
HUMAN RESOURCES AND SKILLS DEVELOPMENT CANADA

**2004-2005
Estimates**

A Departmental Performance Report

Approved by:

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MINISTERS' MESSAGES



I am pleased to present the 2004–2005 Departmental Performance Report, which sets out the accomplishments of Human Resources and Skills Development Canada (HRSDC) in its first full year of operation.

During the year, the *Human Resources and Skills Development Act* was introduced in Parliament; it received Royal Assent in July 2005. The Act establishes HRSDC's mandate: to promote a highly skilled and mobile work force and an efficient and inclusive labour market.

HRSDC carries out its mandate through working with Canadians, governments, employers, unions and non-governmental organizations. These partnerships ensure that HRSDC programs respond to labour market and learning challenges. The Department maintains high standards of accountability and ethics and provides high quality services to Canadians.

In 2004–2005, HRSDC launched important skills and learning initiatives. The *Canada Education Savings Act* was tabled and enacted, creating the Canada Learning Bond and enhancing the Canada Education Savings Grant. In addition, HRSDC established the Workplace Skills Strategy, which includes the Training Centre Infrastructure Fund.

HRSDC has also strengthened its many partnerships. In 2004–2005, an agreement was reached with the Province of Quebec on the province's Parental Insurance Plan. Work began with provincial and territorial labour market ministers to develop a new labour market framework. Consultations with Aboriginal organizations were held and the Aboriginal Human Resources Development Agreements were renewed.

In addition, HRSDC established a departmental comptroller who supports senior management in the control of public funds. The Department rigorously reviewed spending through the Expenditure Review Committee, and contributed significantly to overall government savings.

Budget 2005 announced that HRSDC's service delivery network would become the foundation of a new Government of Canada network. The Service Canada Initiative will consolidate government services and benefits for improved client-centred, seamless, single-window service – thus providing better service to more Canadians in more communities throughout the country.

I am proud of these achievements, which contribute to a productive and globally competitive economy and to a better quality of life for all Canadians.

The Honourable Belinda Stronach, P.C., M.P.
Minister of Human Resources and Skills Development



Modernization of Canada's labour legislation and improvements in the administration of our labour law are fundamental to building fair, healthy, productive and inclusive workplaces. Over the past year, we have initiated the first comprehensive review of Part III (Labour Standards) of the *Canada Labour Code*, conducting research and consulting extensively with Canadians on the needs of employees and employers in today's modern economy.

This year's Annual Report on the *Employment Equity Act*, designed to promote equality in the workplace, indicates that federally regulated employers and Crown Corporations are continuing to progress towards a more representative workforce. Officials have developed specific strategies to engage employers and unions to do more to increase employment for Aboriginal peoples and persons with disabilities. The Labour Program's Racism-Free Workplace Strategy is an important workplace equity initiative supporting the Labour Program's legislated mandate under the *Employment Equity Act*. The Strategy is a key component of the Government's Action Plan to Combat Racism that aims to further strengthen social cohesion, advance Canada's human rights framework and demonstrate federal leadership in the fight against racism.

We are also demonstrating continued leadership in labour-related issues. In the past year, the Federal Mediation and Conciliation Service provided assistance in 285 collective bargaining disputes. Approximately 90 per cent of these disputes were settled without a stoppage in work.

On the legislative front, we have introduced Bill C-55, which is designed to modernize Canada's insolvency system, and includes provisions that will strengthen collective bargaining and the application of the *Canada Labour Code* in bankruptcy and restructuring situations. The Bill also establishes the Wage Earner Protection Program (WEPP), which will protect workers by providing guaranteed and timely payment of unpaid wages should their employer declare bankruptcy or go into receivership.

As well, workplaces for the 1.5 million employees under federal jurisdiction are becoming significantly safer. The rate of accidents has dropped since 1998. This demonstrates that the Labour Program's education and preventive measures have begun to have a positive impact on our workers, particularly our younger workers.

With respect to the Government of Canada's response to homelessness, we developed and successfully implemented Phase II of the National Homelessness Initiative. Expanding our response, the Prime Minister included the Canada Mortgage and Housing Corporation to my portfolio, aligning housing and homelessness more closely than ever before. Since then, we have met with stakeholders throughout the country and consulted extensively to find innovative ideas on how to further improve existing programs and services. The results are encouraging. Together we are developing a new Canadian Housing Framework that will respond to the needs of Canadians along the continuum of housing – from homelessness all the way to home ownership.

The steps forward we have made in just one year are a clear demonstration of our commitment to strengthening the social foundations of our country. Working with my officials and our partners throughout Canada, we are excited about our progress and will continue to build on this momentum over the next year.

The Honourable Joe Fontana, P.C., M.P.
Minister of Labour and Housing

MANAGEMENT REPRESENTATION STATEMENT

I submit for tabling in Parliament the *2004-2005 Departmental Performance Report* for Human Resources and Skills Development Canada.

This document has been prepared based on the reporting principles contained in the Treasury Board of Canada Secretariat's *Guide for the preparation of 2004-2005 Departmental Performance Reports*:

- It adheres to the specific reporting requirements.
- It uses an approved Program Activity Architecture.
- It presents consistent, comprehensive, balanced and accurate information.
- It provides a basis of accountability for the results pursued or achieved with the resources and authorities entrusted to it.
- It reports finances based on approved numbers from the Estimates and the Public Accounts of Canada.

Alan Nymark
Deputy Minister
Human Resources and Skills Development Canada

MANAGEMENT REPRESENTATION STATEMENT

On July 20, 2004, the Prime Minister appointed the Minister of Labour and Housing. In addition to Labour and the National Homelessness Initiative, the Minister is also responsible for the Canada Mortgage and Housing Corporation portfolio.

To the best of my knowledge, the results achieved in support of the Labour program and the National Homelessness Initiative are presented in a complete, accurate and balanced manner in the *2004-2005 Departmental Performance Report* for Human Resources and Skills Development Canada.

Maryantonett Flumian
Associate Deputy Minister and Deputy Minister for Labour



HUMAN RESOURCES AND SKILLS DEVELOPMENT CANADA OVERVIEW

INTRODUCTION

This document reports on the performance of Human Resources and Skills Development Canada (HRSDC) in its first complete year of operation. It reports on the department's achievements related to commitments set out in the 2004-2005 Report on Plans and Priorities.

MANDATE

HRSDC promotes human capital development, supports a world-class labour force and is dedicated to establishing a culture of lifelong learning for Canadians. It plays a central role in the Government of Canada to help build a 21st century economy, strengthen Canada's social foundations, and improve the quality of life of Canadians.

HRSDC's vision is of a country where Canadians have the opportunity to learn and to contribute to Canada's success by participating fully in a well-functioning and efficient labour market. The department's mission is to improve the standard of living and quality of life of all Canadians by promoting a highly skilled and mobile labour force and an efficient and inclusive labour market.

HRSDC provides programs and services to millions of Canadians. Employment Insurance delivers temporary income support to unemployed Canadians while they look for work or upgrade their skills, are pregnant or caring for a newborn or adopted child, or while they are sick or supporting a gravely ill family member with a significant risk of death. HRSDC provides employment programs for the unemployed, encourages workplace skills development and lifelong learning for Canadians. It also promotes a safe, healthy, fair, stable, cooperative and productive work environment and it recognizes the importance of shelter for all Canadians through enhancing communities' capacity to address issues of housing and homelessness.

Among HRSDC clients are employees, employers, individuals receiving EI benefits, students and those who need focused support to participate in society and the workplace.

To deliver on this mandate, HRSDC works closely with provinces, territories and organizations whose activities relate to the labour market, learning, housing and homelessness.

Strategic outcomes

HRSDC's broad array of programs and services are designed to achieve six strategic outcomes for Canadians. These strategic outcomes provide the structure for reporting resources and results in this performance report:¹

- Efficient and inclusive labour market transitions through temporary income support and active employment measures;
- Enhanced productivity and competitiveness of Canadian workplaces by supporting investment in and recognition and utilization of skills;

¹ HRSDC continues to refine its strategic outcome and program activity descriptions. As a result, some minor differences exist in the listing of program elements compared to the 2004-2005 Report on Plans and Priorities.

- Through access to learning, Canadians can participate fully in a knowledge-based economy and society;
- Safe, healthy, fair, stable, cooperative and productive workplaces;
- Enhanced community capacity to contribute to the reduction of homelessness; and
- Seamless, integrated and multi-channel service delivery that ensures client satisfaction.

Diagram 1 outlines the HRSDC mandate, strategic outcomes, and supporting activities

HRSDC strategic outcomes linked to Canada's Performance 2005

HRSDC's mandate and the role it plays in Canadian society and the economy translates into meaningful outcomes in the lives of Canadians. In carrying out its activities, HRSDC contributes to three of the four areas of *Canada's Performance 2005* (the Government of Canada's annual report to Parliament).

DIAGRAM 1: HRSDC MANDATE



Vision

A country where everyone has the opportunity to learn, and to contribute to Canada's success by participating fully in a well-functioning and efficient labour market

Mission

To improve the standard of living and quality of life of all Canadians by promoting a highly skilled and mobile labour force and an efficient and inclusive labour market.

Strategic Outcomes

efficient and inclusive labour market transitions through temporary income support and active employment measures	enhanced productivity and competitiveness of Canadian workplaces by supporting investment in and recognition and utilization of skills	through access to learning, Canadians can participate fully in a knowledge-based economy and society	safe, healthy, fair, stable, cooperative and productive workplaces	enhanced community capacity to contribute to the reduction of homelessness	seamless, integrated and multi-channel service delivery that ensures client satisfaction
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Program Activities

Employment Insurance	Employment Programs	Workplace Skills	Learning	Labour	Homelessness	Policy, Program and Service Delivery Support
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Program Sub-Activities

Benefits Claims Processing Employment Insurance Premium Collection Appeals Investigation and Control Program Management and Service Improvement	Employment Benefits and Support Measures Labour Market Development Agreements Transfers Aboriginal Human Resources Development Strategy Aboriginal Skills and Employment Partnerships Youth Employment Strategy Labour Market Adjustments and Official Language Minority Communities	Human Resources Partnerships Foreign Worker Program Labour Exchange Labour Market Information	Student Financial Assistance Canada Education Savings Program National Literacy Secretariat Learning Initiatives Program International Academic Mobility Office of Learning Technologies	Federal Mediation and Conciliation Service National Labour Operations Intergovernmental Affairs International Labour Affairs Workplace Policy and Information Aboriginal Labour Affairs	Supporting Communities Partnership Initiative Urban Aboriginal Homelessness National Research Program Regional Homelessness Fund Homeless Individuals and Families Information System Surplus Federal Real Property for Homelessness Initiative	Regional and Local Program and Service Delivery Strategic Policy and Planning Communications
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SERVING CANADIANS

The Government of Canada serves 32 million Canadians in all regions of the country with a diverse range of programs and services. With over 80 percent of its staff in the regions, HRSDC is a major provider of direct services to Canadians and represents the face of the Government of Canada for many Canadians across the country. In 2004-2005, HRSDC had nearly 14,000 employees and was responsible for close to \$20 billion in expenditures to benefit Canadians.

Working to provide Canadians with seamless, single-window service

HRSDC's service delivery network includes 320 Human Resource Centres of Canada, as well as regional offices in each of the provinces. In addition to delivering services on behalf of HRSDC, the regional network is responsible for delivering in-person services for Social Development Canada (SDC).² HRSDC manages an existing network of 76 Service Canada Access Centres across Canada.³

The Service Canada Initiative announced in Budget 2005 will modernize, improve and expand the current network of Service Canada Access Centres. The network will be expanded to broaden the number of service locations that provide Canadians with access to services and benefits offered by the Government of Canada together in one easy to access service delivery network. This will provide millions of Canadians who use these services with one-stop assistance by whatever means suits them best: Internet, phone, mail, or in-person.

Since Budget 2005, selected services from the departments of Public Works and Government Services Canada, SDC, Canadian Heritage, Passport Canada and HRSDC have been among the first to be offered by Service Canada.

Budget 2005 – Service Canada

In the 2005 Budget, it was announced that the HRSDC service delivery network will become the foundation for the establishment of a comprehensive set of government services and benefits in one common Government of Canada network. The Service Canada Initiative will provide easy, one-stop access to Government of Canada programs and services online, on the phone, by mail, and at hundreds of walk-in sites in communities across the country.

Improving service to Canadians has been a top priority for the government for a number of years. The Service Canada Initiative will build upon the service excellence that was developed through the former Human Resources Development Canada, which focused on strengthening the quality and cost-effectiveness of programs and services.

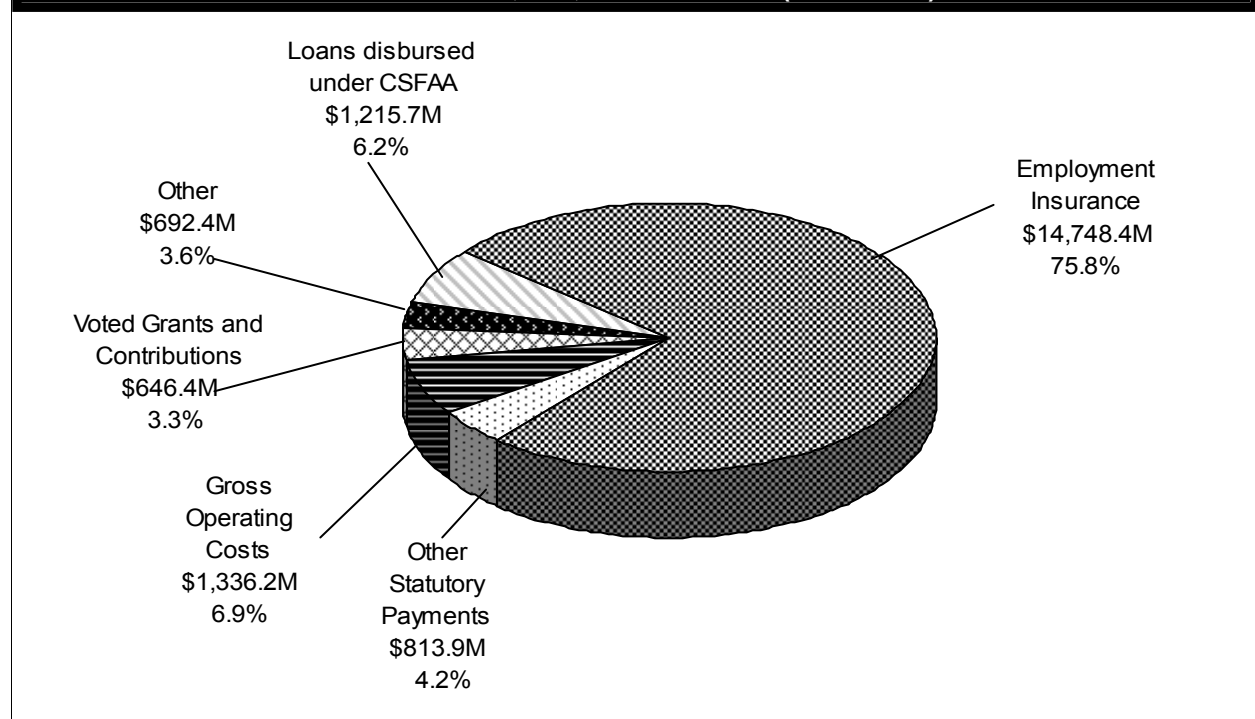
² SDC's network of call centres and on-line services support the delivery of HRSDC programs, including Employment Insurance and the Canada Student Loans Program, as well as its own programs.

³ More information on the Service Canada network can be found in Table 16: Horizontal Initiatives.

EXPENDITURE PROFILE

HRSDC expenditures on programs and services totalled more than \$19 billion in 2004–2005, of which \$17 billion, or 86 percent, were direct benefits to Canadians through EI, loans disbursed under the *Canada Student Financial Assistance Act* and other statutory transfer payments.

DIAGRAM 2: CONSOLIDATED TOTAL, \$19,453.0 MILLION (2004–2005)



The organizational structure of the department can be found in the supplementary information section.

FIGURE 1: HRSDC'S GROSS EXPENDITURE (2004-2005)

(in millions of dollars)

Budgetary

Net Operating Costs	470.9		
Add Recoveries in relation to:			
Employment Insurance Account	785.9		
Workers' Compensation	74.1		
Canada Pension Plan	5.3 ^a		
	Sub-total	865.3	865.3
Gross Operating Costs		Sub-total	1,336.2 ^b
Voted Grants and Contributions			646.4
Total Gross Expenditures			1,982.6

Others

EI Administrative Costs (OGD)	672.0		
Doubtful Accounts	94.5		
	Sub-total	766.5	766.5
Workers' Compensation Recoveries			(74.1)
Total Others			692.4

Non-Budgetary

Loans disbursed under <i>Canada Student</i>			
<i>Financial Assistance Act</i> (CSFAA)		1,215.7 ^c	
Total Non-Budgetary			1,215.7

Statutory Transfer Payments			
Grants and Contributions:			
Other Statutory Payments:			
Canada Student Loans	332.7		
Canada Education Savings Grant	426.0		
Others	0.1		
	Sub-total	758.8	758.8
Employment Insurance benefits			
Part I	12,681.3		
Part II	2,067.1		
	Sub-total	14,748.4	14,748.4
Other Specified Purpose Accounts			55.1 ^d
Total Statutory Transfer Payments			15,562.3 ^c

Consolidated Total			19,453.0
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a. The Canada Pension Plan (CPP) is under the portfolio of Social Development Canada (SDC) but HRSDC recovers costs for services related to the CPP program.

b. Total operating costs exclude shared corporate services costs (Financial and Administrative Services, Human Resources, Legal and Systems) that were provided by SDC in 2004-2005.

c. These two amounts directly benefit Canadians.

d. This amount includes payments related to Government Annuities Account and Civil Service Insurance Fund.

THE YEAR IN REVIEW

This section provides an overview of the socio-economic context for HRSDC's performance. Economic growth remained solid and employment growth drove down the unemployment rate to a level rarely seen in the last 20 years.

Socio-economic environment

Healthy economic growth in spite of fluctuating dollar

When Budget 2004 was tabled in late March 2004, the consensus view among private sector economists was that inflation-adjusted Gross Domestic Product (real GDP) would grow by 2.7 percent in 2004 and 3.3 percent in 2005. This was premised on the United States maintaining economic momentum over the year, and subject to risks that the Canadian dollar would move well above or below the consensus projection.⁴

Over 2004, GDP growth matched these expectations. It was 2.9 percent in 2004 and 2.1 percent, annualized, during the first quarter of 2005.⁵ Although GDP growth was greater in 2004 than in 2003, it was well below that of the United States, which is now experiencing strong growth after a prolonged period of slower recovery than in Canada.⁶

The Canadian dollar fluctuated markedly during the 2004-2005 fiscal year, sliding down during the first six months, reaching a low of 71.5 US cents in May 2004, then moving up to a high of 84.9 cents by November. It fluctuated around the 80-cent level for the first quarter of 2005. Such currency realignments were partly fuelled by a boom in commodities, and these developments have had consequences for the composition of Canadian exports and economic activity in the country, favouring primary production and adversely affecting manufacturing.

Weak labour productivity growth, lagging behind United States

During 2004, Canada saw no gains in business sector labour productivity, and lagged considerably behind the United States, which experienced growth of nearly 4 percent (Figure 2). Labour productivity increased by a modest 1 percent during the first quarter of 2005, compared with the first quarter of 2004, whereas it increased by nearly 3 percent in the United States.⁷ Canada has seen its relative productivity performance worsen since 2001. As a consequence of those currency and labour productivity movements, the Canadian business sector's unit labour cost increased by about 1 percent in 2004, when expressed in Canadian currency, and by nearly 9 percent when expressed in US dollars, while the United States experienced a very slight increase of 1 percent. This constituted the second year of erosion of Canada's competitiveness vis-à-vis the United States.

⁴ Department of Finance. *Budget in Brief 2004*. p. 5: <http://www.fin.gc.ca/budget04/pdf/briefe.pdf>; Budget 2004 was tabled on March 23, 2004.

⁵ Statistics Canada. *Canadian Economic Account Quarterly Review*, August 31, 2005.

⁶ United States Bureau of Economic Analysis. *BEA News*. June 29, 2005: <http://www.bea.gov/bea/newsrelarchive/2005/gdp105f.pdf>

⁷ Statistics Canada. *The Daily*. June 9, 2005. <http://www.statcan.ca/Daily/English/050609/d050609.pdf>

FIGURE 2: BUSINESS SECTOR LABOUR PRODUCTIVITY GROWTH, FOR CANADA AND THE UNITED STATES (2000–2005)

	2000	2001	2002	2003	2004
Canada	3.4	1.5	2.1	0.2	0.0
United States	2.8	2.5	4.3	4.4	3.9

Source: Statistics Canada. *The Daily*. June 9, 2005.

Sustained job creation led to record employment rate

In 2004, employment was up nearly 285,000 (or 1.8%) from the 2003 average. Although well below the 385,000 advance registered during 2003, it was more than enough to absorb the growth in the labour force. Growth was concentrated in full-time employment (+2.4%) while part-time employment declined (–0.5%).⁸ Employment increased in all provinces, particularly in Alberta, British Columbia and Nova Scotia, and was more pronounced in the services-producing sector than in the goods-producing sector. Currency realignment increased the pressure on the Canadian manufacturing sector, which lost employment over fiscal year 2004–2005, especially during the last quarter. The manufacturing sector's share of total employment resumed its long-term decline.⁹ Overall, employment growth was vigorous in rural regions and was well distributed among those with different levels of educational attainment.¹⁰

The annual average employment rate (the share of the population aged 15 or over with a job) rose in 2004 to the highest level on record at 62.7 percent. A drop in unemployment of 50,000 compared to 2003 contributed to a decline of 0.4 percentage points in the annual average unemployment rate (7.2%). When Budget 2004 was tabled, private forecasters expected that the unemployment rate would average at 7.5 percent in 2004 and reach 7.2 percent for 2005. Stronger job creation than expected (1.8% instead of 1.6%) probably contributed largely to this reduction in unemployment.¹¹ Taking a longer view, the current unemployment rate is low relative to any period in the past 20 years.

FIGURE 3: EMPLOYMENT RATE AND PARTICIPATION SINCE 2000 (ANNUAL AND 1ST QUARTER/2005)

	2000	2001	2002	2003	2004	2005
Participation rate	65.8	65.9	66.9	67.5	67.6	67.3*
Employment rate	61.3	61.1	61.7	62.4	62.7	62.7*

* Seasonally adjusted.

Source: Statistics Canada, Labour Force Survey.

For the first time this year, the Labour Force Survey provided information concerning labour market conditions for off-reserve Aboriginal people in the four western-most provinces. It showed that gaps persisted over 2004–2005 between the employment and unemployment rates for off-reserve Aboriginal people and non-Aboriginal people, with the former having a lower employment rate and a higher unemployment rate. However, the employment rate for Aboriginal people has increased and

⁸ Statistics Canada. "The Labour Market in 2004," *Perspective on Labour and Income*, Vol. 6, No. 2, February 2005. Cat. No. 75-001-XWE2005102.

⁹ Philip Cross. "Recent Changes in the Labour Market," *Canadian Economic Observer*, March 2005. <http://www.statcan.ca/english/ads/11-010-XPB/pdf/mar05.pdf>

¹⁰ Philip Cross. "Recent Changes in the Labour Market," *Canadian Economic Observer*, March 2005. <http://www.statcan.ca/english/ads/11-010-XPB/pdf/mar05.pdf>

¹¹ Department of Finance. *The Budget Plan 2004*, page 43: <http://www.fin.gc.ca/budget04/pdf/bp2004e.pdf>

the unemployment rate has declined since the 2001 Census. It is significant that the disparity between Aboriginal people and non-Aboriginal people in labour market conditions is considerably reduced among those with post-secondary education.¹²

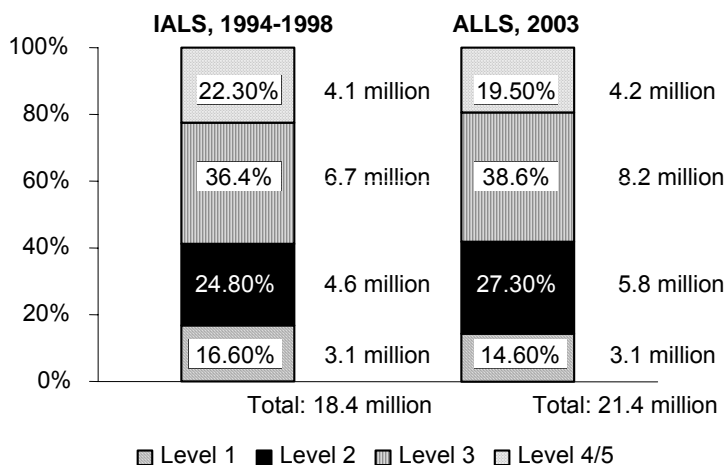
No significant changes in literacy levels since 1994

According to the Adult Literacy and Lifeskills Survey (ALLS) of 2003, the literacy skills of Canadian adults have not changed significantly since the previous large-scale survey, the International Adult Literacy Survey (IALS) of 1994. As in 1994, the 2003 survey found significant numbers of adult Canadians whose low-level literacy skills likely constrain their

participation in the economy and in society. For example, while 58 percent of Canadian adults aged 16 to 65 placed in the top three literacy levels on the prose scale, 42 percent (or nearly nine million Canadians) scored on the lowest two levels (Diagram 3).

DIAGRAM 3

Percent of Canadian population (16 to 65) at each prose literacy level, in International Adult Literacy Survey (IALS) and Adult Literacy and Lifeskills Survey (ALLS)



* Differences at each level between IALS and ALL are not statistically significant

The Canadian average literacy performance based on the ALLS is at level 3, which corresponds to the skill level required for modern economies and the future knowledge-based economy. While the number of working-age Canadians increased by about three million in the nearly 10 years separating the two surveys, there has been no statistically significant changes in the proportions at the various skill levels.

