Ottawa	187.2	190.0	192.2	187.3	206.3	+10.2
Eastern Ontario	78.0	82.4	85.4	92.1	94.2	+2.3
Kingston	21.9	24.2	23.4	23.6	26.4	+11.6
Central Ontario	181.9	191.5	207.3	203.1	219.1	+7.9
Oshawa	73.7	76.4	79.9	74.7	82.2	+10.1
Toronto	990.5	1,028.4	1,064.9	1,051.2	1,114.0	+6.0
Hamilton	129.6	132.2	139.5	132.9	157.2	+18.3
St. Catharines	56.0	62.0	66.0	61.8	71.6	+15.8
London	81.6	81.1	85.9	87.8	94.8	+7.9
Niagara	62.7	60.7	64.9	71.0	72.7	+2.5
Windsor	48.7	45.6	48.1	57.5	57.7	+0.3
Kitchener	90.1	97.2	101.7	109.2	105.6	-3.2
Huron	49.1	60.6	66.6	62.7	67.9	+8.4
South Central Ontario	82.7	93.0	97.5	103.8	107.7	+3.7
Sudbury	24.5	29.5	28.8	29.1	31.0	+6.7
Thunder Bay	20.0	22.0	22.3	19.3	22.1	+14.5
Northern Ontario	92.8	90.5	95.2	95.0	102.6	+7.9
Manitoba						
Winnipeg	147.1	141.3	150.2	147.8	154.2	+4.3
Southern Manitoba	57.9	61.5	62.9	67.6	70.0	+3.5
Northern Manitoba	18.9	20.6	22.3	21.7	21.5	-0.8

(continued)

Annex 2.12.3 (continued)

El Economic region	FY1516	FY1617	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
Saskatchewan						
Regina	49.8	54.3	56.2	57.0	56.0	-1.8
Saskatoon	60.6	66.5	69.2	71.2	72.3	+1.6
Southern Saskatchewan	53.8	54.2	55.5	59.0	57.3	-2.9
Northern Saskatchewan	43.3	42.4	44.6	43.4	44.0	+1.5
Alberta						
Calgary	294.0	301.6	302.5	299.7	308.0	+2.8
Edmonton	284.5	297.3	288.0	289.9	317.6	+9.6
Northern Alberta	67.6	69.5	60.4	59.2	65.1	+9.9
Southern Alberta	198.9	191.4	195.2	189.6	211.7	+11.6
British Columbia						
Southern Interior British Columbia	111.0	120.4	123.5	122.0	127.5	+4.5
Abbotsford	38.8	43.8	44.1	42.8	47.3	+10.5
Vancouver	418.7	430.5	455.7	459.8	482.6	+5.0
Victoria	57.7	61.4	63.9	61.0	65.7	+7.6
Southern Coastal British Columbia	92.4	95.8	106.8	106.9	110.5	+3.5
Northern British Columbia	58.4	63.1	71.6	67.2	65.2	-3.0
Territories						
Yukon ³	0.9	n/a	n/a	n/a	n/a	n/a
Whitehorse	5.1	7.6	8.0	7.1	7.9	+12.0
Yukon (excluding Whitehorse)	1.3	0.9	0.8	1.4	0.9	-38.4
Northwest Territories ³	1.0	n/a	n/a	n/a	n/a	n/a
Yellowknife	3.9	5.7	5.0	4.9	5.0	+2.1
Northwest Territories (excl. Yellowknife)	3.1	4.3	4.6	4.4	4.8	+9.5
Nunavut ³	0.5	n/a	n/a	n/a	n/a	n/a
Iqaluit	1.8	1.5	2.1	2.5	2.7	+10.1
Nunavut (excl. Iqaluit)	3.4	3.5	5.0	5.7	4.0	-28.8
Canada	5,228.8	5,464.6	5,700.8	5,709.0	6,050.0	+6.0

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 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	Number of firms 2018	Distribution of firm (%) 2018	Firm's workforce ¹ 2018	Distribution of the firm's workforce (%) 2018	Number of EI regular claimants ² 2018	Distribution of EI regular claimants (%) 2018	Number of EI special claimants ² 2018	Distribution of EI Special Claimants (%) 2018
Goods-producing industries	261,680	21.3%	3,794,920	19.3%	622,170	38.6%	171,040	20.5%
Agriculture, forestry, fishing and hunting	52,180	4.2%	340,050	1.7%	62,210	3.9%	17,960	2.2%
Mining, and oil and gas extraction	8,470	0.7%	225,790	1.1%	30,110	1.9%	7,260	0.9%
Utilities	820	0.1%	119,090	0.6%	5,600	0.3%	2,780	0.3%
Construction	151,660	12.3%	1,305,820	6.7%	358,480	22.2%	60,970	7.3%
Manufacturing	48,550	3.9%	1,804,170	9.2%	165,760	10.3%	82,070	9.9%
Services-producing industries	862,740	70.2%	15,514,560	79.0%	969,270	60.2%	653,820	78.5%
Wholesale trade	46,050	3.7%	859,410	4.4%	53,060	3.3%	30,900	3.7%
Retail trade	101,850	8.3%	2,199,250	11.2%	100,370	6.2%	90,010	10.8%
Transportation and warehousing	74,190	6.0%	865,560	4.4%	73,790	4.6%	35,910	4.3%
Finance and insurance	32,030	2.6%	741,530	3.8%	19,460	1.2%	27,640	3.3%
Professional, scientific and technical services	52,100	4.2%	345,230	1.8%	23,930	1.5%	13,510	1.6%
Real estate and rental and leasing	153,780	12.5%	1,135,870	5.8%	65,080	4.0%	34,460	4.1%
Business, building and other support services ³	57,690	4.7%	1,295,090	6.6%	116,670	7.2%	55,300	6.6%
Educational services	14,390	1.2%	1,431,390	7.3%	179,890	11.2%	51,060	6.1%
Health care and social assistance	110,660	9.0%	1,713,470	8.7%	63,670	4.0%	115,030	13.8%
Information, culture and recreation ⁴	32,030	2.6%	683,940	3.5%	50,860	3.2%	20,230	2.4%
Accommodation and food services	74,860	6.1%	1,539,110	7.8%	81,370	5.0%	60,940	7.3%
Other services (except public administration)	107,910	8.8%	759,840	3.9%	53,880	3.3%	33,760	4.1%
Public administration	5,210	0.4%	1,944,880	9.9%	87,260	5.4%	85,080	10.2%
Unclassified*	105,160	8.6%	325,550	1.7%	19,850	1.2%	8,170	1.0%
Canada	1,229,580	100.0%	19,635,030	100.0%	1,611,290	100.0%	833,020	100.0%

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

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 2018.

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	FY1516	FY1617	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
Newfoundland and Labrador	2,970	2,750	2,730	2,550	2,210	-13.3
Prince Edward Island	1,050	1,030	900	890	830	-6.7
Nova Scotia	5,680	5,000	5,060	5,410	4,640	-14.2
New Brunswick	4,410	4,130	4,180	4,350	3,830	-12.0
Quebec ²	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	84,190	83,770	83,920	83,500	84,930	+1.7
Manitoba	8,870	8,150	8,610	8,580	8,280	-3.5
Saskatchewan	8,330	7,760	8,330	8,340	7,970	-4.4
Alberta	31,860	30,580	29,470	29,360	29,580	+0.7
British Columbia	26,300	26,340	27,430	26,110	24,790	-5.1
Yukon	290	280	240	280	210	-25.0
Northwest Territories	360	320	300	380	250	-34.2
Nunavut	200	220	300	260	170	-34.6
Age						
24 years old and under	16,990	15,470	15,080	14,120	12,370	-12.4
25 to 29 years old	49,060	47,800	46,170	45,120	43,560	-3.5
30 to 34 years old	70,100	68,500	68,610	68,240	69,010	+1.1
35 to 39 years old	32,470	32,420	34,660	35,600	35,710	+0.3
40 years old and over	5,890	6,140	6,950	6,930	7,040	+1.6
Canada	174,510	170,330	171,470	170,010	167,690	-1.4

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	FY1516	FY1617	FY1718	FY1819 ^f	FY1920 ^p	Change (%) FY1819 to FY1920
Newfoundland and Labrador	14.1	14.3	14.3	14.2	14.6	+3.0
Prince Edward Island	14.2	14.6	14.5	14.1	14.8	+4.9
Nova Scotia	14.5	14.7	14.7	14.6	14.5	-0.4
New Brunswick	14.7	14.7	14.6	14.5	14.5	+0.2
Quebec ¹	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	14.6	14.6	14.7	14.6	14.7	+0.1
Manitoba	14.6	14.7	14.6	14.7	14.7	-0.1
Saskatchewan	14.7	14.7	14.7	14.7	14.7	-0.4
Alberta	14.6	14.6	14.7	14.6	14.7	+0.4
British Columbia	14.7	14.6	14.7	14.7	14.8	+0.6
Yukon	14.5	14.4	15.0	14.3	14.8	+4.1
Northwest Territories	14.8	14.2	14.3	13.1	14.3	+9.2
Nunavut	14.0	14.5	14.3	14.8	14.8	+0.3
Age						
24 years old and under	14.7	14.6	14.6	14.6	14.6	+0.4
25 to 29 years old	14.7	14.6	14.6	14.6	14.7	+0.4
30 to 34 years old	14.6	14.7	14.7	14.7	14.7	+0.3
35 to 39 years old	14.7	14.6	14.6	14.6	14.7	+0.2
40 years old and over	14.5	14.6	14.6	14.5 ^f	14.4	-0.7
Canada	14.6	14.6	14.7	14.6	14.7	+0.3

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	FY1516	FY1617	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
Newfoundland and Labrador	424	450	438	470	476	+1.5
Prince Edward Island	432	436	446	441	511	+15.7
Nova Scotia	409	411	425	436	461	+5.7
New Brunswick	414	424	431	433	434	+0.4
Quebec ²	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	439	447	457	470	484	+3.0
Manitoba	416	432	422	438	453	+3.4
Saskatchewan	439	455	452	461	476	+3.2
Alberta	449	462	467	475	494	+4.1
British Columbia	428	437	449	462	482	+4.4
Yukon	474	493	518	506	516	+2.0
Northwest Territories	495	499	499	503	525	+4.4
Nunavut	453	480	469	466	541	+16.2
Age						
24 years old and under	325	326	335	355	366	+3.0
25 to 29 years old	419	430	435	447	462	+3.4
30 to 34 years old	459	469	475	486	502	+3.3
35 to 39 years old	468	476	482	491	505	+3.0
40 years old and over	462	475	480	482	501	+3.9
Canada	436	447	454	465	482	+3.6

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.

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	FY1516	FY1617	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
Newfoundland and Labrador	17.7	18.5	17.8	17.5	16.6	-5.1
Prince Edward Island	6.5	6.2	6.5	5.9	5.8	-0.7
Nova Scotia	33.1	32.0	31.4	33.3	34.1	+2.4
New Brunswick	25.6	27.9	25.1	27.7	26.2	-5.7
Quebec ²	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	542.6	556.9	566.4	576.3	607.0	+5.3
Manitoba	53.1	51.5	55.4	55.5	55.5	-0.1
Saskatchewan	52.3	53.0	55.4	58.1	55.9	-3.9
Alberta	209.5	212.9	206.2	203.9	218.4	+7.1
British Columbia	165.2	172.6	179.9	179.5	183.5	+2.2
Yukon	1.9	2.0	1.9	2.1	1.7	-16.3
Northwest Territories	2.1	2.5	2.3	2.5	2.1	-16.4
Nunavut	1.3	1.3	2.1	1.8	1.3	-25.5
Age						
24 years old and under	81.9	77.4	76.1	75.6	68.5	-9.3
25 to 29 years old	302.6	308.1	297.1	299.1	307.3	+2.7
30 to 34 years old	466.0	480.6	484.5	485.2	512.2	+5.6
35 to 39 years old	219.7	229.3	245.5	255.2	268.7	+5.3
40 years old and over	40.6	41.9	47.1	49.0	51.3	+4.7
Canada	1,110.9	1,137.3	1,150.3	1,164.1	1,208.1	+3.8

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 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

Benefit type	FY1516	FY1617	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
Parental standard ¹	196,660	195,960	189,350	168,120	174,980	+4.1
Parental extended ²	n/a	n/a	8,700	31,910	37,770	+18.4
Province or territory						
Newfoundland and Labrador	2,960	2,930	2,790	2,720	2,360	-13.2
Prince Edward Island	1,140	1,130	1,000	960	1,000	+4.2
Nova Scotia	6,470	5,970	5,830	6,190	5,990	-3.2
New Brunswick	4,940	4,580	4,710	4,960	5,010	+1.0
Quebec ³	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	96,390	98,370	97,880	99,620	109,200	+9.6
Manitoba	9,970	9,440	10,050	10,220	10,600	+3.7
Saskatchewan	9,140	8,720	9,290	9,480	9,720	+2.5
Alberta	34,830	33,480	33,130	33,840	35,290	+4.3
British Columbia	29,670	30,340	32,250	30,790	32,710	+6.2
Yukon	340	330	310	400	320	-20.0
Northwest Territories	480	390	430	490	300	-38.8
Nunavut	330	280	380	360	250	-30.6
Gender						
Men	26,690	29,490	30,850	33,600	47,390	+41.0
Women	169,970	166,470	167,200	166,430	165,360	-0.6
Age						
24 years old and under	17,030	15,840	15,420	14,660	13,200	-10.0
25 to 29 years old	51,830	51,080	49,380	48,970	49,780	+1.7
30 to 34 years old	77,880	77,230	78,020	78,770	85,300	+8.3
35 to 39 years old	39,010	40,360	42,770	44,950	49,560	+10.3
40 years old and over	10,910	11,450	12,460	12,680	14,910	+17.6
Canada	196,660	195,960	198,050	200,030	212,750	+6.4

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.

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

Annex 2.15.2 – Parental benefits (biological and adoptive): Amount paid¹ (\$ million)

Benefit type	FY1516	FY1617	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
Parental standard ²	2,643.5	2,705.1	2,777.1	2,511.5	2,416.0	-3.8
Parental extended ³	n/a	n/a	1.1'	219.2'	505.7	+130.7
Province or territory						
Newfoundland and Labrador	39.9	42.0	42.6	38.4	37.8	-1.5
Prince Edward Island	15.4	14.4	15.1	14.3	13.2	-7.8
Nova Scotia	77.0	79.4	77.1	74.1'	80.5	+8.7
New Brunswick	61.8	62.5	59.8	63.3	66.1	+4.5
Quebec ⁴	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	1,297.7	1,328.0	1,375.5'	1,348.3'	1,468.8	+8.9
Manitoba	125.0	126.1	131.0	131.6	139.9	+6.3
Saskatchewan	121.1	127.8	133.6	135.0	133.7	-1.0
Alberta	497.7	501.7	495.3	478.1'	517.5	+8.2
British Columbia	395.9	409.5	433.4	431.9'	449.5	+4.1
Yukon	3.4	4.2	5.0	4.7	4.9	+5.9
Northwest Territories	4.6	6.6	5.7	5.4	5.7	+5.5
Nunavut	3.9	2.8	4.1	5.8'	4.7	-28.7
Gender						
Men	213.5	233.7	252.4	257.8'	315.5	+22.4
Women	2,430.0	2,471.4	2,525.8'	2,472.9'	2,606.2	+5.4
Age						
24 years old and under	191.9	177.8	176.1	169.7	170.2	+0.3
25 to 29 years old	705.8	707.4	698.6	684.9	710.6	+3.8
30 to 34 years old	1,080.1	1,116.0	1,154.6	1,117.3'	1,200.3	+7.4
35 to 39 years old	530.6	565.6	595.5'	604.7'	670.1	+10.8
40 years old and over	135.1	138.3	153.5	154.1'	170.4	+10.6
Canada	2,643.5	2,705.1	2,778.2'	2,730.7'	2,921.7	+7.0

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 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.

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 standard benefits¹ (biological and adoptive): New claims established

Province or territory	FY1516	FY1617	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
Newfoundland and Labrador	2,960	2,930	2,720	2,440	2,070	-15.2
Prince Edward Island	1,140	1,130	950	930	830	-10.8
Nova Scotia	6,470	5,970	5,620	5,430	5,410	-0.4
New Brunswick	4,940	4,580	4,550	4,500	4,420	-1.8
Quebec ²	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	96,390	98,370	92,770	80,900	86,810	+7.3
Manitoba	9,970	9,440	9,780	8,970	9,180	+2.3
Saskatchewan	9,140	8,720	9,030	8,610	8,480	-1.5
Alberta	34,830	33,480	31,760	29,370	30,680	+4.5
British Columbia	29,670	30,340	31,090	25,840	26,420	+2.2
Yukon	340	330	310	340	260	-23.5
Northwest Territories	480	390	430	460	250	-45.7
Nunavut	330	280	340	330	170	-48.5
Gender						
Men	26,690	29,490	30,390	30,030	39,970	+33.1
Women	169,970	166,470	158,960	138,090	135,010	-2.2
Age						
24 years old and under	17,030	15,840	14,700	12,640	11,440	-9.5
25 to 29 years old	51,830	51,080	47,450	42,080	41,700	-0.9
30 to 34 years old	77,880	77,230	74,620	66,110	69,520	+5.2
35 to 39 years old	39,010	40,360	40,670	36,850	40,160	+9.0
40 years old and over	10,910	11,450	11,910	10,440	12,160	+16.5
Canada	196,660	195,960	189,350	168,120	174,980	+4.1

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. Extended parental benefits offer up to 61 weeks of parental benefits paid at 33% of the average weekly insurable earnings.

² Since January 2006, Quebec has administered its own parental 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 2.15.4 – Parental standard benefits¹ (biological or adoptive): Average actual duration (number of weeks)

Province or territory	FY1516	FY1617	FY1718	FY1819 ^{3,r}	FY1920 ^{3,p}	Change (%) FY1819 to FY1920
Newfoundland and Labrador	30.9	29.9	30.4	30.4 ^r	29.8	-1.8
Prince Edward Island	30.2	29.9	29.7	30.2 ^r	27.6	-8.6
Nova Scotia	28.7	29.5	29.4	29.3 ^r	27.8	-5.0
New Brunswick	29.8	29.7	29.3	30.0 ^r	28.5	-4.9
Quebec ²	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	30.2	29.9	30.0	29.8 ^r	28.4	-4.4
Manitoba	30.5	30.3	29.7	29.9 ^r	28.6	-4.5
Saskatchewan	31.3	30.9	31.0	30.4 ^r	29.4	-3.5
Alberta	31.0	30.9	30.6	30.8 ^r	29.7	-3.6
British Columbia	30.5	30.0	29.7	30.1	28.5	-5.5
Yukon	28.1	27.8	26.3	28.6 ^r	26.4	-7.6
Northwest Territories	25.7	27.8	24.4	27.2 ^r	27.3	+0.5
Nunavut	24.0	27.3	25.1	27.3 ^r	27.3	-0.1
Gender						
Men	16.6	16.1	16.3	16.1 ^r	13.7	-0.2
Women	32.6	32.6	32.5	32.7	32.6	-14.7
Age						
24 years old and under	31.6	31.4	31.4	31.3 ^r	30.8	-1.6
25 to 29 years old	31.4	31.2	31.0	31.1 ^r	30.2	-2.8
30 to 34 years old	30.5	30.3	30.2	30.3	28.8	-4.8
35 to 39 years old	29.4	29.2	29.0	29.0	27.4	-5.6
40 years old and over	26.0	25.5	26.2	25.8 ^r	24.2	-6.2
Canada	30.4	30.1	30.0	30.0^r	28.7	-4.4

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.

² Since January 2006, Quebec has administered its own maternity benefits under the Quebec Parental Insurance Plan.

³ Starting with this report, figures on the duration of parental claims are based on a 100% sample of EI administrative data (for FY1920 and revised FY1819). This new methodology is necessary in order to eventually report on how parental benefits are actually shared between parents. Figures from previous Monitoring and Assessment Reports are still based on a 10% sample of EI administrative data (FY1516 to FY1718).

^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 for FY1516 to FY1718, and on a 100% sample for FY1819 and FY1920.

Annex 2.15.5 – Parental standard benefits¹ (biological and adoptive): Average weekly benefit rate² (\$)

Province or territory	FY1516	FY1617	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
Newfoundland and Labrador	441	460	448	478	490	+2.5
Prince Edward Island	438	440	449	453	522	+15.3
Nova Scotia	427	432	446	452	482	+6.5
New Brunswick	425	434	442	442	457	+3.5
Quebec ³	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	448	458	466	478	496	+3.7
Manitoba	427	444	435	452	474	+5.0
Saskatchewan	448	463	464	474	489	+3.1
Alberta	457	468	475	483	505	+4.5
British Columbia	440	450	462	473	495	+4.7
Yukon	483	498	520	523	530	+1.5
Northwest Territories	503	513	502	512	544	+6.4
Nunavut	464	491	478	493	532	+8.0
Gender						
Men	491	503	507	517	536	+3.6
Women	439	449	455	466	483	+3.6
Age						
24 years old and under	336	336	346	372	382	+2.9
25 to 29 years old	426	438	443	454	473	+4.1
30 to 34 years old	465	476	481	491	511	+4.0
35 to 39 years old	475	484	490	499	515	+3.2
40 years old and over	477	489	493	499	520	+4.2
Canada	446	457	464	475	495	+4.2

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

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. Extended parental benefits offer up to 61 weeks of parental benefits paid at 33% of the average weekly insurable earnings.

² Takes into account Family Supplement top-ups paid to claimants with parental benefits.

³ Since January 2006, Quebec has administered its own parental 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 2.15.6 – Parental standard benefits¹ (biological and adoptive): Amount paid² (\$ million)

Province or territory	FY1516	FY1617	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
Newfoundland and Labrador	39.9	42.0	42.6	36.7	33.6	-8.4
Prince Edward Island	15.4	14.4	15.0	13.8	12.2	-11.8
Nova Scotia	77.0	79.4	77.1	69.6	71.0	+2.1
New Brunswick	61.8	62.5	59.8	60.2	58.9	-2.2
Quebec ³	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	1,297.7	1,328.0	1,374.9	1,215.7	1,171.8	-3.6
Manitoba	125.0	126.1	130.9	124.6	122.1	-2.0
Saskatchewan	121.1	127.8	133.6	129.4	118.9	-8.1
Alberta	497.7	501.7	495.1	445.3	445.2	0.0
British Columbia	395.9	409.5	433.3	401.3	369.6	-7.9
Yukon	3.4	4.2	5.0	4.5	4.1	-7.6
Northwest Territories	4.6	6.6	5.7	5.3	5.2	-1.6
Nunavut	3.9	2.8	4.1	5.1	3.4	-34.6
Gender						
Men	213.5	233.7	251.8	242.4	274.4	+13.2
Women	2,430.0	2,471.4	2,525.4	2,269.1	2,141.6	-5.6
Age						
24 years old and under	191.9	177.8	176.0	157.9	146.1	-7.5
25 to 29 years old	705.8	707.4	698.4	640.1	602.8	-5.8
30 to 34 years old	1,080.1	1,116.0	1,154.2	1,027.4	992.7	-3.4
35 to 39 years old	530.6	565.6	595.2	547.9	537.8	-1.8
40 years old and over	135.1	138.3	153.4	138.2	136.7	-1.1
Canada	2,643.5	2,705.1	2,777.1	2,511.5	2,416.0	-3.8

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 Starting December 3, 2017, parents can choose between receiving standard or extended parental benefits. Standard parental benefits are equivalent to the parental benefits offered in previous fiscal years, that is, up to 35 weeks of parental benefits paid at 55% of the average weekly insurable earnings. Extended parental benefits offer up to 61 weeks of parental benefits paid at 33% of the average weekly insurable earnings.

² Takes into account Family Supplement top-ups paid to claimants with parental benefits.

³ Since January 2006, Quebec has administered its own parental 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 2.15.7 – Parental extended benefits¹ (biological and adoptive): New claims established

Province or territory	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
Newfoundland and Labrador	70	280	290	+3.6
Prince Edward Island	50	30	170	+466.7
Nova Scotia	210	760	580	-23.7
New Brunswick	160	460	590	+28.3
Quebec ²	n/a	n/a	n/a	n/a
Ontario	5,110	18,720	22,390	+19.6
Manitoba	270	1,250	1,420	+13.6
Saskatchewan	260	870	1,240	+42.5
Alberta	1,370	4,470	4,610	+3.1
British Columbia	1,160	4,950	6,290	+27.1
Yukon	40 ^c	120 ^c	190 ^c	+58.3
Northwest Territories				
Nunavut				
Gender				
Men	460	3,570	7,420	+107.8
Women	8,240	28,340	30,350	+7.1
Age				
24 years old and under	720	2,020	1,760	-12.9
25 to 29 years old	1,930	6,890	8,080	+17.3
30 to 34 years old	3,400	12,660	15,780	+24.6
35 to 39 years old	2,100	8,100	9,400	+16.0
40 years old and over	550	2,240	2,750	+22.8
Canada	8,700	31,910	37,770	+18.4

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. Extended parental benefits offer up to 61 weeks of parental benefits paid at 33% of the average weekly insurable earnings.

² 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 2.15.8 – Parental extended benefits¹ (biological and adoptive): Average actual duration² (number of weeks)

Province or territory	FY1920 ^p
Newfoundland and Labrador	51.3
Prince Edward Island	45.1
Nova Scotia	44.7
New Brunswick	46.0
Quebec ³	n/a
Ontario	46.9
Manitoba	45.0
Saskatchewan	47.3
Alberta	49.8
British Columbia	46.3
Yukon	38.8 ^c
Northwest Territories	
Nunavut	
Gender	
Men	16.6
Women	55.1
Age	
24 years old and under	52.4
25 to 29 years old	51.0
30 to 34 years old	47.4
35 to 39 years old	44.6
40 years old and over	38.6
Canada	47.1

Note: 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.

² Given the low number of completed extended parental claims in FY1718 and FY1819, duration estimates for those claims are not reported.

³ Since January 2006, Quebec has administered its own maternity benefits under the Quebec Parental Insurance Plan.

^p Preliminary.

^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 2.15.9 – Parental extended benefits¹ (biological and adoptive): Average weekly benefit rate² (\$)

Province or territory	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
Newfoundland and Labrador	289	311	302	-2.9
Prince Edward Island	281	279	324	+15.9
Nova Scotia	277	281	293	+4.4
New Brunswick	261	280	286	+2.3
Quebec ³	n/a	n/a	n/a	n/a
Ontario	289	300	309	+2.8
Manitoba	286	277	296	+6.8
Saskatchewan	242	287	297	+3.4
Alberta	291	296	306	+3.4
British Columbia	280	294	306	+4.3
Yukon	328 ^c	298 ^c	337 ^c	+12.9
Northwest Territories				
Nunavut				
Gender				
Men	310	321	331	+3.2
Women	285	294	301	+2.4
Age				
24 years old and under	243	254	264	+4.1
25 to 29 years old	267	285	292	+2.4
30 to 34 years old	294	302	311	+3.1
35 to 39 years old	298	306	317	+3.4
40 years old and over	315	309	319	+3.0
Canada	286	297	307	+3.4

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

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. Extended parental benefits offer up to 61 weeks of parental benefits paid at 33% of the average weekly insurable earnings.

² Takes into account Family Supplement top-ups paid to claimants with parental benefits.

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 2.15.10 – Parental extended benefits¹ (biological and adoptive): Amount paid² (\$ million)

Province or territory	FY1718	FY1819 ^a	FY1920	Change (%) FY1819 to FY1920
Newfoundland and Labrador	0.01	1.7	4.2	+147.7
Prince Edward Island	0.02	0.5	1.0	+109.2
Nova Scotia	0.01	4.5	9.5	+111.2
New Brunswick	0.00	3.1	7.2	+134.8
Quebec ³	n/a	n/a	n/a	n/a
Ontario	0.60	132.6	297.0	+124.0
Manitoba	0.04	6.9	17.8	+156.7
Saskatchewan	0.02	5.6	14.9	+163.9
Alberta	0.21	32.8	72.2	+120.4
British Columbia	0.14	30.6	79.9	+161.1
Yukon	0.02 ^c	0.9 ^c	2.1 ^c	+120.0
Northwest Territories				
Nunavut				
Gender				
Men	0.65	15.4	41.1	+166.7
Women	0.43	203.8	464.6	+128.0
Age				
24 years old and under	0.11	11.8	24.2	+105.2
25 to 29 years old	0.18	44.8	107.8	+140.8
30 to 34 years old	0.41	89.9	207.6	+131.0
35 to 39 years old	0.26	56.8	132.3	+132.9
40 years old and over	0.12	15.9	33.8	+112.1
Canada	1.08	219.2^f	505.7	+130.7

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 Starting December 3, 2017, parents can choose between receiving standard or extended parental benefits. Standard parental benefits are equivalent to the parental benefits offered in previous fiscal years, that is, up to 35 weeks of parental benefits paid at 55% of the average weekly insurable earnings. Extended parental benefits offer up to 61 weeks of parental benefits paid at 33% of the average weekly insurable earnings.

² Takes into account Family Supplement top-ups paid to claimants with parental benefits.

³ Since January 2006, Quebec has administered its own parental benefits under the Quebec Parental Insurance Plan.

^a Revised.

^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	FY1516	FY1617	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
Newfoundland and Labrador	10,170	10,140	11,070	11,500	11,340	-1.4
Prince Edward Island	5,780	6,000	6,100	5,960	6,120	+2.7
Nova Scotia	18,500	19,070	21,060	21,130	21,910	+3.7
New Brunswick	22,800	24,830	29,440	30,080	30,080	+0.0
Quebec	111,420	119,210	131,510	134,600	134,070	-0.4
Ontario	99,060	105,010	111,480	112,990	111,200	-1.6
Manitoba	10,590	9,970	11,250	11,030	11,380	+3.2
Saskatchewan	7,640	7,060	7,670	8,200	7,890	-3.8
Alberta	29,240	26,520	27,750	31,430	32,930	+4.8
British Columbia	49,490	50,170	53,710	53,190	53,390	+0.4
Yukon	430	420	450	300	440	+46.7
Northwest Territories	250	200	250	280	250	-10.7
Nunavut	110	100	130	150	140	-6.7
Gender						
Men	160,580	163,870	179,810	184,820	189,250	+2.4
Women	204,900	214,830	232,060	236,020	231,890	-1.7
Age						
24 years old and under	27,730	28,710	29,990	30,250	30,010	-0.8
25 to 34 years old	77,030	80,220	88,670	90,000	91,570	+1.7
35 to 44 years old	74,860	76,310	83,000	85,520	86,210	+0.8
45 to 54 years old	89,420	90,600	96,350	94,980	90,670	-4.5
55 to 64 years old	80,310	84,940	93,830	98,340	99,220	+0.9
65 years old and over	16,130	17,920	20,030	21,750	23,460	+7.9
Canada	365,480	378,700	411,870	420,840	421,140	+0.1

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	FY1516	FY1617	FY1718	FY1819 ^r	FY1920 ^p	Change (%) FY1819 to FY1920
Newfoundland and Labrador	9.6	9.8	9.7	9.5 ^r	9.3	-1.8
Prince Edward Island	7.8	7.8	8.2	8.1	7.8	-3.4
Nova Scotia	9.0	9.3	9.0	9.1	9.4	+3.0
New Brunswick	8.3	8.5	8.3	8.5	8.6	+1.0
Quebec	9.0	9.1	9.0	9.1 ^r	9.4	+4.0
Ontario	10.6	10.7	10.7	10.6 ^r	10.7	+1.3
Manitoba	10.2	10.6	10.1	10.1	10.2	+1.0
Saskatchewan	10.4	10.8	10.2	10.2 ^r	10.4	+2.5
Alberta	10.7	10.8	10.5	10.5	10.6	+0.7
British Columbia	10.7	10.7	10.6	10.6	10.7	+0.9
Yukon	10.0	8.9	10.2	11.3 ^r	9.4	-16.2
Northwest Territories	9.9	10.3	11.1	10.8	11.0	+1.7
Nunavut	13.3	10.1	14.7	11.6	10.2	-12.0
Gender						
Men	9.5	9.6	9.5	9.4	9.6	+1.7
Women	10.1	10.2	10.1	10.1	10.3	+2.1
Age						
24 years old and under	8.8	8.9	9.0	8.8	9.2	+3.9
25 to 34 years old	9.1	9.1	9.1	9.2	9.3	+1.0
35 to 44 years old	9.7	9.9	9.7	9.8 ^r	9.9	+1.5
45 to 54 years old	10.0	10.2	10.1	10.1 ^r	10.3	+1.8
55 to 64 years old	10.4	10.5	10.3	10.2 ^r	10.4	+2.9
65 years old and over	10.9	10.8	10.8	10.9 ^r	10.9	+0.3
Canada	9.8	9.9	9.8	9.8	10.0	+1.9

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	FY1516	FY1617	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
Newfoundland and Labrador	415	429	431	444	457	+3.0
Prince Edward Island	400	418	425	433	449	+3.7
Nova Scotia	400	408	417	424	440	+3.8
New Brunswick	416	417	430	435	456	+4.8
Quebec	398	405	416	427	445	+4.4
Ontario	408	420	430	446	460	+3.2
Manitoba	419	417	425	431	441	+2.3
Saskatchewan	428	438	442	445	460	+3.5
Alberta	448	446	454	464	482	+3.8
British Columbia	408	419	428	441	464	+5.2
Yukon	470	490	488	501	512	+2.2
Northwest Territories	502	517	497	518	533	+3.0
Nunavut	455	430	520	519	544	+4.9
Gender						
Men	448	455	464	475	492	+3.6
Women	379	388	397	409	426	+4.1
Age						
24 years old and under	346	351	355	377	391	+3.8
25 to 34 years old	410	417	427	439	458	+4.4
35 to 44 years old	426	433	442	453	472	+4.3
45 to 54 years old	421	428	439	450	468	+4.1
55 to 64 years old	407	418	427	438	453	+3.5
65 years old and over	381	391	398	413	429	+3.7
Canada	409	417	426	438	456	+4.0

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	FY1516	FY1617	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
Newfoundland and Labrador	43.0	45.1	49.0	48.7	50.9	+4.6
Prince Edward Island	17.3	20.2	21.1	21.4	21.1	-1.6
Nova Scotia	65.8	74.0	79.0	81.4	85.7	+5.3
New Brunswick	74.3	92.7	103.7	111.2	114.0	+2.5
Quebec	400.0	428.8	490.2	507.0	553.4	+9.2
Ontario	424.3	461.8	502.3	519.7	545.8	+5.0
Manitoba	44.9	43.7	47.3	48.2	49.3	+2.3
Saskatchewan	33.6	35.4	34.6	36.4	39.3	+7.9
Alberta	136.1	138.2	138.3	150.3	162.9	+8.3
British Columbia	212.9	223.9	242.3	241.5	261.4	+8.2
Yukon	1.8	2.1	1.9	1.8	2.1	+17.5
Northwest Territories	1.3	0.9	1.5	1.4	1.8	+30.3
Nunavut	0.5	0.7	0.9	0.6	1.2	+100.2
Gender						
Men	684.5	745.5	797.0	830.0	880.6	+6.1
Women	771.5	821.9	915.0	939.6	1,008.2	+7.3
Age						
24 years old and under	81.9	91.5	98.6	99.5	104.8	+5.3
25 to 34 years old	283.9	307.8	340.3	356.4	379.2	+6.4
35 to 44 years old	308.2	327.3	353.2	368.8	396.3	+7.4
45 to 54 years old	375.7	396.9	425.7	426.4	436.2	+2.3
55 to 64 years old	341.5	370.0	407.1	426.4	463.1	+8.6
65 years old and over	64.8	74.0	87.2	92.1	109.2	+18.6
Canada	1,456.0	1,567.4	1,712.0	1,769.6	1,888.8	+6.7

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	FY1516 Employment (000s)	FY1516 Share (%)	FY1920 Employment (000s)	FY1920 Share (%)
Goods-producing industries	3,855.2	21.6	3,971.3	20.9
Agriculture, forestry, fishing, hunting, mining and oil and gas extraction	644.5	3.6	617.6	3.3
Utilities	135.9	0.8	138.8	0.7
Construction	1,364.3	7.7	1,478.1	7.8
Manufacturing	1,710.5	9.6	1,736.9	9.2
Services-producing industries	13,963.0	78.4	14,994.6	79.1
Wholesale trade and retail trade	2,709.6	15.2	2,823.3	14.9
Transportation and warehousing	912.6	5.1	1,033.8	5.5
Finance, insurance, real estate, rental and leasing	1,092.4	6.1	1,216.1	6.4
Professional, scientific and technical services	1,367.8	7.7	1,544.5	8.1
Business, building and other support services ¹	755.2	4.2	755.9	4.0
Educational services	1,261.7	7.1	1,359.0	7.2
Health care and social assistance	2,288.1	12.8	2,503.3	13.2
Information, culture and recreation ²	741.5	4.2	759.2	4.0
Accommodation and food services	1,179.4	6.6	1,189.5	6.3
Other services (except public administration)	756.6	4.2	805.9	4.2
Public administration	898.1	5.0	1,004.0	5.3
Unclassified*	n/a	n/a	n/a	n/a
Canada	17,813.2	100.0	18,965.9	100.0

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

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): New claims established

Industry	FY1516 New claims	FY1516 Share (%)	FY1920 New claims	FY1920 Share (%)
Goods-producing industries	97,880	26.8	117,450	27.9
Agriculture, forestry, fishing, hunting, mining and oil and gas extraction	17,520	4.8	16,980	4.0
Utilities	300	0.1	720	0.2
Construction	37,380	10.2	45,550	10.8
Manufacturing	42,680	11.7	54,200	12.9
Services-producing industries	258,550	70.7	291,610	69.2
Wholesale trade and retail trade	60,340	16.5	67,000	15.9
Transportation and warehousing	19,310	5.3	21,850	5.2
Finance, insurance, real estate, rental and leasing	10,820	3.0	12,000	2.8
Professional, scientific and technical services	10,260	2.8	12,540	3.0
Business, building and other support services ¹	28,260	7.7	27,510	6.5
Educational services	11,130	3.0	13,070	3.1
Health care and social assistance	42,450	11.6	52,690	12.5
Information, culture and recreation ²	7,200	2.0	8,600	2.0
Accommodation and food services	27,280	7.5	29,870	7.1
Other services (except public administration)	16,340	4.5	17,970	4.3
Public administration	25,160	6.9	28,510	6.8
Unclassified*	9,050	2.5	12,080	2.9
Canada	365,480	100.0	421,140	100.0

Note: Data may not add up to the total due to rounding. 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	FY1516 Amount paid (\$)	FY1516 Share (%)	FY1920 Amount paid (\$)	FY1920 Share (%)
Goods-producing industries	414.3	28.5	527.9	28.0
Agriculture, forestry, fishing, hunting, mining and oil and gas extraction	65.1	4.5	82.9	4.4
Utilities	1.8	0.1	3.1	0.2
Construction	172.3	11.8	205.1	10.9
Manufacturing	175.1	12.0	236.8	12.5
Services-producing industries	1,013.5	69.6	1,314.6	69.6
Wholesale trade and retail trade	214.0	14.7	275.5	14.6
Transportation and warehousing	88.0	6.0	114.3	6.1
Finance, insurance, real estate, rental and leasing	46.9	3.2	59.0	3.1
Professional, scientific and technical services	42.5	2.9	58.3	3.1
Business, building and other support services ¹	111.3	7.6	129.0	6.8
Educational services	39.1	2.7	55.3	2.9
Health care and social assistance	176.3	12.1	246.9	13.1
Information, culture and recreation ²	27.7	1.9	35.2	1.9
Accommodation and food services	85.3	5.9	113.3	6.0
Other services (except public administration)	62.3	4.3	77.7	4.1
Public administration	120.2	8.3	150.1	7.9
Unclassified*	28.2	1.9	46.3	2.5
Canada	1,456.0	100.0	1,888.8	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	FY1516	FY1617	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
Newfoundland and Labrador	92	106	129	92	95	+3.3
Prince Edward Island	51	55	66	40	29	-27.5
Nova Scotia	243	367	351	281	273	-2.8
New Brunswick	205	245	283	193	173	-10.4
Quebec	1,319	1,759	1,808	1,497	1,305	-12.8
Ontario	3,465	4,452	4,966	3,574	3,223	-9.8
Manitoba	297	391	397	346	301	-13.0
Saskatchewan	200	258	284	219	175	-20.1
Alberta	741	1,002	1,032	866	776	-10.4
British Columbia	1,238	1,523	1,658	1,243	1,205	-3.1
Yukon	20 ^c	35 ^c	36 ^c	34 ^c	26 ^c	-23.5
Northwest Territories						
Nunavut						
Gender						
Men	2,260	2,812	3,120	2,436	2,239	-8.1
Women	5,611	7,381	7,890	5,949	5,342	-10.2
Age						
24 years old and under	138	176	167	116	136	+17.2
25 to 44 years old	2,450	3,259	3,494	2,723	2,446	-10.2
45 to 54 years old	2,758	3,461	3,641	2,681	2,409	-10.1
55 years old and over	2,525	3,297	3,708	2,865	2,590	-9.6
Canada	7,871	10,193	11,010	8,385	7,581	-9.6

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	FY1516 ¹	FY1617	FY1718	FY1819 ^e	FY1920 ^p	Change (%) FY1819 to FY1920
Newfoundland and Labrador	5.0	9.7	13.4	13.3	11.8	-11.4
Prince Edward Island	5.1	11.0	13.2	12.1	10.7	-11.2
Nova Scotia	5.0	10.8	13.3	11.4	10.9	-3.8
New Brunswick	4.5	10.3	13.3	12.2	12.7	+4.4
Quebec	4.4	8.6	10.8	9.8	9.1	-7.5
Ontario	4.6	9.8	11.8	11.6 ^f	11.1	-4.6
Manitoba	4.8	10.2	11.9	11.5 ^f	10.9	-4.5
Saskatchewan	5.0	11.7	12.5	11.9 ^f	12.1	+1.7
Alberta	5.0	10.0	12.9	12.6 ^f	12.7	+0.8
British Columbia	4.7	10.3	12.4	11.7	11.5	-1.4
Yukon	4.3 ^c	11.1 ^c	14.3 ^c	10.7 ^{c,f}	12.6 ^c	+17.6
Northwest Territories						
Nunavut						
Gender						
Men	4.7	9.7	12.1	11.8	11.3	-3.7
Women	4.6	9.9	11.9	11.3	10.9	-3.6
Age						
24 years old and under	4.8	9.8	11.0	10.2 ^f	11.8	+15.3
25 to 44 years old	4.6	9.5	11.3	11.0	10.5	-4.6
45 to 54 years old	4.6	9.5	11.9	11.2	10.8	-3.7
55 years old and over	4.8	10.5	12.8	12.2	11.8	-3.5
Canada	4.6	9.8	12.0	11.4^f	11.0	-3.7

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

^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 2.18.3 – Compassionate care benefits: Average weekly benefit rate¹ (\$)

Province or territory	FY1516	FY1617	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
Newfoundland and Labrador	421	433	448	458	458	0.0
Prince Edward Island	411	417	450	440	418	-5.1
Nova Scotia	399	411	418	429	443	+3.1
New Brunswick	392	403	417	430	440	+2.5
Quebec	412	414	429	443	463	+4.7
Ontario	438	450	461	477	491	+2.9
Manitoba	425	448	454	459	471	+2.7
Saskatchewan	465	463	459	484	487	+0.8
Alberta	464	470	477	490	499	+1.9
British Columbia	439	453	459	474	484	+2.0
Yukon	460 ^c	498 ^c	521 ^c	496 ^c	525	+5.9
Northwest Territories						
Nunavut						
Gender						
Men	468	478	488	498	512	+2.8
Women	420	431	441	456	469	+2.8
Age						
24 years old and under	364	380	386	414	416	+0.5
25 to 44 years old	448	457	466	478	494	+3.4
45 to 54 years old	439	454	464	477	490	+2.7
55 years old and over	417	423	436	453	465	+2.8
Canada	434	444	454	468	482	+2.8

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 (\$ thousands)

Province or territory	FY1516	FY1617	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
Newfoundland and Labrador	220.3	609.2	786.5	514.0	472.6	-8.1
Prince Edward Island	122.4	346.0	393.8	248.5	163.3	-34.3
Nova Scotia	551.0	2,081.8	2,036.0	1,377.0	1,320.2	-4.1
New Brunswick	451.6	1,449.3	1,531.0	1,096.1	959.4	-12.5
Quebec	2,828.6	7,660.5	8,549.1	6,468.3	5,547.0	-14.2
Ontario	7,955.7	22,998.8	27,343.8	19,988.7	17,170.7	-14.1
Manitoba	723.5	2,158.5	2,219.0	1,847.3	1,494.5	-19.1
Saskatchewan	506.5	1,671.4	1,768.2	1,429.5	1,024.6	-28.3
Alberta	1,986.2	6,148.5	6,693.1	5,671.1	4,806.3	-15.2
British Columbia	2,916.4	8,791.6	9,503.6	6,993.7	6,486.3	-7.3
Yukon	62.0 ^c	217.8 ^c	250.4 ^c	200.9 ^c	128.4 ^c	-36.1
Northwest Territories						
Nunavut						
Gender						
Men	5,887.2	16,843.7	19,117.2	14,950.6	13,009.4	-13.0
Women	12,437.1	37,289.8	41,957.3	30,884.4	26,563.8	-14.0
Age						
24 years old and under	250.9	728.8	773.1	473.1	578.9	+22.4
25 to 44 years old	5,780.8	16,998.1	18,878.8	14,449.2	12,339.1	-14.6
45 to 54 years old	6,432.0	18,475.2	20,466.0	15,055.4	12,560.7	-16.6
55 years old and over	5,860.6	17,931.3	20,956.6	15,857.3	14,094.5	-11.1
Canada	18,324.3	54,133.4	61,074.5	45,835.0	39,573.2	-13.7

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	FY1819 ^f	FY1920	Change (%) FY1819 to FY1920
Newfoundland and Labrador	54	216 ^f	184	-14.8
Prince Edward Island	17	77 ^f	87	+13.0
Nova Scotia	67	330 ^f	322	-2.4
New Brunswick	65	303 ^f	282	-6.9
Quebec	508	2,031 ^f	1,934	-4.8
Ontario	1,207	5,168 ^f	5,419 ^{c2}	+4.9
Manitoba	85	370 ^f	407	+10.0
Saskatchewan	63	254 ^f	304	+19.7
Alberta	229	1,062 ^f	1,031	-2.9
British Columbia	344 ^{c1}	1,399 ^f	1,575	+12.6
Territories		31 ^f	47	+51.6
Unknown [*]	28	124 ^f	n/a	n/a
Gender				
Men	829	3,593 ^f	3,725	+3.7
Women	1,842	7,772 ^f	7,867	+1.2
Age				
24 years old and under	37	180 ^f	229	+27.2
25 to 34 years old	260	1,180 ^f	1,292	+9.5
35 to 44 years old	466	2,106 ^f	2,128	+1.0
45 to 54 years old	837	3,584 ^f	3,521	-1.8
55 to 64 years old	905	3,636 ^f	3,682	+1.3
65 years old and over	166	679 ^f	740	+9.0
Canada	2,671	11,365^f	11,592	+2.0

Note: Includes claims for which at least \$1 of benefits for family caregiver for adults was paid.

¹ The family caregiver benefits for adults have been available since December 3, 2017.

^{c1} For confidentiality purposes, data for the territories have been combined with British Columbia.

^{c2} For confidentiality purposes, claims for which the region was unknown have been combined with Ontario.

^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.