Housing starts boom continues, nudging vacancy rates upwards

Economic activity in 2004 benefited from the continued vigour of the construction industry, as housing starts reached a record level in 2004,¹³ assisted by low borrowing rates. Housing starts slowed somewhat during the first quarter of 2005.¹⁴ Much of the new housing starts were for the home ownership market, while relatively few were for the rental market. This likely continued the trend toward higher rates of home ownership in Canada. The most recent available housing statistics indicate that the average vacancy rates for rental housing units were higher in October 2004, compared with October 2003, in most Canadian metropolitan areas, but the 2004 vacancy rates are still below the rates observed during the early 1990s. Despite these slightly higher vacancy rates,

¹² Statistics Canada. *Aboriginal peoples living off-reserve in Western Canada. Estimates from the Labour Force Survey April 2004–March 2005*, Cat. No. 71-587-XIE.

¹³ Canada Mortgage and Housing Corporation. *News releases*. January 11, 2005: <http://www.cmhc-schl.gc.ca/en/News/nere/2005/2005-01-11-0815.cfm>

¹⁴ Canada Mortgage and Housing Corporation. *News releases*. April 8, 2005. <http://www.cmhc-schl.gc.ca/en/News/nere/2005/2005-04-08-0815.cfm>.

rents increased again in 2004.¹⁵ High and rising rents are still a critical issue for those individuals and families living at-risk of homelessness.

Little change in family incomes and low-income rates

The most recent available statistics regarding family income trends indicate that average market income did not increase from 2001 to 2003, after several years of gains. As well, compared with 2002, the proportion of families whose after-tax income fell below the low-income cut-off did not change much in 2003. That followed several years of decline in the low income rates for most family types.¹⁶ However, recent national income account statistics indicate that, in 2004, Canadians saw their average personal disposable income advance by 3.9 percent in current dollars.¹⁷ This rate of increase is about a percentage point above the sum of the increase in consumer prices (1.9% in 2004) and the increase in population (0.9%), meaning that constant-dollar family income likely increased in 2004.

Contextual indicators

The following table presents the key contextual indicators that underlie the socio-economic analysis presented above. The contextual indicators form one of three layers of the HRSDC performance measurement framework (see section on *Summary of departmental program performance*) and are used to ensure that HRSDC priorities and performance against objectives are presented in a broader context of influencing factors. Supplementary information on these performance indicators can be found at: <http://www11.hrsdc.gc.ca/en/cs/sp/hrsdc/commun/cpa.shtml>

FIGURE 4: HRSDC CONTEXTUAL INDICATORS

INDICATOR	LEVEL
Demographic	
Net Population Growth, by source	(January 2004 to December 2004)
	Total 0.9%
	Natural increase 0.3%
	Net migration 0.6%
Population Dependency Rates, 19 years or less, and 65 years or over	(2004)
	19 years or less 24.5%
	65 years or over 13.1%
	Total 37.5%
Economic	
Real GDP growth (at market prices)	2.9% (2004)
Labour productivity growth, for business sector	0.0% (2004, based on annual averages)
Canada's productivity level, as percentage of the US productivity level	81.8% (2004) total economy 73.7% (2004) business sector
Employment growth	285,000 (2004), based on annual averages
Real GDP per capita (1997 dollars)	\$35,200 (annual average 2004)
Net worth per capita (1997 dollars)	\$117,600 (2004)

¹⁵ Canada Mortgage and Housing Corporation. *News releases*. December 21, 2004. <http://www.cmhc-schl.gc.ca/en/News/nere/2004/2004-12-21-0715.cfm>.

¹⁶ Statistics Canada. *The Daily*. May 12, 2005. <http://www.statcan.ca/Daily/English/050512/d050512a.htm>

¹⁷ Statistics Canada. *National Income and Expenditures Accounts. Quarterly Estimates*. Fourth Quarter 2004, Cat. No. 13-001-XIB.

FIGURE 4: HRSDC CONTEXTUAL INDICATORS

INDICATOR	LEVEL
Real personal income and real personal disposable income (1997 dollars)	\$26,700 (2004) \$20,600 (2004)
Earning growth, per capita	1.7% (2004)
Labour market, skills and learning	
Participation rate	By age group (2004) 15 years or over 67.6% 15–24 years 67.0% 25–54 years 86.6% 55 years or over 30.8%
Employment rate	By age group (2004) 15 years or over 62.7% 15–24 years 58.1% 25–54 years 81.4% 55 years or over 29.1%
Unemployment rate	By age group (2004) 15 years or over 7.2% 15–24 years 13.4% 25–54 years 6.0% 55 years or over 5.6%
Part-time employment rate, as a proportion of all those employed	18.5% (2004)
Hourly earnings, by education level	Annual average (2004) Overall \$20.30 Less than high school diploma \$15.10 High school diploma or incomplete post-secondary studies \$17.60 Post-secondary certificate or diploma \$20.10 University degree \$26.30
International comparison of learning performance of 15-year-olds: number of countries performing significantly better than Canada in reading, mathematics and science – <i>Programme for International Student Assessment (PISA)</i> ; 41 countries participated in 2003	For 2003 Reading 1 country Mathematics 2 countries Science 4 countries
Proportion of the 20–24 year-old and 25–64 year-old population with a high school diploma	(2001) 20–24 years 75.0% 25–64 years 65.6%
Proportion of working-age Canadians (16-65) with Level 2 literacy or below.	(2003) 42.0%
Labour force inflows and outflows, in proportion to total labour force	(average annual rates, 1999-2003) Net immigration 0.70% School leavers 3.50% Retirements –1.70%
Employment growth by skill level (based on occupation classification)	Overall (2004) 1.8% Management 5.2% Usually requiring: - university degree 2.0% - college degree 0.7% - high school diploma 2.1% - on-the-job training 1.5%
Net change in Labour Force Composition by educational attainment	Total (2004) 1.4% University degree 2.4% Post-secondary diploma 1.7% High school diploma or incomplete post-secondary education 2.1% Less than high school diploma –2.2%

FIGURE 4: HRSDC CONTEXTUAL INDICATORS

INDICATOR	LEVEL
Socio-economic	
Incidence of low income, in 2003	All persons 11.5% Under 18 years 12.4% 18–64 years 12.1% 65 years or over 6.8%
Depth of low income, in 2003—average percentage by which families' after-tax income falls short of their after-tax low-income cut-offs	All persons 32.7% - Under 18 years 28.1% - 18-64 years 35.8% - 65 years or over 18.9%
Proportion of census tracts in census metropolitan areas with low-income rate greater than 40%	6.3% (2000)
Proportion of low-income households in census metropolitan areas living in low-income neighbourhoods	11.9% (2000)

HRSDC achievements

This section summarizes the achievements in the area of policy, service delivery and management for 2004-2005, and identifies the department's corporate risks and how they were addressed. It also provides a report card on departmental program performance.

Policy achievements

HRSDC developed an overarching policy framework to guide the work of the department in enhancing the knowledge and skills—the “human capital”—of individual Canadians, thereby supporting a world-class labour force and helping the department meet its role as a centre of excellence in policy development, program design, and research.

HRSDC's efforts focused on implementing the commitments outlined in the October 2004 Speech from the Throne¹⁸ and the 2005 Budget,¹⁹ namely to “build an even more globally competitive and sustainable economy” by investing in people and responding to the emerging economic, labour market and learning needs of Canadians. Key accomplishments include:

Policy renewal and program leadership

- HRSDC tabled the *Canada Education Savings Act* in October 2004 (enacted later in the year), allowing the implementation of the Canada Learning Bond and the enhancement of the Canada Education Savings Grant.
- The department launched the Workplace Skills Strategy, including the Training Centre Infrastructure Fund.
- HRSDC implemented new EI measures in support of seasonal workers.
- It renewed the Aboriginal Human Resources Development Agreements for four years.

¹⁸ <http://pm.gc.ca/eng/sft-ddt.asp>

¹⁹ <http://www.fin.gc.ca/budtoce/2005/budliste.htm>

- It implemented the Enabling Fund to support the Partnership Initiative for Community Economic Development in Official Language Minority Communities.
- It held broad national consultations, including Aboriginal leaders and partners, on the development of a new integrated housing and homelessness framework in early 2005.

Increasing collaboration with provinces and territories

- An integration agreement was signed with New Brunswick in April, so that New Brunswick students have both federal and provincial loans administered by one coordinated place. HRSDC also signed an agreement with Alberta to administer their education savings plan (ACES) along with the federal CESG and CLB.
- HRSDC finalized an agreement with the Province of Quebec in March 2005 on its Parental Insurance Plan.
- The department signed a memorandum of agreement with Ontario in May 2004 committing the two governments to collaboration in delivery of public services.
- HRSDC initiated work with provinces and territories through the Forum of Labour Market Ministers (FLMM) and Council of Ministers of Education Canada (CMEC) to respond to the needs of Canadians and the concerns of Government of Canada partners. Through the FLMM, the Government of Canada is working to develop a new labour market framework including a shared vision, strategy, goals and outcomes for the labour market, as well as common priority areas for action.

Enhancing Canada's role in the international arena

- International activities pursued in the past year continue to inform policy and program development within the department. Participation in a number of projects and events sponsored by international organizations, including the G8 Labour and Employment Ministers Conference in London, United Kingdom and the OECD review of older workers, have been instrumental in advancing HRSDC perspectives through sharing of best practices and lessons learned with regard to increasing the participation of under-represented groups in the labour force, and working toward a greater integration of skills development into employment strategies to increase labour force productivity.
- The Minister of Labour met with counterparts from Mexico, El Salvador and Costa Rica to advance a wide variety of cooperative international labour projects under the auspices of Canada's bilateral labour agreements. The Minister also advanced Canada's involvement in, and support for, the Inter-American Conference of Ministers of Labour and the International Labour Organization. Key projects in these areas included efforts to eliminate child labour and contribution to building capacity for labour law enforcement and social dialogue in the Americas.

Service delivery achievements

Key achievements in the area of service delivery focused on improving consistency, better access and speed of services through the development of electronic Internet services. The department provided Canadians with EI benefits and processed 2.85 million claims, and HRSDC's Job Bank–Canada's largest Internet-based network of job ads–recorded 73 million user sessions. A new Internet service, *My EI Information Online* was developed to allow Canadians to establish and access a personal EI account.

The department contributed to access to learning opportunities for about 455,000 Canadians through the Canada Student Loans Program (CSLP) and by providing about \$426 million in Canada Education Savings Grants (CESG) to over 1.6 million beneficiaries of Registered Education Savings

Plans. *CanLearn* assisted about 1.3 million Canadians in the online selection and financing of their learning opportunities in a one-stop Internet-based resource. A provincial integration agreement was also negotiated with New Brunswick, the fourth province to integrate the federal (CSLP) and provincial loans into one to improve service to borrowers.

To support its Labour mandate, the department implemented alternative dispute resolution processes and enhanced training for staff, which have resulted in significant improvements in the timely resolution of individual unjust dismissal and wage recovery claims. The department continued to provide conciliation and mediation assistance to unions and employers engaged in collective bargaining and achieved a settlement rate of close to 90 percent.

The National Homelessness Initiative has been operating in 61 communities to provide services to homeless individuals and families. Since the creation of the Initiative, the department invested \$1.2 billion and approved 3,242 projects resulting in 10,700 additional beds. A total of 819 sheltering facilities and 468 support facilities have benefited from these projects. The range of partners is vast and has included representatives from the private sector, non-governmental organizations and all levels of government. In 2004-2005, the number of new partners increased by 35 percent.

Management achievements

In support of government-wide initiatives, HRSDC established a departmental comptroller in September 2004, who is responsible for supporting senior management in the control of public funds, and introduced risk-based audit and evaluation plans to ensure adequate and timely coverage of program activities.

HRSDC continued to examine ways to strengthen its comprehensive system of checks and balances to administer grants and contributions. In particular it focused on developing a model that ensures national consistency and accountability, while ensuring improved program outcomes. The department undertook an independent review of the financial controls. The findings suggested that the department needs to achieve a better balance between controls, risk management and results. Work is underway to explore new approaches to delivery of grants and contributions, such as performance-based payments.

HRSDC also continued to implement the process of specializing and concentrating the financial administration of its grants and contributions programs. The department implemented four operational directives in February 2004 and is now reviewing and assessing these changes. This work includes an action plan to better engage the voluntary sector, a key partner in the delivery of grants and contributions.

Budget 2004 announced the government's plan to examine and focus government spending through the Expenditure Review Committee. The committee undertook a rigorous review of government spending that culminated in the Budget 2005 announcement of \$10.9 billion in cumulative savings over the next five years. For its part, HRSDC examined departmental spending and identified a significant contribution to the overall government savings associated with the Service Canada Initiative. HRSDC also achieved its 2004-2005 departmental target of \$53.3 million in savings as part of the annual restraint of \$1 billion identified in Budget 2003.

During 2004-2005, the Auditor General of Canada conducted three government-wide audits that involved HRSDC and published an audit note on the surplus in the Employment Insurance (EI)

Account. Parliamentary committees also produced a variety of reports related to the department's activities. These reports and HRSDC responses are summarized in Table 12 of this document.

The department continued to develop an effective and capable workforce through access to language training and by implementing policies on staffing bilingual positions. Over the year, the number of executives and individuals in the executive feeder groups who are bilingual has increased in each category (e.g., the percentage of executives meeting their linguistic profile increased from 81 to 89 percent). In terms of employee diversity, HRSDC exceeded its representation goals for Aboriginal peoples, women and persons with disabilities, but fell short of achieving its objective for members of visible minority groups.

HRSDC has worked to reinforce the importance of public service values and ethics. One important element of this work has been the establishment of the departmental Office for Internal Disclosure, to allow employees the opportunity to bring forward information concerning wrong-doing in the workplace without fear of reprisal.

In 2004-2005 the department, in cooperation with central agencies, Justice Canada and Social Development Canada, worked to develop and draft departmental legislation. HRSDC departmental legislation was given Royal Assent on July 20, 2005. In addition to setting out the new mandate of HRSDC and the powers, duties and functions of its Ministers, the Act includes a code governing the use and disclosure of personal information by the department, supporting effective service delivery and policy research and evaluation.

Corporate risks

As part of HRSDC's ongoing commitment to identify and report on risks, the department identified three corporate risks for 2004-2005. Strategies were undertaken by the department to address these risks. The key strategies are outlined below.

Risk 1: HRSDC's ability to provide service and benefits delivery support to Canadians, and support to the government and Ministers during a process of organizational restructuring and internal re-organization

In 2004-2005, while adjusting to a changing environment and managing several competing priorities, HRSDC provided uninterrupted service and benefits delivery to Canadians. The successful implementation of a service transformation framework enabled the department to manage both the business continuity risks and to implement several initiatives aimed at simplifying and integrating the business processes to meet client expectations for modern systems and high quality services. Joint initiatives were undertaken with Canada Revenue Agency in the area of identity management and integrity. The department also consolidated over 170 separate Internet Web-based services into a single, citizen-centred Internet channel that has exceeded accessibility standards. The department also managed the Public service labour stoppage, which occurred in October 2004.

A new organizational structure was approved for the department. To provide clarity on the department's mandate, new legislation to establish the department of HRSDC was tabled in the House of Commons.

Risk 2: HRSDC's ability to demonstrate accountability for results, stewardship of resources and transparency of decision making in light of rising public concern and skepticism directed toward governments and public servants over the use and management of taxpayers' money

Several strategies were developed to respond to public expectations for accountability and integrity. A Comptrollership Action Plan was drafted that comprised reviewing the overall financial control framework, enhancing accountabilities and controls, and strengthening financial management. Other measures included the implementation of risk-based audit and evaluation plans, the promotion of public service values and ethics, and the establishment of a new performance measurement framework and improved clarity of departmental public reports (Report on Plans and Priorities and Departmental Performance Report, Expenditure Review).

The department also continued to strengthen its program management capacity. An action plan was implemented to improve grants and contributions programming, focusing on delivery mechanisms, relationships with partners and simplification of administration.

Risk 3: HRSDC's ability to provide policy and program leadership within the context of fiscal restraint, internal reallocation and expenditure review across government

The department was successful in advancing its policy agenda and transformation initiatives. A medium-term policy process was launched to support HRSDC's mandate through policy work conducted across the department in areas such as Learning, Literacy, Employment Insurance and Employment Programs, Workplace Skills and Labour.

Summary of departmental program performance

This section summarizes achievements by strategic outcome and provides a report card on the performance of HRSDC programs against the indicators and objectives outlined in the *2004-2005 Report on Plans and Priorities*. For those program indicators where the 2004-2005 objectives were not met, a page number is provided referring the reader to a discussion of the results.

Based on HRSDC's program indicators, departmental performance in 2004-2005 was positive. The department generally met or exceeded over half of its objectives (20 of 27 objectives were exceeded, met, or within 95% of the objective). The following is a summary of achievements and program indicator performance for each strategic outcome. Figure 5, summarizing HRSDC program indicators, follows the text below.

Efficient and inclusive labour market transitions through temporary income support and active employment measures

HRSDC provided income support to 2.85 million Canadians in 2004-2005, launched pilot projects to target seasonal workers in regions of high unemployment, and made improvements in claims processing through the electronic transmission of Employment Insurance applications and information for employers and employees. For Employment Insurance the department achieved, or was within 95% of its objective for four of the six program indicators. These results were affected adversely by the public service labour dispute in October 2004. An extensive workload management strategy was put in place to share the Employment Insurance claims workload between regions, and this strategy succeeded in minimizing the impact on client services.

The department extended and renewed various employment programs in 2004-2005. The department fell short of reaching its objective for two Employment Programs program indicators, but was within 95% of the objective for each of the remaining two indicators. Demand for employment programs was lower than expected, which affected overall program uptake and short-term client results. This may be due to a strong economy and strong employment resulting in a decrease in the volume of EI claims in 2004-2005.

Enhanced productivity and competitiveness of Canadian workplaces by supporting investment in and recognition and utilization of skills

The department developed the Workplace Skills Strategy, following an extensive consultation process with stakeholders, and continued to support the work of Sector Councils. Specific objectives related to the coverage of Sector Councils and the number of tradespeople with Red Seal designation was surpassed during 2004-2005, including the creation of three new sector councils that increased coverage to nearly half of the Canadian labour market.

Through access to learning, Canadians can participate fully in a knowledge-based economy and society

HRSDC implemented a variety of measures to improve access for students from middle- and low-income families to student loans and grants and to assist Canadians in repaying their student loans. The percentage of adult Canadians who are beneficiaries of a Registered Education Savings Plan increased compared to 2003-2004. The department also continued to develop adult learning and literacy projects by helping to develop 135 Community Learning Networks and more than 250 new literacy initiatives and workplace literacy projects. The length of time required to implement CESC enhancements and operational delays in the application process for Community Learning Networks explain why two of the objectives were not met. These issues have been addressed for 2005-2006.

Safe, healthy, fair, stable, cooperative and productive workplaces

In addition to its ongoing activities, the department began a review of Part III (Labour Standards) of the *Canada Labour Code* and work to develop a Workplace Equity Integration Strategy for designated groups. With respect to the three key performance indicators of this strategic objective, the department met one of these objectives and was within 95% of the objective for the remaining two. For the second consecutive year, the percentage of unjust dismissal complaints settled by labour inspectors did not reach its target. This result was due to the number of difficult-to-resolve unjust dismissal complaints with a high degree of representation by counsel. The result related to resolution of collective bargaining disputes without work stoppage in the federal jurisdiction was affected by the complexity of the issues in dispute and revisions to the statutory time frames within which bargaining must take place.

Enhanced community capacity to contribute to the reduction of homelessness

HRSDC's National Homelessness Secretariat, in collaboration with Canada Mortgage and Housing Corporation, led a pan-Canadian consultation on housing and homelessness and provided all Canadians, including Aboriginal people, with an opportunity to share their views and ideas on developing a new partnership-based Canadian Housing Framework. Under the extended NHI, 61 communities focused on developing long-term solutions for homeless people, such as transitional and supportive housing, life skills training, and employment counselling to break the cycle of

homelessness. To address the complexities of the homelessness issue, 78 research projects have been funded to increase understanding of the magnitude, characteristics and causes of homelessness in Canada.

Seamless, integrated and multi-channel service delivery that ensures client satisfaction

Program indicators to measure service delivery and client satisfaction are in development.

FIGURE 5: SUMMARY OF PROGRAM PERFORMANCE BY HRSDC STRATEGIC OUTCOME

Legend

✓✓✓ Exceeded expectations	✓✓ Objective achieved	✓ Within 95% of objective	✗ Objective not achieved	N/A Not applicable*
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* No objectives were developed for these indicators.

Efficient and inclusive labour market transitions through temporary income support and active employment measures

RATING	PROGRAM INDICATORS	OBJECTIVE (O) RESULT (R)
Employment Insurance Benefits		
✓✓✓	Percentage of initial and renewal claims for which a payment or a non-payment notification is given to the claimant within 28 days from date of filing.	O: 80.0% R: 83.7%
✓✓✓	Percentage of accurate EI payments as measured by the Comprehensive Tracking System calculated on a 12-month moving average nationally.	O: 95.0% R: 95.5%
✓	Percentage of appeals scheduled to be heard by the Board of Referees within 30 days of receipt of the appeal. (Page 32)	O: 90.0% R: 87.5%
✓	Percentage of client appeal dockets received at the Office of the Umpire within 60 days from date of appeal filing (date of receipt). (Page 32)	O: 100.0% R: 96.8%
✗	Percentage of initial and renewal claims finalized within 21 days from date of filing and 21 days of registration for revised claims. (Page 32)	O: 85.0% R: 79.8%
✗	Savings from EI detection activities and from deterrence and prevention activities. (Page 33)	O: \$539.0 million R: \$432.9 million

Employment Programs

✓	Unpaid Benefits (<i>EI Act</i> Part I) resulting from EI claimants employed following an <i>EI Act</i> Part II intervention. (Page 36)	O: \$887.0 million R: \$857.9 million
✓	Number of Youth and Aboriginal clients who return to school following an employment program intervention. (Page 36)	O: 58,100 R: 55,594
✗	Number of employment programs clients served. (Page 35)	O: 527,400 R: 463,700
✗	Number of clients employed or self-employed following an employment program intervention (Consolidated Revenue Fund and Employment Insurance funded). (Page 36)	O: 245,700 R: 225,988

Enhanced productivity and competitiveness of Canadian workplaces by supporting investment in and recognition and utilization of skills

RATING	PROGRAM INDICATORS	OBJECTIVE (O) RESULT (R)
✓✓✓	Percentage of labour market covered by national sector councils.	O: 40.0% R: 47.4%
✓✓✓	Number of tradespeople who receive Red Seal designation.	O: 13,000 per year R: 17,801 (calendar year)

2004)

Through access to learning, Canadians can participate fully in a knowledge-based economy and society

RATING	PROGRAM INDICATORS	OBJECTIVE (O) RESULT (R)
✓✓✓	Number of Canadians who access learning opportunities as a result of the Canada Education Savings Grant (CESG).	O: 120,000 R: 126,000 (2004-2005)
✓✓✓	Percentage of all Canada Student Loan applications processed following receipt of complete documentation.	O: 80.0% within 1 day 100.0% within 2 days R: 98.7% within 1 day 100.0% within 2 days
X	Percentage of Canadians aged birth to 17 who are beneficiaries of a Registered Education Savings Plan and who receive a Canada Education Savings Grant. (Page 48)	O: 32.0% R: 30.0%
X	Number of Community Learning Networks in place. (Page 49)	O: 160 by December 2004 R: 135
N/A	Number of Canadians who benefit from the Canada Student Loans Program.	O: N/A R: 455,000 students/borrowers

Safe, healthy, fair, stable, cooperative and productive workplaces

RATING	PROGRAM INDICATORS	OBJECTIVE (O) RESULT (R)
✓✓✓	Disabling Injury Incidence Rate (DIIR) measuring the change in the rate of time-loss injuries, illnesses and fatalities within the federal jurisdiction industries from year to year.	O: Reduce the disabling injury incidence rate by 10% over five years in those high-risk industries where proactive interventions are targeted R: -10.1%
✓	Percentage of collective bargaining disputes settled under Part I (Industrial Relations) of the <i>Canada Labour Code</i> without work stoppage. (Page 55)	O: 90.0% R: 88.8%
✓	Percentage of Unjust Dismissal Complaints settled by inspectors (Part III [Labour Standards] of the <i>Canada Labour Code</i>). (Page 55)	O: 75.0% R: 71.0%

Enhanced community capacity to contribute to the reduction of homelessness

RATING	PROGRAM INDICATORS	OBJECTIVE (O) RESULT (R)
✓✓✓	Ratio of total NHI investments versus funding by type of partners for each province and territory 2003–2006.	O: 1:1.5 (March 31, 2006) R: 1:1.6 (to date)
✓✓	Increase in accessible sources of information/data on homelessness.	O: Evidence of uptake of data/information (March 31, 2006) R: Yes
✓✓	61 completed community plan assessments for 1999–2003.	O: 100.0% R: 100.0%
✓✓	61 completed community plan updates for 2003–2006.	O: 100.0% R: 100.0%
N/A	Percentage of investments directed toward the continuum of supports and services based on priorities established by the community.	O: 75% (March 31, 2006) R: N/A

Seamless, integrated and multi-channel service delivery that ensures client satisfaction

New indicators to measure service delivery performance for this strategic outcome are being developed in the context of the new Service Canada Initiative.

The indicators below pertain to human resources and official languages in HRSDC. Indicators related to internal human resources services show that the department continued to meet or exceeded three of the four targets for representation of designated groups. It did not meet the target for visible minorities. The department is implementing changes to ensure progress in the area of diversity. An example is the “Embracing Change” initiative which uses a targeted competitive process for executive positions.