Annex 2.19.2 – Family caregiver benefit for adults¹: Average actual duration (number of weeks)

Province or territory	FY1718	FY1819	FY1920 ^p	Change (%) FY1819 to FY1920
Newfoundland and Labrador	11.4	11.0	10.8	-1.8
Prince Edward Island	n/a	10.9	11.3	+3.7
Nova Scotia	9.3	11.1	11.3	+1.2
New Brunswick	10.1	11.2	10.9	-2.6
Quebec	9.0	11.4	10.7	-6.8
Ontario	7.6	10.6	10.4 ^{c2}	-1.9
Manitoba	7.9	10.1	10.8	+6.7
Saskatchewan	7.6	10.9	11.0	+1.5
Alberta	8.1	11.0	10.9	-0.3
British Columbia	8.4 ^{c1}	11.1	10.7	-3.6
Territories		11.8	11.2	-5.4
Unknown [*]	3.7	5.0	n/a	n/a
Gender				
Men	7.9	10.6	10.4	-2.2
Women	8.0	10.8	10.7	-1.0
Age				
24 years old and under	9.8	9.8	10.6	+8.2
25 to 34 years old	7.5	10.2	9.9	-2.3
35 to 44 years old	7.6	10.2	10.0	-2.3
45 to 54 years old	7.7	10.7	10.4	-2.7
55 to 64 years old	8.4	11.1	11.1	-0.3
65 years old and over	8.9	12.0	11.9	-0.8
Canada	8.0	10.7	10.6	-1.4

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of benefits for family caregiver for adults was paid.

¹ The family caregiver benefits for adults have been available since December 3, 2017.

^{c1} For confidentiality purposes, data for the territories have been combined with British Columbia.

^{c2} For confidentiality purposes, claims for which the region was unknown have been combined with Ontario.

^p Preliminary.

^{*} 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.

Annex 2.19.3 – Family caregiver benefit for adults¹: Average weekly benefit rate² (\$)

Province or territory	FY1718	FY1819 ^r	FY1920	Change (%) FY1819 to FY1920
Newfoundland and Labrador	415	431 ^r	417	-3.4
Prince Edward Island	n/a	434 ^r	424	-2.3
Nova Scotia	376	401 ^r	412	+2.7
New Brunswick	401	400 ^r	423	+5.8
Quebec	416	408 ^r	417	+2.3
Ontario	455	444 ^r	456 ^{c2}	+2.8
Manitoba	443	431 ^r	449	+4.1
Saskatchewan	487	462 ^r	463	+0.2
Alberta	480	463 ^r	475	+2.5
British Columbia	445 ^{c1}	435 ^r	457	+5.0
Territories		520 ^r	531	+2.2
Unknown [*]	not available	450 ^r	n/a	n/a
Gender				
Men	491	477 ^r	488	+2.2
Women	428	417 ^r	431	+3.2
Age				
24 years old and under	428	372 ^r	384	+3.0
25 to 34 years old	471	448 ^r	466	+4.1
35 to 44 years old	470	451 ^r	467	+3.7
45 to 54 years old	459	445 ^r	455	+2.4
55 to 64 years old	418	426 ^r	440	+3.3
65 years old and over	419	395 ^r	405	+2.6
Canada	446	436^r	449	+3.0

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of benefits for family caregiver for adults was paid.

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.

^{c1} For confidentiality purposes, data for the territories have been combined with British Columbia.

^{c2} For confidentiality purposes, claims for which the region was unknown have been combined with Ontario.

^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.

Annex 2.19.4 – Family caregiver benefit for adults¹: Amount paid² (\$ thousands)

Province or territory	FY1718	FY1819 ^r	FY1920	Change (%) FY1819 to FY1920
Newfoundland and Labrador	146.9	991.6 ^r	783.7	-21.0
Prince Edward Island	40.9	333.9 ^r	421.7	+26.3
Nova Scotia	179.2	1,350.8 ^r	1,588.1	+17.6
New Brunswick	206.5	1,229.4 ^r	1,310.7	+6.6
Quebec	1,481.4	8,302.1 ^r	8,801.9	+6.0
Ontario	3,539.4 ^r	22,753.2 ^r	25,654.8 ^{c2}	+12.8
Manitoba	244.2	1,511.9 ^r	1,979.0	+30.9
Saskatchewan	186.5	1,177.9 ^r	1,586.7	+34.7
Alberta	728.5	4,820.0 ^r	5,599.0	+16.2
British Columbia	1,011.7 ^{c1}	6,122.6 ^r	7,647.9	+24.9
Territories		163.2 ^r	295.8	+81.2
Unknown [*]	40.7	325.1 ^r	n/a	n/a
Gender				
Men	2,711.7	16,344.9 ^r	19,098.4	+16.8
Women	5,094.0	32,737.1 ^r	36,570.9	+11.7
Age				
24 years old and under	76.2	647.1 ^r	740.2	+14.4
25 to 34 years old	784.4	5,013.7 ^r	5,831.3	+16.3
35 to 44 years old	1,387.9	8,939.4 ^r	10,236.5	+14.5
45 to 54 years old	2,459.9	15,901.3 ^r	17,264.8	+8.6
55 to 64 years old	2,588.5	15,775.8 ^r	18,022.9	+14.2
65 years old and over	508.9	2,804.7 ^r	3,573.7	+27.4
Canada	7,805.8	49,082.0^r	55,669.3	+13.4

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 benefits for family caregiver for adults was paid.

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.

^{c1} For confidentiality purposes, data for the territories have been combined with British Columbia.

^{c2} For confidentiality purposes, claims for which the region was unknown have been combined with Ontario.

^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.

Annex 2.20.1 – Family caregiver benefits for children¹: New claims established

Province or territory	FY1516	FY1617	FY1718	FY1819 ^r	FY1920	Change (%) FY1819 to FY1920
Newfoundland and Labrador	58	44	70	63 ^r	72	+14.3
Prince Edward Island	26	22	18	33 ^r	25	-24.2
Nova Scotia	73	86	92	103 ^r	140	+35.9
New Brunswick	74	92	94	107 ^r	104	-2.8
Quebec	822	889	884	1,124 ^r	1,054	-6.2
Ontario	1,329	1,570	1,941	2,164 ^r	2,056 ^{c2}	-5.0
Manitoba	129	158	182	212 ^r	195	-8.0
Saskatchewan	142	153	195	233 ^r	180	-22.7
Alberta	558	613	765	888 ^r	798	-10.1
British Columbia	466	553	628	737 ^r	759	+3.0
Territories	13 ^{c1}	16 ^{c1}	12 ^{c1}	20 ^{c1,r}	20 ^{c1}	0.0
Unknown [*]	50	42	40	38	n/a	n/a
Gender						
Men	751	818	1,008	1,224 ^r	1,201	-1.9
Women	2,989	3,420	3,913	4,498 ^r	4,202	-6.6
Age						
24 years old and under	216	225	257	253 ^r	226	-10.7
25 to 44 years old	3,276	3,766	4,282 ^r	4,886 ^r	4,546	-7.0
45 to 54 years old	226	227	341	505 ^r	551	+9.1
55 years old and over	22	20	41	78 ^r	80	+2.6
Canada	3,740	4,238	4,921	5,722^r	5,403	-5.6

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*.

^{c1} For confidentiality purposes, data for Yukon, Northwest Territories and Nunavut have been combined.

^{c2} For confidentiality purposes, claims for which the region was unknown have been combined with Ontario.

^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.

Annex 2.20.2 – Family caregiver benefits for children¹: Average actual duration (number of weeks)

Province or territory	FY1516	FY1617	FY1718	FY1819	FY1920 ^p	Change (%) FY1819 to FY1920
Newfoundland and Labrador	17.8	17.1	20.6	22.8	19.3	-15.1
Prince Edward Island	11.0	24.7	20.2	19.1	12.0	-37.1
Nova Scotia	20.6	20.5	20.0	22.0	16.1	-26.8
New Brunswick	21.0	19.3	20.3	15.3	17.8	+16.3
Quebec	14.6	14.6	15.3	13.8	13.9	+1.2
Ontario	20.9	20.4	17.9	19.1	16.1 ^{c2}	-15.4
Manitoba	19.9	19.6	16.3	17.1	14.4	-15.6
Saskatchewan	21.4	18.7	17.1	20.6	16.6	-19.4
Alberta	21.1	20.9	19.4	19.8	15.5	-21.4
British Columbia	20.2	17.8	18.4	17.8	15.5	-13.0
Territories	10.5 ^{c1}	25.0 ^{c1}	11.1 ^{c1}	16.8 ^{c1}	17.2 ^{c1}	+2.3
Unknown*	7.4	6.1	5.9	5.6	n/a	n/a
Gender						
Men	16.0	14.3	13.8	14.4	14.0	-2.8
Women	18.3	18.7	18.4	18.3	15.9	-13.2
Age						
24 years old and under	15.8	16.2	15.3	16.4	13.9	-15.5
25 to 44 years old	17.2	16.8	16.3	16.6	14.9	-10.1
45 to 54 years old	21.5	21.7	20.1	18.7	18.2	-2.4
55 years old and over	12.7	21.9	18.5	20.5	21.8	+6.2
Canada	17.5	17.3	16.7	17.0	15.4	-9.4

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*.

^{c1} For confidentiality purposes, data for Yukon, Northwest Territories and Nunavut have been combined.

^{c2} For confidentiality purposes, claims for which the region was unknown have been combined with Ontario.

^p Preliminary.

* 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.

Annex 2.20.3 – Family caregiver benefits for children¹: Average weekly benefit rate² (\$)

Province or territory	FY1516	FY1617	FY1718	FY1819 ^r	FY1920	Change (%) FY1819 to FY1920
Newfoundland and Labrador	422	447	424	458 ^r	452	-1.1
Prince Edward Island	467	437	447	465 ^r	387	-16.7
Nova Scotia	403	441	416	430 ^r	429	-0.1
New Brunswick	435	385	432	443 ^r	429	-3.0
Quebec	435	442	447	448 ^r	457	+2.0
Ontario	443	455	467	460 ^r	467 ^{c2}	+1.5
Manitoba	431	435	479	442 ^r	443	+0.2
Saskatchewan	477	442	439	463 ^r	449	-3.0
Alberta	457	461	471	470 ^r	480	+2.1
British Columbia	447	444	469	439 ^r	459	+4.6
Territories	442 ^{c1}	454 ^{c1}	532 ^{c1}	472 ^{r,c1}	499 ^{c1}	+5.7
Unknown	not available	not available	not available	468 ^r	n/a	n/a
Gender						
Men	474	481	494	491 ^r	500	+1.7
Women	424	429	436	446	452	+1.4
Age						
24 years old and under	376	370	381	369 ^r	382	+3.5
25 to 44 years old	445	451	461	460 ^r	467	+1.5
45 to 54 years old	435	440	466	457 ^r	462	+1.0
55 years old and over	418	458	423	449 ^r	435	-3.1
Canada	440	446	457	455^r	462	+1.5

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*.

² Takes into account Family Supplement top-ups paid to claimants with benefits for family caregiver for children.

^{c1} For confidentiality purposes, data for Yukon, Northwest Territories and Nunavut have been combined.

^{c2} For confidentiality purposes, claims for which the region was unknown have been combined with Ontario.

^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 2.20.4 – Family caregiver benefit for children¹: Amount paid² (\$ thousands)

Province or territory	FY1516	FY1617	FY1718	FY1819 ^r	FY1920	Change (%) FY1819 to FY1920
Newfoundland and Labrador	330.8	352.9	450.2	550.9 ^r	554.1	+0.6
Prince Edward Island	179.4	138.1	133.1	190.6 ^r	115.0	-39.7
Nova Scotia	492.8	550.1	522.9	741.4 ^r	990.4	+33.6
New Brunswick	525.2	519.6	520.0	648.8 ^r	708.3	+9.2
Quebec	4,945.1	5,515.1	5,761.5	6,510.0 ^r	6,724.9	+3.3
Ontario	8,895.9	10,004.5	12,006.6	14,893.3 ^r	14,104.3 ^{c2}	-5.3
Manitoba	775.9	962.9	1,090.7	1,306.3 ^r	1,393.5	+6.7
Saskatchewan	878.6	926.0	1,142.3	1,719.2 ^r	1,031.4	-40.0
Alberta	3,818.3	4,308.4	4,893.3	5,766.2 ^r	5,715.7	-0.9
British Columbia	2,808.5	3,055.5	3,707.1	4,327.6 ^r	4,820.7	+11.4
Territories	62.7 ^{c1}	110.9 ^{c1}	63.8 ^{c1}	157.3 ^{c1,r}	120.8 ^{c1}	-23.2
Unknown [*]	84.5	111.5	113.8	96.9	n/a	n/a
Gender						
Men	5,231.0	5,265.7	6,332.8	8,124.1 ^r	8,036.3	-1.1
Women	18,566.7	21,289.6	24,072.4	28,784.2 ^r	28,242.7	-1.9
Age						
24 years old and under	1,087.6	1,060.3	1,312.1	1,242.9 ^r	1,168.8	-6.0
25 to 44 years old	20,549.8	23,335.0	25,978.2	30,968.7 ^r	30,061.8	-2.9
45 to 54 years old	2,012.5	2,031.9	2,796.3	4,032.3 ^r	4,395.3	+9.0
55 years old and over	147.8	128.2	318.5	664.5 ^r	653.2	-1.7
Canada	23,797.7	26,555.4	30,405.2	36,908.3^r	36,279.1	-1.7

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*.

² Takes into account Family Supplement top-ups paid to claimants with benefits for family caregiver for children.

^{c1} For confidentiality purposes, data for Yukon, Northwest Territories and Nunavut have been combined.

^{c2} For confidentiality purposes, claims for which the region was unknown have been combined with Ontario.

^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.

Annex 2.21.1 – Work-Sharing benefits: New claims established

Province ¹	FY1516	FY1617	FY1718	FY1819	FY1920	Change (%) FY1819to FY1920
Newfoundland and Labrador	43	41	28 ^c	0 ^c	47 ^c	n/a
Prince Edward Island	12	10				
Nova Scotia	205	145	181	15	70	+366.7
New Brunswick	42	16	22	11	70	+536.4
Quebec	4,451	2,737	941	1,001	2,385	+138.3
Ontario	2,849	2,017	1,737	1,339	3,969	+196.4
Manitoba	2,482	915	111	539	1,729	+220.8
Saskatchewan	1,035	577	85	212	642	+202.8
Alberta	7,939	4,872	403	600	1,089	+81.5
British Columbia	1,463	606	200	98	1,045	+966.3
Gender						
Men	15,933	8,883	2,487	2,721	8,528	+213.4
Women	4,588	3,053	1,221	1,094	2,518	+130.2
Age						
24 years old and under	1,425	718	151	235	748	+218.3
25 to 44 years old	9,463	5,547	1,403	1,409	4,644	+229.6
45 to 54 years old	5,539	3,144	1,075	1,080	2,809	+160.1
55 years old and over	4,094	2,527	1,079	1,091	2,845	+160.8
Canada	20,521	11,936	3,708	3,815	11,046	+189.5

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	FY1516	FY1617	FY1718	FY1819	FY1920 ^p	Change (%) FY1819 to FY1920
Newfoundland and Labrador	19.3	17.8	19.0 ^c	24.8 ^{c,r}	12.7 ^c	-48.8
Prince Edward Island	7.7	14.5				
Nova Scotia	13.7 ^c	15.4	19.9	15.4 ^{c,r}	16.7 ^c	+8.7
New Brunswick		13.8	16.2			
Quebec	13.0	13.2	21.1	15.8 ^r	16.8	+6.7
Ontario	15.5	14.4	15.9	13.4 ^r	13.7	+2.5
Manitoba	11.6	17.0	23.5	14.5	12.2	-16.1
Saskatchewan	18.9	17.3	24.5	20.9 ^r	19.0	-9.2
Alberta	14.9	20.6	31.6	18.5	13.2	-28.7
British Columbia	13.3	17.5	22.2	15.3 ^r	14.9	-2.7
Gender						
Men	14.1	16.9	23.2	15.0 ^r	14.1	-5.9
Women	15.3	19.4	25.4	17.0 ^r	16.1	-4.9
Age						
24 years old and under	12.0	16.3	22.1	12.7 ^r	13.6	+7.5
25 to 44 years old	14.1	17.2	24.0	15.1 ^r	14.0	-7.3
45 to 54 years old	14.9	17.6	24.6	15.7 ^r	15.3	-2.5
55 years old and over	15.0	17.9	22.9	16.5 ^r	15.4	-7.0
Canada	14.4	17.4	23.8	15.5	14.7	-5.6

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	FY1516	FY1617	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
Newfoundland and Labrador	168	187	148 ^c	0 ^c	233 ^c	n/a
Prince Edward Island	186	211				
Nova Scotia	136	137	113	183	132	-27.6
New Brunswick	128	176	71	109	114	+3.8
Quebec	116	113	109	127	136	+7.4
Ontario	117	118	102	105	127	+20.8
Manitoba	119	101	113	110	149	+35.4
Saskatchewan	142	142	160	151	152	+0.5
Alberta	142	137	124	135	159	+17.7
British Columbia	150	114	118	167	142	-15.2
Gender						
Men	136	131	115	129	143	+10.6
Women	115	107	99	99	124	+25.6
Age						
24 years old and under	133	120	102	120	134	+11.4
25 to 44 years old	133	125	113	124	139	+12.1
45 to 54 years old	128	126	106	119	140	+17.7
55 years old and over	129	124	108	118	138	+17.1
Canada	131	125	109	121	139	+15.0

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	FY1516	FY1617	FY1718 ^e	FY1819	FY1920	Change (%) FY1819 to FY1920
Newfoundland and Labrador	0.1	0.2	0.2 ^e	0.0 ^e	0.1 ^e	1,891.8
Prince Edward Island	0.1	0.0				
Nova Scotia	0.3	0.7	0.4	0.0	0.1	109.0
New Brunswick	0.0	0.1	0.0	0.0	0.0	43.5
Quebec	6.3 ^f	6.7 ^f	3.2	1.8	4.2	126.1
Ontario	5.4 ^f	4.5 ^f	2.8	1.5	5.4	263.0
Manitoba	3.0 ^f	3.7 ^f	0.6	0.5	2.7	458.3
Saskatchewan	2.4 ^f	1.8 ^f	0.9	0.5	1.7	224.9
Alberta	18.3 ^f	25.3 ^f	4.1	1.1	1.4	30.7
British Columbia	3.7 ^f	2.3 ^f	0.4	0.3	1.0	251.7
Gender						
Men	31.2 ^f	34.4 ^f	9.2	4.3	12.8	201.1
Women	8.3	10.8 ^f	3.3	1.5	3.7	147.9
Age						
24 years old and under	2.5 ^f	2.7 ^f	0.6	0.3	1.0	288.1
25 to 44 years old	18.3 ^f	20.9 ^f	5.1	2.1	6.3	201.4
45 to 54 years old	10.8 ^f	12.3 ^f	3.7	1.7	4.5	169.9
55 years old and over	8.0 ^f	9.3 ^f	3.1	1.7	4.7	171.9
Canada	39.6^f	45.3^f	12.5	5.7	16.5	187.3

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.

^e For confidentiality purposes, data for some provinces 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 2.22.1 – Work-Sharing benefits (by industry): New claims established

Industry	FY1516	FY1617	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
Goods-producing industries	15,612	9,315	3,031	3,461	9,347	170.1
Agriculture, forestry, fishing and hunting	40	10	18 ^c	13 ^c	107 ^c	n/a
Mining and oil and gas extraction	514 ^c	281				
Utilities		0				
Construction	627	550	158	190	215	13.2
Manufacturing	14,431	8,474	2,855	3,258	9,025	177.0
Service-producing industries	4,869	2,439	633^c	352	1,642	366.5
Wholesale trade	2,026	1,017	180	63	581	822.2
Retail trade	521	167	44	30	130	333.3
Transportation and warehousing	220 ^c	78 ^c	14 ^c	20 ^c	98 ^c	390.0
Finance and insurance						
Real estate and rental and leasing	131	203	283 ^c	67 ^c	65	n/a
Professional, scientific and technical services	1,069	543			311	n/a
Business, building and support services ¹	170	175	39	73	175	139.7
Educational services	14	32 ^c	24 ^c	23 ^c	53 ^c	130.4
Health care and social assistance	31					
Information, culture and recreation ²	105	23	31	45	96	113.3
Accommodation and food services	216	29	14 ^c	28 ^c	43	n/a
Other services (except public administration)	352	169			90 ^c	n/a
Public administration	54 ^c	185 ^c	48 ^c	n/a ³	57	n/a ³
Unclassified⁴						
Canada	20,521	11,936	3,708	3,815	11,046	189.5

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.

^c 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	FY1516	FY1617	FY1718 ^r	FY1819 ^r	FY1920 ^p	Change (%) FY1819 to FY1920
Goods-producing industries	13.4	16.5	21.5	14.6	14.6	0.0
Agriculture, forestry, fishing and hunting	9.8	8.1	37.6 ^c	27.5 ^c	9.2	-198.9
Mining and oil and gas extraction	17.2 ^c	17.6				
Utilities			14.0	0.0	0.0	0.0
Construction	13.6	13.2	23.5	13.3 ^r	15.6	+17.3
Manufacturing	13.3	16.6	21.0	14.7 ^r	14.7	0.0
Service-producing industries	16.8	20.8	31.6	21.3^r	14.9	-30.0
Wholesale trade	16.4	20.3	34.0	18.6 ^r	12.6	-47.6
Retail trade	14.2	21.4	25.4	16.7 ^r	15.0	-10.2
Transportation and warehousing	24.0 ^c	19.6 ^c	32.2 ^c	31.3 ^{cr}	15.2	-51.4
Finance and insurance						
Real estate and rental and leasing	14.4	19.2	28.1 ^c	25.0 ^r	17.0	-32.0
Professional, scientific and technical services	19.3	19.9				
Business, building and support services ¹	13.4	22.9	24.5	12.5 ^r	9.7	-22.4
Educational services	18.3 ^c	24.9 ^c	25.4 ^c	24.7 ^r	17.4	-29.5
Health care and social assistance						
Information, culture and recreation ²	18.3	26.9	55.2	24.3 ^r	20.3	-16.5
Accommodation and food services	14.0	25.6	36.7 ^c	27.8 ^{cr}	11.9	n/a
Other services (except public administration)	12.7	22.9			16.7	n/a
Public administration	12.8 ^c	15.1 ^c	14.9 ^c	n/a ³		n/a
Unclassified⁴						n/a ³
Canada	14.4	17.4	23.8	15.5	14.7	-5.2

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.

^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 2.22.3 – Work-Sharing benefits (by industry): Average weekly benefit rate¹ (\$)

Industry	FY1516	FY1617	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
Goods-producing industries	132	124	106	119	138	+16.0
Agriculture, forestry, fishing and hunting	142	116				
Mining and oil and gas extraction	152 ^c	126	110 ^c	180 ^c	208 ^c	+15.5
Utilities		0	0	0	0	0.0
Construction	153	148	112	130	173	+33.1
Manufacturing	130	122	106	119	136	+14.3
Service-producing industries	129	129	123	133	143	+7.5
Wholesale trade	109	111	113	145	138	-4.8
Retail trade	115	130	119	106	139	+31.1
Transportation and warehousing	136 ^{e,r}	158 ^c	157 ^c	91 ^c	125 ^c	+37.4
Finance and insurance						
Real estate and rental and leasing	125	132				
Professional, scientific and technical services	138	145	131 ^c	140 ^c	156	+11.4
Business, building and support services ²	140	139	100	156	146	-6.4
Educational services						
Health care and social assistance	126 ^c	124 ^c	128 ^c	145 ^c	158	+9.0
Information, culture and recreation ³	179	152	136	118	145	+22.9
Accommodation and food services	211	125			111	n/a
Other services (except public administration)	158	151	108 ^c	111 ^c	143	n/a
Public administration				n/a ⁴		
Unclassified⁵	148^c	130^c	125^c	n/a⁴	211	n/a
Canada	131	125	109	121	139	+14.9

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.