Human resource and official language indicators

RATING	PROGRAM INDICATORS	OBJECTIVE (O) RESULT (R)
	Human resources*	
✓✓✓	Aboriginal Representation	O: 3.9% R: 4.1%
✓✓✓	Persons with Disabilities Representation	O: 4.0% R: 8.5%
✓✓✓	Women Representation	O: 64.3% R: 75.0%
X	Visible Minority Representation (Page 68)	O: 8.4% R: 7.2%
	Official Language Complaints	
N/A	Language of work (number of complaints in comparison to previous year)	O: – R: 3
N/A	Service to the public (number of complaints in comparison to previous year)	O: – R: 28

* The objectives for these indicators are based on estimates of workforce availability.

Improving performance measurement

To measure results for Canadians, HRSDC has developed a Performance Measurement Framework. It includes three sets of indicators:

- **Contextual indicators** that depict the environment in which HRSDC operates (*HRSDC Contextual Indicators*, Figure 4);
- **Strategic outcome indicators** that track progress toward the department’s strategic outcomes over the medium to longer term; and
- **Program indicators** that monitor programs and services in the short term.²⁰

A review of performance indicators for Employment Insurance, Employment Programs, Workplace Skills and Learning program activities was undertaken in 2004-2005. This resulted in a more comprehensive set of performance indicators in the *2005-2006 Report on Plans and Priorities* which will be reflected in the next Departmental Performance Report.²¹

²⁰ HRSDC performance measurement framework. http://www.tbs-sct.gc.ca/est-pre/20042005/HRSDC-RHDCC/HRSDC-RHDCCr4501_e.asp#measurement

²¹ http://www.tbs-sct.gc.ca/est-pre/20052006/HRSDC-RHDCC/HRSDC-RHDCCr56_e.asp

The HRSDC program indicators are among several sources used for evaluating departmental performance. Program evaluations and audits (Table 12 in Supplementary Information section) and the *2004 Employment Insurance Monitoring and Assessment Report*²² are also tools to provide a comprehensive understanding of HRSDC performance.

Supplementary information on HRSDC's performance indicators is available on the Internet to provide additional information on results.²³ This includes results data, data sources and, where needed, notes to explain the scope or purpose of the indicator or to clarify terms used. Additional detailed results such as time series, regional and demographic information are included where available.

²² http://www.hrsdc.gc.ca/en/ei/reports/eimar_2004.shtml

²³ Supplementary information on these performance indicators can be found at:
<http://www11.hrsdc.gc.ca/en/cs/sp/hrsdccommun/cpa.shtml>



PERFORMANCE DISCUSSION BY STRATEGIC OUTCOME

Strategic Outcome



Efficient and inclusive labour market transitions through temporary income support and active employment measures

HRSDC plays a key role in supporting participation in the labour market. In support of this strategic outcome, the department provides temporary income support, under the Employment Insurance (EI) program, to qualified unemployed workers, as well as to Canadians who take a temporary absence from work for sickness, pregnancy and childbirth, to care for a newborn or adopted child, or to provide care or support to a gravely ill family member with a significant risk of death. This promotes individual well-being and a flexible labour market. The department also provides employment programs and services that help Canadians to participate fully in the labour market by preparing for, obtaining and keeping employment.

The department works in partnership with federal departments and agencies, provinces and territories, employers, unions, Aboriginal organizations, private and voluntary sector organizations.

The employment programming to support this strategic outcome is delivered through four major HRSDC-led horizontal initiatives²⁴:

- Aboriginal Human Resources Development Strategy;
- Aboriginal Skills and Employment Partnership Program;
- Youth Employment Strategy; and
- Labour Market Development Agreements.

Strategic outcome indicators

INDICATORS	CURRENT LEVEL
Average percentage of unemployed looking for work:	2004
- 3 months or less (at most 13 weeks):	67.8%
- From 4 to 6 months (14 to 26 weeks):	15.5%
- From 7 to 9 months (27 to 38 weeks):	4.9%
- From 10 to 12 months (39 to 51 weeks):	2.3%
- One year or more (52 weeks and up):	9.5%
Percent of unemployed targeted by EI program potentially eligible to collect employment insurance	80.4% (2004)
Increased duration of employment for participants in active employment measures	Overall, there is limited evidence of significant employment gains. For active EI clients (recently employed) participating in Skills Development, there are some modest employment gains. For former EI clients participating in Targeted Wage Subsidy, there are some modest employment gains.*

Continued on next page

²⁴ Details on these horizontal initiatives can be found at: http://www.tbs-sct.gc.ca/rma/eppi-ibdrp/hrdb-rhbd/profil_e.asp

HRSDC also works in partnership with Canada Revenue Agency (CRA) to collect EI premiums and with Social Development Canada (SDC), CRA, Veteran Affairs Canada (VAC) and Public Works and Government Services Canada (PWGSC) to develop a new Internet service called *My EI Information Online* which will evolve into a broader government service called *My Account*. In addition, *Medical Certificate Online* is being developed in partnership with Health Canada and VAC.

In addition to these activities, the department contributes to fulfilling the Government of Canada's commitment to Part VII of the *Official Languages Act*, through supportive activities and funding for organizations that foster the development of human resources, economic growth, and job creation and retention in official language minority communities across the country.

During 2004-2005, the department made significant progress in areas of policy development and program design. It also continued to make service delivery improvements in the delivery of existing programs. The results achieved for the performance targets for Employment Insurance and Employment Programs were affected by the Public Service labour dispute and strong economic growth during 2004-2005. It is important to note that the demand for HRSDC programs and services is influenced directly by local and regional labour market and economic conditions. Over the past year, there was a decrease in the volume of EI claims that were received in comparison to the previous year, which is consistent with the strong economy and record employment rate in 2004-2005.

Key areas of accomplishment include:

- A pilot project aimed at enhancing the EI program to assist seasonal workers was implemented.
- Older Worker Pilot Projects were extended.
- Aboriginal Human Resources Development Agreements were renewed, supporting the commitment to improve the quality of life for those who face barriers to full participation in the labour market.
- Issuing of \$12.7 billion in Employment Insurance benefits to Canadians and processing 2.85 million claims for Employment Insurance benefits, with increased emphasis on modernizing delivery of services to employers and individual Canadians.

Strategic outcome indicators (continued)

INDICATORS	CURRENT LEVEL
Increased earnings for participants in active employment measures.	Overall, there is limited evidence of significant earnings improvements. For former EI clients participating in Targeted Wage Subsidy and, to a lesser extent, Skills Development there is some improvement in earnings. For active clients (recently employed) participating in Skills Development there are some positive impacts on earnings.*
Average proportion of young Canadians (15-24 years old) who are in school or in employment.	91%

* Results are based on findings from available evaluations from three jurisdictions (British Columbia, Quebec and Newfoundland and Labrador) and vary depending on the local context and type of program. Results are based on a comparison of participants with a comparable group of individuals who did not participate in these programs.

Supplementary information on these performance indicators can be found at: <http://www11.hrsdc.gc.ca/en/cs/sp/hrsdccommun/cpa.shtml>

To achieve this strategic outcome, HRSDC relies on two program activities: Employment Insurance and Employment programs, which are reported separately below.

EMPLOYMENT INSURANCE

Program Indicators – Employment Insurance

INDICATORS	NOTES
<p>Percentage of initial and renewal claims finalized within 21 days from date of filing and 21 days of registration for revised claims.</p> <p>Objective: 85.0% Result: 79.8%</p>	<p>This indicator, implemented in April 2004, measures 100 percent of initial, renewal and revised claims and measures performance from an internal perspective.</p> <p>Operational impacts of the public service labour dispute in October 2004 resulted in the objective not being met despite good performance early in the fiscal year.</p> <p>Improved results are expected. In addition to ongoing EI workload management strategies, such as shifting the processing of EI claims between regions, a number of technological developments are being implemented that translate into improved efficiencies.</p>
<p>Percentage of initial and renewal claims for which a payment or a non-payment notification is given to the claimant within 28 days from date of filing.</p> <p>Objective: 80.0% Result: 83.7%</p>	<p>Previously, this indicator measured only 70 percent of the EI claim load. In response to the Auditor General's observation in 2003 that it be more inclusive, the indicator was changed to measure more than 90 percent of the Employment Insurance Initial and Renewal claim volumes.</p> <p>The 2004-2005 objective was surpassed due to an extensive workload management strategy to minimize payment delays resulting from peak intake periods and the impacts of the public service labour dispute in October 2004. This strategy included maximizing capacity by processing more than 14,000 EI claims between regions, resulting in improved service for Canadians.</p>
<p>Percentage of appeals scheduled to be heard by the Board of Referees within 30 days of receipt of the appeal.</p> <p>Objective: 90.0% Result: 87.5%</p>	<p>The public service labour dispute also had an impact on the Appeals Speed of Service result as the focus was shifted to processing EI payments instead of processing appeals. Overall results were strong and within 5 percent of the objective.</p> <p>The department will continue to focus on improved performance in this area.</p>
<p>Percentage of client appeal dockets received at the Office of the Umpire within 60 days from date of appeal filing (date of receipt).</p> <p>Objective: 100.0% Result: 96.8%</p>	<p>The <i>Auditor General's Report</i> (November 2003) cited the need to comply with the EI regulations to ensure that 100 percent of Umpire appeal dockets are received by the Office of the Umpire within 60 days of receipt of the client's appeal. As a result, this indicator was implemented effective April 2004.</p> <p>The implementation of an action plan for 2004-2005 led to improved performance nationally. The objective was not achieved due to the public service labour dispute that adversely affected appeals processing capacity. The department will continue to monitor results closely and take action as required to improve performance.</p>
<p>Percentage of accurate EI payments as measured by the Comprehensive Tracking System calculated on a 12-month moving average nationally.</p> <p>Objective: 95.0% Result: 95.5%</p>	<p>The accuracy rate result exceeded the 95 percent objective. The Department will continue to improve the quality of claims processing.</p> <p>Improved reporting mechanisms were put in place and a national Senior Management Quality Committee was established to ensure continuous improvement.</p>

Program Indicators – Employment Insurance

INDICATORS	NOTES
Savings from EI detection activities and from deterrence and prevention activities.	Investigation and Control total savings were \$106.1 million below the expected savings. This is a result of fewer computer-generated cases completed this fiscal year. In addition, the <i>Personal Information and Protection of Electronic Data Act</i> had the effect of temporarily suspending some of the computer-generated detection programs until new regulations were implemented. This may have a residual impact on performance in 2005-2006 as well.
Objective: \$539.0 million	
Result: \$432.9 million	

Supplementary information on these performance indicators can be found at:
<http://www11.hrsdc.gc.ca/en/cs/sp/hrsdccommun/cpa.shtml>

Achievements against priorities

Provide support to Canadians in regions of high unemployment by implementing and monitoring a two-year pilot project to increase Employment Insurance benefit entitlement in these areas to address seasonal workers' needs.

- ❑ A two-year pilot project was introduced in June 2004 that provides workers with five additional weeks of EI benefits in regions of high unemployment (10% or more). The pilot project applies to regular benefits and does not include self-employed, fishing, maternity, parental, sickness or compassionate care benefits.
- ❑ In February 2005, three additional pilot projects in regions of high unemployment were announced and will be implemented in 2005-2006. The new pilot projects will test the labour market impact of:
 - enabling individuals new to the labour market or returning after an extended absence to access EI benefits after 840 hours of work (rather than 910) when linked with EI employment programs;
 - calculating EI benefits based on the “best 14 weeks” of earnings over the 52 weeks preceding a claim, to make EI benefit levels more reflective of full-time work earnings for those with sporadic work patterns; and
 - increasing the working-while-on-claim threshold to allow individuals to earn the greater of \$75 or 40 percent of benefits, to allow individuals to maintain a greater attachment to the work force without a reduction in their benefits.

Improve service delivery to Canadians by standardizing, simplifying and automating processes via the Internet with specific emphasis on self-service and interactive, automated options and services for individuals and the ability for employers to complete Records of Employment on the Web.

- ❑ The department continued to develop and promote the use of Internet services to provide an end-to-end electronic client service experience. For example, Canadians are able to apply for EI benefits using a Web-based application called *AppliWeb*, have their claim reactivated automatically and complete their bi-weekly reports online.
 - Over 1.8 million (85%) of applications to initiate a new claim for benefits were received electronically with 50 percent being received virtually from various sites other than from HRSDC's offices.
 - The automation of EI claims was implemented in May 2004 and continues to be enhanced, resulting in more than 20 percent of renewal claims being processed automatically when clients file using an electronic application.

- More than 10,400 businesses are using the Web-based application to transmit Records of Employment. In 2004-2005, a total of 560,000 Records of Employment were issued electronically.
- In February 2004 the department established a Web-based reporting tool that allows clients to submit their bi-weekly reports using the Internet. Of the 22 million reports processed in 2004-2005, more than 4.1 million (20%) reports were received using this new Web-based Internet service.
- A new Internet service was developed in 2004-2005, called *My EI Information Online*. It will allow Canadians to view their EI claim information, and be able to change their address and direct deposit information. This initiative, to be implemented in early 2005-2006, is part of a Government of Canada-wide project.

Provide timely and meaningful performance information to Parliamentarians using indicators that are inclusive and client based.

- ❑ To ensure that performance and achievements are aligned with organizational goals and objectives, departmental reporting was improved through several changes to the program indicators that were implemented effective April 2004. For more details, see the related table on program indicators (page 25).

Improve the accuracy of Employment Insurance payments by improving quality of claims processing.

- ❑ EI achieved a payment accuracy rate of 95.5 percent. The department will continue to engage in improving the quality of claims processing. For more details, see the related table on program indicators (page 25).
- ❑ The implementation of a three-year Quality Assurance Plan is continuing and consists of a compliance review of results with respect to the Quality Management Policy.

Enhance the integrity of the Employment Insurance program by protecting client information and reviewing control activities to ensure payments are made to the correct individuals.

- ❑ With a renewed focus on prevention, the department rolled out a national education campaign for Employment Insurance clients and employers, and managed detection and control activities which identified program savings in the amount of \$432.9 million.
- ❑ In 2004-2005, the department established a National Quality Unit responsible for the evaluation and enhancement of the quality of investigative functions and worked with regional offices to identify program risks and implement mitigating strategies.

Programs supporting priorities

EMPLOYMENT INSURANCE – EI promotes individual wellbeing, economic stability and a flexible labour market by providing temporary income support to unemployed workers who qualify under Part I of the *Employment Insurance Act*. http://www.hrsdc.gc.ca/en/gateways/nav/top_nav/program/ei.shtml

Benefits – This program provides temporary financial assistance to unemployed Canadians, including self-employed fishers while they look for work, participants on work-sharing agreements and to Canadians who need to take a temporary absence from work for sickness, pregnancy and

childbirth, to care for a newborn or adopted child, or to provide care or support to a gravely ill family member with a significant risk of death.

Operational activities that support delivery of EI benefits include:

Claims Processing – Assessment, calculation and adjudication of EI claims to determine entitlement and eligibility for benefits.

Appeals – A provision of the *Employment Insurance Act* provides a right of appeal to claimants, employers and the Employment Insurance Commission. There are four levels of appeals: the Board of Referees, the Umpire, the Federal Court and the Supreme Court of Canada.

Investigation and Control – Prevention, deterrence, and detection activities and controls that prevent abuse and fraud against the EI program.

Program Management and Service Improvement – Functional guidance, policy direction, actuarial services, performance measurement and reporting, and employer services including premium reductions.

Employment Insurance Premium Collection – Payment to the Canada Revenue Agency for the collection of EI premiums, insurability rulings and related appeals on behalf of the Employment Insurance Commission. <http://www.cra-arc.gc.ca>

EMPLOYMENT PROGRAMS

Program Indicators – Employment Programs

INDICATORS	NOTES
Number of employment programs clients served.	The Clients Served objective (527,400), reported in the 2004-2005 RPP, represented a national projection based on historical client and program data for inclusion in the EI Expenditure Plan. A target-setting exercise with Aboriginal Human Resources Development Agreement (AHRDA) holders, regions, provinces and territories was subsequently performed and resulted in an actual target of 485,004. In relation to this final target, the Clients Served result represents a target achievement of 96%.
Objective: 527,400 Result: 463,700	<p>This indicator is also a forecast of the demand for the services of employment programs and, because of the labour market's performance, demand for those services has been lower than expected. The national unemployment rate was 0.4 percentage point below that in 2003 and there was a decrease of almost 120,000 active EI claimants in the general population in 2004-2005 compared to the previous year. Since they constitute the majority of the Clients Served indicator (over 85% in 2004-2005), such a significant decrease in the number of active claimants resulted in a decrease (–30,000) in active claimants receiving assistance compared to last year.</p> <p>For Employment Benefits and Support Measures (EBSM), only active claimants are included in this indicator (except for Quebec, where former claimants are also part of the indicator).</p> <p>Also, the large proportion of claimants who now apply for EI online (<i>AppliWeb</i>) means that they are not as easily advised of the opportunity to access employment-related services. This is being addressed by providing contact information to service providers enabling them to reach out to claimants and offer their services. In addition, <i>AppliWeb</i> messaging has been made available to advise claimants of the availability of employment programs. This will be part of a Service Canada Initiative service strategy for working-age adults.</p>

Program Indicators – Employment Programs

INDICATORS	NOTES
Number of clients employed or self-employed following an employment program intervention (Consolidated Revenue Fund and Employment Insurance funded).	A decrease in the number of clients served resulted in fewer clients who became employed following an employment program intervention.
Objective: 245,700 Result: 225,988	Also, there was an under-estimation of the impact of a new rule (implemented April 1, 2004) which limits the number of clients to those who have received an employment program intervention within 24 weeks. This rule was introduced to improve the integrity of results. The new rule has resulted in the elimination of four percent of the clients employed from the total.
Unpaid Benefits (EI Act Part I) resulting from EI claimants employed following an EI Act Part II intervention.	This indicator measures the dollar value of <i>Employment Insurance Act</i> (EI Act) Part I benefits that are unpaid due to EI claimants returning to work before the end of their benefit entitlement period after participating in the EBSMs.
Objective: \$887.0 million Result: \$857.9 million	As reported in the <i>2004-2005 Report on Plans and Priorities</i> (RPP), the Unpaid Benefit objectives (\$887.0 million) represented a national projection based on historical trends. A target-setting exercise with Aboriginal Human Resources Development Agreement (AHRDA) holders, regions, provinces and territories was performed and resulted in a final target of \$863.63 million (following the publication of the 2004-2005 RPP). In relation to this final target, the Unpaid Benefit result represents an achievement of 99.3 percent of the target.
Number of Youth and Aboriginal clients who return to school following an employment program intervention.	These results include Summer Career Placement participants (49,000).
Objective: 58,100 Result: 55,594	Excluding Summer Career Placement, the objective was 8,700 and the result achieved was 6,594. Because the economy has been performing well, more youth clients than expected opted to start working (131% achievement of Youth Employed target) rather than return to school after a Youth intervention.
	Also, a rule implemented April 1, 2004, which counts the number of clients who return to school to those who have received an employment program intervention within 24 weeks, has caused to eliminate 14 percent of the "Return to School" clients from the total.

Supplementary information on these performance indicators can be found at:
<http://www11.hrsdc.gc.ca/en/cs/sp/hrsdccommun/cpa.shtml>

Achievements against priorities

Work with provinces and territories to develop a shared labour market vision in light of the current and emerging labour market challenges.

- ❑ In 2004-2005, work with provinces and territories led to agreement on the principles, vision and objectives of the proposed multilateral Labour Market Framework Agreement. Six priority areas for joint work were also established: apprenticeship, workplace skills, literacy, Aboriginal peoples, immigrants and under-represented groups.
- ❑ The Forum of Labour Market Ministers (FLMM) Innovations Initiative was approved in November 2004 by FLMM Deputy Ministers to provide participating governments with the flexibility to test new approaches and identify ways to improve programs and services that support lifelong learning and skills development for Canadians.

Improve the effectiveness of Active Employment Measures in assisting Canadians to prepare for, obtain and keep work and supporting employers in meeting their labour market needs.

- ❑ Together, EBSM and similar programs and services accounted for \$2 billion of the *Employment Insurance Act* Part II spending (including Pan-Canadian initiatives). With these investments,

close to 393,000 active EI claimants and 89,000 former claimants were assisted, of whom 213,528 became employed or self-employed during 2004-2005. In addition, close to 154,000 non-insured clients participated in employment programs and services.

- ❑ The department also continued to test approaches to help older workers obtain employment or remain employed by extending the Older Workers Pilot Projects Initiative (OWPPI) with an additional \$5 million. Seven provinces and one territory participated. HRSDC approved 26 projects. Participating provinces and territories have been evaluating older worker projects that ended March 31, 2004 and an analysis of the findings is underway. An overall summary report that identifies key lessons will be prepared in the fall and will be used to inform future policy and programming for older workers.
- ❑ Summative evaluations of Employment Benefits and Support Measures (EBSM) have been completed in three jurisdictions: British Columbia, Quebec and Newfoundland and Labrador. Additional evaluations are currently underway in Nunavut, Alberta, Ontario, Saskatchewan and New Brunswick. Detailed findings from the completed evaluations are reported in the *Employment Insurance 2004 Monitoring and Assessment Report* available at: http://www.hrsdc.gc.ca/en/ei/reports/eimar_2004.shtml. In general, the evaluation findings from the three jurisdictions indicated that:
 - Overall, when assessing all client types and programs combined, there is no significant impact on employment and earnings. However, EBSMs yield modestly positive impacts for some participants, depending on the program, client type and jurisdiction.²⁵
 - There is a positive impact on earnings and employment in some regions for active EI clients in Skills Development and for former EI clients participating in a Targeted Wage Subsidy.
 - Most participants were satisfied with the programs.
 - The incidence and duration of receipt of EI benefits among active and former clients increased with participation, which is partly because some EBSMs provide insurable income.
 - Overall, there was no reduction in the subsequent use of provincial social assistance, but participation in some programs, in particular Skills Development, did lead to reductions in certain regions.
 - Results from the summative evaluations are being studied and will assist HRSDC in identifying future development or adjustments to the EBSMs.

Work closely with Treasury Board Secretariat to renew the terms and conditions for Employment Benefits and Support Measures

- ❑ The EBSM terms and conditions were renewed for provinces and territories where EBSMs are delivered under co-managed agreements and in Ontario for two years ending March 31, 2007.

Complete implementation of Individual Skills Enhancement and a horizontal reporting structure for the 13 Government of Canada partners delivering Youth Employment Strategy programs.

- ❑ During 2004-2005, HRSDC Youth Employment Strategy (YES) programs and services assisted 63,500 young people to gain work experience at an investment of \$187.7 million. Of those youth assisted, 4,777 reported being employed or self-employed in the period shortly after their participation in YES, and approximately 50,000 reported that they intended to return to school

²⁵ Summative evaluation results vary depending on the local labour market context, type of program and client type. Net impacts are based on a comparison of program participants with a comparable group of individuals who did not participate in these programs.

(including 49,000 youth who participated in the Summer Career Placement program where return to school full time is a condition for participation).

- ❑ HRSDC introduced in fall 2003 an intervention under the Skills Link program called Individual Skills Enhancement (ISE) that enables youth to participate in short-term courses (up to 12 weeks) that fill identified gaps in their education and skill development. Because ISE involves support for the provision of training, concurrence by provinces and territories is required before delivery can begin.
 - In 2004-2005, provincial and territorial concurrence was obtained and implementation began in eight provinces and territories: Newfoundland and Labrador, Nova Scotia, New Brunswick, Manitoba, Saskatchewan, British Columbia, Nunavut and Yukon.
 - In addition, discussions on ISE implementation are ongoing with Prince Edward Island and Northwest Territories.
- ❑ To further enhance the implementation of YES programs, HRSDC also worked with the other Government of Canada departments to develop a horizontal reporting structure, which is being implemented.

Work with stakeholders on proposed new policy directions for a renewed Aboriginal Human Resources Development Strategy to be implemented by April 1, 2005.

- ❑ During 2004-2005, HRSDC spending under the Aboriginal Human Resources Development Strategy (AHRDS) amounted to \$353.2 million. As a result, AHRDS activities assisted approximately 51,500 Aboriginal people, of whom 15,000 became employed and 5,675 Aboriginal youth returned to school.
- ❑ As of April 1, 2005, all 80 Aboriginal Human Resources Development Agreements (AHRDAs) had been signed for a period of four years under the renewed strategy.
- ❑ Based on consultations with AHRDA holders, enhanced accountability guidelines have been developed to bring administration and management of the AHRDAs in line with current departmental practices and to respond to recommendations in the last audit and evaluation review of AHRDAs, which was completed in December 2004. Overall, evidence from the review showed a positive impact of the AHRDAs, especially in the areas of partnerships and leveraging of resources. However, the review also identified some areas that required improvements (e.g. weaknesses in the administrative data systems, including program outcome measures; and differing degrees of operational flexibility across AHRDAs). The management response includes actions to enhance clarity and consistency in the understanding and application of AHRDA operational activities related to program design, delivery and results-based accountability.

As part of the First Nations and Inuit Child Care Initiative, work with Social Development Canada, Health Canada, Indian and Northern Affairs Canada and the Public Health Agency of Canada to develop a horizontal approach to Aboriginal Early Childhood Development program delivery.

- ❑ In 2004-2005, funding for the First Nations and Inuit Child Care Initiative (FNICCI) totaled \$50 million (operating and program funds). The estimated total of full-time subsidized child care spaces was 7,500 in 407 communities.
- ❑ Work was initiated on a transition plan that would bring various Aboriginal Early Childhood Development programs into one Aboriginal Early Learning and Child Care Program. The department will continue to work with Social Development Canada, Health Canada and Indian

and Northern Affairs Canada and the Public Health Agency of Canada on the development of this horizontal approach to Aboriginal Early Childhood Development program delivery in 2005-2006.

Enter into contribution agreements with the five Aboriginal Skills and Employment Partnerships project sponsors that have received approval and negotiate with eight more project sponsors.

- ❑ The five-year \$85 million Aboriginal Skills and Employment Partnerships (ASEP) initiative supports the Government of Canada Aboriginal agenda to promote maximum employment for Aboriginal people with major economic developments through a collaborative partnership approach. During the year, the department approved a number of partnerships between Aboriginal groups, private sector employers, provincial or territorial governments, and other federal government departments for the implementation of ASEP.
 - A total of nine projects have been approved for ASEP funding and contribution agreements have been signed with seven of these ASEP project sponsors. Negotiations are ongoing with the project sponsors on the remaining two ASEP projects that received approval.
 - A detailed evaluation plan for ASEP was established.

Implement policies to ensure continuity of Support Fund program activities, in support of human resources development, economic growth and job creation/maintenance in official language minority communities.

- ❑ HRSDC continued to support the social and economic development of official language minority communities consistent with commitments in Part VII, section 41 of the *Official Languages Act*.
 - The interim Support Fund program received Treasury Board approval on August 31, 2004 to be implemented for the period April 1, 2004 to March 31, 2005. Appropriate operational supports were also developed in the form of new agreements, operational directives and training material.
- ❑ A formative evaluation of the Support Fund²⁶ was completed. One key finding that required departmental action was a dichotomy between the Support Fund objectives and the objectives of the EBSM—its funding source—especially with respect to economic development. To address the evaluation observations, a long-term support program for official language minority communities was developed for implementation in April 2005 (see next priority on the Enabling Fund).

Lead an interdepartmental and community engagement process to develop models for horizontal program delivery for longer term support to the official language minority communities.

- ❑ During 2004-2005, HRSDC conducted program design workshops with broad representation from official language minority communities across Canada and federal departments and agencies.
- ❑ HRSDC also worked closely with other key government departments to increase the horizontal impact of the Partnership Initiative for Community Economic Development in Official Language Minority Communities. Co-chairmanship of the two national committees that convene federal departments and official language minority communities was transferred from HRSDC to Privy Council Office (PCO).

²⁶ http://www11.hrdc-drhc.gc.ca/pls/edd/SP_AH_204_05_04.html

- ❑ The Partnership Initiative and the associated Enabling Fund was announced in 2005 as a three-year program.
 - Approval of long-term support for official language minority communities was obtained.
 - The Enabling Fund for Official Language Minority Communities, which provides longer term support for community capacity building in the area of human resources development and economic development, was approved and funding was established for three years with an allocation of \$12 million per year.

Programs supporting priorities

EMPLOYMENT PROGRAMS – Employment programs and services are funded under the Consolidated Revenue Fund and Part II of the *Employment Insurance Act*.

Employment Benefits and Support Measures (EBSM) – Part II of the *Employment Insurance Act* authorizes the design and implementation of EBSM to help unemployed participants to prepare for, find and keep employment and to support organizations, businesses and communities that provide employment assistance services. http://www.hrsdc.gc.ca/en/gateways/nav/top_nav/program/gc.shtml

Labour Market Development Agreements (LMDA) Transfers – Within the authority of the *Employment Insurance Act*, LMDAs have been signed with all provinces and territories, with the exception of Ontario. Seven of these are in the form of a transfer agreement under which five provinces and two territories have assumed responsibility for the design and delivery of provincial/territorial programs and services similar to EBSM. HRSDC delivers EBSM in four provinces and one territory under co-managed LMDA, and in Ontario. Pan-Canadian programs maintained under federal jurisdiction are available to address labour market activities and challenges that are national or multi-regional in scope. These activities are delivered under the authority of Treasury Board-approved terms and conditions for EBSM and for the LMDA pursuant to section 63 of the *Employment Insurance Act*. <http://www.hrsdc.gc.ca/en/epb/lmd/lmda/lmda.shtml>

Aboriginal Human Resources Development Strategy (AHRDS) – The AHRDS is designed to assist Aboriginal people prepare for, find and keep employment and build Aboriginal capacity for human resources development. http://www17.hrdc-drhc.gc.ca/AHRDSInternet/general/public/HomePage1_e.asp

Aboriginal Skills and Employment Partnerships (ASEP) – Complementary to the AHRDS, ASEP is a nationally managed program geared toward supporting collaboration among Aboriginal groups, the private sector and provincial and territorial governments. http://www17.hrdc-drhc.gc.ca/AHRDSInternet/general/public/asep/asep_e.asp

Youth Employment Strategy (YES) – The YES programs ensure that Canada's youth are well prepared to participate and succeed in today's changing labour market. This national strategy offers a broad range of initiatives under three programs: Skills Link, Summer Work Experience and Career Focus. <http://www.youth.gc.ca>

Labour Market Adjustments and Official Language Minority Communities:

Work Sharing – The Work Sharing Program enables employers to retain workers and avoid layoffs during temporary work slowdowns, while allowing employees to maintain their skills. http://www.hrsdc.gc.ca/en/epb/sid/cia/grants/ws/desc_ws.shtml

Official Language Minority Communities – HRSDC provides funding to official language minority communities-designated organizations, the Regroupements de développement économique et d'employabilité (RDÉE) and Community Economic Development and Employability Committees (CEDEC) through contribution agreements. The funding ensures continuity of activities for the organizations that foster the development of human resources, economic growth, job creation and retention in official language minority communities.
http://www.hrsdc.gc.ca/en/gateways/nav/top_nav/program/solmc.shtml

Financial and Human Resources 2004-2005

GROSS SPENDING (MILLIONS OF DOLLARS)	PLANNED SPENDING	AUTHORITIES	ACTUAL
Gross Operating Expenditures	854.9	829.6	821.5
Non-Statutory Grants & Contributions	535.1	508.5	477.5
Statutory Transfer Payments	0.2	0.1	0.1
Total Gross Expenditures	1,390.2	1,338.2	1,299.1
EI Part I – Income Benefits	13,527.8	13,180.0 ^a	12,681.3
EI Part II – Employment Benefits and Support Measures	2,092.9	2,044.7 ^a	2,010.8
Total EI Benefits	15,620.7	15,224.7	14,692.1
Government Annuities and Civil Service Insurance payments	55.2	55.3	55.1
Total	17,066.1	16,618.2	16,046.3
FULL TIME EQUIVALENTS	10,214	9,432	9,432

a. Employment Insurance authorities for 2004-2005 represent the Budget 2005 forecasts.

Strategic Outcome



Enhanced productivity and competitiveness of Canadian workplaces by supporting investment in and recognition and utilization of skills

A key component of ensuring Canada's productivity and improving quality of life involves enhancing the competitiveness of Canadian workplaces. There is a critical need to ensure a match between employment opportunities and the skills of the Canadian workforce. In support of this strategic outcome, priority action areas for workplace skills include those related to sector councils, apprenticeship, labour mobility, foreign credential recognition and utilization, and the development and dissemination of labour market information.

A major component of HRSDC's Human Capital framework, the Workplace Skills Strategy, was announced in Budget 2005.²⁷ It aims to encourage workplace skills enhancement and utilization so that Canadians can keep pace with evolving workplace requirements.

The department, in collaboration with partners including sectors councils, employers, unions, and provincial and territorial governments, promotes workplace-related learning and skills development and recognition that reflect the realities of the changing labour market. HRSDC manages two horizontal initiatives²⁸ in support of this strategic outcome: Sector Council Program and Foreign Credential Recognition.

Main achievements for 2004-2005 relate to the development of the Government of Canada's Workplace Skills Strategy which will be implemented between fiscal years 2005-2006 and 2007-2008.

Strategic outcome indicators

INDICATORS	CURRENT LEVEL
Unit labour cost, labour productivity, hourly compensation changes.	Fiscal year 2004-2005, unit labour costs increased by 0.9%, labour productivity increased by 1.0%, hourly compensation increased by 2.0%.
Percent of adult workforce that participated in job-related formal training.	34.7% (2002)
Percent of adult workforce that participated in employer-supported job-related training.	25.0% (2002)
Wages and salary earnings of university graduate recent immigrant men and women as a percentage of wages and salaries earnings of Canadian-born university graduates.	(2000) women 64%, men 62%, overall 65%
Supplementary information on these performance indicators can be found at: http://www11.hrsdc.gc.ca/en/cs/sp/hrsdccommun/cpa.shtml	

²⁷ <http://www.fin.gc.ca/budtoce/2005/budliste.htm>

²⁸ Details on these horizontal initiatives can be found at: http://www.tbs-sct.gc.ca/rma/epi-ibdrp/hrdb-rhbd/profil_e.asp

Program Indicators

INDICATORS	NOTES
Percentage of labour market covered by national sector councils. Objective: 40.0% Result: 47.4%	The total number of sector councils increased to 30 in 2004-2005 bringing the total percentage of labour market coverage to 47.4 percent. An increase of 7.4 percentage points in the past fiscal year is due to the creation of new sector councils for the Voluntary/Non-Profit Council, Canadian Food Industry Council (CFIC) and the Canadian Police Sector Council.
Number of tradespeople who receive Red Seal designation. Objective: 13,000 per year Result: 17,801 (calendar year 2004)	Data provided directly to Human Resources Partnerships (HRP) from provinces and territories show that 17,801 Red Seal designations were issued to completing apprentices and trade qualifiers.

Supplementary information on these performance indicators can be found at:
<http://www11.hrsdc.gc.ca/en/cs/sp/hrsdccommun/cpa.shtml>

Achievements against priorities

Develop Workplace Skills Strategy Policy Framework, including objectives, strategic directions and actions to meet current and emerging skills needs of the Canadian labour market and workplaces around the country.

- ❑ In 2004-2005, more than 350 consultations were held with workplace stakeholders (employers, unions, employer and employee associations, provincial and territorial government officials, public policy research institutes, local and regional development organizations, sector councils and Aboriginal groups) through more than 50 separate sessions across Canada. These consultations led to the identification and definition of current and emerging trends, objectives, priorities, and potential initiatives for addressing workplace skills issues.
- ❑ These consultations informed the development of the Workplace Skills Strategy which consists of three initiatives:
 - Trades and Apprenticeship Strategy – a multi-pronged and long-term initiative designed to galvanize both action and improved program coherence among the multiple actors governing the development of skilled tradespeople in Canada. Its objective is to strengthen apprenticeship and ensure the system continues to evolve in response to the needs of employers, individuals and governments;
 - Workplace Skills Innovation Initiative – an initiative that will support partnership-based projects to test and evaluate innovative, outcomes-focused approaches to skills development for employed Canadians;
 - Workplace Partners Panel – an initiative that will bring together Canada's industry, educational partners and governments to integrate the workplace into Canada's learning system and provide Canadian employers, unions and the Government of Canada with a forum to exchange perspectives and intelligence.
 - HRSDC and Citizenship and Immigration Canada co-led 13 other federal departments to ensure the coordination of policy and programming related to immigrant labour market integration.

Work with sector councils and the learning system to ensure that employers' skills requirements are met and that they have access to a broad pool of talented and skilled workers.

- ❑ HRSDC managed more than 200 separate contribution agreements with sector councils for a total of \$55.5 million.
- ❑ In partnership with Natural Resources Canada, the department hosted the National Resources Skills Symposium, which provided a forum for the Sector Council Program to promote the sectoral approach to key stakeholders within the natural resources sectors (the program expects to create one new sector council in the natural resources sectors within two years) and showcased initiatives to address specific human resources issues in the natural resources sectors.

Promote apprenticeship and skilled trades training with employers, unions and potential participants to increase numbers of successful apprentices and to facilitate mobility among all parts of Canada.

- ❑ The department has created a Training Centre Infrastructure Fund (TCIF) through a \$25-million three-year pilot program to help union–employer training centres to purchase technical equipment used in trades training to ensure that workers have skills relevant to current and future workplaces.
- ❑ An independent ministerial advisor was appointed to consult business and labour sectors, as well as provinces and territories, on apprenticeship issues of federal interest, namely: the participation of Aboriginal Canadians in apprenticeship; ways in which the Government of Canada can support apprenticeship through its own activities; mobility issues confronting employers, apprentices and journeypersons; and the enhancement of interprovincial mobility. The advisor is due to report in 2005-2006.

Support occupational groups working on a pan-Canadian basis to develop fair and equitable assessment and recognition tools and processes to facilitate the entry of foreign-trained individuals into the Canadian labour market.

- ❑ Processes and tools for recognizing the credentials of internationally trained workers were improved for medical doctors, nurses and engineers.
- ❑ HRSDC worked with the Public Policy Forum to develop a survey of employers that examined the issue of immigration, foreign credentials recognition and employment.
- ❑ The department continued to work with provinces and territories to develop fair and transparent national processes to integrate foreign-trained individuals into the Canadian labour market.
- ❑ A new initiative called Foreign Worker System was launched to support program operations by improving service to employers and facilitating the processing of requests for foreign workers. The system allows the program to track information from employer requests for labour market opinions and retains a record of the resulting decision.

Programs supporting priorities

WORKPLACE SKILLS – Workplace Skills supports the collaboration of industry partners and stakeholders in identifying, addressing and promoting workplace skills development that reflect the realities of Canadian workplaces in the changing Canadian labour market. It also develops and disseminates information and knowledge from a national, regional and local perspective which is vital in supporting and contributing to a well-functioning labour market.

Sector Council Program – The Sector Council Program advances partnerships with industry and the learning system to ensure that Canadians have the skills and knowledge needed for the workplace. http://www.hrsdc.gc.ca/en/gateways/nav/top_nav/program/spi.shtml

National Occupation Classification (NOC) – The NOC is a foundation system used to compile, analyze and communicate information about occupations in the Canadian economy. It is one of the tools that HRSDC employs to provide Canadians with the information necessary to develop the proper skills and knowledge required to play an active and sustained role in the Canadian labour market. <http://www23.hrdc-drhc.gc.ca/2001/e/generic/welcome.shtml>

Apprenticeship and Labour Mobility Initiatives – These initiatives involve working with key apprenticeship stakeholders, including provincial and territorial governments, to ensure an adequate supply of skilled trade workers and to enhance the mobility of qualified, skilled Canadian workers across Canada. http://www.hrsdc.gc.ca/en/gateways/nav/top_nav/program/almi.shtml

The Interprovincial Standards (Red Seal) Program – The Red Seal Program is delivered in partnership with the Canadian Council of Directors of Apprenticeship (CCDA). It facilitates the interprovincial mobility of skilled workers through the harmonization of trade requirements and the certification of tradespersons based on national occupational analyses and standards and national interprovincial exams. http://www.hrsdc.gc.ca/asp/gateway.asp?hr=en/hip/hrp/redseal/rs_index.shtml&hs=axp

Essential Skills and Workplace Literacy Initiative – The Essential Skills and Workplace Literacy Initiative helps to ensure Canadians have the right skills for changing work and life demands. Its goal is to enhance the skill levels of Canadians who are entering, or are already in, the workforce.

http://www.hrsdc.gc.ca/asp/gateway.asp?hr=en/hip/hrp/essential_skills/essential_skills_index.shtml&hs=sxc

Foreign Credential Recognition (FCR) – FCR provides financial and strategic support to partners (including provinces and territories, sector councils, regulatory bodies, immigrant-serving organizations and post-secondary educational institutions) to develop a pan-Canadian approach to assessing and recognizing foreign credentials of individuals within targeted occupations and sectors of the economy to facilitate entry into, and mobility within, the Canadian labour market.

Foreign Worker Program – The Foreign Worker Program seeks to improve the Canadian labour market by ensuring that qualified foreign workers are admitted to work in Canada for jobs or vacancies that cannot readily be filled by Canadians.

http://www.hrsdc.gc.ca/en/gateways/nav/top_nav/program/fw.shtml

Labour Market Information (LMI) – LMI is a service that helps users (including employed and unemployed job seekers, people choosing or changing careers, career practitioners, employment service providers, employers, labour groups, education/training institutions and community development organizations) to make informed labour market-related planning or transition decisions. http://www.hrsdc.gc.ca/en/gateways/nav/top_nav/program/lmi.shtml

Financial and Human Resources 2004-2005

GROSS SPENDING (MILLIONS OF DOLLARS)	PLANNED SPENDING	AUTHORITIES	ACTUAL
Gross Operating Expenditures	44.7	57.2	57.0
Non-Statutory Grants & Contributions	30.9	23.2	16.8
Total Gross Expenditures	75.6	80.4	73.8
EI Part II – Employment Benefits and Support Measures	64.7	48.1 ^a	43.0
Total	140.3	128.5	116.8
FULL TIME EQUIVALENTS	521	628	628

a. Employment Insurance authorities for 2004-2005 represent the Budget 2005 forecasts.

Strategic Outcome



Through access to learning, Canadians can participate fully in a knowledge-based economy and society

For individuals, learning is key to finding a job, increased earnings, personal growth, and civic and community involvement. For Canada, lifelong learning and skills development are related directly to improved competitiveness and productivity, better social outcomes, improved standard of living and better quality of life for all Canadians. Building a society that promotes lifelong learning and a dynamic labour market is a key component of a country's human capital strategy.

To assist Canadians with acquiring the education and skills necessary to participate more fully in a knowledge-based economy and society, HRSDC invested in skills and learning during 2004-2005 by fostering a culture of lifelong learning, facilitating access to learning opportunities through financial assistance for current students and savings incentives for future students, promoting awareness, and strengthening the capacity of key stakeholders. In addition, HRSDC works in partnership with other federal departments through two horizontal initiatives²⁹ (the National Literacy Program and the Canada Student Loans Program) and has contributed to four foundations.³⁰

Strategic outcome indicators

INDICATORS	CURRENT LEVEL	
Percent population with post-secondary diplomas/degrees (2004)	25–34 year-olds = 53.3% 35–64 year-olds = 41.8% 25–64 year-olds = 44.6%	
Percent of adult population (aged 25–64) that participated in adult learning opportunities	36.7% (2002)	
Post-secondary participation of 18–21 year-olds by family after-tax income quartile when youth were of age 16. (2001)	Family After-tax Income Quartile	Post-secondary Education Participation
		University College
	Lowest	21% 30%
	Lower-middle	25% 32%
	Upper-middle	30% 37%
	Highest	38% 30%
	Overall	29% 32%
Percent of adults who attended university or college (aged 25–34)	9.1% (2004)	

Supplementary information on these performance indicators can be found at: <http://www11.hrsdc.gc.ca/en/cs/sp/hrsdccpa/publications/reports/9999-032005/fe.shtml>

During 2004-2005, HRSDC worked with its partners to achieve the following key results:

- Legislative, regulatory and policy changes necessary to implement Budget 2004 announcements were prepared, including improvement of the Canada Student Loans Program

²⁹ For more information, see <http://www11.hrsdc.gc.ca/en/cs/sp/hrsdccpa/publications/reports/9999-012005/hie.shtml>

³⁰ For more information, see <http://www11.hrsdc.gc.ca/en/cs/sp/hrsdccpa/publications/reports/9999-032005/fe.shtml>

(CSLP) and enhancements to the Canada Education Savings Grant (CESG) Program, and the introduction of the new Canada Learning Bond (CLB).

- A Budget 2005 initiative will allow Canada Student Loan debt forgiveness of direct loans in case of the permanent disability or death or disability of a borrower (implementation in 2005-2006).
- The department developed a diagnostic and policy framework as part of a comprehensive strategy on literacy and essential skills.
- Progress was made on the implementation of the federal government's response to the Standing Committee Report - *Raising Adult Literacy Skills: The Need for a Pan-Canadian Response*.³¹
- Support for learning opportunities was provided to about 126,000 Canadians through the CESG and 455,000 through the CSLP. About 30 percent of Canadians under age 18 are now beneficiaries of an RESP and benefit from the CESG, versus 4.1% at inception of the program in 1998.
- Overall client satisfaction ratings of 90 percent were achieved for grant and contribution programs and 88 percent for the CESG program.³²

Program Indicators

INDICATORS	NOTES
Number of Canadians who benefit from the CSLP.	Approximately 345,000 students received student loans and benefited from an in-study interest subsidy, while an additional 110,000 full-time students received an interest subsidy for previous loans.
Objective: n/a* Result: 455,000 students/borrowers	In 2004-2005, the CSLP provided students with over \$1.64 billion in Canada Student Loans, \$64.447 million in Canada Study Grants and \$180 million in interest subsidies.
Percentage of Canadians aged birth to 17 who are beneficiaries of a RESP and who receive a CESG.	The 32 percent target was based on an increased uptake from the payment of higher CESG match rates for low- and middle-income families, which was implemented in July 2005. Children were eligible for these higher rates starting in January 2005 but will not receive payments until the latter half of the year. At that time, an increase should be seen in this percentage to bring it closer to the target.
Objective: 32.0% Result: 30.0%	Also, the fall of Canadians' personal saving rate in 2004 to its lowest level since the 1930s indicates changes in individual behaviour that may have impacted CESG contributions. The personal saving rate in 2004 was 0.4 percent, down from 1.4 percent in 2003.
Number of Canadians who access learning opportunities as a result of the CESG.	The CESG program paid out \$426 million in grants in fiscal year 2004-2005 to more than 1.6 million beneficiaries of RESPs, which corresponds to more than \$2 billion in private savings (includes grants, contributions and earnings) for the post-secondary education of children for that year. Since the program's inception in 1998, the Government of Canada has provided \$2.4 billion in grants, which corresponds to over \$15 billion in private savings by Canadians for the post-secondary education of children.
Objective: 120,000 Result: 126,000 (2004-2005)	

³¹ For more information, see <http://www.hrsdc.gc.ca/en/cs/comm/reports/literacy/index.shtml>

³² Grant and Contribution programs included the National Literacy Program, the Learning Initiatives Program, the Office of Learning Technologies and the International Academic Mobility Initiative.

Program Indicators

INDICATORS	NOTES
Number of Community Learning Networks in place. Objective: 160 by December 2004 Result: 135	Operational delays in the application process resulted in the achievement of 135 (22 during 2004-2005) Community Learning Networks rather than the 160 that were planned originally. Application procedures have since been changed to reduce delays.
Percentage of all Canada Student Loan applications processed following receipt of complete documentation. Objective: 80.0% within 1 day 100.0% within 2 days Result: 98.7% within 1 day 100.0% within 2 days	The CSLP exceeded its processing objectives regarding its portion of the loan process by working with the National Student Loan Service Centre (NSLSC) to implement new imaging technologies. This resulted in quicker document and loan-processing times. The NSLSC also implemented enhancements to the continuous training of its employees and improvements to its communication with borrowers to ensure that loan documentation is completed correctly and in a timely fashion. Note, this measure represents only the CSLP part of the total loan-processing time and does not include the processing times of the provincial and territorial student loan programs.

* HRSDC's 2004-2005 Report on Plans and Priorities did not include an objective for this indicator. A baseline of 515,500 from 2002-2003 was provided but the correct projection should have been 470,000.

Supplementary information on these performance indicators can be found at:
<http://www11.hrsdc.gc.ca/en/cs/sp/hrsdccommun/cpa.shtml>

Achievements against priorities

Implement enhancements to the Canada Student Loans Program, including required legislative or regulatory amendments.

- ☐ HRSDC worked with partners to prepare regulatory and policy changes necessary to implement 2004 Budget enhancements to the CSLP, which include:
 - increasing weekly loan limits to \$210 from \$165, including computers as an eligible expense, and extending Canada Student Loan eligibility to more students from middle-income families by reducing the required amount of parental contributions;
 - introducing the Canada Access Grant for Students from Low-income Families and the Canada Access Grant for Students with Permanent Disabilities; and
 - extending Interest Relief eligibility and increasing the maximum Debt Reduction in Repayment amount available from \$20,000 to \$26,000.
- ☐ Other achievements and activities that pertain to this priority:
 - A Budget 2005 initiative will allow Canada Student Loan debt associated with a borrower's full- or part-time Direct Loan to be forgiven in the event that a borrower's death or permanent disability occurs at any time (implementation in 2005-2006).
 - Through its online services, the *CanLearn* Web site (www.canlearn.ca) assisted about 1.3 million Canadians with the selection and financing of their learning opportunities.
 - The 2004 Budget commitment of a federal/provincial/territorial policy review of debt management measures and supports for part-time learners was implemented.
- ☐ HRSDC completed a formative evaluation of the CSLP³³ during 2004-2005. Findings revealed that:

³³ Report not yet published. For more information see: http://www11.hrdc-drhc.gc.ca/pls/edd/v_report.report_index

- The new service delivery model (direct loans from the federal government to students) was designed and successfully implemented by the CSLP on schedule.
 - Integration of provincial and federal loan processes has simplified the loan process and improved communications with students; however, in the case of the non-integrated provinces there is some evidence that the federal government's role is less clear under the new service delivery model. Communications between federal and provincial programs was also identified as an area for improvement.
 - The program's administrative data were insufficient to determine the impact that loans and grants have upon post-secondary education attendance and/or completion. Both CSLP and provincial officials emphasized the need for better data collection and information sharing.
- ❑ In response to these findings:
- The department will continue to negotiate with the provinces and territories to integrate federal and provincial loan programs to improve service to student loan borrowers. An integration agreement was negotiated with New Brunswick in 2005, the fourth province to integrate the administration of its provincial student loans program with the CSLP.
 - The new Canada Access Grants announced in the Budget 2004 will help improve access to post-secondary education for students from low-income families and students with permanent disabilities.
 - Recent increases in loan limits will help provide additional funding for those in need;
 - HRSDC worked with service providers and participating provinces to develop initiatives to improve the data available to the program.
 - Work will be done through the Intergovernmental Consultative Committee on Student Financial Assistance to improve communication and information sharing between provinces and the federal government.

Enhance the Canada Education Savings Grant and implement the Canada Learning Bond including required regulatory amendments.

- ❑ HRSDC worked with partners to prepare legislative and regulatory changes necessary to implement the new *Canada Education Savings Act*, a Budget 2004 commitment that received Royal Assent on December 15, 2004. It includes:
- the new Canada Learning Bond (CLB), which provides a grant to eligible low-income families to encourage saving for their child's post-secondary education;
 - enhancements to the Canada Education Savings Grant (CESG) to increase the grant-matching rates on contributions made for children of low- to middle-income families; and
 - authority to deliver provincial education savings grants such as the Alberta Centennial Education Savings Plan (ACESP). As a result, the department entered into an agreement with the Province of Alberta to administer the ACESP on behalf of the province starting in 2005 on a cost-recovery basis.