^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 2.22.4 – Work-Sharing benefits (by industry): Amount paid^{1,2} (\$ million)

Industry	FY1516	FY1617	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
Goods-producing industries	28.1^r	32.2^r	9.1^r	4.9	14.9	204.5
Agriculture, forestry, fishing and hunting	0.1	0.0	0.2 ^{c,r}	0.0 ^c	0.2 ^c	1789.4
Mining and oil and gas extraction	1.4 ^{c,r}	1.3				
Utilities		0.0	0.0	0.0	0.0	0.0
Construction	1.0 ^r	2.0 ^r	0.8 ^r	0.3	0.5	64.9
Manufacturing	25.7 ^r	28.9 ^r	8.0 ^r	4.6	14.3	209.8
Service-producing industries	12.3^r	13.9^r	3.4	0.8	1.6	84.2
Wholesale trade	4.1 ^r	4.2 ^r	1.1	0.2	0.5	151.4
Retail trade	0.8	1.3 ^r	0.2 ^r	0.1	0.1	87.8
Transportation and warehousing	0.5 ^{c,r}	0.6 ^{c,r}	0.1 ^{c,r}	0.0 ^c	0.1 ^c	35.5
Finance and insurance						
Real estate and rental and leasing	0.2 ^r	0.8 ^r	1.3 ^{c,r}	0.2 ^c	0.5 ^c	128.3
Professional, scientific and technical services	2.9 ^r	2.7 ^r				
Business, building and support services ³	0.4 ^r	0.8	0.2 ^r	0.1	0.1	59.0
Educational services						
Health care and social assistance	0.1 ^c	0.1 ^c	0.1 ^c	0.0 ^c	\$0.1 ^c	48.5
Information, culture and recreation ⁴	0.5	0.4	0.2 ^r	0.1	0.1	-37.7
Accommodation and food services	1.1 ^r	0.5 ^r	0.3 ^{c,r}	0.1 ^c	0.0	n/a
Other services (except public administration)	0.9 ^r	1.4			0.1	n/a
Public administration				n/a ⁵		
Unclassified⁶	0.0^c	0.4^{c,r}	0.1^c	n/a⁵	0.0	n/a
Canada	39.6^r	45.3^r	12.5^r	5.7	16.5	187.3

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, sports 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	FY1516	FY1617	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
Newfoundland and Labrador	2,490	2,500	2,530	2,320	1,970	-15.1
Prince Edward Island	990	1,020	930	780	770	-1.3
Nova Scotia	4,600	4,440	4,170	4,400	3,970	-9.8
New Brunswick	4,100	4,100	3,960	3,890	3,500	-10.0
Quebec	17,470	18,200	17,580	16,900	15,640	-7.5
Ontario	27,680	26,330	25,740	23,470	20,580	-12.3
Manitoba	4,390	4,070	4,010	3,880	3,790	-2.3
Saskatchewan	2,660	3,050	3,110	3,270	3,130	-4.3
Alberta	6,380	6,700	5,790	6,110	6,360	+4.1
British Columbia	9,030	8,780	7,980	7,710	6,130	-20.5
Yukon	20	40	50	20	70 ^c	-58.8
Northwest Territories	20	90	50	60		
Nunavut	80	90	50	90		
Gender						
Men	16,540	16,480	15,900	14,930	12,650	-15.3
Women	63,370	62,930	60,050	57,970	53,260	-8.1
Age						
24 years old and under	10,420	9,820	9,580	9,010	7,430	-17.5
25 to 44 years old	57,080	57,040	54,100	52,600	48,470	-7.9
45 to 54 years old	10,840	10,980	10,580	9,880	8,500	-14.0
55 years old and over	1,570	1,570	1,690	1,410	1,510	+7.1
Canada	79,910	79,410	75,950	72,900	65,910	-9.6

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.

^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 2.23.2 – Family Supplement: Percentage of new claims established which included Family Supplement¹ (%)

Province or territory	FY1516	FY1617	FY1718	FY1819	FY1920
Newfoundland and Labrador	2.9	3.4	3.1	2.7	2.4
Prince Edward Island	4.5	4.5	4.1	3.5	3.5
Nova Scotia	5.6	5.4	4.9	5.2	4.8
New Brunswick	4.6	4.6	4.3	4.3	3.9
Quebec	3.5	3.8	3.6	3.6	3.3
Ontario	4.9	4.8	4.6	4.2	3.5
Manitoba	6.8	6.9	6.5	6.1	5.9
Saskatchewan	4.7	6.1	6.1	6.0	5.5
Alberta	2.7	3.3	3.4	3.2	3.2
British Columbia	4.2	4.4	4.0	3.9	2.9
Yukon	0.8	1.7	2.3	0.9	0.4
Northwest Territories	0.9	3.8	2.1	2.6	2.0
Nunavut	6.5	7.0	3.7	6.1	1.7
Gender					
Men	1.5	1.7	1.6	1.5	1.2
Women	7.5	7.5	7.1	6.9	6.2
Age					
24 years old and under	5.4	5.5	5.5	5.3	4.3
25 to 44 years old	6.1	6.5	6.2	6.0	5.3
45 to 54 years old	2.7	3.0	2.9	2.8	2.4
55 years old and over	0.4	0.4	0.4	0.3	0.3
Canada	4.2	4.4	4.2	4.0	3.5

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	FY1516	FY1617	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
Newfoundland and Labrador	42	39	44	44 ^r	43	-1.4
Prince Edward Island	43	41	43 ^r	39 ^r	34	-12.4
Nova Scotia	43	45	42	44	45	+2.0
New Brunswick	39	41	40	43	41	-4.5
Quebec	43	42	42	43	44	+3.9
Ontario	40	43	45	43	43	+0.6
Manitoba	49	55	55	54	56	+3.4
Saskatchewan	44 ^r	49	54 ^r	51	50	-1.5
Alberta	41	44 ^r	43	44	45	+2.5
British Columbia	39	43	40	42	41	-2.0
Yukon	60	30	25			
Northwest Territories	15	35	52	44	38 ^c	-15.0
Nunavut	61	44	39			
Gender						
Men	47	47	48	49	48	-3.5
Women	40	43	44	43	44	+2.5
Age						
24 years old and under	34	38	37	38	39	+2.3
25 to 44 years old	44	47	47	47	47	+0.3
45 to 54 years old	37	36	38	37	38	+3.7
55 years old and over	36	34	36	33	32	-1.2
Canada	41	44	44	44	45	+1.1

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.

^c For confidentiality purposes, data for Yukon, Northwest Territories and Nunavut have been combined.

^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	FY1516	FY1617	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
Newfoundland and Labrador	332	341	347	339	360	+6.0
Prince Edward Island	340	343	350	357	361	+1.1
Nova Scotia	329	324	331	342	352	+2.9
New Brunswick	338	340	353	353	362	+2.5
Quebec	353	360	363	376	390	+3.7
Ontario	336	341	350	368	372	+1.2
Manitoba	349	369	358	374	371	-0.7
Saskatchewan	359	359	361	378	382	+1.1
Alberta	357	366	374	383	395	+3.1
British Columbia	338	349	354	369	380	+2.9
Yukon	461	480	418	365	451 ^c	+23.4
Northwest Territories	500	432	359			
Nunavut	385	344	431			
Gender						
Men	393	397	404	416	427	+2.8
Women	330	337	343	356	366	+2.6
Age						
24 years old and under	297	299	312	324	332	+2.2
25 to 44 years old	350	358	363	375	384	+2.4
45 to 54 years old	345	349	353	373	383	+2.5
55 years old and over	363	355	377	376	373	-0.9
Canada	343	350	355	369	378	+2.4

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.

^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 2.23.5 – Family Supplement: Amount paid¹ (\$ million)

Province or territory	FY1516	FY1617	FY1718	FY1819	FY1920	Change (%) FY1819 to FY1920
Newfoundland and Labrador	3.4	3.1	4.0	3.5	2.8	-21.1
Prince Edward Island	1.2	1.3	1.2	1.0	0.7	-27.1
Nova Scotia	6.2	5.7	5.6	5.3	5.1	-2.9
New Brunswick	4.9	4.6	4.9	4.5	4.3	-3.7
Quebec	15.3	15.5	15.2	13.3	12.9	-3.4
Ontario	32.8	30.0	30.8	25.3	21.8	-13.9
Manitoba	5.5	6.1	6.1	5.4	5.0	-5.9
Saskatchewan	3.3	4.2	4.7	4.8	4.0	-16.2
Alberta	7.4	8.1	8.1	6.4	6.9	+8.6
British Columbia	10.3	9.8	8.9	7.3	6.4	-12.3
Yukon	0.0	0.0	0.0			
Northwest Territories	0.0	0.1	0.1	0.2	0.1 ^c	-68.3
Nunavut	0.1	0.1	0.1			
Gender						
Men	17.0	17.0	17.0	14.7	12.7	+13.4
Women	73.6	71.6	72.7	62.3	57.4	-7.9
Age						
24 years old and under	13.5	12.1	12.1	10.0	8.5	-15.2
25 to 44 years old	67.5	67.0	67.4	58.3	53.6	-8.2
45 to 54 years old	8.3	8.5	8.8	7.7	7.1	-8.1
55 years old and over	1.3	1.1	1.3	0.9	0.9	+0.8
Canada	90.6	88.7	89.7	77.0	70.1	-9.0

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 in Family Supplement was paid.

¹ Excludes Family caregiver benefits for adults and children due to the incompatibility of administrative data sources.

^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 2.24.1 – Working while on claim: Number of completed claims for regular Employment Insurance benefits with working while on claim

Province or territory	FY1516	FY1617	FY1718	FY1819 [†]	FY1920 [‡]	Change (%) FY1819 to FY1920
Newfoundland and Labrador	36,560	34,480	39,010	43,950	38,710	-11.9
Prince Edward Island	8,950	9,020	9,220	8,550	7,140	-16.5
Nova Scotia	34,730	34,120	36,420	35,050	32,140	-8.3
New Brunswick	43,590	44,660	45,350	40,000	37,750	-5.6
Quebec	249,000	245,130	249,350	226,580	205,680	-9.2
Ontario	182,430	163,780	174,130	154,010	150,110	-2.5
Manitoba	15,790	17,920	18,560	19,030	16,910	-11.1
Saskatchewan	14,650	15,180	17,850	18,820	16,560	-12.0
Alberta	43,880	72,540	71,460	64,230	55,670	-13.3
British Columbia	66,910	65,710	66,110	60,340	56,830	-5.8
Yukon	870	760	690	690	780	+13.0
Northwest Territories	750	760	730	790	680	-13.9
Nunavut	230	240	330	450	380	-15.6
Gender						
Men	418,140	433,580	432,850	399,300	359,750	-9.9
Women	280,200	270,720	296,360	273,190	259,590	-5.0
Age						
24 years old and under	67,700	72,600	69,190	60,890	53,750	-11.7
25 to 44 years old	325,920	334,080	343,220	319,920	290,860	-9.1
45 to 54 years old	188,990	182,110	191,010	169,330	156,050	-7.8
55 years old and over	115,730	115,510	125,790	122,350	118,680	-3.0
Canada	698,340	704,300	729,210	672,490	619,340	-7.9

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.

[†] Revised data.

[‡] 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	FY1516	FY1617	FY1718	FY1819 [†]	FY1920 [‡]	Change (%) FY1819 to FY1920
Newfoundland and Labrador	15.6	15.2	17.7	17.1	16.1	-5.5
Prince Edward Island	13.3	13.9	13.7	13.1	12.1	-7.4
Nova Scotia	14.3	14.0	13.8	13.4	12.8	-4.7
New Brunswick	16.6	16.4	16.5	16.0	15.4	-3.6
Quebec	13.4	13.5	13.1	12.9	12.7	-1.2
Ontario	8.3	8.4	8.0	7.8	7.9	+1.6
Manitoba	6.0	5.8	6.1	6.1	6.0	-2.1
Saskatchewan	6.2	7.0	8.7	7.7	6.8	-12.0
Alberta	6.0	7.0	9.8	7.8	7.1	-9.2
British Columbia	8.9	9.0	9.4	8.8	8.1	-7.8
Yukon	7.7	7.0	8.1	7.9	4.6	-41.5
Northwest Territories	7.1	7.1	6.0	5.1	6.8	+32.6
Nunavut	7.3	8.6	7.2	6.8	8.2	+21.5
Gender						
Men	11.2	11.0	11.5	11.3	11.2	-1.3
Women	11.1	11.3	11.3	10.5	9.9	-6.0
Age						
24 years old and under	9.1	8.8	8.8	8.8	8.8	0.0
25 to 44 years old	10.4	10.4	10.7	10.2	9.8	-3.7
45 to 54 years old	12.8	12.7	12.9	12.4	12.0	-2.9
55 years old and over	12.0	12.4	12.7	12.3	11.7	-4.9
Canada	11.2	11.2	11.4	11.0	10.6	-3.3

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.

[†] Revised data.

[‡] 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	FY1516	FY1617	FY1718	FY1819 ^f	FY1920 ^p	Change (%) FY1819 to FY1920
Newfoundland and Labrador	1,014	993	1,021	1,070	1,060	-0.9
Prince Edward Island	743	724	687	726	736	+1.3
Nova Scotia	848	851	821	832	810	-2.7
New Brunswick	793	794	793	819	852	+4.1
Quebec	750	760	778	811	823	+1.5
Ontario	631	640	654	675	699	+3.6
Manitoba	574	615	608	613	611	-0.2
Saskatchewan	769	728	753	819	730	-10.9
Alberta	891	825	858	906	854	-5.8
British Columbia	735	725	726	756	761	+0.7
Yukon	663	658	607	723	730	+0.9
Northwest Territories	899	805	898	875	856	-2.1
Nunavut	819	628	856	821	611	-25.6
Gender						
Men	907	903	930	973	976	+0.3
Women	502	501	515	536	548	+2.1
Age						
24 years old and under	603	611	589	621	627	+1.0
25 to 44 years old	750	762	771	804	801	-0.4
45 to 54 years old	793	788	808	849	845	-0.5
55 years old and over	733	734	760	787	798	+1.4
Canada	744	749	762	796	796	+0.1

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.

^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 2.24.4 – Working while on claim: Percentage of completed claims for regular Employment Insurance benefits with employment income from working while on claim (%)

Province or territory	FY1516	FY1617	FY1718	FY1819 ^r	FY1920 ^p	Change (% points) FY1819 to FY1920
Newfoundland and Labrador	60.1	60.2	61.0	60.9	60.5	-0.5
Prince Edward Island	55.6	53.2	53.4	51.3	47.9	-3.4
Nova Scotia	55.4	54.7	55.3	54.7	52.9	-1.8
New Brunswick	61.5	60.6	60.3	57.3	57.1	-0.2
Quebec	57.7	58.0	57.5	56.9	55.8	-1.1
Ontario	44.8	43.1	43.9	41.8	41.9	+0.1
Manitoba	42.8	44.3	45.7	44.1	40.7	-3.4
Saskatchewan	47.2	44.0	47.1	46.0	41.9	-4.1
Alberta	42.5	44.6	48.5	46.4	44.4	-2.0
British Columbia	48.0	47.9	49.0	48.5	46.3	-2.2
Yukon	48.3	41.3	38.5	42.6	44.3	+1.7
Northwest Territories	43.6	45.0	43.5	45.4	41.5	-3.9
Nunavut	41.8	32.9	40.2	44.1	44.7	+0.6
Gender						
Men	49.7	49.5	49.9	48.9	46.9	-2.1
Women	53.5	52.5	53.8	52.1	52.1	0.0
Age						
24 years old and under	50.8	51.4	51.8	50.2	48.6	-1.7
25 to 44 years old	53.6	53.5	54.9	54.4	52.7	-1.7
45 to 54 years old	58.5	57.6	59.4	57.5	57.1	-0.4
55 years old and over	38.6	37.2	37.3	36.4	36.0	-0.4
Canada	51.2	50.6	51.4	50.2	48.9	-1.2

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.

^r 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 2.25 – Completed pure and combined Employment Insurance claims, by types of benefits¹,
Canada

Benefit type	FY1718		FY1819		FY1920	
	Level of claims	Combined claims (%)	Level of claims	Combined claims (%)	Level of claims	Combined claims (%)
Regular	1,498,290	12.4	1,423,840	12.8	1,312,370	13.6
Fishing	30,570	13.1	30,190	13.5	27,820	13.7
Sickness	435,640	46.6	439,560	46.1	3,850	47.3
Maternity	173,960	98.5	166,180	98.5	166,350	98.8
Parental ²	204,310	85.0	196,260	84.2	208,010	80.4
Compassionate care	12,300	41.1	9,970	41.5	422,570	42.6
Work-sharing	11,310	25.1	3,310	31.1	7,330	23.9
All claims³	1,976,800	18.0	1,891,250	18.2	1,780,600	19.7

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	2014	2015	2016	2017	2018	Change (%) 2017 to 2018
Newfoundland and Labrador	14,168	14,766	14,812	14,412	12,692	-11.9
Prince Edward Island	1,275	1,422	1,573	1,737	1,436	-17.3
Nova Scotia	8,738	8,625	7,952	8,645	7,847	-9.2
New Brunswick	7,220	6,869	6,038	6,135	6,430	+4.8
Quebec	40,567	37,645	39,941	43,401	50,865	+17.2
Ontario	43,716	45,100	36,921	44,092	45,078	+2.2
Manitoba	3,084	3,162	3,074	3,882	3,945	+1.6
Saskatchewan	4,690	4,982	5,230	6,225	6,074	-2.4
Alberta	23,415	28,296	33,926	38,651	31,620	-18.2
British Columbia	19,215	20,590	19,088	21,186	18,582	-12.3
Yukon	273	299	274	344	345	+0.3
Northwest Territories	259	264	310	299	290	-3.0
Nunavut	96	108	107	120	123	+2.5
Non-residents of Canada	61	97	83	99	1,636	+1,552.5
Gender						
Men	148,848	153,159	150,835	167,644	165,635	-1.2
Women	17,929	19,066	18,494	21,584	21,328	-1.2
Age						
24 years old and under	6,328	5,408	4,879	5,394	5,007	-7.2%
25 to 44 years old	72,948	77,047	78,828	85,933	85,095	-1.0%
45 to 54 years old	43,660	44,369	41,292	45,790	43,854	-4.2%
55 years old and over	43,841	45,401	44,330	52,111	53,007	1.7%
Canada	166,777	172,225	169,329	189,228	186,963	-1.2%

¹ As benefit repayments are administered through the tax system, the most recent data available are for the 2018 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	2014	2015	2016	2017	2018	Change (%) 2017 to 2018
Newfoundland and Labrador	26.9	28.7	31.6	32.1	29.9	-6.8
Prince Edward Island	2.7	3.8	4.7	5.7	4.4	-23.3
Nova Scotia	17.5	20.0	18.8	21.4	20.1	-6.0
New Brunswick	13.5	14.7	13.3	14.2	14.4	+1.9
Quebec	46.1	44.3	45.9	52.2	57.3	+9.8
Ontario	49.8	54.8	46.2	53.6	53.9	+0.6
Manitoba	4.2	4.4	4.2	5.3	6.0	13.9
Saskatchewan	6.4	7.1	7.7	9.9	10.1	+1.7
Alberta	31.2	40.0	51.4	60.8	51.9	-14.7
British Columbia	24.9	28.6	25.9	29.0	26.6	-8.1
Yukon	0.4	0.4	0.4	0.5	0.5	+2.9
Northwest Territories	0.4	0.4	0.4	0.5	0.5	-1.1
Nunavut	0.1	0.2	0.2	0.2	0.2	19.4
Non-residents of Canada	0.1	0.2	0.1	0.2	2.7	+1,528.6
Gender						
Men	203.8	224.4	227.7	257.4	251.1	-2.4
Women	20.2	23.1	23.0	28.1	27.4	-2.4
Age						
24 years old and under	8.0	7.4	6.7	7.4	6.7	-9.2
25 to 44 years old	89.8	100.9	104.8	116.3	113.5	-2.4
45 to 54 years old	57.1	63.0	61.6	69.1	65.8	-4.8
55 years old and over	69.1	76.1	77.6	92.7	92.6	-0.1
Canada	224.0	247.5	250.6	285.5	278.6	-2.4

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 2018 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
	2017	2018	2018	2018	2018
Newfoundland and Labrador	315.6	316.1	1.4	182.9	136.5
Prince Edward Island	86.1	92.0	0.4	53.0	39.6
Nova Scotia	545.8	575.1	2.5	328.4	250.6
New Brunswick	443.6	470.2	2.1	269.3	203.7
Quebec	3,763.8	4,052.6	17.9	2,292.6	1,794.7
Ontario	8,617.6	9,252.0	40.9	5,301.3	4,044.1
Manitoba	795.7	829.8	3.7	474.5	363.0
Saskatchewan	681.2	703.1	3.1	401.1	310.4
Alberta	2,969.2	3,109.2	13.7	1,788.8	1,372.4
British Columbia	2,911.2	3,117.2	13.8	1,796.3	1,357.4
Yukon	33.6	36.6	0.2	21.2	15.9
Northwest Territories	43.2	44.2	0.2	25.6	19.5
Nunavut	31.1	35.0	0.2	20.6	15.4
Gender					
Men	11,725.4	12,455.1	55.0	7,158.9	5,463.6
Women	9,510.8	10,162.2	44.9	5,787.8	4,453.0
Unknown ³	1.4	15.6	0.1	9.0	6.6
Age					
24 years old and under	1,694.2	1,871.1	8.3	1,083.5	793.9
25 to 44 years old	10,040.9	10,726.4	47.4	6,152.1	4,714.3
45 to 54 years old	5,129.0	5,294.4	23.4	3,018.0	2,339.4
55 years old and over	4,368.4	4,721.6	20.9	2,690.9	2,067.2
Unknown ³	5.0	19.5	0.1	11.2	8.3
Industry					
Goods-producing industries	4,801.4	5,062.3	22.4	2,924.7	2,209.1
Agriculture, forestry, fishing and hunting	268.5	290.1	1.3	169.9	123.4
Mining, and oil and gas extraction	362.8	385.9	1.7	222.6	174.0
Utilities	189.2	198.0	0.9	110.0	90.2
Construction	1,650.1	1,712.3	7.6	1,013.3	735.1
Manufacturing	2,330.8	2,475.9	10.9	1,409.0	1,086.4
Service-producing industries	16,307.3	17,328.6	76.6	9,887.8	7,610.9
Wholesale trade	1,076.0	1,141.1	5.0	655.0	498.2
Retail trade	1,732.8	1,848.6	8.2	1,066.9	792.0
Transportation and warehousing	1,000.4	1,073.3	4.7	611.5	473.0
Finance and insurance	1,019.5	1,045.8	4.6	583.1	474.5
Real estate, and rental and leasing	364.1	387.1	1.7	225.1	166.9
Professional, scientific and technical services	1,341.4	1,449.0	6.4	836.9	635.9
Business, building and other support services ⁴	1,198.1	1,288.1	5.7	744.0	558.3
Educational services	1,662.4	1,760.6	7.8	980.7	794.2
Health care and social assistance	1,924.9	2,045.2	9.0	1,170.3	900.2
Information, culture and recreation ⁵	724.8	746.7	3.3	426.6	328.1
Accommodation and food services	890.2	965.2	4.3	562.2	405.9

(continued)

Annex 2.27.1 (continued)

Service-producing industries	Total		% of total	Paid by employers ²	Paid by employees
	2017	2018	2018	2018	2018
Other services (except public administration)	727.2	787.6	3.5	458.7	337.1
Public administration	2,645.5	2,790.4	12.3	1,566.8	1,246.6
Unclassified ³	128.9	242.0	1.1	143.2	103.2
Canada	21,237.6	22,633.0	100.0	12,955.7	9,923.2

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 2018 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)	
	2017	2018	% of total 2018	2017	2018	2017	2018	% of total 2018	2017	2018	2017	2018
Newfoundland and Labrador	11,934.9	12,220.1	1.3	8,360.9	8,217.7	270,930	264,090	1.4	44,052	46,273	30,860	31,117
Prince Edward Island	2,899.8	3,080.5	0.3	2,266.6	2,381.2	83,490	85,140	0.4	34,732	36,181	27,148	27,968
Nova Scotia	19,208.7	20,922.3	2.2	14,586.3	15,095.3	490,840	495,070	2.5	39,134	42,261	29,717	30,491
New Brunswick	15,286.2	16,388.3	1.7	11,775.1	12,271.5	397,910	403,430	2.1	38,416	40,622	29,592	30,418
Quebec	178,586.5	193,771.9	19.9	131,202.1	137,918.8	4,283,290	4,389,350	22.5	41,694	44,146	30,631	31,421
Ontario	352,072.4	393,202.3	40.5	230,942.6	243,657.7	7,373,130	7,488,970	38.4	47,751	52,504	31,322	32,536
Manitoba	29,872.1	31,230.0	3.2	21,318.7	21,865.6	689,480	694,890	3.6	43,326	44,942	30,920	31,466
Saskatchewan	26,556.7	27,809.9	2.9	18,431.7	18,695.2	580,370	579,550	3.0	45,758	47,985	31,759	32,258
Alberta	131,577.0	141,410.2	14.5	80,385.5	82,667.8	2,388,480	2,399,380	12.3	55,088	58,936	33,655	34,454
British Columbia	114,362.2	126,889.2	13.1	77,707.8	81,756.6	2,594,000	2,634,520	13.5	44,087	48,164	29,957	31,033
Yukon	1,266.5	1,415.3	0.1	894.5	960.5	26,300	26,810	0.1	48,156	52,791	34,010	35,826
Northwest Territories	2,060.6	2,106.8	0.2	1,163.9	1,172.9	32,420	31,770	0.2	63,559	66,315	35,901	36,920
Nunavut	1,385.1	1,613.9	0.2	842.6	937.7	25,370	26,750	0.1	54,597	60,332	34,010	35,054
Gender												
Men	532,725.2	590,280.6	60.7	331,266.3	345,579.3	9,949,350	10,072,070	51.6	53,544	58,606	33,295	34,311
Women	354,066.2	381,205.4	39.2	268,574.3	281,603.1	9,278,320	9,400,420	48.2	38,161	40,552	28,946	29,956
Unknown ²	277.3	574.8	0.1	37.7	416.1	8,340	47,230	0.2	33,254	12,169	4,517	8,809
Age												
24 years old and under	48,902.5	53,277.4	5.5	46,199.5	50,075.5	3,207,240	3,210,250	16.4	15,248	16,596	14,405	15,599
25 to 44 years old	392,390.3	430,628.3	44.3	284,231.8	298,245.9	8,102,540	8,228,350	42.2	48,428	52,335	35,079	36,246
45 to 54 years old	239,728.8	258,457.2	26.6	146,092.4	148,039.7	3,871,250	3,824,940	19.6	61,925	67,572	37,738	38,704
55 years old and over	205,644.5	228,985.8	23.6	123,216.6	130,714.5	4,042,960	4,205,040	21.5	50,865	54,455	30,477	31,085
Unknown ²	402.6	712.0	0.1	138.0	523.0	12,020	51,140	0.3	33,496	13,923	11,481	10,226
Industry												
Goods-producing industries	205,297.9	223,119.5	23.0	135,102.8	139,950.0	3,784,600	3,812,750	19.5	54,246	58,519	35,698	36,706
Agriculture, forestry, fishing and hunting	10,343.8	11,213.6	1.2	7,308.0	7,755.9	352,550	352,840	1.8	29,340	31,781	20,729	21,981
Mining, and oil and gas extraction	21,653.4	24,748.0	2.5	10,267.1	10,744.9	223,850	229,320	1.2	96,732	107,919	45,866	46,856
Utilities	11,060.1	12,063.8	1.2	5,556.7	5,704.6	118,300	120,000	0.6	93,492	100,532	46,972	47,538
Construction	68,076.8	71,026.7	7.3	45,292.0	46,224.3	1,319,800	1,310,220	6.7	51,581	54,210	34,317	35,280
Manufacturing	94,163.7	104,067.4	10.7	66,679.1	69,520.3	1,770,100	1,800,370	9.2	53,197	57,803	37,670	38,614
Service-producing industries	676,338.7	738,325.1	76.0	461,281.7	481,170.5	15,274,330	15,391,080	78.8	44,279	47,971	30,200	31,263
Wholesale trade	45,616.4	54,075.1	5.6	30,313.6	31,583.0	842,860	854,530	4.4	54,121	63,281	35,965	36,959
Retail trade	61,066.5	65,111.4	6.7	48,028.7	50,228.7	2,166,550	2,166,350	11.1	28,186	30,056	22,168	23,186
Transportation and warehousing	41,054.7	45,070.7	4.6	28,369.8	29,882.5	833,530	868,270	4.4	49,254	51,909	34,036	34,416

(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)	
	2017	2018	% of total 2018	2017	2018	2017	2018	% of total 2018	2017	2018	2017	2018
Finance and insurance	58,357.9	63,627.1	6.5	29,613.5	29,830.8	754,000	746,610	3.8	77,398	85,221	39,275	39,955
Real estate, and rental and leasing	16,140.5	18,161.9	1.9	10,014.9	10,484.9	343,690	344,180	1.8	46,963	52,769	29,139	30,463
Professional, scientific and technical services	65,440.9	76,729.1	7.9	37,928.4	40,301.5	1,107,980	1,130,860	5.8	59,063	67,850	34,232	35,638
Business, building and other support services ³	48,300.4	54,313.3	5.6	33,166.6	35,164.8	1,274,680	1,259,660	6.5	37,892	43,117	26,020	27,916
Educational services	68,706.3	71,747.8	7.4	48,485.8	50,360.3	1,396,890	1,415,020	7.2	49,185	50,704	34,710	35,590
Health care and social assistance	73,460.8	78,410.1	8.1	55,580.3	57,940.2	1,677,770	1,709,600	8.8	43,785	45,865	33,127	33,891
Information, culture and recreation ⁴	31,701.8	34,734.4	3.6	20,556.6	20,712.1	687,800	679,000	3.5	46,092	51,155	29,887	30,504
Accommodation and food services	27,422.5	29,220.0	3.0	24,025.6	25,564.1	1,530,940	1,501,260	7.7	17,912	19,464	15,693	17,028
Other services (except public administration)	26,393.8	29,603.8	3.0	19,908.0	21,197.9	746,480	757,360	3.9	35,358	39,088	26,669	27,989
Public administration	112,676.2	\$17,520.4	12.1	75,290.0	77,919.6	1,911,160	1,958,380	10.0	58,957	60,009	39,395	39,788
Unclassified²	5,432.3	10,616.1	1.1	3,493.8	6,478.0	177,080	315,890	1.6	30,677	33,607	19,730	20,507
Canada	887,068.8	972,060.7	100.0	599,878.3	627,598.4	19,236,010	19,519,720	100.0	46,115	49,799	31,185	32,152

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 2018 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.

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)
	2018 (\$ million)	% of total 2018	2018 (\$ million)	% of total 2018	2018 (\$ million)	% of total 2018	2018	2018
Newfoundland and Labrador	316.1	1.4	803.3	7.9	1,055.3	6.3	6.01	4.50
Prince Edward Island	92.0	0.4	144.5	1.4	233.3	1.4	3.73	3.42
Nova Scotia	575.1	2.5	560.1	5.5	843.4	5.0	2.28	1.98
New Brunswick	470.2	2.1	581.3	5.7	865.7	5.2	2.91	2.48
Quebec	4,052.6	17.9	2,506.0	24.6	3,108.1	18.5	1.12	1.03
Ontario	9,252.0	40.9	2,665.8	26.1	5,251.5	31.3	0.67	0.77
Manitoba	829.8	3.7	332.6	3.3	610.6	3.6	0.94	0.99
Saskatchewan	703.1	3.1	364.8	3.6	608.3	3.6	1.20	1.17
Alberta	3,109.2	13.7	1,286.5	12.6	2,242.8	13.4	0.96	0.97
British Columbia	3,117.2	13.8	914.4	9.0	1,875.0	11.2	0.69	0.81
Yukon	36.6	0.2	15.2	0.1	24.2	0.1	0.98	0.89
Northwest Territories	44.2	0.2	19.5	0.2	30.6	0.2	1.02	0.93
Nunavut	35.0	0.2	12.0	0.1	21.4	0.1	0.79	0.82
Outside Canada	0.0	0.0	1.3	0.0	7.9	0.0	0.00	0.00
Gender								
Men	12,455.1	55.0	6,739.7	66.0	8,459.0	50.4	1.20	0.92
Women	10,162.2	44.9	3,467.7	34.0	8,319.1	49.6	0.76	1.10
Unknown ⁵	15.6	0.1	0.0	0.0	0.0	0.0	0.00	0.00
Age								
24 years old and under	1,871.1	8.3	769.1	7.5	1,330.2	7.9	0.94	0.96
25 to 44 years old	10,726.4	47.4	4,324.2	42.4	9,081.8	54.1	0.89	1.14
45 to 54 years old	5,294.4	23.4	2,328.9	22.8	2,923.9	17.4	0.97	0.74
55 years old and over	4,721.6	20.9	2,785.3	27.3	3,442.1	20.5	1.31	0.98
Unknown ⁵	19.5	0.1	0.0	0.0	0.0	0.0	00.0	00.0
Industry								
Goods-producing industries								
Goods-producing industries	5,062.3	22.4	4,261.5	41.7	5,701.1	34.0	1.87	1.52
Agriculture, forestry, fishing and hunting	290.1	1.3	485.0	4.8	880.8	5.2	3.84	4.10
Mining, and oil and gas extraction	385.9	1.7	256.4	2.5	317.7	1.9	1.47	1.11
Utilities	198.0	0.9	35.9	0.4	64.4	0.4	0.39	0.44
Construction	1,712.3	7.6	2,494.1	24.4	2,975.9	17.7	3.32	2.34
Manufacturing	2,475.9	10.9	990.2	9.7	1,462.4	8.7	0.88	0.80
Service-producing industries								
Service-producing industries	17,328.6	76.6	5,731.4	56.1	10,759.3	64.1	0.73	0.84
Wholesale trade	1,141.1	5.0	380.8	3.7	590.7	3.5	0.74	0.70
Retail trade	1,848.6	8.2	600.5	5.9	1,125.1	6.7	0.74	0.82
Transportation and warehousing	1,073.3	4.7	448.1	4.4	665.3	4.0	0.92	0.84
Finance and insurance	1,045.8	4.6	154.0	1.5	441.8	2.6	0.32	0.57
Real estate and rental and leasing	387.1	1.7	165.1	1.6	266.2	1.6	0.97	0.93
Professional, scientific and technical services	1,449.0	6.4	474.8	4.7	795.3	4.7	0.72	0.74
Business, building and other support ⁶	1,288.1	5.7	727.0	7.1	1,080.8	6.4	1.27	1.13
Educational services	1,760.6	7.8	754.7	7.4	1,275.2	7.6	0.92	0.98

(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)
	2018 (\$ million)	% of total 2018	2018 (\$ million)	% of total 2018	2018 (\$ million)	% of total 2018	2018	2018
Health care and social assistance	2,045.2	9.0	327.2	3.2	1,254.3	7.5	0.35	0.83
Information, culture and recreation ⁷	746.7	3.3	311.3	3.1	469.2	2.8	0.92	0.85
Accommodation and food services	965.2	4.3	461.2	4.5	798.6	4.8	1.11	1.12
Other services (except public administration)	787.6	3.5	339.7	3.3	579.0	3.5	0.99	0.99
Public administration	2,790.4	12.3	586.9	5.7	1,417.9	8.5	0.46	0.69
Unclassified⁵	242.0	1.1	214.5	2.1	317.6	1.9	2.04	1.77
Canada	22,633.0	100.0	10,207.4	100.0	16,778.1	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 2018 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 07, 2019 to May 11, 2019	May 12, 2019 to June 08, 2019	June 09, 2019 to July 06, 2019	July 07, 2019 to August 10, 2019	August 11, 2019 to Sept. 07, 2019	Sept. 08, 2019 to Oct. 12, 2019	Oct. 13, 2019 to Nov. 09, 2019	Nov. 10, 2019 to Dec. 07, 2019	Dec. 08, 2019 to January 11, 2020	January 12, 2020 to February 08, 2020	February 09, 2020 to March 07, 2020	March 08, 2020 to April 11, 2020			
Unemployment rate moving average ending on the month of ... ⁴	March 2019 (%)	April 2019 (%)	May 2019 (%)	June 2019 (%)	July 2019 (%)	August 2019 (%)	Sept. 2019 (%)	Oct. 2019 (%)	Nov. 2019 (%)	Dec. 2019 (%)	January 2020 (%)	February 2020 (%)	FY1920 (%)	FY1920 (%)	FY1920 (%)
Newfoundland and Labrador															
St. John's	7.5	7.6	7.8	8.0	7.5	7.5	7.1	7.0	6.5	6.7	7.2	8.0	6.5	7.4	8.0
Newfoundland-Labrador	15.1	15.2	15.7	16.6	17.6	17.9	17.5	17.0	16.5	16.2	16.0	15.7	15.1	16.4	17.9
Prince Edward Island															
Charlottetown	7.1	6.8	6.8	7.2	6.9	6.8	6.5	6.5	6.0	5.5	5.2	5.4	5.2	6.4	7.2
Prince Edward Island	12.0	12.2	11.2	11.1	10.9	11.1	11.2	11.0	10.7	10.6	10.2	10.2	10.2	11.0	12.2
Nova Scotia															
Eastern Nova Scotia	13.8	13.8	13.9	14.0	13.6	13.8	13.6	14.3	13.8	13.7	13.0	13.1	13.0	13.7	14.3
Western Nova Scotia	6.7	6.6	6.6	6.8	7.1	7.5	7.9	7.9	8.2	8.3	8.3	8.0	6.6	7.5	8.3
Halifax	4.9	5.2	5.2	5.2	5.2	5.6	5.7	5.9	5.9	6.5	6.4	6.6	4.9	5.7	6.6
New Brunswick															
Fredericton-Moncton-Saint-John	6.2	6.2	6.1	6.1	6.1	6.2	6.6	6.7	6.8	6.5	6.5	6.3	6.1	6.4	6.8
Madawaska-Charlotte	8.1	8.4	8.2	8.0	8.3	9.1	8.9	8.3	7.6	7.8	7.5	7.2	7.2	8.1	9.1
Restigouche-Albert	12.8	12.7	12.1	12.0	12.5	13.4	13.4	13.2	12.4	11.9	11.7	11.2	11.2	12.4	13.4
Quebec															
Gaspésie - Îles-de-la-Madeleine	15.0	15.2	14.6	14.1	13.4	13.4	13.3	13.0	13.4	13.8	14.5	14.6	13.0	14.0	15.2
Québec	3.8	3.5	3.0	2.6	2.4	2.7	3.1	3.1	3.5	3.7	4.3	4.3	2.4	3.3	4.3
Trois-Rivières	5.4	5.5	5.4	5.7	5.6	5.5	5.5	5.1	5.4	5.2	5.2	4.7	4.7	5.4	5.7
South Central Québec	2.6	2.7	2.8	2.5	2.4	2.5	2.7	3.1	3.2	3.4	3.4	3.7	2.4	2.9	3.7
Sherbrooke	3.4	2.6	2.8	3.5	4.2	5.4	5.7	5.8	5.1	4.8	5.0	5.0	2.6	4.4	5.8
Montréal	4.9	4.5	4.0	4.2	4.3	4.5	4.5	4.3	4.2	4.1	4.2	4.2	4.0	4.3	4.9
Montréal	5.9	5.7	5.6	5.7	5.9	5.8	5.7	5.7	6.0	6.2	6.1	5.6	5.6	5.8	6.2
Central Québec	5.1	5.8	5.7	5.4	4.7	4.4	4.7	5.0	5.3	5.0	4.7	3.9	3.9	5.0	5.8
North Western Québec	6.7	6.6	6.8	6.5	6.4	6.3	6.0	6.1	5.9	6.5	6.5	6.0	5.9	6.4	6.8
Bas-Saint-Laurent - Côte-Nord	8.2	7.9	8.2	7.5	6.7	6.1	6.0	6.1	6.1	6.3	6.7	6.7	6.0	6.9	8.2
Hull	5.6	5.7	5.3	4.7	4.2	4.1	4.2	4.3	4.6	5.0	5.0	5.0	4.1	4.8	5.7
Chicoutimi-Jonquière	5.3	5.1	4.2	4.5	5.1	6.1	6.0	6.0	6.0	6.2	6.1	5.8	4.2	5.5	6.2
Ontario															
Ottawa	5.1	5.6	5.6	5.6	5.0	4.9	4.4	4.2	4.3	4.3	4.2	4.3	4.2	4.8	5.6
Eastern Ontario	6.0	5.1	4.8	4.1	4.4	4.6	5.1	5.4	5.3	5.1	4.7	4.8	4.1	4.9	6.0

(continued)

Annex 2.29 (continued)

Effective date ³	Regional rate of unemployment ²														
	April 07, 2019 to May 11, 2019	May 12, 2019 to June 08, 2019	June 09, 2019 to July 06, 2019	July 07, 2019 to August 10, 2019	August 11, 2019 to Sept. 07, 2019	Sept. 08, 2019 to Oct. 12, 2019	Oct. 13, 2019 to Nov. 09, 2019	Nov. 10, 2019 to Dec. 07, 2019	Dec. 08, 2019 to January 11, 2020	January 12, 2020 to February 08, 2020	February 09, 2020 to March 07, 2020	March 08, 2020 to April 11, 2020	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 2019 (%)	April 2019 (%)	May 2019 (%)	June 2019 (%)	July 2019 (%)	August 2019 (%)	Sept. 2019 (%)	Oct. 2019 (%)	Nov. 2019 (%)	Dec. 2019 (%)	January 2020 (%)	February 2020 (%)	FY1920 (%)	FY1920 (%)	FY1920 (%)
Ontario (continued)															
Kingston	4.9	4.8	4.6	4.6	4.8	5.6	5.9	5.9	5.9	5.8	5.7	5.4	4.6	5.3	5.9
Central Ontario	6.1	5.9	6.1	5.4	5.3	5.4	5.8	5.9	6.2	6.8	6.8	6.9	5.3	6.0	6.9
Oshawa	5.2	4.9	5.3	5.0	5.1	4.9	5.1	5.1	5.6	6.0	6.7	7.1	4.9	5.5	7.1
Toronto	6.6	6.7	6.3	5.9	5.6	5.9	5.9	5.8	5.7	5.7	5.5	5.4	5.4	5.9	6.7
Hamilton	3.4	3.9	4.3	4.8	5.0	5.0	5.1	4.8	4.6	4.3	4.6	4.8	3.4	4.5	5.1
St. Catharines	6.7	6.6	5.9	5.6	5.6	5.8	6.0	5.7	5.5	4.9	5.2	5.4	4.9	5.7	6.7
London	5.0	4.9	5.1	5.0	5.8	6.4	6.6	6.2	5.6	5.6	4.9	4.8	4.8	5.5	6.6
Niagara	6.5	6.7	6.8	7.1	7.1	6.9	6.5	6.7	6.9	7.0	7.0	7.4	6.5	6.9	7.4
Windsor	6.1	6.0	5.7	5.5	5.9	6.4	6.8	7.3	7.4	7.7	8.4	8.6	5.5	6.8	8.6
Kitchener	4.6	4.8	4.8	4.8	5.4	5.6	5.8	5.4	5.6	5.7	5.7	5.6	4.6	5.3	5.8
Huron	6.7	6.6	6.1	6.4	6.4	6.5	6.1	5.6	5.5	5.3	5.6	5.7	5.3	6.0	6.7
South Central Ontario	4.9	4.9	4.7	4.7	4.7	5.2	5.1	4.9	4.5	4.4	4.1	4.1	4.1	4.7	5.2
Sudbury	5.7	5.3	5.1	5.3	5.0	5.3	5.6	6.1	5.7	5.4	4.9	5.2	4.9	5.4	6.1
Thunder Bay	6.0	5.5	4.7	5.1	5.5	6.1	5.8	5.4	5.0	5.0	5.0	5.1	4.7	5.4	6.1
Northern Ontario	10.3	10.8	11.6	12.2	12.1	11.7	11.3	11.1	11.3	11.3	11.0	10.4	10.3	11.3	12.2
Manitoba															
Winnipeg	5.4	5.3	5.2	5.3	5.4	5.5	5.4	5.3	5.4	5.4	5.3	5.0	5.0	5.3	5.5
Southern Manitoba	6.6	6.7	6.7	7.1	7.4	7.5	7.1	6.7	6.7	6.6	6.5	6.7	6.5	6.9	7.5
Northern Manitoba	33.4	34.0	34.4	35.0	35.1	35.3	35.1	34.8	34.4	34.4	34.6	35.1	33.4	34.6	35.3
Saskatchewan															
Regina	5.1	4.9	4.6	4.6	5.1	4.9	5.1	4.8	5.6	5.8	6.6	6.6	4.6	5.3	6.6
Saskatoon	6.1	6.0	6.0	6.0	5.8	5.7	5.7	5.6	5.5	5.7	5.8	6.5	5.5	5.9	6.5
Southern Saskatchewan	7.3	7.5	7.2	7.2	6.8	6.8	6.9	7.2	7.2	7.4	7.8	8.0	6.8	7.3	8.0
Northern Saskatchewan	19.0	18.9	18.8	19.2	19.2	19.3	19.1	19.0	19.2	19.1	19.0	18.6	18.6	19.0	19.3
Alberta															
Calgary	7.6	7.4	6.8	6.7	6.6	7.2	7.3	7.5	7.4	7.5	7.5	7.6	6.6	7.3	7.6
Edmonton	7.1	6.9	6.9	7.1	7.5	7.4	7.3	7.2	7.8	8.1	8.2	7.9	6.9	7.4	8.2
Northern Alberta	11.0	11.2	11.0	10.9	11.0	11.4	11.5	11.0	10.7	10.6	10.8	11.1	10.6	11.0	11.5
Southern Alberta	7.3	7.8	8.1	7.6	7.6	7.4	7.8	7.5	7.2	6.8	7.0	7.3	6.8	7.4	8.1
British Columbia															
Southern Interior British Columbia	6.1	6.7	7.0	6.7	6.3	6.4	6.4	6.1	6.2	6.2	6.4	6.8	6.1	6.4	7.0
Abbotsford	5.6	5.7	5.7	5.6	5.5	5.2	5.1	5.0	5.0	5.0	5.1	4.8	4.8	5.3	5.7
Vancouver	4.9	4.6	4.3	4.1	4.1	4.5	4.7	5.0	5.0	4.9	4.6	4.5	4.1	4.6	5.0
Victoria	3.9	3.9	4.5	4.9	4.6	4.2	4.0	4.1	4.5	4.3	4.4	4.3	3.9	4.3	4.9

(continued)

Annex 2.29 (continued)

Effective date ³	Regional rate of unemployment ²														
	April 07, 2019 to May 11, 2019	May 12, 2019 to June 08, 2019	June 09, 2019 to July 06, 2019	July 07, 2019 to August 10, 2019	August 11, 2019 to Sept. 07, 2019	Sept. 08, 2019 to Oct. 12, 2019	Oct. 13, 2019 to Nov. 09, 2019	Nov. 10, 2019 to Dec. 07, 2019	Dec. 08, 2019 to January 11, 2020	January 12, 2020 to February 08, 2020	February 09, 2020 to March 07, 2020	March 08, 2020 to April 11, 2020	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 2019 (%)	April 2019 (%)	May 2019 (%)	June 2019 (%)	July 2019 (%)	August 2019 (%)	Sept. 2019 (%)	Oct. 2019 (%)	Nov. 2019 (%)	Dec. 2019 (%)	January 2020 (%)	February 2020 (%)	FY1920 (%)	FY1920 (%)	FY1920 (%)
British Columbia (continued)															
Southern Coastal British Columbia	5.2	5.5	5.7	6.1	6.4	6.5	6.5	6.8	6.8	7.1	7.1	7.6	5.2	6.4	7.6
Northern British Columbia	9.7	10.1	9.3	9.2	9.0	9.7	10.1	10.5	10.6	10.5	10.2	10.1	9.0	9.9	10.6
Territories															
Whitehorse	3.6	4.3	3.4	3.7	3.5	3.3	3.2	3.1	3.0	3.1	3.3	3.0	3.0	3.4	4.3
Yukon	6.9	10.1	7.8	5.2	5.8	5.7	5.6	8.3	9.1	13.4	12.5	12.0	5.2	8.5	13.4
Yellowknife	3.4	4.0	4.4	5.3	4.1	3.9	4.1	4.0	4.3	3.9	3.9	4.2	3.4	4.1	5.3
Northwest Territories	11.9	11.3	11.3	11.9	11.0	12.7	14.0	13.7	14.2	13.8	13.8	14.0	11.0	12.8	14.2
Iqaluit	6.1	5.9	6.3	6.6	8.4	7.0	6.4	5.7	5.6	5.5	6.1	6.5	5.5	6.3	8.4
Nunavut	18.9	17.9	17.7	18.0	17.4	18.2	18.1	18.1	18.2	17.0	17.3	17.0	17.0	17.8	18.9

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.