Enhance support for adult learners by supporting new literacy partnerships, expanding Community Learning Networks and piloting innovative approaches to address non-financial barriers to learning.

- ❑ HRSDC helped 22 Canadian communities to develop new Community Learning Networks (135 facilitated to date) of which about 35 percent involve people living in northern, rural and other non-metropolitan areas.
- ❑ The department supported a variety of adult learning and literacy activities:

- Two hundred thirty-three new literacy initiatives were put in place across Canada to foster information sharing, enhance access, develop new literacy materials, stimulate research and innovation, and develop capacity; and 28 workplace literacy initiatives were funded.
 - Provincial and territorial joint project reviews were held in each jurisdiction regarding project proposals under the National Literacy Program.
 - Literacy research guidelines were developed setting out six research priorities: Aboriginal literacy; francophone literacy; research-in-practice; accountability and effectiveness in literacy education; accessibility of knowledge; and development of a research advisory group.
 - Family literacy action plans were developed in almost every province and territory in official language minority communities.
 - Two Learner Support Centre pilots were established, at St. Christopher House and Seneca College, to help identify ways to address non-financial barriers to adult learning.
- ❑ HRSDC invests in national surveys, conducts research and provides evidence in a number of areas. For example, HRSDC has been active in research on asset-based approaches (e.g., *LearnSave*), learning history (e.g., Youth in Transition Survey), and workplace training (e.g., Adult Education and Training Survey). The department also funded an increase in the survey sample size for key population groups for the Adult Literacy and Life Skills Survey.
- ❑ HRSDC completed a summative evaluation of the National Literacy Secretariat (NLS)³⁴ during 2004-2005. Findings revealed that:
- There is a risk of duplication in specific project support and a need for the NLS to be able to demonstrate that it has program safeguards to reduce the risk that projects funded by NLS would have gone ahead without NLS support.
 - The NLS could simplify and streamline procedures to make it easier for smaller organizations less familiar with the grant process to obtain funds, and place more emphasis on ensuring dissemination of project results among stakeholders.
 - There is a need to ensure the reliability and credibility of research projects, improve data gathering and ensure consistent procedures for evaluating projects.
 - There may be an opportunity to develop a more strategic approach through the setting of better focused priorities. As part of this, the NLS may wish to look at ways that promote sustainability of results and progress.
- ❑ In response to these findings the department has:
- increased the proportion of contributions being used, in relation to grants for project funding, and increased the number of multi-year-funded projects to improve funding stability;
 - implemented a uniform request for proposals for all NLS funding streams and held a research consultation with experts from across the country to discuss priorities and procedures;
 - implemented a new requirement whereby project applicants must conduct a literature search on several Websites provided by the NLS and to attest that their projects would not be able to go forward without NLS funds. This condition helps to avoid duplication of funding; and
 - developed a new logic model and evaluation framework for the National Literacy Program as well as a project evaluation template to facilitate more uniform, consistent project reporting.

Programs supporting priorities

LEARNING – This area supports the Government of Canada’s significant investments in skills and learning to enable Canadians to acquire and improve their skills over a lifetime. Programs within this

³⁴ Report not yet published. For more information see: http://www11.hrdc-drhc.gc.ca/pls/edd/v_report.report_index

area include the Canada Student Loans Program, Canada Study Grants, Canada Access Grants, the Canada Education Savings Program, which includes the Canada Education Savings Grant, and the Canada Learning Bond and several learning and literacy grants and contributions programs, including the National Literacy Program.

Student Financial Assistance: Canada Student Loans Program (CSLP), Canada Study Grants (CSG) and Canada Access Grants (CAG) – These programs promote accessibility to post-secondary education for those with demonstrated financial need by lowering financial barriers through the provision of loans and grants. <http://www.hrsdc.gc.ca/en/gateways/topics/cxp-gxr.shtml> and <http://www.canlearn.ca>.

Canada Education Savings Program: Canada Education Savings Grant (CESG) and Canada Learning Bond (CLB) – The Canada Education Savings Program provides incentives for Canadians to finance their children's education through savings in Registered Education Savings Plans. The program delivers the CESG, the CLB and provincial grants such as the Alberta Centennial Education Savings Plan under the *Canada Education Savings Act* to promote access to learning opportunities. <http://www.hrsdc.gc.ca/en/gateways/topics/cgs-gxr.shtml>

National Literacy Secretariat (NLS) – The NLS, in managing the National Literacy Program, works in partnership with the provinces and territories, other government departments, business and labour, the voluntary sector and non-governmental organizations to build capacity for literacy opportunities across Canada. <http://www.hrsdc.gc.ca/en/gateways/topics/lxa-gxr.shtml>

Office of Learning Technologies (OLT) – The OLT promotes and facilitates the development and evolution of Community Learning Networks (CLN) as key features of a community-based approach to learning opportunities through the use of existing technology and strong partnerships. http://www.hrsdc.gc.ca/en/hip/lld/olt/01_index.shtml

Learning Initiatives Program (LIP) – The LIP promotes a lifelong learning culture and supports partnership initiatives that will contribute to the development of a more results-oriented, accessible, relevant and accountable learning system. <http://www.hrsdc.gc.ca/en/gateways/topics/lxi-gxr.shtml>

International Academic Mobility (IAM) – The IAM advances the development of international skills, knowledge and understanding among students and promotes academic cooperation and institutional linkages among colleges and universities. http://www.hrsdc.gc.ca/en/gateways/nav/top_nav/program/iam.shtml

Financial and Human Resources 2004-2005

GROSS SPENDING (MILLIONS OF DOLLARS)	PLANNED SPENDING	AUTHORITIES	ACTUAL
Gross Operating Expenditures	148.7	102.5	94.8
Non-Statutory Grants & Contributions	29.8	36.7	35.9
Statutory Transfer Payments	821.8	758.7	758.7
Total Gross Expenditures	1,000.3	897.9	889.4
El Part II – Employment Benefits and Support Measures	14.3	6.9 ^a	3.4
Loans disbursed under the <i>Canada Student Financial Assistance Act</i>	1,254.7	1,215.7	1,215.7
Total	2,269.3	2,120.5	2,108.5
FULL TIME EQUIVALENTS	408	441	441

a. Employment Insurance authorities for 2004-2005 represent the Budget 2005 forecasts.

Strategic Outcome



Safe, healthy, fair, stable, cooperative and productive workplaces

Labour laws and standards are critical to the successful functioning of private and public sector organizations, and equally important to the personal and family lives of the vast numbers of individuals who go to work every day. Labour law and policy defines and structures the relationship between employers and employees, whether the employees are treated as individuals or are organized into legally recognized unions. Labour standards define the basic work environment, making sure it is safe, healthy and productive and maintains a fair balance of rights and responsibilities.

The Labour Program's federal jurisdiction mandate reaches an estimated 46,000 Canadian workplaces and up to 1.5 million employees (approximately 10% of Canadian workers), is legislative in nature and is limited to the industries that fall under the jurisdiction of Parliament for labour matters. The federal labour jurisdiction comprises sectors of key importance to the Canadian economic infrastructure including transportation, communications and banking, as well as federal Crown corporations and industries declared by Parliament to be for the general advantage of Canada, such as grain handling and uranium mining.

Key 2004-2005 achievements include:

- resolved 151 labour disputes in the federal jurisdiction without a work stoppage, representing 88.8 percent of the total number of disputes handled to finality during the reporting period.
- designed a Road Transport National Client Education and Training Strategy to implement a tiered approach to promotional activities within the road transport industry, which include organized interventions with employers, associations and employees. Positive working relationships with the major road transport associations and industry publications have led to an improvement in the culture and practices of the industry.

Strategic outcome indicators

INDICATORS	CURRENT LEVEL
Hours lost* as a proportion of the usual weekly hours of all full-time employees (in percentage).	3.7% (2004)
Injury incidence rates per 100 workers, all federal jurisdiction employees.	5.89 (2003)
Percentage of total working days lost due to work stoppages.	0.09% Canada (2004)** 0.42% Federal Jurisdiction (2004)

* Includes work stoppages, illness, injury, etc.

** This indicator refers to work stoppages involving one or more employees

Supplementary information on these performance indicators can be found at: <http://www11.hrsdc.gc.ca/en/cs/sp/hrsdcpa/publications/reports/9999-002005/page00.shtml>.

- the Minister of Labour's Annual Report (2004) on Employment Equity,³⁵ which highlighted the progress of the designated groups (e.g., women, Aboriginal peoples, persons with disabilities, and visible minorities) in the labour market, was tabled in Parliament.

Program Indicators

INDICATORS

Percentage of collective bargaining disputes settled under Part I (Industrial Relations) of the *Canada Labour Code* without work stoppage.

Objective: 90.0%

Result: 88.8%

NOTES

More than 400 collective agreements are negotiated in the federal jurisdiction each year. In the event that direct bargaining fails to resolve the terms of a new agreement, conciliation assistance is provided by the Minister of Labour. If no settlement is reached during conciliation, the parties acquire the right to strike or lockout. At this time, the Minister may provide them with mediation assistance.

During 2004-2005, the Federal Mediation and Conciliation Service dealt with 285 collective bargaining disputes and achieved a settlement rate of 88.8 percent in the 170 cases that were handled to finality without a work stoppage. This is slightly below the stated objective of 90 percent.

Amendments to Part I (Industrial Relations) of the *Canada Labour Code*, which came into effect in 1999, were intended to give unions and employers more control over the conciliation process. However, they have had the effect of removing the Minister of Labour's control over the pace and timing of dispute resolution efforts, thereby increasing the effort required on the part of the Federal Mediation and Conciliation Service to achieve settlement of collective bargaining disputes without work stoppage.

Percentage of unjust dismissal complaints settled by inspectors (Part III [Labour Standards] of the *Canada Labour Code*).

Objective: 75.0%

Result: 71.0%

The national objective of 75 percent of unjust dismissal complaints settled by inspectors was not met in seven regions.

The national objective was not met due to a higher degree of representation by counsel and difficult-to-resolve unjust dismissal complaints.

Achievement of the national objective is dependent on the number and nature of complaints received during the year.

Disabling Injury Incidence Rate (DIIR) measuring the change in the rate of time-loss injuries, illnesses and fatalities within the federal jurisdiction industries from year to year.

Objective: Reduce the DIIR by 10% over five years in those high-risk industries where HRSDC is targeting proactive interventions.

Result: – 10.1%

Net result, all federal jurisdiction industries, 2001–2003 = – 8.2%

Additional improvements in the rates are required for the water transportation industry. As the DIIR increased by 32.9 percent between 2001 and 2003, lowering this rate by 10 percent represents a specific challenge for the Labour Program.

Supplementary information on these performance indicators can be found at:
<http://www11.hrsdc.gc.ca/en/cs/sp/hrsdccommun/cpa.shtml>

³⁵ http://www.hrsdc.gc.ca/en/lp/lo/lswewe/ee_tools/reports/annual/2004/2004AnnualReport.pdf

Achievements against priorities

Review Part III (Labour Standards) of the Canada Labour Code to identify ways the legislation can support modern, flexible, productive and fair workplaces.

- ❑ On December 1, 2004, the Minister of Labour and Housing announced the appointment of an independent Commissioner and three expert advisors to conduct a comprehensive review of federal labour standards. The following activities were implemented to lay the groundwork for a final report in June 2006:
 - A comprehensive research agenda was developed in March 2005.
 - Consultations were carried out with key business and labour organizations that are most affected by the application of federal labour standards, while detailed discussions were completed with provincial employment standards officials.
- ❑ A survey was developed on employment conditions of employers in the federal jurisdiction, to be conducted by Statistics Canada on behalf of HRSDC. The survey results will be used to develop a profile of Canada's federally regulated employers and their workplace practices. For more information, see: <http://www.flis-ntf.gc.ca>

Develop a Workplace Equity Integration Strategy for both Aboriginal people and persons with disabilities to increase the representation, upward mobility and retention in employment of these two designated groups.

Aboriginal peoples and visible minorities:

- ❑ HRSDC is a partner with Canadian Heritage, Citizenship and Immigration Canada, and Justice Canada in *Canada's Action Plan Against Racism*,³⁶ which focuses on Aboriginal peoples and visible minority groups. The Labour Program's contribution toward the action plan is the development and implementation of a Racism-Free Workplace Strategy. Preparatory activities in 2004-2005 included:
 - A research and literature review was conducted to identify issues and existing policies, as well as practices that contribute to reducing racism and discrimination.
 - Meetings with employers, employees, unions and civil society organizations and key client groups were held in eight cities across the country to explore workplace barriers associated with racism and discrimination, as well as possible solutions.

Persons with disabilities:

- ❑ The Labour Program developed training materials for Workplace Equity Officers (WEOs) with regard to theory and practice of disability management. Training was conducted in Vancouver, Toronto and Montréal.
- ❑ Disability management communications tools and products were developed for WEOs (e.g., roadmap to assist employers with the hiring and recruitment process; workbook for WEOs on disability management).
- ❑ A disability management audit tool was pilot tested for use with employers falling under employment equity programs. The audit assists employers in identifying and eliminating barriers to employment for persons with disabilities.

³⁶ http://www.pch.gc.ca/multi/plan_action_plan/pdf/action_long_e.pdf

- ❑ Modifications to the HRSDC Job Bank were made to allow a self-identification option for persons with disabilities. Organizations that want to increase representation of persons with disabilities can now track members of this group more easily.

Develop an Aboriginal Labour Affairs Strategy to support federal government policy directed at Aboriginal communities in the areas of self-government negotiations, community capacity building and good governance.

- ❑ A dedicated Aboriginal Labour Affairs Office was established to meet the many demands for statutory and non-statutory inspectorate, enforcement and dispute resolution services resulting from self-government negotiations, certification activity at the Canada Industrial Relations Board, and increased Aboriginal involvement in economic development activities. The mandate of the office is to ensure a coordinated approach to Aboriginal labour issues and to identify and develop appropriate responses to labour issues that arise regarding self-government negotiations and program service delivery.
- ❑ The development of a comprehensive Aboriginal Labour Affairs Strategy is in progress. Efforts have been focused on continued participation in self-government negotiations, and the department continues to be prepared to negotiate administrative arrangements for the delivery of services with interested First Nations.

Develop an International Labour Affairs Strategy as a part of Canada's foreign and trade policy, to guide the policy, process and support for developing and implementing labour agreements as part of multilateral and bilateral trade initiatives.

- ❑ An internal review was conducted of past and current international labour activities undertaken by Canada, other countries and multilateral organizations. Work has also been done toward outlining future strategic directions for Canada's international labour affairs policy.
- ❑ Federal, provincial and territorial Ministers responsible for Labour reached an important intergovernmental agreement on the implementation of Canada's international labour cooperation agreements. The agreements will facilitate provincial and territorial sign-on to these key components of international labour policy.

Develop policy options for a modernized Government Employees' Compensation system for workplace accidents and injuries, in support of public service modernization and sound administrative and financial principles.

- ❑ The report on the feasibility study of a federally managed workers' compensation system was received in December 2004. The report focused on only one benefit model and lacked detail on potential benefits accruing from improved disability management in the workplace.
- ❑ Two further studies are being undertaken: a follow-up study on alternative benefit models, and an internal study of the estimated savings from improved disability management. They will be integrated into the policy options that are under development.

Programs supporting priorities

LABOUR – The Labour Program promotes and sustains stable industrial relations and a safe, fair, healthy, equitable and productive workplace within the federal labour jurisdiction. It collects and disseminates labour and workplace information, represents Canada at international labour activities,

fosters constructive labour–management relationships, and ensures that minimum labour standards and occupational health and safety protections are enforced.

Federal Mediation and Conciliation Service – This service is responsible for providing dispute resolution and dispute prevention assistance to trade unions and employers under the jurisdiction of Part I (Industrial Relations) of the *Canada Labour Code* and the *Status of the Artist Act*. <http://www.hrsdc.gc.ca/asp/gateway.asp?hr=/en/lp/fmcs/02About.shtml&hs=mxm>

National Labour Operations – This program ensures consistent and cost-effective implementation of Part II (Occupational Health and Safety) and Part III (Labour Standards) of the *Canada Labour Code*, as well as the *Employment Equity Act*, the Federal Contractors Program for Employment Equity, the *Fair Wages and Hours of Labour Act*, and the *Non-smokers' Health Act*. National Labour Operations is also responsible for administering the *Government Employees' Compensation Act* and the *Merchant Seamen Compensation Act*. Additionally, it administers Fire Protection Services on behalf of Treasury Board.

http://www.hrsdc.gc.ca/en/gateways/nav/top_nav/program/labour.shtml

International and Intergovernmental Labour Affairs – This program promotes the development, observance and effective enforcement of internationally recognized labour principles, and fosters cooperation and coordination among labour jurisdictions in Canada on international and national labour issues. <http://www.hrsdc.gc.ca/en/gateways/business/cluster/category/ilaa.shtml>

Workplace Policy and Information – This program identifies trends and changes in the workplace and provides policy development and leadership in labour policy: manages a national database of collective agreements; conducts research on employment relationships; and disseminates key information, research and analysis. See Work-life Balance and Ageing Workforce at: <http://www.hrsdc.gc.ca/en/gateways/topics/wnc-gxr.shtml>

Aboriginal Labour Affairs³⁷ – The Aboriginal Labour Affairs Office ensures a coordinated program approach to Aboriginal labour issues and facilitates the identification of, and appropriate response to, issues arising pertaining to Aboriginal self-government negotiations and program service delivery to First Nations.

Financial and Human Resources 2004-2005

GROSS SPENDING (MILLIONS OF DOLLARS)	PLANNED SPENDING	AUTHORITIES	ACTUAL
Gross Operating Expenditures	57.9	61.1	60.2
Non-statutory Grants & Contributions	3.9	3.9	2.2
Workers' Compensation Payments	125.0	119.9	119.9
Total Gross Expenditures	186.8	184.9	182.3
EI Part II – Employment Benefits and Support Measures	0.7	0.7 ^a	0.4
Total	187.5	185.6	182.7
FULL TIME EQUIVALENTS	632	644	644

a. Employment Insurance authorities for 2004-2005 represent the Budget 2005 forecasts.

³⁷ Aboriginal Labour Affairs is a new sub-activity and did not appear as a sub-activity in the HRSDC Program Activity Architecture that was shown in the *2004-2005 Report on Plans and Priorities*.

Strategic Outcome



Enhanced community capacity to contribute to the reduction of homelessness

The National Homelessness Initiative (NHI) provides supports to 61 designated communities representing 75% of the Canadian population as well as to small and rural communities, to develop community-based measures that assist homeless individuals and families move toward self-sufficiency. In the Speech from the Throne 2004,³⁸ the government called shelter “the foundation upon which healthy communities and individual dignity are built” and announced that it would extend and enhance existing housing and homelessness programs.

The extended NHI is placing more emphasis on transitional and supportive housing facilities and services while addressing emergency shelter needs to build a comprehensive continuum of supports. A recent study³⁹ has demonstrated that emergency services such as shelters tend to involve higher costs than those for community/residentially based homelessness options such as supportive and transitional housing. Partnering with the private and other non-governmental sectors is also essential in building the continuum. In the first two years of the extended Initiative, the NHI has been focusing on partnering with the corporate sector, unions and foundations. This is vital in ensuring the long-term sustainability of community efforts to meet homelessness and housing challenges as well as safeguard the accomplishments and momentum created by communities.

Strategic outcome indicators

INDICATORS	CURRENT LEVEL
Number of NHI funding partners (2004)	3,174
Percentage of NHI funding partners by sectors (2004)	
- Non-profit	46%
- All levels of government (e.g., federal/agencies, provincial/territorial, regional/municipal)	27%
- Private sector	9%
- Others (e.g., faith communities, unions, foundations)	18%
Emergency shelters in Canada (2004)	482
Transitional housing in Canada (2004)	336
Supportive housing in Canada (2004)	48

Supplementary information on these performance indicators can be found at: <http://www11.hrsdc.gc.ca/en/cs/sp/hrsdccommun/cpa.shtml>

The Government of Canada has signaled a new integrated approach to housing and homelessness policies and programs by appointing, for the first time, a Minister of Labour and Housing with responsibilities for housing and homelessness.

³⁸ <http://pm.gc.ca/eng/sft-ddt.asp>

³⁹ Steve Pomeroy (2005). *The Cost of Homelessness: Analysis of Alternate Responses in Four Canadian Cities*. Ottawa: Focus Consulting.

In 2004-2005, the NHI's key achievements were:

- the building of assets for a number of individuals, families and communities across Canada. For example, the Action for Neighbourhood Change, an action research initiative is aimed at increasing the capacity of communities to promote housing stability and prevent homelessness in distressed neighbourhoods by developing priority actions and championing models for local organizations. Independent Living Accounts is a research project carried out in three cities that helps 73 residents within supportive/transitional housing facilities to accumulate enough assets to move to self-sufficient living;
- country-wide consultations with community stakeholder groups, Aboriginal groups, and experts on housing and homelessness regarding the policy direction for the development of a housing framework; and
- the broadening of partnerships to help communities build sustainability is demonstrated by the 35% increase in the number of funding partners over the previous year.

Program Indicators

INDICATORS	NOTES
61 completed community plan assessments for 1999-2003. Objective: 100.0% Result: 100.0%	By the end of fiscal year 2003-2004, 60 of the 61 designated communities had completed their community plan assessment. The 100 percent objective was reached by mid-fiscal year 2004-2005.
61 completed community plan updates for 2003-2006. Objective: 100.0% Result: 100.0%	By the end of fiscal year 2003-2004, 53 of the 61 designated communities had completed their community plan updates. The 100 percent objective was achieved by mid-fiscal year 2004-2005.
Percentage of investments directed toward the continuum of supports and services based on priorities established by the community. Objective: At least 75% invested in community priorities (March 31, 2006) Result: Not applicable	To date, based on their priorities, communities have invested approximately 80% of funds in projects directed towards the enhancement of the continuum of supports and services.*
Ratio of total NHI investments versus funding by type of partners for each province and territory for 2003-2006. Objective: 1:1.5 (March 31, 2006) Result: 1:1.6 (to date)	The ratio of NHI contribution versus partner investment is on target. The ratio will fluctuate as the final year of the Initiative comes to a close and all project contributions are completed.*
Increase in accessible sources of information/data on homelessness. Objective: Evidence of uptake of data/information (March 31, 2006) Result: Yes	The number of downloaded research documents increased by 63 percent in 2004-2005. The NHI Website averages 251 downloads and 36,459 hits per day.

* Note: the current ratio is based on the data available when this report was prepared; at the time, 70 percent of data was available for analysis.

Supplementary information on these performance indicators can be found at:
<http://www11.hrsdc.gc.ca/en/cs/sp/hrsdc/commun/cpa.shtml>

Achievements against priorities

Strengthen community capacity to address gaps in the continuum of supports at the local level.

- ❑ In 2004-2005, a total of \$157.3 million⁴⁰ was invested by the 61 communities in priorities identified in their community plans. These investments have been directed toward building the continuum of supports and services in the following areas:
 - 53% was invested in 342 sheltering facilities (emergency shelters, supportive and transitional housing, and support facilities); 29% was invested in support services as well as awareness and capacity-building projects; and 18% was invested in building culturally appropriate services and facilities for urban Aboriginal homeless people, using Aboriginal community plans.
- ❑ In small and rural communities (such as Moose Jaw, SK, Prince George, BC and Berwick, NS), a total investment of \$3.5 million was used to address homelessness by providing local services and supports thereby lessening the burden on the service systems of larger communities.
- ❑ Under the Surplus Federal Real Property for Homelessness Initiative (SFRPHI), six properties were purchased for a total market value of \$1,339,500 (2003-2005) and transferred to three cities (Strathmore, AB, Ottawa, ON and Gander, Nfld&L) for a nominal sum to create 77 supportive housing units.

Foster collaboration among communities, all orders of government, the private sector, unions and non-governmental organizations in addressing homelessness.

- ❑ In 2004-2005, communities were successful in increasing the number of strategic partners by 35%. These partners provided leadership, expertise, and financial as well as in-kind contributions to build community assets. The diverse range of partnerships is demonstrated in the following breakdown: all levels of government, 26%; non-profit, 35%; private sector, 13%; and others, 25%.
- ❑ One example of a strategic partnership is the Digital Inclusion Partnership – a multi-sector information technology partnership with Microsoft, Computers for Schools, and Telecom Pioneers – which provided 110 donated computers to 84 shelters, which increased their efficiency in daily operations and planning.
- ❑ Building partnerships with key research organizations – such as the Canadian Institutes of Health Research, the Social Studies and Humanities Research Council, Metropolis, and the Policy Research Initiative – is key to meeting the goals of the National Research Program (NRP). Similarly, the signing of six Memorandums of Understanding with federal government organizations to produce research on various topics helps to fill gaps in knowledge and to advance understanding.

Increase knowledge and understanding of homelessness issues and trends to develop effective solutions.

- ❑ The NRP, with the assistance of the National Research Advisory Committee, approved 12 research projects in the following research domains: the North; Immigration; Justice; Health; Cycles of Homelessness; and Education, Employment and Income.

⁴⁰ This figure of \$157.3 million excludes SFRPHI, an NHI component. The NHI funds multi-year projects which can result in multi-year investments; therefore, the amount shown here will differ from the program expenditure for 2004-2005.

- ❑ Three completed research projects – an examination of the regulation of public space and the criminalization of homelessness in Vancouver; an analysis of study participants whose country is not Canada; and cost estimates of addressing homelessness across a range of responses – were shared with community groups, governments, academics and others to increase knowledge.
- ❑ The Homeless Individuals and Families Information System (HIFIS) initiative, which enables communities to collect and consolidate data, contributes to the building of a national database and supports information sharing. The number of shelters using HIFIS has increased to 385, which represents a 36% increase over the previous year. As well, in nine communities, more than 85% of shelters are using HIFIS, thus allowing for detailed analysis using meaningful data.

Contribute to the housing and homelessness policy agenda. (additional priority developed in 2004-2005)

- ❑ In the 2004 Speech from the Throne, the Government of Canada reaffirmed the importance of addressing housing and the needs of the homeless population in this country. In response, the government is committed to building a partnership-based housing framework that is responsive to the “real needs of real people”.
- ❑ As part of this commitment, a policy development process is underway. Human Resources and Skills Development Canada (HRSDC), in collaboration with Canada Mortgage and Housing Corporation (CMHC), led a country-wide consultation process in early 2005. These consultations were threefold: community forums (12); expert roundtables (5); and urban Aboriginal homelessness forums (2).

Housing consultation outcomes

Participants agreed that the NHI's community-based approach has been a success, but expressed concerns regarding capacity limitations, administrative burden and sustainability.

The consultations revealed strong support for continued and even increased involvement of the Government of Canada in housing and homelessness programs and for the following vision: “All levels of government and the private, voluntary, and non-profit sectors will work in partnership to ensure that Canada's housing continuum supports the needs of all individuals and families.”

Aboriginal participants are looking for opportunity and the means to address housing and homelessness challenges on issues relating to Aboriginal homelessness.

The consultations with Aboriginal people emphasized the need to move forward with an innovative and transformative approach empowering Aboriginal communities to address homelessness and housing.

Programs supporting priorities

HOMELESSNESS – This program activity assists communities, through partnerships, in implementing measures that help homeless individuals and families move toward self-sufficiency, thereby contributing to society and the economy. http://www.homelessness.gc.ca/home/index_e.asp

Supporting Communities Partnership Initiative (SCPI) – The SCPI increases availability and access to a range of services and facilities along the continuum from homelessness to self-sufficiency through an inclusive community planning process. Along with providing financial support to communities, the SCPI encourages them to work in partnership with provincial, territorial and municipal governments as well as the private and voluntary sectors to strengthen existing capacity and to develop an integrated response to homelessness. http://www.homelessness.gc.ca/initiative/scpi_e.asp

Urban Aboriginal Homelessness (UAH) – This component provides flexibility to meet the unique needs of homeless Aboriginal people through culturally sensitive services. Enhancing capacity building – both within and outside of Aboriginal communities – through community planning, decision making and the formulation of partnerships is a key UAH focus. The National Secretariat on Homelessness (NSH) works with the Federal Interlocutor Division of Indian and Northern Affairs Canada to ensure the complementarity of the Urban Aboriginal Strategy pilot projects and the NHI's UAH component. http://www.homelessness.gc.ca/initiative/uah_e.asp.

Homeless Individuals and Families Information System (HIFIS) – HIFIS provides a solution to service providers and communities by offering an electronic data management system that enables them to share information, develop partnerships and transform management practices within the shelter system. The benefits resulting from a network of data-sharing communities will contribute to the development of a national database. The long-term goal is to better understand the size and scope of the shelter homeless population. http://www.homelessness.gc.ca/initiative/hifis_e.asp

National Research Program (NRP) – The NRP addresses the gaps and priorities in knowledge around issues of homelessness in Canada. By providing funding to partners, the program works to further increase the base of policy and community-relevant research, encourage and support research partnerships, and facilitate the sharing of best practices and the transfer of knowledge. The NRP will help foster the development and assessment of appropriate and effective responses at the local and national levels. http://www.homelessness.gc.ca/initiative/nrp_e.asp

Regional Homelessness Fund (RHF) – The RHF provides funding to establish support services needed to prevent homelessness and to help stabilize the living conditions of at-risk individuals and families in small and rural communities. The funds enable those communities to face capacity challenges and respond to homelessness issues that otherwise can place a burden on the service systems of larger communities. http://www.homelessness.gc.ca/initiative/rhf_e.asp

Surplus Federal Real Property for Homelessness Initiative (SFRPHI) – The SFRPHI provides surplus federal properties to communities across Canada for a nominal cost, hereby assisting communities overcome the high capital costs of buying land or buildings to help alleviate and prevent homelessness. Three Government of Canada organizations – Public Works and Government Services Canada, HRSDC (through the National Secretariat on Homelessness) and CMHC – act as partners at the national and regional levels in implementing and managing this initiative. http://www.homelessness.gc.ca/initiative/sfrphi_e.asp

Financial and Human Resources 2004-2005

GROSS SPENDING (MILLIONS OF DOLLARS)	PLANNED SPENDING	AUTHORITIES	ACTUAL
Gross Operating Expenditures	26.5	26.5	21.4 ^a
Non-Statutory Grants & Contributions	169.1	189.1 ^b	96.4 ^b
Total	195.6	215.6	117.8
FULL TIME EQUIVALENTS	278	245	245

NOTE: Detailed results for Toronto Waterfront Revitalization Initiative (TWRI) are reported in the DPR of Citizenship and Immigration Canada available at: http://www.tbs-sct.gc.ca/rma/dpr1/04-05/index_e.asp

a. The amount includes \$0.3 million in operating resources for the TWRI.

b. Contributions for the TWRI are included with Policy, Program and Service Delivery Support program activity.

Strategic Outcome



Seamless, integrated and multi-channel service delivery that ensures client satisfaction

This strategic outcome is supported by national service delivery management, Regional Headquarters offices, the strategic policy and planning function, and communication activities.

HRSDC has a mandate to provide quality service to citizens and to support their full participation in the workplace and community. During 2004-2005, HRSDC and Social Development Canada (SDC) operated in a shared service delivery model where HRSDC delivered in-person services and SDC delivered telephone and Internet services. In 2005-2006, these service delivery channels will be delivered through one organization as part of the Budget 2005 commitment to create the new Service Canada Initiative. As such, HRSDC is strongly committed to the success of the Service Canada Initiative and will continue its efforts to improve service to citizens and work collaboratively with its partner departments to ensure progress on the priorities of the Service Canada Initiative.

Strategic policy and planning is at the centre of the department. It leads strategic policy analysis and development on current and emerging priorities based on policy research, audit and evaluation findings. It also manages external relation with provinces, territories and international organizations.

HRSDC's activities are also supported by a communications function that is essential for the department to communicate to Canadians on the department's policies, programs and services. The communications role is directed both outwards—seeking the views of Canadians on HRSDC activities and issues, and letting Canadians know about program and service changes, and inwards—communicating the public's views within the department and within the Government of Canada.

Key achievements of this strategic outcome include the implementation of many service improvement initiatives. For example, the Prince Edward Island (PEI) Region received the Progressive Excellence Program Level II certification of quality services from the National Quality Institute. To improve the department's ability to offer citizen-centered service that is easy to access and simple to use, regions like Nova Scotia and Manitoba have realigned their management structures. Program areas like Employment Program Operations have issued new guidelines to ensure that service is delivered in a more consistent manner within a region and across the country. Service quality improvements have also included the development of new service standards and new processes to measure client satisfaction to better understand the service needs and expectations of citizens.

Policy achievements in 2004-2005 are discussed in the HRSDC achievements section of this report (page 19).

Program Indicators

INDICATORS	NOTES
N/A	To measure HRSDC's performance regarding this strategic outcome, the department worked to develop service delivery indicators during 2004-2005 as part of the Modernizing Services for Canadians initiative. With the announcement of the Service Canada Initiative in the 2005 Budget, this work on service delivery indicators will become the base of performance measurement for Service Canada.

Supplementary information on these performance indicators can be found at:
<http://www11.hrsdc.gc.ca/en/cs/sp/hrsdccommun/cpa.shtml>

Achievements against priorities

Provide uninterrupted service and benefits delivery.

- ❑ The initial Service Canada project has been an important driver for improving client satisfaction by providing one-stop access to government-wide information services through a choice of channels, including: in-person self-service or assisted information service, by telephone and over the Internet. Employees in local offices have been trained as pathfinders to help guide clients to the information and services available to them, including: telephones, computers and printed publications and forms. In 2004-2005, the main achievements include:
 - establishing self-service or assisted service—one-stop access;
 - offering passport services in three Service Canada Access Centres;
 - opening nine new Service Canada locations for a total of 76 sites; and
 - ensuring that the most often requested free publications and forms from other federal government departments are now readily available in local offices.
- ❑ National studies and special initiatives were conducted to evaluate performance and identify potential efficiencies to improve on client-focused objectives. More detailed information on improvements to service delivery can be found in the *Service Improvement Initiative* annex (Table 15).
- ❑ As departmental programs and services must remain flexible, responsive and comprehensive, the consolidation of the HRSDC Internet site has allowed the department to present information in a more integrated manner. Information on programs and services, as well as forms and applications for services, are now accessible 24 hours a day, seven days a week.
- ❑ In October 2004, HRSDC and Social Development Canada won a number of Gold and Silver Awards from the Government Technology Exhibition and Conference (GTEC) for having demonstrated innovation and leadership toward improving services to citizens, including awards for:
 - Employment Insurance: Record of Employment on the Web and Internet Reporting Service; and
 - Employment Insurance and Labour: Citizen Access Workstation Service and Social Insurance Number – Integrity and Authentication.
- ❑ The department has committed to ensuring that programs and services are delivered reliably, without disruptions and interruptions. HRSDC has safeguards and contingency plans ready to be implemented as well as an emergency response unit that can be mobilized in the event of emergencies, crises, natural disasters, etc. This fiscal year, continuity plans were put into operation during a national public service strike.

Develop a human capital framework based on evidence that guides the department's policy priorities.

- ❑ The department has begun to develop the Human Capital policy framework in light of new and challenging evidence and analysis. The framework was designed to bring greater coherence to the new department's policy agenda and to strengthen horizontal linkages.

Develop communications strategies to support Ministers.

- ❑ In November 2004, Living the Vision was launched: an eight-month initiative to increase and enhance dialogue between HRSDC employees and management during the re-alignment of the HRSDC mandate. Several armchair discussions were organized throughout the year and all were well attended by employees and managers.
- ❑ Numerous communications strategies were developed to raise awareness, promote accessibility and inform Canadians of the programs and services that HRSDC offers.
- ❑ Communications products, activities and approaches were developed for the various program activities (Employment Insurance Benefits, Employment Programs, Workplace Skills, Learning, Labour and Homelessness) of the department.

Programs supporting priorities

POLICY, PROGRAM AND SERVICE DELIVERY SUPPORT – The in-person regional service delivery network provides direct service to clients on behalf of HRSDC and Social Development Canada. It also includes policy and communications support.

Regional and Local Program and Service Delivery – This program provides and maintains the nation-wide accessible in-person Service Delivery Network that facilitates the delivery of HRSDC and Social Development Canada programs and services; meets the needs and preferences of citizens and communities; supports HRSDC's commitment to service excellence and service transformation; and integrates the in-person services of other Government of Canada departments.

Strategic Policy and Planning (SPP) – SPP plays a key role in supporting the department's Ministers by working closely with program areas and by providing policy, knowledge development, corporate planning and support leadership within the department.

Communications and Ministerial Services – It supports the achievement of the department's strategic and operational goals and priorities by communicating effectively with primary audiences. It processes ministerial and executive correspondence, coordinates events and liaison between ministers' offices and program branches, and develops products for Ministers, senior officials and program branches.

Financial and Human Resources 2004-2005

GROSS SPENDING (MILLIONS OF DOLLARS)	PLANNED SPENDING	AUTHORITIES	ACTUAL
Gross Operating Expenditures	216.5	175.9 ^a	161.4 ^b
Non-Statutory Grants and Contributions	115.9 ^c	37.6 ^d	17.6 ^e
Total Gross Expenditures	332.4	213.5	179.0
El Part II – Employment Benefits and Support Measures	14.6	10.6 ^f	9.5
Total	347.0	224.1	188.5
FULL TIME EQUIVALENTS	1,784	1,141	1,141

a. The amount includes \$0.7 million for the Toronto Waterfront Revitalization Initiative.

b. The amount includes \$0.4 million for the Toronto Waterfront Revitalization Initiative.

c. The amount includes \$115.7 million for the Toronto Waterfront Revitalization Initiative.

d. The amount includes \$35.0 million for the Toronto Waterfront Revitalization Initiative.

e. The amount includes \$15.6 million for the Toronto Waterfront Revitalization Initiative.

f. Employment Insurance authorities for 2004-2005 represent the Budget 2005 forecasts.

SHARED CORPORATE SERVICES PROVIDED TO HRSDC BY SOCIAL DEVELOPMENT CANADA

During 2004-2005, Social Development Canada (SDC) provided corporate services to HRSDC, including the following shared services: Human Resources, Financial and Administrative Services, Systems, and Legal. More detailed information on accomplishments against plans and priorities can be found in Social Development Canada's Departmental Performance Report available on the Treasury Board Secretariat Website at: http://www.tbs-sct.gc.ca/rma/dpr1/04-05/index_e.asp.

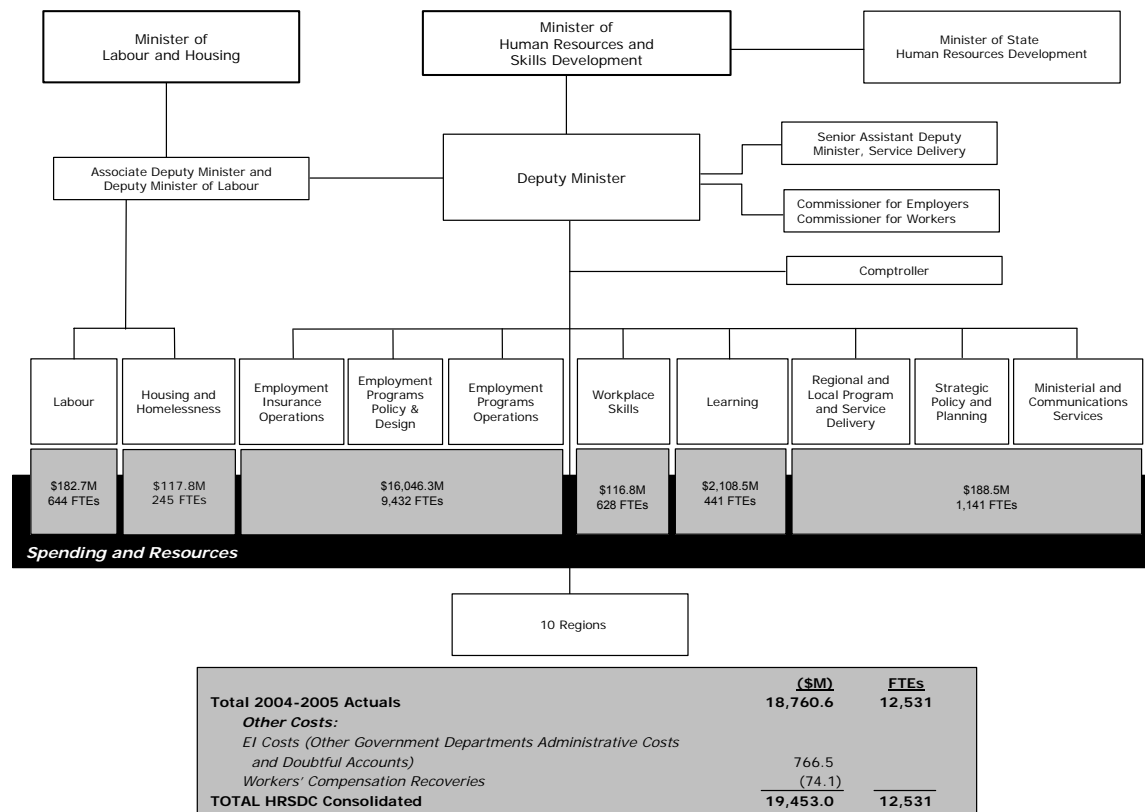
Indicators

INDICATORS	NOTES
HUMAN RESOURCES	
Visible Minority Representation.	HRSDC is within 1.2 percentage points of achieving its representation goal for members of visible minority groups.
Objective: 8.4%	
Result: 7.2%*	
Aboriginal Representation.	Historically, the department recognized small pockets of under-representation primarily in certain local areas and regions, therefore, an across-the-board approach was not appropriate. The re-organization of the former department of HRDC temporarily restricted HRSDC's ability to integrate the 2001 Workforce Availability Estimates produced by the Public Service Human Resources Management Agency of Canada, reflective of the two new departments, to assist managers in targeting the remaining gaps.
Objective: 3.9%	
Result: 4.1%*	
Persons with Disabilities Representation.	HRSDC exceeded its representation goals for Aboriginal peoples and women.
Objective: 4.0%	
Result: 8.5%*	The representation rate achieved for persons with disabilities was exceeded by double the availability.
Women Representation.	* These numbers represent the first baseline for HRSDC.
Objective: 64.3%	
Result: 75.0%*	
OFFICIAL LANGUAGE COMPLAINTS	
Language of work (number of complaints in comparison to previous year).	The result represents the first baseline for HRSDC. For comparison purposes, if the number of complaints (3) for 2004-2005 for HRSDC is added to Social Development Canada's 5 complaints received (1 unfounded), the total of 7 founded complaints represents no change for fiscal year 2002-2003 (8 complaints received, 1 unfounded), but an increase of 1 complaint over fiscal year 2003-2004 (6 complaints received).
Objective: –	
Result: 3	
Service to the public (number of complaints in comparison to previous year).	The result represents the first baseline for HRSDC. For comparison purposes with the former HRDC, if the number of complaints (28) for 2004-2005 for HRSDC is added to Social Development Canada's 11 complaints, the total of 39 complaints represents a 22 percent decrease from each of the fiscal years 2002-2003 (56 complaints received, 6 unfounded) and 2003-2004 (51 complaints received, 1 unfounded).
Objective: –	
Result: 28	



SUPPLEMENTARY INFORMATION

ORGANIZATIONAL INFORMATION



Financial Performance Overview

Variance between authorities and planned spending

In 2004-2005, HRSDC was authorized to spend \$20,128 million or \$714 million less than the consolidated planned spending of \$20,842 million (Tables 1 and 3). The variance is explained by:

- ❑ a decrease of \$452 million in the Employment Insurance (EI) account, mostly attributable to a revised forecast of EI Part I benefits based on fewer anticipated claimants due to a stronger economy;
- ❑ a net decrease of \$77 million in the net total operating expenditures, mostly attributable to a reduction of \$23 million in the Employee Benefit Plan, a decrease of \$49 million in the Canada Student Loans Program (CSLP) (explained by \$37 million in the CSLP Direct Financing due to a decrease in the Service Bureau Cost resulting from a lower than expected annual volume of consolidated student loans and \$12 million for the transfer to Social Development Canada (SDC) of private collection agencies services) and to a decrease of \$6 million in Federal Workers' Compensation;
- ❑ a decrease of \$86 million in grants and contributions, mostly related to a reduction of \$81 million in contributions related to the re-profile of the Toronto Waterfront Revitalization Initiative and to a reduction of \$5 million in contributions for delays in the implementation of the new Workplace Skills Strategy;
- ❑ a net decrease of \$63 million in statutory payments authorities, mostly related to a decrease of \$85 million in the Canada Learning Bond partially offset by an increase of \$21 million in Canada Education Savings Grants related to greater increase in the take-up than expected; and
- ❑ a decrease of \$39 million in Loans disbursed under the *Canada Student Financial Assistance Act*, mainly due to a lower (approximately 4%) actual gross amount of loans issued than expected.

Variance between planned to actual spending

The actual consolidated expenditures of \$19,453 million were \$675 million lower than our total consolidated authorities of \$20,128 million (Tables 1 and 3). The variance is explained by:

- ❑ EI benefits being \$508 million less than the total authorities, mainly in EI Part I benefits with a variance of \$499 million due to fewer beneficiaries;
- ❑ grants and contributions expenditures being \$153 million less than the authorities. This lapse can be attributed mainly to a surplus of \$92.7 million that will be requested for re-profile to 2005-2006 for the Homelessness initiative to ensure that funds will be available for proposals that are developed for activities to alleviate homelessness. It is also attributable to a surplus of \$19 million for the Toronto Waterfront Revitalization Initiative, a surplus of \$15 million in the Youth Employment Strategy related to delays in project approvals resulting in late release of the 2004-2005 budget and to \$17 million in frozen resources;
- ❑ a net operating lapse of \$31 million related to \$30 million in frozen resources and \$1 million in general lapse. The frozen items are mostly attributable to a year-end Operating Budget Adjustment between non-salary and salary, and to transfers to SDC. The transfers to SDC are necessary to realign the resources between HRSDC and SDC as a result of the split of Human Resources Development Canada; and
- ❑ an increase of \$19 million due to a reduction in the amount of the Employee Benefit Plan recoverable from the Employment Insurance Account and Canada Pension Plan.

TABLE 1: COMPARISON OF PLANNED TO ACTUAL SPENDING ^a

	2004-2005				
	2003-2004	Main	Planned		
(millions of dollars)	Actual	Estimates ^b	Spending	Authorities	Actual
Program Activities					
Employment Insurance	514.1	557.1	557.8	557.5	554.3
Employment Programs	755.1	792.7	832.4	780.7	744.8
Workplace Skills	56.0	61.9	75.6	80.4	73.8
Learning	934.2	879.1	1,000.3	897.9	889.4
Labour	179.0	184.8	186.8	184.9	182.3
Homelessness	151.6	195.6	195.6	215.6	117.8 ^e
Policy, Program and Service Delivery Support	353.8 ^c	216.4	332.4	213.5 ^f	179.0 ^f
Total Gross Expenditures	2,943.8	2,887.6	3,180.9	2,930.5	2,741.4
Respendable revenues	(873.7)	(894.2)	(895.2)	(870.5)	(865.3)
Total Net Expenditures	2,070.1	1,993.4	2,285.7	2,060.0	1,876.1
Non-Budgetary					
Loans disbursed under <i>Canada Student Financial Assistance Act</i>	1,374.1	1,254.7	1,254.7	1,215.7	1,215.7
Total Department	3,444.2	3,248.1	3,540.4	3,275.7	3,091.8
Plus: Specified Purpose Accounts					
Employment Insurance	16,651.0		17,344.2	16,893.1 ^d	16,384.6
Other Specified Purpose Accounts	58.4		55.2	55.3	55.1
Departmental Recoveries charged to the CPP	10.1		9.3	6.8	5.3
Departmental Employee Benefit Plan recoverable from EI Account	(89.5)		(106.7)	(103.2)	(83.8)
Consolidated Total HRSDC	20,074.2		20,842.4	20,127.7	19,453.0
Less: Non-Respendable Revenues			273.0	374.4	374.4
Plus: Cost of services received without charge			15.6 ^g	173.0	173.0
Net cost of HRSDC			20,585.0	19,926.3	19,251.6
Full Time Equivalents	13,910	13,791	13,837	12,531	12,531

a. Refer to HRDC's previous performance reports for financial information on 2002-2003. Historical comparison of 2002-2003 expenditures for HRSDC is not available.

b. As published in Main Estimates 2004-2005.

c. In Main Estimates 2004-2005, authorities for Private Collection Agencies are reported under HRSDC, however actual expenditures are reported under SDC in the 2005 Public Accounts. The funds were transferred from HRSDC to SDC through Supplementary Estimates (A) in 2004-2005 and 2003-2004 actual expenditures have been adjusted to reflect the transfer.

d. Employment Insurance authorities for 2004-2005 represent the Budget 2005 forecasts.

e. The amount includes \$0.3 million for the Toronto Waterfront Revitalization Initiative.

f. The amounts include resources related to the Toronto Waterfront Revitalization Initiative.

g. Services without charge provided by SDC for shared services were not included in the 2004-2005 Report on Plans and Priorities.

TABLE 2: USE OF RESOURCES BY PROGRAM ACTIVITY

	BUDGETARY							PLUS: NON BUDGETARY	TOTAL ^b
	Operating	Voted Grants and Contributions	Sub-total: Gross Expenditures	Statutory Grants and Contributions	Total Gross Expenditures	Less: Respendable Revenues	Total Net Budgetary Expenditures	Loans under CSFAA	
(millions of dollars)									
PROGRAM ACTIVITIES									
Employment Insurance									
Main Estimates ^a	556.9	-	556.9	0.2	557.1	(480.0)	77.1	-	77.1
Planned Spending	557.6	-	557.6	0.2	557.8	(480.6)	77.2	-	77.2
Authorities	557.4	-	557.4	0.1	557.5	(486.1)	71.4	-	71.4
Actual	554.2	-	554.2	0.1	554.3	(484.1)	70.2	-	70.2
Employment Programs									
Main Estimates ^a	293.1	499.6	792.7	-	792.7	(149.7)	643.0	-	643.0
Planned Spending	297.3	535.1	832.4	-	832.4	(149.8)	682.6	-	682.6
Authorities	272.2	508.5	780.7	-	780.7	(138.9)	641.8	-	641.8
Actual	267.3	477.5	744.8	-	744.8	(138.5)	606.3	-	606.3
Workplace Skills									
Main Estimates ^a	43.7	18.2	61.9	-	61.9	(38.2)	23.7	-	23.7
Planned Spending	44.7	30.9	75.6	-	75.6	(38.2)	37.4	-	37.4
Authorities	57.2	23.2	80.4	-	80.4	(49.9)	30.5	-	30.5
Actual	57.0	16.8	73.8	-	73.8	(49.7)	24.1	-	24.1
Learning									
Main Estimates ^a	133.4	28.9	162.3	716.8	879.1	(13.7)	865.4	1,254.7	2,120.1
Planned Spending	148.7	29.8	178.5	821.8	1,000.3	(13.7)	986.6	1,254.7	2,241.3
Authorities	102.5	36.7	139.2	758.7	897.9	(14.4)	883.5	1,215.7	2,099.2
Actual	94.8	35.9	130.7	758.7	889.4	(13.9)	875.5	1,215.7	2,091.2
Labour									
Main Estimates ^a	180.9	3.9	184.8	-	184.8	(74.0)	110.8	-	110.8
Planned Spending	182.9	3.9	186.8	-	186.8	(74.0)	112.8	-	112.8
Authorities	181.0	3.9	184.9	-	184.9	(74.8)	110.1	-	110.1
Actual	180.1	2.2	182.3	-	182.3	(74.8)	107.5	-	107.5
Homelessness									
Main Estimates ^a	26.5	169.1	195.6	-	195.6	-	195.6	-	195.6
Planned Spending	26.5	169.1	195.6	-	195.6	-	195.6	-	195.6
Authorities	26.5	189.1	215.6	-	215.6	-	215.6	-	215.6
Actual ^c	21.4	96.4	117.8	-	117.8	-	117.8	-	117.8
Policy, Program and Service Delivery Support									
Main Estimates ^a	216.2	0.2	216.4	-	216.4	(138.6)	77.8	-	77.8
Planned Spending	216.5	115.9	332.4	-	332.4	(138.9)	193.5	-	193.5
Authorities ^d	175.9	37.6	213.5	-	213.5	(106.4)	107.1	-	107.1
Actual ^d	161.4	17.6	179.0	-	179.0	(104.3)	74.7	-	74.7
Total									
Main Estimates ^a	1,450.7	719.9	2,170.6	717.0	2,887.6	(894.2)	1,993.4	1,254.7	3,248.1
Planned Spending	1,474.2	884.7	2,358.9	822.0	3,180.9	(895.2)	2,285.7	1,254.7	3,540.4
Authorities	1,372.7	799.0	2,171.7	758.8	2,930.5	(870.5)	2,060.0	1,215.7	3,275.7
Actual	1,336.2	646.4	1,982.6	758.8	2,741.4	(865.3)	1,876.1	1,215.7	3,091.8

a. As published in Main Estimates 2004-2005.

b. Total excludes Specified Purpose Accounts.

c. Operating resources include \$0.3 million for the Toronto Waterfront Revitalization Initiative.

d. Operating and Voted Grants and Contributions include resources related to the Toronto Waterfront Revitalization Initiative.