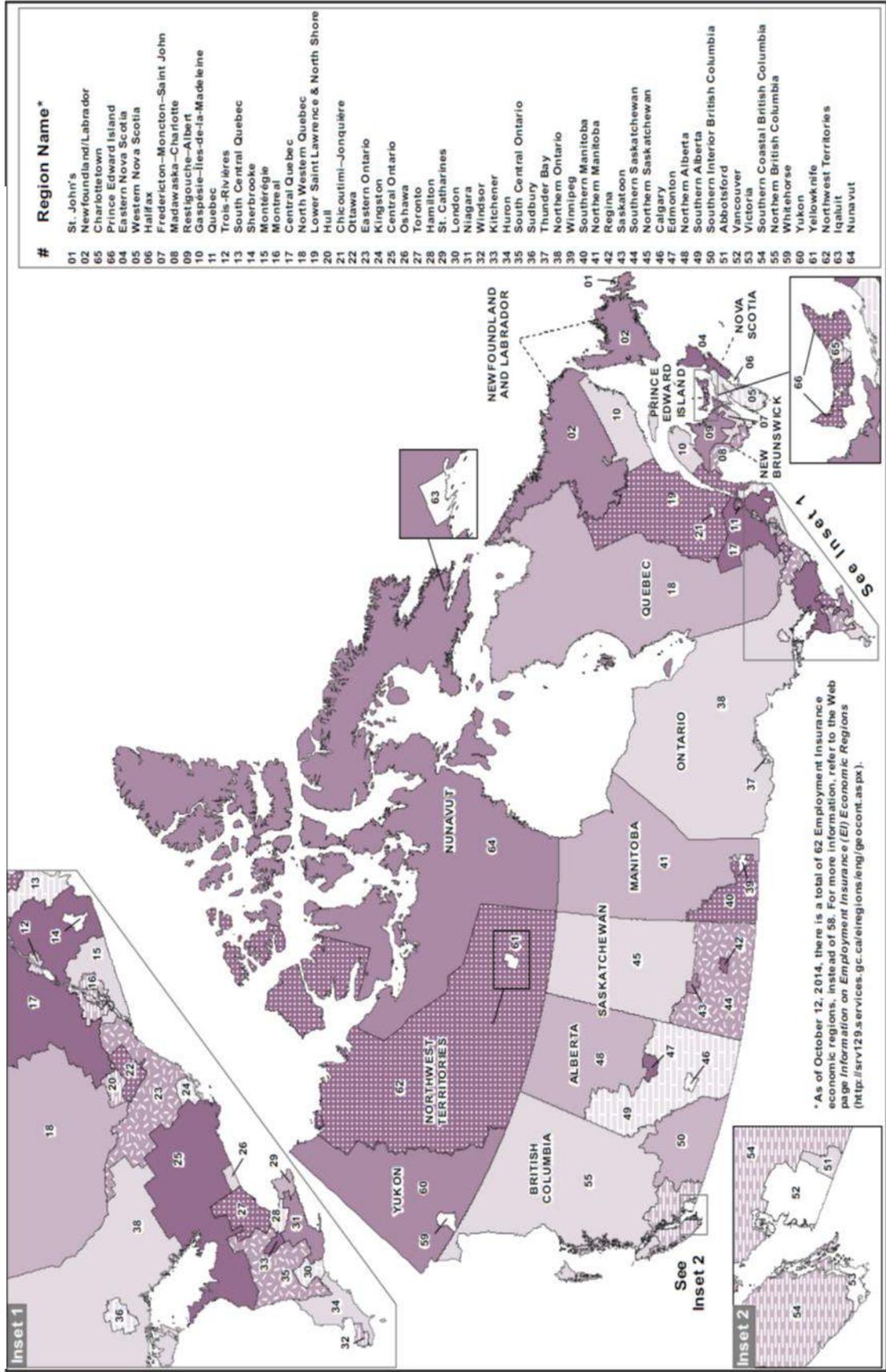
² To obtain the monthly unemployment rates used for the purposes of the Employment Insurance program relating to periods before April 7 2019, please refer to the Web page Monthly Seasonal Adjusted Unemployment Rates by EI Economic Region [http://srv129.services.gc.ca/ei_regions/eng/rates.aspx?id=2019]

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 – FY1920



* As of October 12, 2014, there is a total of 62 Employment Insurance economic regions, instead of 58. For more information, refer to the Web page [Information on Employment Insurance \(EI\) Economic Regions \(http://services.gc.ca/ei/regions/enj/ge.econt.as.px\)](http://services.gc.ca/ei/regions/enj/ge.econt.as.px).

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Employment Benefits and Support Measures Data Tables

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Annex 3.1 - Overview of Labour Market Development Agreements

			Allocations (\$000) ¹										
Province/Territory	Signature date	Implementation date	FY2021			FY1920			FY1819			Additional Targeted Funding Made Available in FY1920	
			Additional \$350M ²	\$1.95B envelope	Total LMDA funding	Additional \$250M ²	\$1.95B envelope	Total LMDA funding	Additional \$225M ²	\$1.95B envelope	Total LMDA funding	Seasonal	Steel and Aluminium
Newfoundland and Labrador	September 4, 2008	November 2, 2009	14,139	127,279	141,418	9,941	126,701	136,642	7,797	125,599	133,397	1,631	500
Prince Edward Island	September 5, 2008	October 5, 2009	3,272	23,788	27,060	2,425	23,930	26,355	2,147	24,124	26,271	525	500
Nova Scotia	June 13, 2008	July 1, 2009	13,714	77,319	91,033	10,346	77,497	87,843	8,643	77,374	86,018	1,562	500
New Brunswick	December 13, 1996	April 1, 1997	13,858	88,718	102,575	9,968	88,865	98,834	8,964	89,192	98,156	2,249	500
Quebec	April 21, 1997	April 1, 1998	89,015	558,570	647,584	65,579	563,793	629,371	59,869	569,315	629,184	7,967	6,609
Ontario	November 23, 2005	January 1, 2007	115,244	568,841	684,085	81,072	569,405	650,477	71,719	571,427	643,146	3,482	12,027
Manitoba	April 17, 1997	November 27, 1997	11,782	43,844	55,626	7,725	43,079	50,805	6,786	42,955	49,741	250	624
Saskatchewan	February 6, 1998	January 1, 1999	10,594	37,755	48,349	7,203	36,804	44,007	6,140	35,943	42,083	354	709
Alberta	December 6, 1996	November 1, 1997	42,295	140,491	182,786	29,686	134,947	164,633	29,290	127,676	156,966	743	1,468
British Columbia	February 20, 2008	February 2, 2009	34,826	273,894	308,720	25,185	275,522	300,707	22,847	276,944	299,791	986	1,563
Northwest Territories	February 27, 1998	October 1, 1998	455	2,862	3,316	340	2,910	3,249	292	2,964	3,256	250	n/a
Yukon	July 8, 2009	February 1, 2010	335	3,945	4,280	227	3,837	4,065	247	3,762	4,009	250	n/a
Nunavut	May 11, 2000	April 1, 2000	472	2,696	3,167	303	2,710	3,012	257	2,725	2,983	250	n/a
Canada			350,000	1,950,000	2,300,000	250,000	1,950,000	2,200,000	225,000	1,950,000	2,175,000	20,500	25,000

Notes:

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.

Annex 3.2 – Employment Insurance (EI) Part II – General definitions

Eligibility for Employment Benefits and Support Measures (EBSMs) or similar programs funded under Part II
<p>In FY1920, 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 Premiums Paid Eligible (PPE).</p> <p>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.</p>
Labour Market Development Agreements (LMDAs)
<p>LMDAs provide the frameworks within which EBSM delivery takes place. EBSMs are flexible by design, allowing provincial and territorial jurisdictions 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 <i>EI Act</i>. 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 <i>EI Act</i>. Canada retains responsibility for the delivery of insurance benefits under Part I of the <i>EI Act</i> 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.</p>
Apprentices
<p>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 <i>EI Act</i>. The apprentice requires a referral under the authority of Section 25 of the <i>EI Act</i> 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.</p>
Indigenous Skills and Employment Training (ISET)
<p>ISET was introduced in April 2019 as the successor to the Aboriginal Skills and Employment Training Strategy (ASETS). The program’s objective is to help reduce the skills and employment gaps between Indigenous peoples and non-Indigenous. 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. It provides new investments and longer-term, more flexible agreements to Indigenous service delivery organizations. With Indigenous partners, the Government is advancing reconciliation by creating more job training opportunities for Indigenous peoples.</p> <p>The ISET program offers activities that support a holistic approach to service delivery. The eligible activities encompass a wide range of labour market activities including locally designed programs in support of each distinctions-based labour market strategy. Indigenous service delivery organizations may provide: employment-related and career development assistance; wrap-around supports, such as living expenses; financial assistance to support individuals in obtaining skills for employment; tuition costs; business coaching and mentorship; and disability-related supports.</p>
Job Bank
<p>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.</p>

Annex 3.3 – EBSM Program descriptions

Employment benefits
<p>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.</p> <p>Self-Employment provides financial assistance and business planning advice to 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.</p> <p>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.</p> <p>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.</p>
Support Measures
<p>Employment Assistance Services provide funding to organizations to enable them to provide employment assistance to unemployed and employed 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.</p> <p>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. Employer-Sponsored Training, which provides funding to eligible employers to re- or up-skill their workers, is a sub-component of this Support Measure.</p> <p>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.</p>

Annex 3.4 – EBSM overview¹

FY1920			
Clients served²		Participation in interventions as a percentage of total	
Gender		Employment benefits	
Men	57.4%	Targeted Wage Subsidies	1.5%
Women	42.6%	Self-Employment	0.6%
Age³		Job Creation Partnerships	0.5%
15 to 19	6.0%	Skills Development-Regular	10.7%
20 to 24	14.9%	Skills Development-Apprentices	6.3%
25 to 29	15.1%	Targeted Earning Supplements	0.0%
30 to 34	13.3%	Support Measures: Employment Assistance Services	
35 to 39	11.5%	Employment services	34.8%
40 to 44	9.5%	Group services	1.0%
45 to 49	8.1%	Individual counselling	40.4%
50 to 54	7.6%	Pan-Canadian	
55 and older	13.9%	4.1%	
Unknown	0.1%	Designated group participation in EBSMs	
EI clients served		Women	44.5%
Active claimants	60.4%	Indigenous peoples ⁴	12.8%
Former claimants	24.0%	Persons with disabilities ⁴	13.7%
PPE	15.5%	Visible minorities ⁴	9.8%
Intervention-to-client ratio		Labour market	
Clients	652,267	Employment	18,965,900
Interventions	1,010,565	Unemployment rate	5.9%
Ratio	1.55		

Note:

1. Owing to recently identified procedural and technological issues, Yukon's reported numbers in EAS only interventions are significantly lower than actual numbers verified in a direct count. Yukon continues to work on those areas to ensure more accurate reports in the future.

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}

FY1920							
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	5,831	2,284	281	8,396	1,253	9,649
Prince Edward Island	3,162	3,293	739	421	4,453	1,408	5,861
Nova Scotia	11,000	6,536	2,119	1,045	9,700	2,858	12,558
New Brunswick	10,000	10,716	2,595	1,400	14,711	7,286	21,997
Quebec	136,500	107,330	22,990	17,524	147,844	51,110	198,954
Ontario	53,000	51,739	27,360	24,302	103,401	94,111	197,512
Manitoba	8,900	7,801	3,352	3,013	14,166	10,990	25,156
Saskatchewan	11,550	7,799	6,187	6,600	20,586	1,423	22,009
Alberta	48,000	27,561	13,704	7,759	49,024	27,886	76,910
British Columbia	33,000	25,584	8,607	4,794	38,985	19,677	58,662
Northwest Territories	250	134	61	85	280	19	299
Yukon	250	155	23	29	207	24	231
Nunavut	n/a	74	113	135	322	305	627
Total EBSMs	324,612	254,553	90,134	67,388	412,075	218,350	630,425
Indigenous Pan-Canadian	n/a	7,643	14,199	n/a	21,842	n/a	21,842
Canada	324,612	262,196	104,333	67,388	433,917	218,350	652,267

Note:

- Owing to recently identified procedural and technological issues, Yukon's reported numbers in EAS only interventions are significantly lower than actual numbers verified in a direct count. Yukon continues to work on those areas to ensure more accurate reports in the future.
- This table includes clients served between April 1, 2019 and March 31, 2020, with one count per client served.
- 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}

FY1920																
	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		926	510	1,192	2,842	8,632	0	38	0	48	876	26	2	45	n/a	15,137
Self-Employment		402	121	570	260	1,715	0	852	0	379	1,487	6	0	0	n/a	5,792
Job Creation Partnerships		1,556	59	152	0	0	114	2,752	0	250	211	0	0	0	n/a	5,094
Skills Development–Regular		5,064	2,538	1,710	8,148	22,138	8,982	7,442	15,431	3,749	32,734	131	29	186	n/a	108,282
Skills Development–Apprentices		1,355	297	1,725	2,096	0	18,396	3,839	5,987	15,800	13,710	137	152	108	n/a	63,602
Targeted Earnings Supplements		0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	0
Total employment benefits		9,303	3,525	5,349	13,346	32,485	27,492	14,923	21,418	20,226	49,018	300	183	339	n/a	197,907
Support Measures: EAS																
Employment services		5,961	4,563	17,945	9,148	177,382	0	54,173	0	38,851	43,551	7	79	482	n/a	352,142
Group services		1	0	0	0	10,314	0	0	7	0	0	0	0	0	n/a	10,322
Individual counselling		9,392	2,299	1,980	22,247	26,618	193,757	36,661	10,845	60,421	43,630	411	0	0	n/a	408,261
Total Support Measures: EAS		15,354	6,862	19,925	31,395	214,314	193,757	90,834	10,852	99,272	87,181	418	79	482	n/a	770,725
Total Support Measures: EAS–without group services		15,353	6,862	19,925	31,395	204,000	193,757	90,834	10,845	99,272	87,181	418	79	482	n/a	760,403
Total benefits and Support Measures: EAS		24,657	10,387	25,274	44,741	246,799	221,249	105,757	32,270	119,498	136,199	718	262	821	n/a	968,632

Indigenous Pan-Canadian	316	222	473	385	587	8,905	6,225	6,792	3,798	13,039	477	134	192	388	41,933
Grand Total–Benefits and Support Measures: EAS	24,973	10,609	25,747	45,126	247,386	230,154	111,982	39,062	123,296	149,238	1,195	396	1,013	388	1,010,565
Grand Total–without group services	24,972	10,609	25,747	45,126	237,072	230,154	111,982	39,055	123,296	149,238	1,195	396	1,013	388	1,000,243

Note:

1. Owing to recently identified procedural and technological issues, Yukon's reported numbers in EAS only interventions are significantly lower than actual numbers verified in a direct count. Yukon continues to work on those areas to ensure more accurate reports in the future.
2. Interventions in this table refer to all new starts between April 1, 2019 and March 31, 2020.
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 (%)—FY1920															
	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	44.7	39.8	47.4	59.5	45.0	0.0	50.0	0.0	45.8	41.2	69.2	100.0	0.0	n/a	47.4
Self-Employment	51.2	34.7	48.2	43.1	50.4	0.0	45.0	0.0	50.4	54.7	33.3	0.0	0.0	n/a	49.9
Job Creation Partnerships	39.9	64.4	48.7	0	0.0	69.3	39.3	0.0	40.4	33.2	0.0	0.0	0.0	n/a	40.5
Skills Development—Regular	40.4	58.9	51.7	54.7	45.6	54.2	49.8	32.6	58.3	52.3	52.7	44.8	22.0	n/a	48.0
Skills Development—Apprentices	8.9	7.7	6.1	4.5	0.0	3.4	3.3	5.2	6.5	5.9	5.1	8.6	0.9	n/a	5.1
Targeted Earnings 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	36.6	51.1	35.6	47.6	45.7	20.3	35.6	24.9	17.5	39.1	32.0	15.3	12.4	n/a	34.1
Support Measures: EAS															
Employment services	44.7	52.6	50.3	50.0	44.2	0	49.0	0.0	44.8	49.0	57.1	46.8	52.5	n/a	46.2
Individual counselling	51.0	54.9	57.2	49.1	46.0	47.7	49.1	39.2	48.2	49.0	31.4	0.0	0.0	n/a	47.9
Total Support Measures: EAS	48.6	53.4	51.0	49.4	44.5	47.7	49.1	39.2	46.9	49.0	31.8	46.8	52.5	n/a	47.1
Total benefits and Support Measures: EAS	44.1	52.6	47.7	48.9	44.6	44.3	47.2	29.7	41.9	45.4	31.9	24.8	35.9	n/a	44.4
Indigenous Pan-Canadian	41.8	55.4	50.3	45.5	46.8	51.6	48.8	46.4	34.0	44.7	46.5	35.1	60.9	71.4	46.5
Grand total, benefits and Support Measures: EAS	44.0	52.7	47.8	48.8	44.6	44.6	47.3	32.6	41.7	45.4	37.7	28.3	40.7	71.4	44.5

Note:

1. Owing to recently identified procedural and technological issues, Yukon's reported numbers in EAS only interventions are significantly lower than actual numbers verified in a direct count. Yukon continues to work on those areas to ensure more accurate reports in the future.

2. All percentages are based on new start interventions only (the number of interventions started in FY1920).

Source: Participant dataset.

Annex 3.8 – EBSM designated members – Persons with disabilities^{1,2}

New Starts, by Intervention (%)—FY1920															
	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	13.5	2.5	26.5	4.7	51.5	0.0	0.0	0.0	4.2	23.5	11.5	0.0	2.2	n/a	34.7
Self-Employment	10.7	3.3	19.5	3.8	2.5	0.0	4.2	0.0	6.9	27.6	16.7	0.0	0.0	n/a	11.8
Job Creation Partnerships	2.1	11.9	17.1	0.0	0.0	9.6	13.4	0.0	4.8	23.7	0.0	0.0	0.0	n/a	10.0
Skills Development—Regular	13.7	4.2	18.2	5.4	6.5	18.3	10.6	3.0	6.9	33.3	1.5	6.9	1.6	n/a	15.7
Skills Development—Apprentices	0.1	0.0	0.0	3.1	0.0	0.4	0.6	2.9	0.0	0.9	0.0	0.0	0.0	n/a	0.7
Targeted Earnings 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	9.6	3.7	14.3	4.8	18.2	6.3	8.1	3.0	1.5	23.9	2.0	1.1	1.2	n/a	12.1
Support Measures: EAS															
Employment services	40.7	34.2	31.9	16.3	10.1	0.0	8.2	0.0	4.5	35.5	0.0	6.3	1.5	n/a	14.5
Individual counselling	32.2	12.5	46.2	10.9	8.3	12.1	8.1	12.1	9.6	38.8	2.9	0.0	0.0	n/a	14.5
Total Support Measures: EAS	35.5	26.9	33.3	12.5	9.9	12.1	8.2	12.1	7.6	37.2	2.9	6.3	1.5	n/a	14.5
Total benefits and Support Measures: EAS	25.7	19.0	29.3	10.2	11.0	11.3	8.2	6.0	6.6	32.4	2.5	2.7	1.3	n/a	14.0
Indigenous Pan-Canadian	3.8	5.0	4.0	6.2	1.0	5.1	5.6	15.4	7.4	8.7	2.3	0.7	0.5	10.1	8.1
Grand total, benefits and Support Measures: EAS	25.5	18.7	28.8	10.2	11.0	11.1	8.0	7.7	6.6	30.3	2.4	2.0	1.2	10.1	13.7

Note:

1. . Owing to recently identified procedural and technological issues, Yukon's reported numbers in EAS only interventions are significantly lower than actual numbers verified in a direct count. Yukon continues to work on those areas to ensure more accurate reports in the future.

2. All percentages are based on new start interventions only (the number of interventions started in FY1920). 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 (%)—FY1920															
	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	7.2	1.2	4.4	1.9	0.8	0.0	57.9	0.0	8.3	6.6	57.7	50.0	71.1	n/a	2.5
Self-Employment	5.0	3.3	5.3	3.1	0.2	0.0	9.4	0.0	5.8	6.7	50.0	0.0	0.0	n/a	4.7
Job Creation Partnerships	5.0	3.4	7.9	0.0	0.0	1.8	67.7	0.0	7.6	23.2	0.0	0.0	0.0	n/a	39.8
Skills Development—Regular	11.5	1.7	3.3	3.4	1.0	1.9	37.4	24.5	20.7	11.0	71.8	24.1	82.3	n/a	11.6
Skills Development—Apprentices	3.9	0.0	0.6	0.9	0.0	0.2	13.6	15.2	0.5	0.4	32.8	0.0	66.7	n/a	2.8
Targeted Earnings 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	8.6	1.6	3.0	2.7	0.9	0.8	35.3	21.9	4.4	7.9	52.3	4.4	75.8	n/a	8.6
Support Measures: EAS															
Employment services	5.4	0.8	4.2	1.8	0.8	0.0	34.2	0.0	10.8	11.5	85.7	13.9	77.8	n/a	8.8
Individual counselling	14.3	1.4	4.8	2.9	1.9	1.1	31.2	58.5	17.8	11.7	63.0	0.0	0.0	n/a	9.5
Total Support Measures: EAS	10.8	1.0	4.3	2.6	1.0	1.1	33.0	58.5	15.1	11.6	63.4	13.9	77.8	n/a	9.1
Total benefits and Support Measures: EAS	10.0	1.2	4.0	2.6	1.0	1.0	33.3	34.2	13.3	10.3	58.8	7.3	77.0	n/a	9.0
Indigenous Pan-Canadian	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Grand total, benefits and Support Measures: EAS	11.1	3.3	5.8	3.5	1.2	4.9	37.0	45.6	15.9	18.1	75.2	38.6	81.3	100.0	12.8

Note:

1. . Owing to recently identified procedural and technological issues, Yukon's reported numbers in EAS only interventions are significantly lower than actual numbers verified in a direct count. Yukon continues to work on those areas to ensure more accurate reports in the future.
2. All percentages are based on new start interventions only (the number of interventions started in FY1920). 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 (%)—FY1920															
	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	1.8	4.1	9.7	2.6	0.0	0.0	7.9	0.0	0.0	8.0	11.5	0.0	4.4	n/a	2.0
Self-Employment	3.0	5.0	6.5	1.2	0.0	0.0	10.6	0.0	16.4	7.5	0.0	0.0	0.0	n/a	5.6
Job Creation Partnerships	0.4	1.7	7.9	0.0	0.0	7.9	13.7	0.0	0.8	7.1	0.0	0.0	0.0	n/a	8.3
Skills Development—Regular	2.3	3.3	4.6	3.9	0.0	10.3	23.8	3.7	20.8	18.8	8.4	0.0	1.1	n/a	10.0
Skills Development—Apprentices	0.7	1.0	0.3	0.5	0.0	1.1	6.5	4.2	0.6	0.1	11.7	0.0	0.9	n/a	1.3
Targeted Earnings 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	1.8	3.3	4.7	3.0	0.0	4.1	16.7	3.8	4.6	13.0	10.0	0.0	1.5	n/a	6.4
Support Measures: EAS															
Employment services	4.3	17.2	16.5	19.4	0.0	0.0	23.4	0.0	6.7	14.6	14.3	0.0	1.2	n/a	7.8
Individual counselling	4.7	7.7	12.1	7.9	0.0	11.0	30.5	9.3	21.7	19.7	12.2	0.0	0.0	n/a	14.2
Total Support Measures: EAS	4.5	14.0	16.1	11.3	0.0	11.0	26.3	9.3	15.8	17.1	12.2	0.0	1.2	n/a	11.2
Total benefits and Support Measures: EAS	3.5	10.4	13.7	8.8	0.0	10.1	24.9	5.7	13.9	15.6	11.3	0.0	1.3	n/a	10.2
Indigenous Pan-Canadian	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
Grand total, benefits and Support Measures: EAS	3.4	10.2	13.4	8.8	0.0	9.8	23.5	4.7	13.5	14.3	6.8	0.0	1.1	0.0	9.8

Note:

1. Owing to recently identified procedural and technological issues, Yukon's reported numbers in EAS only interventions are significantly lower than actual numbers verified in a direct count. Yukon continues to work on those areas to ensure more accurate reports in the future.