TABLE 3: VOTED AND STATUTORY ITEMS

Vote/ Statutory item	(millions of dollars)	2004-2005			
		Main Estimates ^a	Planned Spending	Authorities	Actual
	Department				
1	Operating expenditures	258.7	280.6	282.6	251.3
5	Grants and contributions	719.9	884.7	799.0	646.4
(S)	Minister of Human Resources and Skills Development – Salary and motor car allowance	0.1	0.1	0.1	0.1
(S)	Minister of Labour – Salary and motor car allowance	0.1	0.1	0.1	0.1
(S)	Payments related to the direct financing arrangement under the <i>Canada Student Financial Assistance Act</i>	250.1	250.1	261.8	261.8
(S)	The provision of funds for interest payments under the <i>Canada Student Loans Act</i>	0.5	0.5	0.2	0.2
(S)	The provision of funds for liabilities including liabilities in the form of guaranteed loans under the <i>Canada Student Loans Act</i>	18.9	18.9	(24.1)	(24.1)
(S)	The provision of funds for interest and other payments to lending institutions and liabilities under the <i>Canada Student Financial Assistance Act</i>	75.4	75.4	86.0	86.0
(S)	Canada Study Grants to qualifying full and part-time students pursuant to the <i>Canada Student Financial Assistance Act</i>	79.8	79.8	64.5	64.5
(S)	Grants to the trustees of Registered Education Savings Plans (RESPs) for the benefit of beneficiaries named under those RESPs, pursuant to the Canada Education Savings Grant regulations of the <i>Department of Human Resources Development Act</i>	385.0	405.0	426.0	426.0
(S)	Payments related to Canada Learning Bond	-	85.0	-	-
(S)	Supplementary Retirement Benefits – Annuities agents' pensions	-	-	-	-
(S)	Labour Adjustment benefits in accordance with the terms and conditions prescribed by the Governor in Council to assist workers who have been laid off as a result of import competition, industrial restructuring, or severe economic disruption in an industry or region	-	-	-	-
(S)	Civil Service Insurance actuarial liability adjustment	0.2	0.2	0.1	0.1
(S)	Payments of compensation respecting government employees and merchant seamen	51.0	51.0	45.1	45.1
(S)	Payments to private collection agencies pursuant to Section 17.1 of the <i>Financial Administration Act</i> ^b	12.5	12.5	-	-
(S)	Contributions to employee benefit plans ^c	141.2	141.8	118.4	118.4
(S)	Spending of proceeds from disposal of surplus Crown Assets	-	-	-	-
(S)	Refunds of amounts credited to revenues in previous years	-	-	0.2	0.2
	Total Budgetary	1,993.4	2,285.7	2,060.0	1,876.1
	Plus: Non-Budgetary				
	Loans disbursed under the <i>Canada Student Financial Assistance Act</i>	1,254.7	1,254.7	1,215.7	1,215.7
	Total Department	3,248.1	3,540.4	3,275.7	3,091.8
	Plus: Specified Purpose Accounts:				
	Employment Insurance (EI) costs		17,344.2	16,893.1 ^d	16,384.6
	Other Specified Purpose Accounts costs		55.2	55.3	55.1
	Costs recoverable from the CPP		9.3	6.8	5.3
	Employee Benefit Plan recoverable from the EI Account		(106.7)	(103.2)	(83.8)
	Total Consolidated Expenditures		20,842.4	20,127.7	19,453.0
	Full Time Equivalents	13,791	13,837	12,531	12,531

a. As published in Main Estimates 2004-2005.

b. In Main Estimates 2004-2005, authorities for Private Collection Agencies are reported under HRSDC, however the actual expenditures are reported under SDC in the 2005 Public Accounts. The funds were transferred from HRSDC to SDC through Supplementary Estimates (A) in 2004-2005.

c. This statutory item includes the government's contribution as an employer to various benefit plans such as the Public Service Superannuation Account, the Public Service Death Benefit Account, the Employment Insurance Account and the Canada/Quebec Pension Plans. The amount is partially recoverable from the EI Account and the Canada Pension Plan.

d. Employment Insurance authorities for 2004-2005 represent the Budget 2005 forecasts.

TABLE 4: NET COST OF DEPARTMENT

	2004-2005
(millions of dollars)	
Total Actual Spending	3,091.8
Plus: Service Received without Charge	
Contributions covering employers' share of employee's insurance premiums and expenditures paid by TBS	16.1
Net shared services provided by Social Development Canada ^a	153.2
Salary and associated expenditures of legal services provided by Justice Canada	3.7
	<u>173.0</u>
Less: Non-Respendable Revenues	
Canada Student Loans	275.2
Others	99.2
	<u>374.4</u>
2004-2005 NET COST OF DEPARTMENT	2,890.4

a. In 2004-2005, Social Development Canada provided shared corporate services (Financial and Administrative Services, Human Resources, Legal and Systems) to HRSDC.

TABLE 5: CONTINGENT LIABILITIES

Contingent Liabilities (millions of dollars)	As of March 31, 2004	As of March 31, 2005
Loans		
Canada Student Loans Program	444.3	321.8
Litigations	0.2	-
Total	<u>444.5</u>	<u>321.8</u>

TABLE 6: LOANS, INVESTMENTS AND ADVANCES

	2003-2004	2004-2005			
Loans, Investments and Advances (millions of dollars)	Actual	Main Estimates	Planned Spending	Authorities	Actual
Learning					
Loans disbursed under the <i>Canada Student Financial Assistance Act</i> ^a	1,374.1	1,254.7	1,254.7	1,215.7	1,215.7
Total	<u>1,374.1</u>	<u>1,254.7</u>	<u>1,254.7</u>	<u>1,215.7</u>	<u>1,215.7</u>

a. The reduction for the loans is due mainly to the impact of loan reimbursements from borrowers on the loan portfolio.

TABLE 7: SOURCES OF RESPONDABLE AND NON-RESPONDABLE REVENUES ^a

Revenues by Program Activity (millions of dollars)	2003-2004 ^b	2004-2005			
	Actual	Main Estimates	Planned Revenues	Authorities	Actual
Responsible Revenues ^c					
Employment Insurance	452.9	480.0	480.6	486.1	484.1
Employment Programs	120.9	149.7	149.8	138.9	138.5
Workplace Skills	36.7	38.2	38.2	49.9	49.7
Learning	14.6	13.7	13.7	14.4	13.9
Labour	73.7	74.0	74.0	74.8	74.8
Homelessness	-	-	-	-	-
Policy, Program and Service Delivery Support	174.9	138.6	138.9	106.4	104.3
Total Responsible Revenues	873.7	894.2	895.2	870.5	865.3
Non-Responsible Revenues					
Recovery of Employee Benefit Costs	79.7	108.4	108.5	85.3	85.3
Adjustment to Prior Years' Payables	4.9	-	-	7.5	7.5
Canada Student Loans	230.3	-	162.7 ^d	275.2	275.2 ^d
Actuarial Surplus	2.5	-	-	0.2	0.2
Miscellaneous Items	11.5	-	-	4.1	4.1
User Fees	1.9 ^e	1.8	1.8 ^e	2.1	2.1
Total Non-Responsible Revenues	330.8	110.2	273.0	374.4	374.4

a. Refer to HRDC's previous Performance Reports for financial information on 2002-2003. Historical comparison of 2002-2003 actual expenditures for HRSDC is not available.

b. The split of the non-responsible revenues between HRSDC and Social Development Canada, as published in the 2003-2004 Departmental Performance Report, has been revised to reflect the correct split.

c. These amounts include administrative costs recovered from the Employment Insurance Account and the Canada Pension Plan.

d. Planned figure include recoveries of principal and interest on Canada Student Loans. The actual figure is as published in the 2005 Public Accounts, and includes interest revenues on Canada Student Loans. Planned figure will be realigned in the next Report on Plans and Priorities to show the forecasted interest revenues.

e. 2003-2004 actual revenue was previously reported under "Miscellaneous Items" and 2004-2005 planned revenue was reported under "Labour - Service Fees".

TABLE 8: 2004-2005 USER FEES – USER FEES ACT

A. User Fee	Fee Type	Fee Setting Authority	Date Last Modified	2004-2005				
				Forecast Revenue (\$000)	Actual Revenue (\$000)	Full Cost (\$000)	Performance Standard	Performance Results
Federal Workers' Compensation Administrative Fees	(O)	<i>Government Employees Compensation Act</i>	September 1990	2,000	1,979	3,800	90% of claims processed to the appropriate provincial workers' compensation authority within 24 hours	83% of claims processed to the appropriate provincial workers' compensation authority within 24 hours
Other Initiative - Labour Fire Protection Engineering Services Fees ^a	(O)	<i>Financial Administration Act</i>	June 1993	60	96	4,028	90% of plan review completed within 21 calendar days or 15 working days	45% of plan review completed within 21 calendar days or 15 working days
Access to Information and Privacy	(R)	<i>Access to Information Act</i>	1983	n/a ^b	3	602	30 days ^c	93%
Total User Fees				2,060	2,078	8,430		

A. User Fee	Fee Type	Fee Setting Authority	Date Last Modified	Planning Years					
				2005-2006		2006-2007		2007-2008	
				Forecast Revenue (\$000)	Estimated Full Cost (\$000)	Forecast Revenue (\$000)	Estimated Full Cost (\$000)	Forecast Revenue (\$000)	Estimated Full Cost (\$000)
Federal Workers' Compensation Administrative Fees	(O)	<i>Government Employees Compensation Act</i>	September 1990	2,100	3,900	2,200	4,000	2,300	4,100
Other Initiative - Labour Fire Protection Engineering Services Fees ^a	(O)	<i>Financial Administration Act</i>	June 1993	60	4,100	60	4,200	60	4,300
Access to Information and Privacy	(R)	<i>Access to Information Act</i>	1983	4	625	4	650	4	675
Total User Fees				2,164	8,625	2,264	8,850	2,364	9,075

a. The Full Costs represent the total expenditures for Fire Protection Services program of which only a small portion is recoverable through user fees for the fire protection engineering service delivery to Crown Corporations.

b. There is no forecast revenue for 2004-2005 since Treasury Board has identified that ATIP requests meet the definition of user fees as per the new User Fee Act for the first time in 2004-2005.

c. Even though the legislative deadline is 30 calendar days, extensions are allowed depending on the complexity of the request.

TABLE 9: MAJOR REGULATORY INITIATIVES**Efficient and inclusive labour market transitions through temporary income support and active employment measures**

REGULATIONS	EXPECTED RESULTS	PERFORMANCE MEASUREMENT CRITERIA	RESULTS ACHIEVED
EMPLOYMENT INSURANCE (EI) REGULATION 89 – SOCIAL INSURANCE NUMBER (SIN)	By December 2004, an amendment to EI Regulation 89 to recognize the use of 900-series SIN for purposes of the payment of EI benefits to which claimants are legally entitled, despite being out of Canada.	The regulation change will clarify the use of the 900-series SIN for individuals who will be claiming EI benefits while they are outside of Canada.	The scope of this initiative has been broadened to include other issues related to the 900-series SIN that go beyond the scope of the EI program. Consultations with Social Development Canada (SDC) are underway to determine new project parameters.
EI REGULATIONS 79 AND 85(2) – APPEALS TO BOARDS OF REFEREES AND TO THE UMPIRE	By March 2005, an amendment to EI Regulations 79 and 85(2) to allow appeals to Boards of Referees and to the Umpire to be filed in locations other than the HRSDC local offices that issue the decision being appealed.	The regulation change would support the modernization of the administration process concerning the filing of appeals. It is anticipated that 90% of appeals will be filed via the Internet within two years of Internet service becoming available.	Work is underway. Timing of the regulation has been affected due to the priority that has been placed on regulation changes associated with seasonal workers pilot projects and Quebec Parental program.
NEW EI REGULATION 55.1 – PERSONAL INFORMATION PROTECTION AND ELECTRONIC DOCUMENTS ACT AND EI VOLUNTARY VERIFICATION PROGRAMS	By October 2004, an addition to the EI regulation to reflect the impact of PIPEDA on requests sent to employers for personal information on employees for purposes of EI voluntary verification programs.	The regulation change ensures the two verification programs administered by the EI program, the Automated Earnings Reporting System (AERS) and the Report on Hirings (ROH) Program, are in operation by January 1, 2005.	The regulation change came into force on December 14, 2004.
EI COLLECTION OF PREMIUMS REGULATION 10 – IMPACT OF TAX COURT DECISION IN THE CASE OF AN APPELLANT, MS. MULVENNA, ON THE INSURABILITY OF PAYMENTS UNDER EMPLOYER PAID SUPPLEMENTAL UNEMPLOYMENT BENEFIT (SUB) PLANS.	By March 2005, an amendment to EI Collection of Premiums Regulation 10 to more clearly state the long-understood exemption of employer SUB payments from earnings to be considered insurable earnings.	The regulation change would ensure that persons in receipt of “top-up” benefits while on claim for EI maternity or parental benefits cannot use this paid leave to accumulate additional hours of insurable employment.	The regulation change is being prepared for final approval.
MODERNIZATION OF BENEFITS AND OBLIGATIONS ACT	The EI Regulations will be amended in 2005-2006 so that parental benefits can be made available to common-law couples when one adopts the child of the other (step-parents	The regulation change is required to ensure consistency with the provisions of the <i>Modernization of Benefits and</i>	Federal/Provincial/Territorial consultations are complete. Timing of the regulation has been affected due to the priority that has been placed on

Efficient and inclusive labour market transitions through temporary income support and active employment measures

REGULATIONS	EXPECTED RESULTS	PERFORMANCE MEASUREMENT CRITERIA	RESULTS ACHIEVED
	adoptions) whether the couple are common-law partners of the opposite sex or same sex.	<i>Obligations Act.</i> The regulation change is to ensure that parental benefits are available in provinces and territories where common-law partners, whether of the same or opposite sex, are not able to adopt the other partner's child.	regulation changes associated with seasonal workers pilot projects and Quebec Parental program.

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REGULATIONS	EXPECTED RESULTS	PERFORMANCE MEASUREMENT CRITERIA	RESULTS ACHIEVED
CANADA EDUCATION SAVINGS GRANT The Canada Education Savings Grant (CESG) is a 20% matching grant paid on education savings made in a Registered Education Savings Plan for a child under 18. The 2004 Budget announced increases to the match rate on the first \$500 of annual savings to 40% for low-income families and to 30% for middle-income families. Amendments to the CESG Regulations are required to implement this announcement. They are likely to be combined with new regulations for the Canada Learning Bond (below).	To strengthen assistance for low- and middle-income families that wish to save for their children's post-secondary education.	Have in place the required legislative and regulatory amendments to pay the additional CESG to low- and middle-income families that wish to save for their children's post-secondary education.	<i>The Canada Education Savings Act</i> received royal assent December 15, 2004 and the Regulations were approved by Treasury Board May 16, 2005 with an effective date of July 1, 2005. Effective July 1st, 2005, low- and middle-income families receive the additional CESG payments.
CANADA LEARNING BOND The Canada Learning Bond is a new initiative announced in the 2004 Budget which provides up to \$2,000 of education savings over 16 years for children from low-income families that are eligible to receive the National Child Benefit Supplement. New regulations will be required to implement this announcement. They will likely be combined with the CESG Regulations (above).	To ensure a guaranteed source of savings for the post-secondary education of children from eligible low-income families.	Have in place the required legislative and regulatory amendments to pay the Canada Learning Bond to eligible low-income families to ensure a source of guaranteed savings for their children's post-secondary education.	<i>The Canada Education Savings Act</i> , which also provides authority to pay the Canada Learning Bond, received royal assent December 15, 2004 and the Regulations were approved by Treasury Board May 16, 2005 with an effective date of July 1, 2005. Effective July 1st, 2005, eligible low-income

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REGULATIONS	EXPECTED RESULTS	PERFORMANCE MEASUREMENT CRITERIA	RESULTS ACHIEVED
			families receive Canada Learning Bond Payments.
DEBT REDUCTION IN REPAYMENT Debt Reduction in Repayment (DRR) is a debt management measure which provides students who are experiencing long-term financial difficulty in repaying their student loans with a reduction in loan principal. The 2004 Budget announced an increase in the total amount available for reduction under DRR from \$20,000 to \$26,000. Amendments to the <i>Canada Student Financial Assistance Regulations</i> and the <i>Canada Student Loans Regulations</i> are required to implement this announcement.	To provide more assistance for borrowers who are experiencing exceptional long-term financial difficulties in repaying their student loans. To coincide with increased loan limits announced in the 2004 Budget.	Increased % of borrowers accessing enhanced DRR thus avoiding default.	Amendments to the <i>Canada Student Financial Assistance Regulations</i> and the <i>Canada Student Loans Regulations</i> are effective on August 1, 2005. The results of these regulatory amendments will be available in the next year.
WEEKLY LOAN LIMITS The 2004 Budget announced an increase in federal weekly loan limits under the Canada Student Loans Program, from the current \$165 per week to \$210 per week. An amendment to section 10 of the <i>Canada Student Financial Assistance Regulations</i> is required to implement this announcement.	An increase in loan limits will decrease financial barriers to post-secondary study, respond to the rising costs of post-secondary education, help meet current unfunded financial need and help reduce reliance on costly private borrowing.	The increase in the Canada Student Loan limit will provide approximately 185,000 students with more support. In addition, the number of borrowers at the loan limit will be reduced by about 14 percent or 50,000 students, and the average "unfunded need" for undergraduate students will be cut by 50 percent.	Amendments to the <i>Canada Student Financial Assistance Regulations</i> are effective on August 1, 2005. The results of these regulatory amendments will be available in the next year.
NEW CANADA STUDY GRANT The 2004 Budget announced that the Canada Student Loans Program would provide a new non-repayable grant for first-time, first-year students from low-income families who are entering post-secondary education. Regulatory amendments to Part VI of the <i>Canada Student Financial Assistance Regulations</i> are required in order to introduce this new grant.	This grant will provide incentives for students from low-income families to participate in post-secondary education, decrease barriers to post-secondary studies, and offset the costs of tuition incurred in the first year of study. This grant will also align post-secondary education policy with Canada's broader social policy via the provision of	The new Canada Access Grant for Students from Low-income Families is expected to benefit over 22,000 students each year.	Amendments to the <i>Canada Student Financial Assistance Regulations</i> are effective on August 1, 2005. The results of these regulatory amendments will be available in the next year.

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REGULATIONS	EXPECTED RESULTS	PERFORMANCE MEASUREMENT CRITERIA	RESULTS ACHIEVED
	targeted assistance to students who need additional support.		
CANADA STUDY GRANT FOR HIGH-NEED STUDENTS WITH PERMANENT DISABILITIES <p>The 2004 Budget announced that the current Canada Study Grant for High-need Students with Permanent Disabilities will be replaced with a new up-front non-repayable access grant for post-secondary students with permanent disabilities.</p> <p>Regulatory amendments to Part VI of the <i>Canada Student Financial Assistance Regulations</i> are required in order to introduce this new grant.</p>	<p>The new access grant for post-secondary students with permanent disabilities will provide increased incentive to students with permanent disabilities to participate in post-secondary studies, decrease financial barriers, reduce reliance on student loans, and provide targeted assistance to those who need additional support.</p>	<p>The new Canada Access Grant for Students with Permanent Disabilities is expected to benefit over 6,000 students each year.</p>	<p>Amendments to the <i>Canada Student Financial Assistance Regulations</i> are effective on August 1, 2005.</p>
PROVINCIAL ALLOCATION FORMULA FOR CANADA STUDY GRANTS <p>Regulatory amendments to the <i>Canada Student Financial Assistance Regulations</i> are required to amend the provincial allocation formula for funding Canada Study Grants.</p>	<p>Those changes will ensure that adequate funding is available to the provinces for the provision of Canada Study Grants to eligible students.</p>	<p>Changes to the <i>Canada Student Financial Assistance Regulations</i> will ensure that provinces do not experience a lack of funding for Canada Study Grant disbursements. An administrative policy for determining grant allocations will base allocations on the value of disbursements made in each jurisdiction in previous loan years. This will mean that jurisdictions receive allocations that more accurately reflect the funds needed to disburse Canada Study Grants.</p>	<p>Amendments to repeal section 38.3 of the <i>Canada Student Financial Assistance Regulations</i> and to modify sections that make reference to section 38.3 came into force on February 22, 2005.</p>
HARMONIZATION ACTIVITIES FOR INTEGRATION AGREEMENTS			

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REGULATIONS	EXPECTED RESULTS	PERFORMANCE MEASUREMENT CRITERIA	RESULTS ACHIEVED
Regulatory amendments to the <i>Canada Student Financial Assistance Regulations</i> are required to harmonize across all loan regimes Permanent Disability or Death Benefit criteria, recognize provincial restrictions, provide more flexibility on time frames to confirm enrolment and adjust the requirement for prescribed documents.	These measures help to simplify the administrative requirements for borrowers and will lead to a better understanding of their loan obligations and responsibilities.	Budget 2005 proposed that permanent disability and death loan forgiveness provisions be available to qualified borrowers with Direct Loans (Canada Student Loans negotiated on or after August 1, 2000) whose permanent disability or death occurs at any time. The amendment will provide equitable and compassionate treatment of all Canada Student Loan borrowers who have received a loan under the Guaranteed and/or Direct Loan regimes. This benefit was not extended to Risk-shared loans (issued by financial institutions between 1995 and 2000) as a risk premium has already been paid to these institutions.	The elimination of the timing restriction associated with the occurrence of a full- and/or part-time direct loan borrowers' disability or death comes into force when the 2005 Budget Bill receives royal assent. This provision will be included in the <i>Canada Student Financial Assistance Act</i> (CSFAA). As a result of the amendment to the CSFAA, section 43.1 of the <i>Canada Student Financial Assistance Regulations</i> is being repealed.

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REGULATIONS	EXPECTED RESULTS	PERFORMANCE MEASUREMENT CRITERIA	RESULTS ACHIEVED
CANADA LABOUR CODE, PART II CANADA OCCUPATIONAL HEALTH AND SAFETY REGULATIONS (COHSR) Violence in the Workplace: Regulations are being developed as a result of the September 2000 amendments to Part II. Prevention Program Regulations are being developed as a result of the September 2000 amendments to Part II.	This will fulfill the Labour Program's obligation to make regulations prescribing steps to prevent and protect against violence in the workplace. This will fulfill the Labour Program's obligation to make regulations for a prescribed program for the prevention of hazards in the workplace.		Drafting of this regulation will be initiated in the first quarter of 2005-2006. The Hazard Prevention Regulation has been published in Part I of the <i>Canada Gazette</i> . Comments received are being reviewed. It is expected to be

Safe, healthy, fair, stable, cooperative and productive workplaces

REGULATIONS	EXPECTED RESULTS	PERFORMANCE MEASUREMENT CRITERIA	RESULTS ACHIEVED
Ergonomics standards are being developed as a result of the September 2000 amendments to Part II.	This will fulfill the Labour Program's obligation to make regulations to prescribe ergonomics standards in workplaces.		published in Gazette II in fall 2005. The final report for ministerial approval is expected to be delivered in late fall 2005.
SAFETY AND HEALTH COMMITTEES AND REPRESENTATIVES REGULATIONS			
Existing regulations are being amended to bring them up-to-date with the September 2000 amendments to Part II.	This will bring the existing regulations up-to-date with the Code amendments pertaining to policy committees, training of health and safety committee members, and with the terminology of the amended Code.		Drafting of Regulations will be initiated in fall 2005.
AVIATION OCCUPATIONAL SAFETY AND HEALTH REGULATIONS.			
HRSDC is working in concert with Transport Canada to amend the existing regulations.	This will bring the existing regulations up-to-date with the COHSR and with current standards and work practices in the aviation industry.		They are expected to be published in <i>Canada Gazette</i> Part I in fall 2005.
ONBOARD TRAINS OCCUPATIONAL SAFETY AND HEALTH REGULATIONS			
HRSDC is working in concert with Transport Canada to amend the existing regulations.	This will bring the existing regulations up-to-date with the COHSR and with current standards and work practices in the rail industry.		Drafting of these regulations will be initiated in fall 2005.
MARINE OCCUPATIONAL SAFETY AND HEALTH REGULATIONS.			
HRSDC is working in concert with Transport Canada to amend the existing regulations.	This will bring the existing regulations up-to-date with the COHSR and with current standards and work practices in the marine industry.		The legal review is presently underway.
OIL AND GAS OCCUPATIONAL SAFETY AND HEALTH REGULATIONS.			
HRSDC is working in concert with the National Energy Board to amend the existing	This will bring the existing regulations up-to-date with the COHSR and with current		Drafting of these regulations will be initiated in summer 2005.