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 FY1920). 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—FY1920															
	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	905	786	1,811	2,380	5,643	11	504	232	1,511	1,570	70	0	0	0	15,423
Job Creation Partnerships ¹	962	68	177	0	78	100	276	0	9	168	0	0	0	0	1,838
Skills Development	16,217	16,884	20,059	58,423	49,627	84,642	27,671	17,838	81,956	58,777	764	865	223	0	433,946
TOTAL²	18,085	17,738	22,048	60,803	55,347	84,752	28,451	18,070	83,475	60,515	834	865	223	0	451,207

Note:

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 expenditures⁴

In \$000s by Intervention—FY1920															
	N.L.	P.E.I.	N.S.	N.B.	Que.	Ont.	Man.	Sask.	Alta.	B.C.	N.W.T.	Yk.	Nun. ⁵	NHQ	Canada
Employment benefits															
Targeted Wage Subsidies	7,746	4,191	4,123	14,135	109,809	0	204	0	1,299	13,954	1,074	32	555	n/a	157,123
Self-Employment	7,451	2,202	6,191	5,071	23,101	0	1,130	0	1,946	15,792	315	0	0	n/a	63,197
Job Creation Partnerships	11,390	779	1,280	0	0	1,642	1,338	0	15,274	10,796	21	0	0	n/a	42,520
Skills Development	83,908	14,394	34,346	54,116	223,100	164,418	31,583	31,485	87,828	177,294	778	1,784	1,651	n/a	906,683
Targeted Earnings Supplements	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	110,494	21,566	45,940	73,323	356,009	166,060	34,255	31,485	106,347	217,835	2,187	1,816	2,206	n/a	1,169,523
Support Measures: EAS															
Employment assistance	12,612	4,321	27,249	8,470	141,836	315,611	10,143	10,467	55,003	51,279	821	1,715	0	n/a	639,527
Total Support Measures: EAS	12,612	4,321	27,249	8,470	141,836	315,611	10,143	10,467	55,003	51,279	821	1,715	0	0	639,527
Sub-total : Employment benefits and Support Measures: EAS	123,107	25,888	73,189	81,793	497,845	481,670	44,397	41,952	161,350	269,113	3,008	3,531	2,206	n/a	1,809,050
Other Support Measures															
Labour Market Partnerships	8,447	1,332	11,479	17,348	134,503	80,350	6,234	4,194	3,282	8,860	75	12	806	n/a	276,921
Research and Innovation	4,030	0	3,822	105	5,042	95,858	1,048	138	0	7,176	0	69	0	n/a	117,288
Total other Support Measures	12,477	1,332	15,301	17,453	139,545	176,208	7,282	4,332	3,282	16,036	75	80	806	n/a	394,210
Total EBSM— Part II	135,584	27,219	88,490	99,247	637,390	657,878	51,679	46,284	164,633	285,149	3,084	3,611	3,012	n/a	2,203,260
Overcontribution ¹	3,247				93,857					18,735	165	454	250	14,619	131,328

Pan-Canadian (see details in Annex 3.13)	2,557	275	2,257	1,668	12,077	25,552	18,030	14,582	16,219	17,421	3,494	1,153	4,214	27,752	147,252
Adjustment ²	-727		-906	-179	-3,403			-1,214		-7	-48	-18		900	-5,602
Total including Pan-Canadian	140,661	27,494	89,842	100,736	739,922	683,430	69,709	59,652	180,852	321,298	6,695	5,199	7,476	43,271	2,476,237
Administrative costs related to LMDAs³	8,880	2,856	11,064	8,922	65,478	65,384	6,079	6,022	9,594	19,908	1,450	389	787	n/a	206,812

Note:

1. Overcontributions will be recovered during FY2021.
2. This adjustment reflects overpayments established, refunds of previous years' expenditures and other accounting adjustments.
3. Net administrative costs include salary and non-salary expenditures to administer LMDAs.
4. Totals may not add due to rounding.
5. Expenditures are estimates provided by Nunavut at time of writing.

Source: provincial/territorial audited statements.

Annex 3.13 - EI Part II Pan-Canadian — Final expenditures¹

In \$000s by Intervention—FY1920															
	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															
Indigenous Skills and Employment Training	2,557	275	2,257	1,668	12,077	25,552	18,030	14,582	16,219	17,421	3,494	1,153	4,214	1,568	121,068
Labour Market Partnerships	0	0	0	0	0	0	0	0	0	0	0	0	0	23,475	23,475
Research and Innovation	0	0	0	0	0	0	0	0	0	0	0	0	0	2,709	2,709
Grand total Pan-Canadian	2,557	275	2,257	1,668	12,077	25,552	18,030	14,582	16,219	17,421	3,494	1,153	4,214	27,752	147,252

Note:

1. Totals may not add due to rounding.

Source: SAP

Annex 3.14 - Returns to employment and unpaid benefits indicators¹

FY1920												
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	982	3	2,005	2,990	75%	24.0	11.0	0.0	5.7	16.7	70%
Prince Edward Island	2,574	226	0	2,282	2,508	97%	7.8	2.9	0.0	4.0	6.8	87%
Nova Scotia	5,500	1,354	0	2,480	3,834	70%	25.0	15.1	0.0	7.8	23.0	92%
New Brunswick	8,300	1,633	0	7,215	8,848	107%	29.0	17.9	0.0	8.5	26.4	91%
Quebec	52,300	0	5,236	70,499	75,735	145%	252.0	0.0	36.5	266.3	302.8	120%
Ontario	40,000	14,141	0	32,723	46,864	117%	246.0	154.9	0.0	95.6	250.5	102%
Manitoba	6,000	2,809	0	3,470	6,279	105%	44.0	31.9	0.0	10.4	42.3	96%
Saskatchewan	11,800	4,125	37	3,965	8,127	69%	50.0	35.8	0.3	12.2	48.3	97%
Alberta	24,000	12,621	0	5,473	18,094	75%	240.0	160.0	0.0	35.7	195.7	82%
British Columbia	20,000	10,566	4	9,921	20,491	102%	136.0	114.7	0.0	24.0	138.7	102%
Northwest Territories	200	100	0	85	185	93%	n/a	1.3	0.0	0.2	1.4	n/a
Yukon	150	105	0	18	123	82%	1.2	1.0	0.0	0.1	1.1	93%
Nunavut	n/a	31	0	11	42	n/a	n/a	0.5	0.0	0.1	0.6	n/a
Canada	174,824	48,693	5,280	140,147	194,120	111%	1 055	547.0	36.8	470.5	1 054	100%

Note:

1. Owing to recently identified procedural and technological issues, Yukon's reported numbers in EAS only interventions are significantly lower than actual numbers verified in a direct count. Yukon continues to work on those areas to ensure more accurate reports in the future.

2. ISET activity resulted in 10,083 returns to employment and \$16.7 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}

FY1920															
	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	191	378	144	1,226	3,160	0	5	0	9	440	7	0	0	n/a	5,560
Self-Employment	108	112	69	258	1,044	0	36	10	46	448	5	0	0	n/a	2,136
Job Creation Partnerships	249	24	27	0	0	9	90	0	153	63	0	0	0	n/a	615
Skills Development—Regular	889	876	881	2,832	8,454	2,220	494	990	77	5,330	33	7	0	n/a	23,083
Skills Development—Apprentices ³	982	226	1,354	1,633	0	14,141	2,809	4,125	12,621	10,566	100	105	31	n/a	48,693
Targeted Earnings Supplements	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	0
Total benefits	2,419	1,616	2,475	5,949	12,658	16,370	3,434	5,125	12,906	16,847	145	112	31	n/a	80,087
Support Measures: EAS															
Employment services	225	544	1,167	491	53,607	0	1,868	137	3,478	1,927	1	11	11	n/a	63,467
Group services	3	0	0	0	5,236	0	0	37	0	4	0	0	0	n/a	5,280
Individual counselling	343	348	192	2,408	4,234	30,494	977	2,828	1,710	1,713	39	0	0	n/a	45,286
Total Support Measures: EAS	571	892	1,359	2,899	63,077	30,494	2,845	3,002	5,188	3,644	40	11	11	n/a	114,03
Total employment benefits and Support Measures: EAS	2,990	2,508	3,834	8,848	75,735	46,864	6,279	8,127	18,094	20,491	185	123	42	n/a	194,120
Target	4,000	2,574	5,500	8,300	52,300	40,000	6,000	6,700	24,000	20,000	200	0	n/a	n/a	169,57
Results vs. targets (%)	75%	97%	70%	107%	145%	117%	105%	121%	75%	102%	93%	n/a	n/a	n/a	114%

Note:

- Owing to recently identified procedural and technological issues, Yukon's reported numbers in EAS only interventions are significantly lower than actual numbers verified in a direct count. Yukon continues to work on those areas to ensure more accurate reports in the future.
- Results associated solely with the ISET Program are not available.
- 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.
- 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 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	FY1920	% Change ²
Atlantic	0.8	0.6	0.7	0.7	0.6	0.6	0.6	0.00%
Quebec	1.2	1.1	1.1	1.3	1.2	1.2	1.2	0.00%
Ontario	1.3	1.2	1	1	0.9	0.9	0.9	0.00%
Western	1.2	1.2	1.3	1.4	1.2	1.1	1.1	0.00%
Canada	4.6	4	4.1	4.4	3.9	3.8	3.9	3%

Note: Totals may not add up due to rounding.

Source: Service Canada, Employment Insurance (EI) administrative data.

These values could reflect multiple requests by the same client. Statistics include clients assisted face to face and those serving themselves at a Client Access Work Station (CAWS) computer.

Annex 4.1.2 – Service Delivery: My Service Canada Account Logins¹ (In Millions)

Fiscal Year	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	FY1920	% Change ²
Canada	21.2	22.8	28.4	29.3	28.8	32.2	37.2	15.50%

Note: Totals may not add up due to rounding.

Source: Service Canada, Employment Insurance (EI) administrative data.

Regional breakdowns for MSCA logins are not available. The data tracking system used for MSCA is a secure information portal; hence, Service Canada does not track personal identifying client information through this portal. Personal identifying client information would be needed in order to capture regional data.

²Percentage change between 2018 to 2019 and 2019 to 2020.

Annex 4.1.3 – Service Delivery: EI Claimants Who Accessed My Service Canada Account (%)

Fiscal Year	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	FY1920	% Change ¹
Canada	27.8	31.4	36.2	36.8	35.2	38	39.1	2.90%

Note: Totals may not add up due to rounding.

Source: Service Canada, Employment Insurance (EI) administrative data.

¹Percentage change between 2018 to 2019 and 2019 to 2020.

Annex 4.1.4 – Points of Service for EI Program Delivery (Number)

Region	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	FY1920	% Change ²
Atlantic	86	84	84	84	84	84	84	0.00%
Quebec	97	95	93	94	93	92	92	0.00%
Ontario	185	172	167	167	167	165	163	-1.20%
Western	213	205	213	213	214	238	240	0.80%
Canada	581	556	557	558	558	579	579	0.00%

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, Service Delivery Partners and Service Canada Community Offices.

²Percentage change between 2018 to 2019 and 2019 to 2020.

Annex 4.2.1 – Call Centres: Enquiries Resolved via Employment Insurance Voice Response System (In Millions)

Fiscal Year	FY1415	FY1516	FY1617	FY1718	FY1819	FY1920	% Change ¹
Canada	20	18.6	18.6	16.6	15.9	19.8	24.5%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹Percentage change between 2018 to 2019 and 2019 to 2020.

Annex 4.2.2 – Call Centres: Calls Answered (Employment Insurance Specialized Call Centres) (In Thousands)

Fiscal Year	FY1415	FY1516	FY1617 ¹	FY1718	FY1819	FY1920	% Change ¹
Canada	3,789	3,418	3,962	4,608	4,649	4,404	-5.3%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹Percentage change between 2018 to 2019 and 2019 to 2020.

Annex 4.2.3 – Call Centres: First Contact Resolution – Employment Insurance Specialized Call Centres¹ (%)

Fiscal Year	FY1415	FY1516	FY1617	FY1718	FY1819	FY1920	% Change ¹
Canada	82.6	86.3	83.5	80.7	81.5	77.3	-5.2%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹Percentage change between 2018 to 2019 and 2019 to 2020.

Annex 4.2.4 – Call Centres: 1 800 O-Canada Employment Insurance Related Calls¹ (In Thousands)

Region	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	FY1920	% Change ²
Atlantic	60	53	54	46	43	41	50	22.00%
Quebec	140	134	143	94	93	109	137	25.70%
Ontario	195	185	189	138	114	114	155	36.00%
Western	185	179	214	161	133	133	170	27.80%
Canada	580	552	605	442	385	402	520	29.40%

Note: Totals may not add up due to rounding.

Source: Service Canada, Employment Insurance (EI) administrative data.

¹Data includes calls from within Canada only.

Annex 4.2.5 – Call Centres: First Call Resolution - 1 800 O-Canada Employment Insurance Related Calls¹ (%)

Region	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	FY1920	% Change ²
Atlantic	10.80%	8.80%	11.05%	17.60%	18.60%	20.20%	21.00%	4.00%
Quebec	11.50%	9.00%	11.10%	17.00%	17.50%	19.80%	20.70%	4.50%
Ontario	12.20%	9.20%	11.90%	17.70%	18.90%	20.80%	22.50%	8.20%
Western	12.20%	9.60%	12.70%	18.40%	19.20%	21.60%	22.90%	6.00%
Canada	11.90%	9.20%	11.90%	17.80%	18.70%	21.00%	22.30%	6.20%

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.

Annex 4.3.1 – Community Outreach & Liaison Services: All Employment Insurance Information Sessions – Citizens (Number)

Region	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	FY1920	% Change ¹
Atlantic	114	119	133	115	106	115	155	34.80%
Quebec	425	586	395	277	274	197	271	37.60%
Ontario	1,029	632	470	381	440	228	380	66.70%
Western	202	282	177	152	216	156	170	9.00%
Canada	1,770	1,619	1,175	925	1,036	696	976	40.20%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹Percentage change between 2018 to 2019 and 2019 to 2020.

Annex 4.3.2 – Community Outreach & Liaison Services: Workers Facing Mass Layoffs Reached (Number)

Region	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	FY1920	% Change ¹
Atlantic	998	1,095	1,904	769	807	781	1,437	84.00%
Quebec	5,668	6,972	4,290	2,408	3,607	2,811	3,018	7.40%
Ontario	6,277	6,637	1,888	2,623	3,659	2,363	3,720	57.40%
Western	2,207	3,202	2,894	2,361	2,507	1,247	2,494	100.00%
Canada	15,150	17,906	10,976	8,161	10,580	7,202	10,669	48.10%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹Percentage change between 2018 to 2019 and 2019 to 2020.

Annex 4.3.3 – Community Outreach & Liaison Services: Employers Reached (Number)

REGION	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	FY1920	% Change ¹
Atlantic	134	47	204	46	70	21	109	419.00%
Quebec	470	272	175	221	134	120	272	126.70%
Ontario	718	496	376	305	284	105	298	183.80%
Western	241	136	115	183	47	32	86	168.80%
Canada	1,563	951	870	755	535	278	765	175.20%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹Percentage change between 2018 to 2019 and 2019 to 2020.

Annex 4.3.4 – Community Outreach & Liaison Services: All Employment Insurance Information Sessions – Citizens (Number)

Region	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	FY1920	% Change ¹
Atlantic	114	119	133	115	106	115	155	34.80%
Quebec	425	586	395	277	274	197	271	37.60%
Ontario	1,029	632	470	381	440	228	380	66.70%
Western	202	282	177	152	216	156	170	9.00%
Canada	1,770	1,619	1,175	925	1,036	696	976	40.20%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹Percentage change between 2018 to 2019 and 2019 to 2020.

Annex 4.3.5 – Community Outreach & Liaison Services: Work-Sharing Sessions – Citizens (Number)

Region	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	FY1920	% Change ¹
Atlantic	23	10	14	17	7	4	12	200.00%
Quebec	217	193	172	118	57	48	65	35.40%
Ontario	90	55	75	52	23	18	48	166.70%
Western	24	5	18	3	0	0	10	0.00%
Canada	354	263	279	190	87	70	135	92.90%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹Percentage change between 2018 to 2019 and 2019 to 2020.

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	FY1920	% Change ²
Canada	55,521	37,224	48,249	51,625	42,411	39,949	45,849	14.8%

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 2018 to 2019 and 2019 to 2020.

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	FY1920	% Change ³
Canada	6,868,995	7,490,971	8,122,245	8,726,202	9,290,983	9,800,954	12,808,991	30.7%

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 2018 to 2019 and 2019 to 2020.

Annex 4.4.3 – Electronic records of employment (eROEs): Distribution of paper records of employment versus electronic records of employment¹ (%)

Fiscal year of Canada	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	FY1920
eROEs	75	80.2	84.1	88.1	90.4	92.3	94.6
ROE Paper	25	19.8	15.9	11.9	9.6	7.7	5.4

Source: ROE single database, Corporate Client Information Service (CCIS or Easy Access) - Employer summary table (note: 2nd copy paper ROEs loaded in CCIS).

¹The overall increase to eROEs from ROE Paper in FY1920 was a 2.5% increase. This figure represents the percentage point increase over the percentage of ROEs submitted electronically the previous fiscal year.

Annex 4.5.1 – Employment Insurance Claims Processing: Claims Processed (Number)

Region	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	FY1920	% Change ¹
Atlantic	363,173	367,670	377,698	380,477	375,846	382,382	404,778	5.9%
Quebec	812,714	816,579	806,524	777,249	764,175	767,231	914,938	19.3%
Ontario	891,160	903,317	886,613	868,584	865,308	875,406	1,066,065	22.0%
Western	699,424	751,325	885,074	942,287	778,727	786,678	939,753	19.5%
Canada	2,766,471	2,838,891	2,955,909	2,968,597	2,784,056	2,811,697	3,325,534	18.3%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹Percentage change between 2018 to 2019 and 2019 to 2020.

Annex 4.5.2 – Employment Insurance Claims Processing: Payment Accuracy Rates^{1 2} (%)

Region	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	FY1920	% 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	94.1	-1.9%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹The 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

²For analysis of the Payment Accuracy Rate by source, please refer to section 4.7 Service Quality: 4.7.1 EI Payment Accuracy Review of Chapter 4 of the EI MAR for more information.

³Percentage change between 2018 to 2019 and 2019 to 2020.

Annex 4.5.3 – Employment Insurance Claims Processing: Processing Accuracy Rates (%)

Region	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	FY1920 ¹	% Change ²
Atlantic	97.0	94.7	95.6	94.0	93.6	92.4	91.4	-1.1%
Quebec	92.6	94.4	98.0	95.2	93.0	84.0	86.4	2.9%
Ontario	81.8	82.6	83.8	77.7	81.0	79.7	80.7	1.3%
Western	84.1	85.3	89.1	75.6	79.9	79.5	77.7	-2.3%
Canada	87.9	88.5	90.8	85.5	86.9	83.9	84.02	0.1%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹Due to the COVID-19 pandemic, PAAR results for this fiscal are based on a sample of 2,823 files processed between April 2019 and February 2020.

²Percentage change between 2018-2019 and 2019-2020.

Annex 4.5.4 – Employment Insurance Claims Processing: Speed of Payment (%)

Region	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	FY1920	% Change ¹
Atlantic	73.0	75.9	88.9	89.5	88.0	86.6	86.8	0.2%
Quebec	78.2	79.0	84.1	83.0	82.4	80.2	79.5	-0.9%
Ontario	67.8	69.9	83.5	82.1	81.3	79.3	79.7	0.5%
Western	58.9	65.9	81.5	81.7	80.3	77.2	77.4	0.3%
Canada	69.3	72.3	83.8	83.2	82.2	80	80	0.0%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹Percentage change between 2018 to 2019 and 2019 to 2020.

Annex 4.6.1 – Electronic Services: Applications Submitted Online (%)

Region	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	FY1920	% Change ¹
Atlantic	98.8	98.7	98.8	98.6	99.2	99.3	99.2	-0.1%
Quebec	97.9	98	98.1	98.2	98.5	98.6	98.9	0.3%
Ontario	98.5	98.5	98.7	98.7	98.9	98.8	99.2	0.4%
Western	98.5	98.6	98.6	98.3	98.9	99	99.2	0.2%
Canada	98.4	98.4	98.5	98.4	98.8	98.9	99.1	0.2%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹Percentage change between 2018 to 2019 and 2019 to 2020.

Annex 4.6.2 – Electronic Services: Partially or Fully Automated Claims (%)

Region	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	FY1920	% Change ¹
Atlantic	73.6	73.6	77.6	78.9	79.2	80.1	81.4	1.6%
Quebec	68.2	68.4	70.6	71.3	72.2	72.4	76	5.0%
Ontario	66.3	67.5	71.0	72.1	72.5	72.3	77	6.5%
Western	60.1	62.4	68.0	71.9	69.1	69.6	74.6	7.2%
Canada	66.2	67.2	70.8	72.7	72.4	72.6	76.6	5.5%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹Percentage change between 2018 to 2019 and 2019 to 2020.

Annex 4.6.3 – Electronic Services: Claimants Receiving Benefits through Direct Deposit¹ (%)

Region	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	FY1920	% Change ²
Atlantic	92.1	93.8	95.7	96.7	97.0	97.5	97.7	0.2%
Quebec	93.6	94.6	95.5	96.0	96.2	96.5	96.6	0.1%
Ontario	91.9	93.3	94.6	95.3	95.7	96.4	96.6	0.2%
Western	91.0	92.1	93.7	95.1	95.3	95.7	96	0.3%
Canada	92.1	93.4	94.7	95.6	95.9	96.4	96.6	0.2%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹Prior to the 2013/14 Monitoring and Assessment Report, this information was reported under Annex 4.5.

²Percentage change between 2018 to 2019 and 2019 to 2020.

Annex 4.7.1 – Integrity Operations: Investigations Completed (Number)

Region	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	FY1920	% Change ²
NIS ¹	29,464	32,289	39,675	38,815	31,862	32,229	29,890	-7.3%
Atlantic	29,452	27,342	23,084	25,119	33,722	26,272	24,448	-6.9%
Quebec	65,148	62,503	57,303	62,822	83,578	71,772	64,781	-9.7%
Ontario	65,152	66,643	102,491	94,463	98,352	89,444	69,818	-21.9%
Western	100,471	77,466	114,844	100,239	104,697	103,987	81,679	-21.5%
Canada	289,687	266,243	337,397	321,458	352,211	323,704	270,616	-16.4%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹National Investigative Services (NIS).

²Percentage change between 2018 to 2019 and 2019 to 2020.

Annex 4.7.2 – Integrity Operations: Value of Overpayments Imposed (\$ Million)

Region	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	FY1920	% Change ²
NIS ¹	9	15.9	15.8	13.6	11.4	14.8	11.5	-22.3%
Atlantic	20	13.9	11.5	16.6	22.3	19.3	17.2	-10.9%
Quebec	43.2	39.9	41.6	43.2	47.7	49.9	54.1	8.4%
Ontario	44.9	30.1	40.2	58.7	62.1	53.2	55.4	4.1%
Western	40.6	28.7	53.3	79.2	76.5	82.0	66.1	-19.4%
Canada	157.7	128.5	162.4	211.3	220	219.2	204.3	-6.8%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹National Investigative Services (NIS).

²Percentage change between 2018 to 2019 and 2019 to 2020.

Annex 4.7.3 – Integrity Operations: Value of Penalties Imposed (\$ Million)

Region	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	FY1920	% Change ²
NIS ¹	2.3	4.9	4.7	3.0	3.6	4.5	3.4	-24.4%
Atlantic	5.3	5.3	3.6	4.1	7.2	5.7	5.1	-10.5%
Quebec	11.9	11.1	10.2	10.1	12.4	12	12	0.0%
Ontario	11.2	6.9	9.2	10.8	14.9	11.6	12	3.4%
Western	9.5	8.3	15.1	19.3	19.9	22.2	17.7	-20.3%
Canada	40.1	36.4	42.8	47.3	58	56	50.2	-10.4%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹National Investigative Services (NIS).

²Percentage change between 2018 to 2019 and 2019 to 2020.

Annex 4.7.4 – Integrity Operations: Total Savings (\$ Million)

Region	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	FY1920	% Change ²
NIS ¹	22.6	35.4	33.4	28.7	25.6	27.3	22.3	-18.3%
Atlantic	43.9	39.5	39.6	44.9	54.4	51.7	46.6	-9.9%
Quebec	105	100.2	104.5	105.5	116.4	118.8	111.7	-6.0%
Ontario	97.9	87	95.7	118.5	137.7	131.9	119.9	-9.1%
Western	113.6	88.7	139.1	164.1	157.4	166.7	141.6	-15.1%
Canada	383	350.8	412.3	461.7	491.5	496.4	442.1	-10.9%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹National Investigative Services (NIS).

²Percentage change between 2018 to 2019 and 2019 to 2020.

ANNEX 5

Employment Insurance financial information

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Annex 5.1 – Employment Insurance operating account (\$ million)

Statement of operations and accumulated surplus (deficit) for the year ended March 31¹

Operating account	FY1718	FY1819	FY1920
Revenues and funding			
Premiums	21,533.0	22,698.4	22,636.6
Interest ²	16.6	21.2	22.4
Penalties	64.4	62.0	54.7
Total revenues and funding	21,614.0	22,781.6	22,713.7
Expenditures³			
Part-I: Employment Insurance benefits			
Regular benefits	11,751.0	10,639.3	11,131.3
Fishing benefits	326.9	332.8	342.0
Work-Sharing benefits	12.9	5.8	16.7
Special benefits for insured employees	5,755.2	5,878.6	6,248.5
Parental benefits ⁴	2,805.0	2,771.9	2,972.6
Sickness benefits	1,681.6	1,781.3	1,904.8
Maternity benefits	1,175.3	1,191.6	1,229.0
Other special benefits ⁵	93.3	133.8	142.1
Special benefits for self-employed	9.7	9.9	11.4
Total income benefits	17,855.6	16,866.3	17,749.9
Less: Benefit repayments⁶	(308.6)	(286.2)	(237.0)
Total Part-I: Employment Insurance benefits	17,547.1	16,580.0	17,987.0
Part-II: Employment benefits and support measures			
Employment benefits ⁷	2,048.6	2,171.0	2,329.2
Support measures	119.2	137.0	146.9
Labour market partnerships	112.6	133.3	144.2
Research and innovation	6.6	3.7	2.7
Total Part-II: Employment benefits and support measures	2,167.8	2,307.9	2,476.2
Employment Insurance Emergency Response Benefit⁸	n/a	n/a	1,761.4
Administration costs			
Employment and Social Development Canada – Personnel related-costs	985.1	950.3	973.4
Employment and Social Development Canada – Non-personnel related costs	384.0	379.3	432.8
Canada Revenue Agency – Collection of premiums and rulings	214.5	212.8	212.7
Treasury Board Secretariat – Health Insurance Plan and Public Service Insurance	92.6	83.3	89.0
Administrative Tribunals Support Service of Canada – Social Security Tribunal	14.2	18.2	14.1
Courts Administration Services	1.0	1.0	1.1
Less: Recovery of costs from the Canada Pension Plan for maintaining the social insurance number registry	(5.3)	(4.1)	(4.6)
Total administration costs: Related parties	1,686.2	1,640.7	1,718.4
Total administration costs: External parties (administration costs incurred by provinces and territories under the LMDA)	191.6	189.7	190.7
Total administration costs	1,877.8	1,830.4	1,909.0

(continued)

Annex 5.1 (continued)

Operating account	FY1718	FY1819	FY1920
Bad debts	69.3	99.0	65.3
Total expenditures	21,662.0	20,817.4	23,724.8
Net surplus for the year	(48.0)	1,964.3	(1,011.1)⁹
Accumulated surplus (deficit) at beginning of year	2,999.4	2,951.4	4,915.6
Accumulated surplus (deficit) at end of year	2,951.4	4,915.6	3,904.5

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, benefits for parents of critically ill children (only for FY1718) and family caregiver benefits.

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.

⁸ The Employment Insurance Emergency Response Benefit is the portion of the Canada Emergency Response Benefit that was administered by Employment and Social Development Canada. Expenses related to the EI Emergency Response Benefit were paid from the EI Operating Account and those incurred before March 31, 2020 are included in this financial statement.

⁹ On September 14, 2020, the Government announced that it will credit the Account for costs associated with the EI Emergency Response Benefit. This is expected to generate a surplus in the Account for FY1920 rather than a deficit.

Source: Government of Canada, Public Accounts of Canada 2020, Volume I: Summary Report and Consolidated Financial Statements (Ottawa: Receiver General for Canada, 2020) and past year versions of the Public Accounts report.

ANNEX 6

Key Studies Referenced in the Report

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Patterns of Job Bank Use by Employers of Temporary Foreign Workers	556

Job Vacancies and Employment Insurance Utilization

Author(s), Year

ESDC: Labour Market Information Directorate, 2021

Objective(s)

The objective of the project is to improve our understanding of the link between availability of jobs and employment insurance (EI) utilization in Canada. This involves examining the trends in job vacancy rates and various measures of EI utilization by province and major industry groups, from 2004 to 2019.

Key Finding(s)

- For the period 2004-2019, for Canada as a whole, our analyses show an unstable negative relationship between EI utilization rate and job vacancy rates (JVR).
 - The relationship may have changed over time due to structural changes in the demand for and supply of labour, changes in the EI program as well as other related policies.
- However, the relationship varied substantially across provinces.
 - For some provinces, we find a negative relationship. This is particularly the case for the larger provinces: Ontario, Quebec, British Columbia and Alberta. However, for the Atlantic Provinces, we find no clear negative relationship. In fact, in some cases, (e.g. Nova Scotia), the relationship is slightly positive.
 - This could be explained by provincial differences in the efficiency of matching between job seekers and employers or the differences in the degree of skills mismatch.
- Similarly, we find no stable negative relationship between industry (i.e. 2-digit North American Industrial Classification code) JVR and EI utilization rate.
 - In fact, the relationship is slightly positive at higher levels of JVR, which may suggest skills mismatch.
- As well, it is notable that we find large variations in EI utilization rate by industry.
 - For example, the construction industry had the highest rate, followed by the manufacturing and agriculture. On the other hand, retail trade and information arts, and recreation had the lowest rates.

Availability

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2020 Actuarial Report on the Employment Insurance Premium Rate

Author(s), Year

Office of the Chief Actuary, 2019

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 2020 Maximum Insurable Earnings (MIE) was \$54,200 or a 2.1% increase from the 2019 MIE of \$53,100.
- The 2020 estimated cost savings to the EI program that are generated by employer sponsored qualified wage-loss plans were \$1,049 million.

Availability

This report is available on the Canada Employment Insurance Financing Board's website

<https://www.osfi-bsif.gc.ca/Eng/Docs/EI2020.pdf>

Supplemental Unemployment Benefit Plans

Author(s), Year

ESDC: Evaluation Directorate, 2021

Objective(s)

This study examines the characteristics of employers and employees who take part in the Supplemental Unemployment Benefit (SUB) Program and their utilization of Employment Insurance benefits.

Key Finding(s)

- Between 2008 and 2017, the number of firms with an active registered SUB plan increased from 5,714 to 7,782—an annual average of around 6,800 active firms—which represents a little over 0.5% of all firms in Canada.
- Registered SUB plans for illness, injury or quarantine account for around 63% of all plans while SUB plans for temporary stoppage of work, training or plans where there are a combination of top-up plans account for around 10%, 7% and 20% respectively.
- Overall, EI claims which receive top-up payments through registered SUB plans account for around 3% of all EI claims or between 40,000 and 60,000 claims per year. However, the analysis found that only 13% of EI claims from firms with registered SUB plans received top-up payments.
- Claimants who receive top-up payments for regular benefit claims are more likely to return to the same firm after a claim as compared to those who worked for non-SUB firms. A positive relationship is observed between job tenure and SUB claim whereby individuals tend to stay with an employer longer if they are part of a SUB firm.

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.

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

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Characteristics and Trends of EI Regular Benefits Claimants and Claims with Separation Monies

Author(s), Year

ESDC: Employment Insurance Policy Directorate, 2021

Objective(s)

This study examined trends in separation monies as well as characteristics of claimants and their claims over a 10 year period (2009-2018). It focused on severance/vacation monies because they comprised 72% of all separation monies.

Key Finding(s)

- There was a general downward trend over the 10 year period in all provinces and territories, all age groups and genders, all industries and all claimant types.
- Some distinct regional differences (may be related to industry differences) and differences by gender and age along with variation in entitlement and exhaustion.
- Atlantic provinces were less likely to receive separation monies, they had distinct age characteristics and the largest gender gap.
- Quebec had the highest proportion who received separation monies, although they received relatively low amounts.
- Ontario and the Western provinces had relatively high proportion who received separation monies, with comparatively high amounts, reflecting the higher average wages in these provinces.
- In 2015-2016, when commodity prices declined, Alberta and Saskatchewan experienced a sharp boost in claimants receiving separation monies.
- Claimants more likely to receive separation monies were:
 - women, yet the dollar amounts were lower;
 - working in the Information and cultural industry or the Finance and insurance industry, whereas in the Construction industry and the Agriculture, forestry, fishing and hunting industry only 15% received separation monies;
 - long-tenured and occasional claimants.
- Claimants receiving separation monies had longer entitlements and were slightly more likely to exhaust.

Availability:

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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 Benefits and Job Match Quality

Author(s), Year

ESDC: Evaluation Directorate, 2021

Objective(s)

This study examined the impact of receiving EI regular benefits on job match quality for claimants with weak labour market attachment.

Key Finding(s)

- From 2002 to 2016, the number of laid-off workers who had insufficient hours to meet the minimum entrance requirement—i.e., ineligible laid-off workers—increased by 75% (from 226,620 to 395,530). The number of EI regular claimants (with less than 1,050 hours) remained stable over this period.
 - Ineligible laid-off workers are younger compared to EI regular claimants — 38% in the age group 15-24 versus 10%—and more likely to be women (52% versus 43%).
 - A straight comparison of post-lay-offs outcomes between the two groups shows that ineligible laid-off workers earned an average of about \$1,600 per year more than EI claimants with low insurable hours. The same was found for the incidence of employment.
 - However, when comparing EI claimants with a comparable group of ineligible laid-off workers (matching methodology) a positive but moderate impact of EI was found on both earnings and the incidence of employment.
- Results from a complementary analysis using a regression discontinuity approach also points to positive impacts associated with the receipt of additional 2 weeks in EI entitlements by claimants with low insurable hours. The analysis is based on 'random' variations in the number of weeks a claimant is entitled to, in a given region, depending on the regional unemployment rate at the time of their layoff.

Availability:

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Trends in the Use of Multiple Records of Employment to Establish Employment Insurance Claims

Author(s), Year

ESDC: Evaluation Directorate, 2021

Objective(s)

This study examined the incidence of claiming EI regular benefits with multiple Records of Employment

(ROEs) from 2000 to 2018 and to assess the extent to which EI regular claimants held multiple jobs either sequentially (one job starting after another) or concurrently prior to claiming benefits.

Key Finding(s)

- The number of claims with multiple ROEs was relatively stable over the study period (about 505,800 claims per year or 35.8% of all EI regular claims).
- Claims with multiple ROEs were less sensitive to changes in the economic activity than those with a single ROE. For instance, the proportion of claims with multiple ROEs temporarily decreased by 7.6 percentage points during the 2008-2009 recession due to the increase in the number of single ROE claims.
- In general, men, younger workers, those working in the Construction sector and claimants working while on claim were all more likely to establish their EI regular claims using multiple ROEs.
- Not all workers with multiples ROEs had more than one employers, in particular, about 3 out of 10 claimants had multiple ROEs, but with a unique employer.
- For the remaining 7 out of 10 claimants who had ROEs with multiple employers, jobs were more likely to be held sequentially (14.2% of all EI regular claims) than concurrently (11.1% of all EI regular claims).
- Nearly half of claimants who held multiple jobs concurrently, held them over a short period of time ranging from 1 to 5 weeks during their employment period.

Availability:

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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>

Record of Employment-based Measures of Employment Insurance Eligibility: Update 2001 to 2017

Author(s), Year

ESDC: Evaluation Directorate, 2019

Objective(s)

This study examines the percentage of job separators with enough hours to meet the variable entrance requirement (VER) and the percentage of laid-off job separators with an EI claim. It looks at the eligibility and the claim rates across unemployment rates, provinces, industries and regions.

Key Finding(s)

- The percentage of individual record of employment (ROEs) with enough hours to qualify for EI regular benefits increased from 44.9% to 46.7% during the 2001 to 2017 period.
- Between 68% and 74% of job separators accumulated enough hours in the previous 52 weeks to qualify for EI regular benefits.
- The percentage of the laid-off job separators with enough combined hours in the last 52 weeks to qualify for EI regular benefit decreased from 75.4% in 2001 to 68.2% in 2017, meaning fewer laid-off job separators have qualified for EI regular benefits.
- In 2001, 2-in-3 laid-off workers with enough hours in the last 52 weeks received EI benefits compared to 1-in-2 laid-off workers in 2017, reflecting more favorable labour market conditions.

Availability:

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Profile of Employment Insurance Coverage and Benefits of Seniors

Author(s), Year

ESDC: Employment Insurance Policy Directorate, 2021

Objective(s)

This study examined the participation, employment patterns, and preferred industries to work by seniors compared to people in other age groups. Also examine the share of senior claimants who may rely more intensely on the income support provided by the EI program and their income profiles.

Key Finding(s)

- The participation rate of seniors more than doubled in the past two decades, increasing from 6.2% in 1999 to 14.9% in 2019.
- The preferred industry of work by seniors has evolved over time. In 2019, the largest share of seniors (11.6%) were employed in the Retail trade industry, whereas in 1999 the largest share of seniors (17.7%) were employed in the Agriculture industry.
- The share of seniors in part-time employment has increased significantly over the past two decades, most of whom choose this employment pattern due to personal preference.
- Seniors had the lowest average weekly insured earnings (9.5% less than the national average in 2019) compared to individuals in other age groups, resulting in the lowest average benefit rate (9.8% less than the national average in 2019) of EI regular benefits for them.
- In the past five years, the share of seniors in the total number of frequent claimants for EI regular benefits has been increasing. Among these frequent claimants, seniors had the lowest average employment income and received the lowest average amount in EI regular benefits.
- Seniors repaid the highest average amount of EI benefits compared to individuals in other age groups, explained by highest average total income reported by them.

Availability:

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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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Characteristics of Firms that Hire Apprentices

Author(s), Year

ESDC: Labour Market Information Directorate, 2020

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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Evaluation of the Employment Insurance Sickness Benefits

Author(s), Year

ESDC: Evaluation Directorate, 2020

Objective(s)

This evaluation provides an assessment of the EI sickness benefits based on the use, the accessibility, as well as the impact of the benefits on post-illness separation outcomes. The focus is on EI claimants receiving sickness benefits from 2000 to 2016, excluding self-employed workers.

Key Finding(s)

- The duration of the benefits is adequate for most claimants, but those with severe and/or long-term illnesses are more likely to use the full 15 weeks of sickness benefits and remain sick hereafter.
- There has been significant growth in claims for the EI sickness benefits nationally since 2000 that can be explained, in part, by demographic changes.
- Access to employer short-term sickness/disability plans is not uniform across the labour force in Canada. Without such coverage, EI sickness benefits remain the main support for many workers.
- Gender (as well as educational attainment) had no statistically significant effect on the likelihood of whether someone claims or does not claim EI sickness benefits when other claimant's characteristics are taken into account (such as type of illness or industry of employment).

Availability:

This report is available on the Employment and Social Development webpage at:

<https://www.canada.ca/en/employment-social-development/corporate/reports/evaluations/ei-sickness-benefits.html>

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

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Enhance Understanding of Self-Employed Workers' Participation in EI Special Benefits

Author(s), Year

ESDC: Evaluation Directorate, 2019

Objective(s)

The purpose of this report is to provide additional information on the characteristics of self-employed Canadians who registered, cancelled or terminated and received benefits through the EI Special Benefits for Self-Employed (SBSE) program from 2010 to 2015.

Key Finding(s)

- Compared to non-participants, when they registered, SBSE participants were, on average, younger, mostly women, reported lower net incomes from self-employment, and had a higher incidence of additional paid employment. However, the incidence of paid employment was much lower the year they established a claim.
- SBSE participants typically resided in Ontario, British Columbia, Alberta, or Quebec when they registered, cancelled or terminated, and claimed benefits.
- SBSE participants waited about a year and a half (82 weeks on average) between registration and first claim.
- Nearly all SBSE participants who established a claim were women, the majority of whom were 25 to 34 years old, and most commonly received parental and maternity benefits. Over three-quarters of claimants who received maternity benefits used all 15 weeks available to them while 45.9% of claimants who received parental benefits used the full 35-week entitlement.
- On average, 2-in-3 claimants appeared to continue their self-employment activity after claiming special benefits.

Availability

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Patterns of Job Bank Use by Employers of Temporary Foreign Workers

Author(s), Year

ESDC: Labour Market Information Directorate, 2021

Objective(s)

To conduct a detailed analysis of the patterns in the usage of Job Bank by employers to support their applications for the recruitment of Temporary Foreign Workers (TFWs).

Key Finding(s)

- Almost 1 in 5 Job Bank postings were associated with an employer considering use of the TFW program (2015 to 2019 data from the Job Bank Data Platform and LMIA/TFWP database).
- TFW related job postings¹ differed from non-TFW related job postings, for example:
 - They were displayed on Job Bank for longer time periods (two months versus one month);
 - They more often advertised occupations with the same 4-digit National Occupation Classification (NOC) codes, although this tendency reduced over time;
 - They were more likely to advertise permanent, seasonal and contract roles; and
 - They were more likely to advertise mid-to-high skill or management level jobs.
- The average number of days between a job posting and LMIA application increased between 2015 and 2019 implying employers considering use of the TFW program were increasingly waiting longer before doing so.
- The top three industries accounting for 52.7% of the TFW related job postings on Job Bank were: Accommodation and Food Services; Other Services (except Public Administration)²; and Agriculture, Forestry, Fishing and Hunting.
- TFW related job postings were more likely to be posted by firms with less than 100 employees.
- The number of TFW related job postings peaked in the 1st quarter of the year while non-TFW related job postings peaked in the 3rd quarter. TFW related job postings that were made in the 1st quarter of the year were made on average 3 months in advance of the LMIA request suggesting a planned use of the TFW Program by employers.
- Businesses did not typically reduce their use of Job Bank over time; and employers who applied to use the TFW program in their first year of posting continued to post TFW related job postings.

¹ The term 'TFW related job posting' refers to any posting associated with an LMIA application regardless of whether the outcome of the LMIA was positive and the LMIA application was received before or after the posting date. The term 'TFW job' refers to a job advertised in a TFW job posting.

² The 'Other Services (except Public Administration)' industry comprises of establishments, not classified to any other sector, primarily engaged in repairing, or performing general or routine maintenance on e.g. motor vehicles; or providing personal care services, funeral services, and other services to individuals.

Availability

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ANNEX 7

Legislative changes to the Employment Insurance program implemented and in force from April 1, 1996 to February 29, 2020

Note: This annex does not include any changes that were made to the Employment Insurance (EI) program in response to the COVID-19 pandemic, which began in March 2020. Those changes will be included in the 2020/2021 EI Monitoring and Assessment Report.

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 to 90% of their previous weekly insurable earnings. Any earning above this threshold results in a dollar-for-dollar reduction of their EI benefits. • The new permanent rules are extended to EI maternity and sickness benefits. 	<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. • 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.

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. • The pilot project was extended to October 30, 2021. 	<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 	<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.

<p>take unpaid leave to care for their critically ill or injured family member.</p>	
<p>Family Caregiver Benefit for Children</p>	
<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 considered to be like family is now eligible to receive benefits, rather than only parents. 	<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>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. 	<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"> • 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. • 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). 	<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.

<ul style="list-style-type: none"> • 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. 	
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 <i>Employment Insurance Regulations</i> and <i>Employment Insurance (Fishing) Regulations</i> were also made. • 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"> • Ensures greater equity for new entrants and re-entrants in accessing EI benefits and training and employment supports under EI Part II. • 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.
Extra Weeks of Benefits for Workers in Regions Affected by Downturns in Global Commodity Prices	
<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. 	<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

<ul style="list-style-type: none"> • 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. • 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>while they search for work and to inform possible future changes to the EI program.</p> <ul style="list-style-type: none"> • This measure ensures that long-tenured workers, who may have spent years working in one industry or for one employer, have the financial support they need while they search for work, possibly in an entirely different industry and/or acquire the skills necessary to change career. • 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. 	<ul style="list-style-type: none"> • Pilot Project No. 20 tests how offering the choice of two options for the treatment of

<p>20 (Working While on Claim Pilot Project). This pilot allowed all eligible claimants to choose from two options.</p> <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) 	<p>income earned while on claim will encourage people to accept work, particularly low income claimants.</p> <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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increased the amount that claimants were allowed to earn while on claim to \$75 per week or 40% of their weekly EI benefit rate, whichever was higher. Any income above that amount was deducted dollar-for-dollar from benefits. These pilot projects applied to regular, fishing, parental and compassionate care benefits, but excluded maternity and sickness benefits.

- On August 5, 2012, as part of Budget 2012, the Government introduced Pilot Project No. 18 under which claimants kept 50% of their EI benefits from the first dollar earned, up to 90% of weekly insurable earnings to ensure that claimants did not earn more than when they were working. Claimants with earnings during the period beginning on August 7, 2011 and ending on August 4, 2012 could elect to have their EI weekly benefits calculated based on the parameters of the previous WWC pilot project (Pilot Project No. 17) rather than the Pilot Project No. 18. This pilot project concluded on August 1, 2015.
- On August 2, 2015, as part of Budget 2015, the Government re-introduced the parameters of Pilot Project No. 18 under Pilot Project No. 19. This pilot project ended on August 5, 2016.

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 rates are set by the Governor-in-Council on the joint recommendation of the Minister of 	<ul style="list-style-type: none"> Ensures premium rates are set according to the premium rate-setting mechanism set out in the <i>Employment Insurance Act</i>, and

Employment and Social Development and the Minister of Finance. The 2014 rate is the first rate set under the interim regime.	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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<p>An Act to amend the Employment Insurance Act and the Employment Insurance (Fishing) Regulations, S.C. 2001, c. 5 (Bill C-2)</p>	
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Element	Rationale
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<p>Intensity Rule</p>	
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<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.
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<p>Benefit Repayment (Clawback)</p>	
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<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.
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<p>Re-Entrant Parents</p>	
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<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.
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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. 	
<p>Reduction in Maximum Insurable Earnings</p>	
<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.
<p>Reduced Maximum Duration of Regular Benefits</p>	
<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.
<p>Calculation of Weekly Benefit Rate</p>	
<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.
<p>Family Supplement</p>	
<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).