Safe, healthy, fair, stable, cooperative and productive workplaces			
REGULATIONS	EXPECTED RESULTS	PERFORMANCE MEASUREMENT CRITERIA	RESULTS ACHIEVED
regulations.	standards and work practices in the oil and gas industry.		
<i>EMPLOYMENT EQUITY ACT</i>			
<i>EMPLOYMENT EQUITY REGULATIONS</i>	HRSDC is in the process of updating and making consequential changes in order to: update the census Metropolitan Areas to 2002 Statistics Canada publication; update the National Occupational Classification to the 2001 codes; introduce the North American Industry Classification System; and make administrative and consequential changes (i.e., changing dates and department name).	The regulations were published in <i>Canada Gazette</i> Part II (Fall/Winter 2005) and approved by the Standing Joint Committee for the Scrutiny of Regulations.	They are now under revision by Justice drafters and by the Privy Council Office Regulatory Affairs Division prior to prepublication in Part I of the <i>Canada Gazette</i> .
<i>NEW REGULATIONS UNDER PERSONAL INFORMATION PROTECTION AND ELECTRONIC DOCUMENTS ACT</i>	Following the coming into force of the new regulations, federally regulated employers will be allowed to issue pay statements to their employees through electronic means.	Number of complaints received from employees regarding their accessibility to their pay statements through electronic means. No complaints have been received at Labour Program – NHQ.	These new regulations are at the drafting stage at the Department of Justice.
<i>AMENDMENTS TO THE CANADA LABOUR STANDARDS REGULATIONS</i>	Following these amendments, Canadian Pacific Limited and Bell Canada will each have a list of industrial establishments that reflect more accurately the structure of their company for the purpose of group termination.	Number of complaints received from terminated employees for CPR and for Bell Canada.	These amendments are awaiting TB Committee approval for prepublication.
<i>NEW REGULATIONS UNDER THE CANADA LABOUR CODE RESPECTING THE</i>			

Safe, healthy, fair, stable, cooperative and productive workplaces

REGULATIONS	EXPECTED RESULTS	PERFORMANCE MEASUREMENT CRITERIA	RESULTS ACHIEVED
HOURS OF WORK FOR EMPLOYEES KNOWN AS COMMISSION-PAID SALESPeOPLE WHO ARE EMPLOYED IN THE BANKING INDUSTRY IN CANADA These regulations are to exempt commission-paid salespeople in the Canadian banking industry from the hours work provisions of Part III of the <i>Canada Labour Code</i> .	Following the coming into force of the new regulations, commission-paid salespeople in the Canadian banking industry will be able to manage their hours of work and will be able to meet with their clients when they are available.	Number of complaints received pertaining to disagreements on worked time. No complaints have been received at Labour Program – NHQ.	These new regulations are at the drafting stage at the Department of Justice.

TABLE 10A: SUMMARY OF NON-STATUTORY TRANSFER PAYMENTS BY PROGRAM ACTIVITY ^a

(millions of dollars)	2003-2004	2004-2005			
	Actual	Main Estimates	Planned Spending	Authorities	Actual
GRANTS					
Employment Programs					
Grants to individuals, organizations and corporations to assist individuals to improve their employability and to promote employment opportunities by assisting local entrepreneurial development	0.1	1.0	1.0	1.0	0.1
Temporary Fisheries Income Program	8.0	-	-	-	-
Class grant related to Severe Acute Respiratory Syndrome	0.6	-	-	-	-
Named grants for the Organization for Economic Co-Operation and Development ^b	0.1	0.3	0.3	0.3	0.2
	8.8	1.3	1.3	1.3	0.3
Learning					
Grants to voluntary sectors, professional organizations, universities and post-secondary institutions and to provincial and territorial governments for literacy	28.0	28.4	28.4	26.5	26.5
Labour					
Canadian Joint Fire Prevention Publicity Committee	0.0	0.0	0.0	0.0	0.0
Fire Prevention Canada	0.0	0.0	0.0	0.0	0.0
To support activities which contribute to Occupational safety and health program objectives	0.0	0.0	0.0	0.0	0.0
To support standards-writing associations	0.0	0.0	0.0	0.0	0.0
Grants to international labour institutions for addressing the labour dimension of globalization ^c	-	-	-	1.0	0.8
Grants to international and domestic organizations for technical assistance and international cooperation on labour issues ^c	0.1	-	-	0.9	0.7
	0.1	0.1	0.1	2.0	1.5
Homelessness					
Grants to not-for-profit organizations, individuals, municipal governments, Band/tribal councils and other Aboriginal organizations, public health and educational institutions, régies régionales, for-profit enterprises, research organizations and research institutes to carry out research on homelessness to help communities better understand and more effectively address homelessness issues	0.2	1.2	1.2	1.1	0.6
Policy, Program and Service Delivery Support					
Grant to the Canadian Council on Learning	85.0	-	-	-	-
Total Non-Statutory Grants	122.1	31.0	31.0	30.9	28.9

Note: Totals may not add due to rounding

- Refer to HRDC's previous Performance Reports for financial information on 2002-2003. Historical comparison of 2002-2003 actual expenditure for HRSDC is not available.
- Amounts under "Main Estimates" and "Planned Spending" were presented under the Workplace Skills program activity in the 2004-2005 Main Estimates and Report on Plans and Priorities. To simplify the presentation they are presented under Employment Programs since these grants were transferred from Workplace Skills to Employment Programs in 2004-2005.
- These grants have been approved by Treasury Board in the 2004-2005 Supplementary Estimates (A).

TABLE 10A: SUMMARY OF NON-STATUTORY TRANSFER PAYMENTS BY PROGRAM ACTIVITY ^a

(millions of dollars)	2003-2004	2004-2005			
	Actual	Main Estimates	Planned Spending	Authorities	Actual
CONTRIBUTIONS					
Employment Programs					
Payments to provinces, territories, municipalities, other public bodies, organizations, groups, communities, employers and individuals for the provision of training and/or work experience, the mobilization of community resources, and human resource planning and adjustment measures necessary for the efficient functioning of the Canadian labour market	486.4	498.6	526.1	499.8	470.2
Contributions to organizations to support the development of human resources, economic growth, job creation and retention in official language minority communities	-	-	8.0	7.4	7.0
	486.4	498.6	534.1	507.2	477.2
Workplace Skills					
Payments to provinces, territories, municipalities, other public bodies, organizations, groups, communities, employers and individuals for the provision of training and/or work experience, the mobilization of community resources, and human resource planning and adjustment measures necessary for the efficient functioning of the Canadian labour market	14.0	17.9	22.9	17.7	15.4
Contributions to sector councils, cross-sectorial councils, national consortia, provincial/territorial governments, municipal governments, not-for-profit organizations, professional associations, industry groups, unions, regulatory bodies, public health institutions, school boards, universities, colleges, CEGEPs, and ad-hoc associations to support the development and the improvement of foreign credential assessment and recognition processes and tools.	-	-	7.7	5.5	1.4
	14.0	17.9	30.6	23.2	16.8
Learning					
Contributions to organizations, provinces, territories, municipalities, post-secondary institutions and individuals to encourage and support initiatives which will contribute to the development of a more results-oriented, accessible, relevant and accountable learning system ^b	3.4	-	-	-	-
Contributions to organizations, provinces, territories, municipalities, post-secondary institutions and individuals to encourage and support initiatives with respect to the development, application, use and diffusion of new learning and training technologies (Office of Learning Technology)	1.8	-	-	-	-
Contributions to voluntary sectors, professional organizations, universities and post-secondary institutions and to provincial and territorial governments for literacy	1.9	-	0.9	3.8	3.7
Payments to provinces, territories, municipalities, other public bodies, organizations, groups, communities, employers and individuals for the provision of training and/or work experience, the mobilization of community resources, and human resource planning and adjustment measures necessary for the efficient functioning of the Canadian labour market	-	0.5	0.5	6.4	5.7
	7.1	0.5	1.4	10.2	9.4

(Continues on next page)

Note: Totals may not add due to rounding

- a. Refer to HRDC's previous Performance Reports for financial information on 2002-2003. Historical comparison of 2002-2003 actual expenditure for HRSDC is not available.
- b. Total amount included in the reference level in 2003-2004 for this non-statutory transfer payment will be transferred from Employment Program to Learning in the Annual Reference Level Update (ARLU) 2005-2006 to 2007-2008. This amount was presented under Employment Programs in HRSDC's 2003-2004 *Departmental Performance Report*.
- c. Details on the Toronto Waterfront Revitalization Initiative are being presented in the Citizenship and Immigration Canada's 2004-2005 *Departmental Performance Report*.

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TABLE 10A: SUMMARY OF NON-STATUTORY TRANSFER PAYMENTS BY PROGRAM ACTIVITY^a

(millions of dollars)	2003-2004	2004-2005			
	Actual	Main Estimates	Planned Spending	Authorities	Actual
CONTRIBUTIONS					
Labour					
Labour Management Partnerships Program	1.0	1.6	1.6	1.6	0.7
Labour Commission	0.8	2.2	2.2	-	-
Contributions to Canadian business, labour and not-for-profit organizations for social dialogue and Canadian-based cooperative activities related to Canada's international labour	-	-	-	0.3	-
	1.8	3.8	3.8	1.9	0.7
Homelessness					
Homelessness – Contributions to provinces, territories, municipalities, other public bodies, organizations, community groups, employers and individuals to support activities to help alleviate and prevent homelessness across Canada	119.6	-	-	-	-
Contributions to not-for-profit organizations, individuals, municipal governments, Band/tribal councils and other Aboriginal organizations, public health and educational institutions, régies régionales, for-profit enterprises, research organizations and research institutes to support activities to help alleviate and prevent homelessness across Canada and to carry out research on homelessness to help communities better understand and more effectively address homelessness issues	10.1	167.9	167.9	188.0	95.8
	129.7	167.9	167.9	188.0	95.8
Policy, Program and Service Delivery Support					
Payments to provinces, territories, municipalities, other public bodies, organizations, groups, communities, employers and individuals for the provision of training and/or work experience, the mobilization of community resources, and human resource planning and adjustment measures necessary for the efficient functioning of the Canadian labour market	1.4	0.2	0.2	2.6	2.0
Toronto Waterfront Revitalization Initiative ^c	-	-	115.7	35.0	15.6
	1.4	0.2	115.9	37.6	17.6
Total Non-Statutory Contributions	640.4	688.9	853.7	768.1	617.5

Note: Totals may not add due to rounding

a. Refer to HRDC's previous Performance Reports for financial information on 2002-2003. Historical comparison of 2002-2003 actual expenditure for HRSDC is not available.

b. Total amount included in the reference level in 2003-2004 for this non-statutory transfer payment will be transferred from Employment Program to Learning in the ARLU 2005-2006 to 2007-2008. This amount was presented under Employment Programs in HRSDC's 2003-2004 Departmental Performance Report.

c. Details on the Toronto Waterfront Revitalization Initiative are being presented in the Citizenship and Immigration Canada's 2004-2005 Departmental Performance Report.

TABLE 10B: SUMMARY OF STATUTORY TRANSFER PAYMENTS BY PROGRAM ACTIVITY ^a

(millions of dollars)	2003-2004	2004-2005			
	Actual	Main Estimates	Planned Spending	Authorities	Actual
Employment Insurance					
(S) Civil Service Insurance actuarial liability adjustment	0.2	0.2	0.2	0.1	0.1
Learning					
(S) The provision of funds for interest payments to lending institutions under the <i>Canada Student Loans Act</i>	0.2	0.5	0.5	0.2	0.2
(S) The provision of funds for liabilities including liabilities in the form of guaranteed loans under the <i>Canada Student Loans Act</i>	(28.1)	18.9	18.9	(24.1)	(24.1)
(S) Payments related to the direct financing arrangement under the <i>Canada Student Financial Assistance Act</i>	266.3	157.2	157.2	206.1	206.1
(S) The provision of funds for interest and other payments to lending institutions and liabilities under the <i>Canada Student Financial Assistance Act</i>	105.2	75.4	75.4	86.0	86.0
(S) Grants to the trustees of Registered Education Savings Plans (RESPs) for the benefit of beneficiaries named under those RESPs, pursuant to the Canada Education Savings Grant regulations of the <i>Department of Human Resources Development Act</i>	394.1	385.0	405.0	426.0	426.0
(S) Canada study grants to qualifying full and part-time students pursuant to the <i>Canada Student Financial Assistance Act</i>	66.8	79.8	79.8	64.5	64.5
(S) Labour Adjustment benefits in accordance with the terms and conditions prescribed by the Governor in Council to assist workers who have been laid off as a result of import competition, industrial restructuring, or severe economic disruption in an industry or region	0.0	0.0	0.0	0.0	0.0
(S) Payments related to Canada Learning Bond	-	-	85.0	-	-
	804.5	716.8	821.8	758.7	758.7
Labour					
(S) Payments of compensation respecting government employees and merchant seamen	0.0	0.0	0.0	0.0	0.0
Total Statutory Transfer Payments	804.7	717.0	822.0	758.8	758.8

a. Refer to HRDC's previous Performance Reports for financial information on 2002-2003. Historical comparison of 2002-2003 actual expenditures for HRSDC is not available.

TABLE 10C: DETAILS ON TRANSFER PAYMENTS PROGRAMS

HRSDC has a substantial number of transfer payment programs. These support individuals, communities, labour, other orders of government and Aboriginal organizations in the achievement of shared human development goals. HRSDC is subject to the revised policy on transfer payments, which was introduced on June 1, 2000. That policy requires departments to report on those transfer payment programs that are worth at least \$5 million. In so doing, the department is helping to demonstrate sound management of, control over, and accountability for its transfer payments.

Consistent with this policy, descriptive material on each program funded from the Consolidated Revenue Fund, including stated objectives, expected results and outcomes, and milestones for achievement has been developed. The following table provides a list of the active transfer payments programs. A fact sheet for each program over \$5 million is also provided.

Actual figures reflect program costs and exclude operating resources necessary to deliver the programs.

Transfer Payments by Program Activity (2004-2005 Actual: \$1,405.2 million)		
ASSOCIATED PROGRAMS (TERMS AND CONDITIONS)		
GRANTS	Actual (\$ million)	For more details, see
EMPLOYMENT INSURANCE (S) Civil Service Insurance actuarial liability adjustment	0.1	
EMPLOYMENT PROGRAMS Grants to individuals, organizations and corporations to assist individuals to improve their employability and to promote employment opportunities by assisting local entrepreneurial development	0.1	Fact Sheet #1
Named grants for the Organisation for Economic Co-Operation and Development ^a	0.2	
LEARNING Grants to voluntary sectors, professional organizations, universities and post-secondary institutions and to provincial and territorial governments for literacy - National Literacy Program	26.5	Fact Sheet #2
(S) Canada Learning Bond	0.0	Fact Sheet #3
(S) Grants to the trustees of Registered Education Savings Plans (RESPs) for the benefit of beneficiaries named under those RESPs, pursuant to the Canada Education Savings Grant Regulations of the <i>Department of Human Resources Development Act</i>	426.0	Fact Sheet #4
(S) Canada Study Grants to qualifying full and part-time students pursuant to the <i>Canada Student Financial Assistance Act</i>	64.5	Fact Sheet #5
(S) Labour Adjustment benefits in accordance with the terms and conditions prescribed by the Governor in Council to assist workers who have been laid off as a result of import competition, industrial restructuring, or severe economic disruption in an industry or region	0.0	
LABOUR Canadian Joint Fire Prevention Publicity Committee (\$7,000)	0.0	
Fire Prevention Canada (\$19,000)	0.0	

GRANTS	Actual (\$ million)	For more details, see
To support activities that contribute to Occupational Safety and Health Program objectives (\$15,000)	0.0	
To support standards-writing associations (\$12,000)	0.0	
Grants to international and domestic organizations for technical assistance and international cooperation on labour issues	0.7	
Grants to international labour institutions for addressing the labour dimension of globalization	0.8	
(S) Payments of compensation respecting government employees and merchant seamen (\$3,065)	0.0	
HOMELESSNESS Grants to not-for-profit organizations, individuals, municipal governments, Band/tribal councils and other Aboriginal organizations, public health and educational institutions, régies régionales, for-profit enterprises, research organizations and research institutes to carry out research on homelessness to help communities better understand and more effectively address homelessness issues	0.6	Fact Sheet #6
CONTRIBUTIONS	Actual (\$ million)	For more details, see
EMPLOYMENT PROGRAMS Payments to provinces, territories, municipalities, other public bodies, organizations, groups, communities, employers and individuals for the provision of training and/or work experience, the mobilization of community resources, and human resource planning and adjustment measures necessary for the efficient functioning of the Canadian labour market <ul style="list-style-type: none"> - Youth Employment Strategy (\$187.6 million) - Aboriginal Human Resources Development Strategy (\$257.3 million) - Older Workers Pilot Projects (\$5.0 million) - Aboriginal Skills and Employment Partnerships (ASEP) and Voisey's Bay (\$18.2 million) 	470.2	Fact Sheet #1 Fact Sheet #7 Fact Sheet #8 Fact Sheet #9
Contributions to organizations to support the development of human resources, economic growth, job creation and retention in official language minority communities <ul style="list-style-type: none"> -Official Language Minority Communities Support Fund 	7.0	Fact Sheet #10
WORKPLACE SKILLS Contributions to sector councils, cross-sectional councils, natural consortia, provincial and territorial governments, municipal governments, not-for-profit organizations, professional associations, industry groups, unions, regulatory bodies, public health institutions, school boards, universities, colleges, CEGEPs, and ad hoc associations to support the development and the improvement of foreign credential assessment and recognition processes and tools <ul style="list-style-type: none"> - Foreign Credential Recognition 	1.4	Fact Sheet #11
Payments to provinces, territories, municipalities, other public bodies, organizations, groups, communities, employers and individuals for the provision of training and/or work experience, the mobilization of community resources, and human resource planning and adjustment measures necessary for the efficient functioning of the Canadian labour market <ul style="list-style-type: none"> -Sector Council Program 	15.4	Fact Sheet #12
LEARNING Payments to provinces, territories, municipalities, other public bodies, organizations, groups, communities, employers and individuals for the provision of training and/or work experience, the mobilization of community resources, and human resource planning and adjustment measures necessary for the	5.7	

CONTRIBUTIONS	Actual (\$ million)	For more details, see
efficient functioning of the Canadian labour market		
Contributions to voluntary sectors, professional organizations, universities and post-secondary institutions and to provincial and territorial governments for literacy -Official Languages Action Plan	3.7	Fact Sheet #2
(S) Payments related to the direct financing arrangement under the <i>Canada Student Financial Assistance Act</i>	206.1	Fact Sheet #13
(S) The provision of funds for interest payments to lending institutions under the <i>Canada Student Loans Act</i>	0.2	
(S) The provision of funds for liabilities including liabilities in the form of guaranteed loans under the <i>Canada Student Loans Act</i>	(24.1)	Fact Sheet #14
(S) The provision of funds for interest and other payments to lending institutions and liabilities under the <i>Canada Student Financial Assistance Act</i>	86.0	Fact Sheet #15
LABOUR		
Labour – Management Partnerships Program	0.7	
Contributions to Canadian business, labour and not-for-profit organizations for social dialogue and Canadian-based cooperative activities related to Canada's international labour initiatives	0.0	
HOMELESSNESS		
Contributions to not-for-profit organizations, individuals, municipal governments, Band/tribal councils and other Aboriginal organizations, public health and educational institutions, régies régionales, for-profit enterprises, research organizations and research institutes to support activities to help alleviate and prevent homelessness across Canada and to carry out research on homelessness to help communities better understand and more effectively address homelessness issues -National Homelessness Initiative	95.8	Fact Sheet #6
POLICY, PROGRAM AND SERVICE DELIVERY SUPPORT		
Payments to provinces, territories, municipalities, other public bodies, organizations, groups, communities, employers and individuals for the provision of training and/or work experience, the mobilization of community resources, and human resource planning and adjustment measures necessary for the efficient functioning of the Canadian labour market	2.0	
Toronto Waterfront Revitalization Initiative ^b	15.6	

(S) Statutory Payments

- Total amount included in the reference level in 2004-2005 for this non-statutory transfer payment has been transferred from Workplace Skills to Employment Program. This amount was presented under Employment Programs in HRSDC's 2003-2004 *Departmental Performance Report*.
- Details on the Toronto Waterfront Revitalization Initiative will be presented in the Citizenship and Immigration Canada's 2004-2005 *Departmental Performance Report*.

FACT SHEET # 1**Youth Employment Strategy*****Start Date:** 1997**End Date:** Ongoing**Total Funding:** Ongoing**Description of Transfer Payment Program:**

Transfer payments made under the Youth Employment Strategy (YES) are predominantly in the form of contributions from participating departments for wage subsidies for participant youth or for the development and delivery of youth support services. Such support services include client assessment and case management services and employability tools to help participants acquire needed skills. Transfer payments contribute directly to the program objectives by encouraging organizations to create meaningful skills-enhancement opportunities for youth, providing the supporting services approach or providing all youth with employment and career-related tools and information.

Objectives(s), expected result(s) and outcomes:

The YES will continue to be delivered in partnership with the private sector and non-governmental organizations (NGOs) through the collective efforts of 13 Government of Canada departments, agencies and corporations, with HRSDC in the lead role. The YES will continue to create employment and service initiatives for youth through partnerships with business, labour, industry, not-for-profit and voluntary organizations, Aboriginal and rural remote communities, and other levels of government.

The common key results commitments for all initiatives receiving funding under the YES over the period 2003–2008 are:

- Participants will gain or enhance employability skills from work experience or tailored interventions.
- A portion of youth participants will return to school to further their education/skills development and/or become employed or self-employed.

Achieved results or progress made:

In 2004-2005, HRSDC YES programs assisted 63,500 Youth clients, of whom 4,777 became employed or self-employed and approximately 50,000 returned to school.

FINANCIAL DETAILS (\$ million)

	2003-2004	2004-2005			
	Actual	Planned Spending	Authorities	Actual	Variance
Grants	0.1	1.0	1.0	0.1	0.9
Contributions	202.4	243.7	203.0	187.6	56.1
Other Transfer Payments	-	-	-	-	-
Total – Transfer Payment Program	202.5	244.7	204.0	187.7	57.0

Comments on variances:

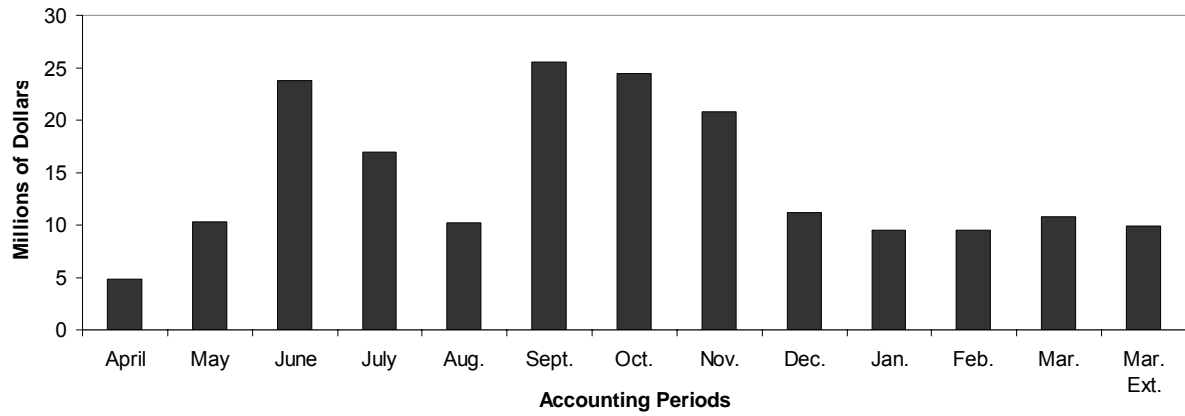
Lapsing funds for 2004-2005 were due to a number of factors including delays in project approvals, the level of the delegation of authority and the introduction of Internal Review Committees. Steps have been taken to increase the delegation of authority and to simplify the Internal Review Committee process in order to maximize budget expenditure.

Significant evaluation findings and URL to last evaluation:

A Formative Evaluation was conducted in 2004-2005. The report is being finalized and is expected to be completed in 2005.

* Refer to HRDC's previous Departmental Performance Report (DPR) for 2002-2003 financial information. Historical comparison of 2002-2003 actual expenditures for HRSDC is not available.

Monthly Cash Disbursement



FACT SHEET # 2**National Literacy Program***

Start Date: 1986	End Date: March 31, 2006	Total Funding: \$29.3 million
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Description of Transfer Payment Program:

With our partners, we support activities to improve literacy skills in Canada.

Objectives(s), expected result(s) and outcomes:

To increase literacy opportunities and take-up so that people improve their literacy skills.

To work toward making Canada's social, economic and political life more accessible to people with weak literacy skills.

Achieved results or progress made:

HRSDC supported a total of 233 new projects to help organizations support initiatives increasing literacy levels of Canadians. This included 13 projects supporting access to family literacy in official language minority communities as well as the training of 177 literacy practitioners.

HRSDC also worked with labour and private sector organizations to implement 22 projects for organizations to support workplace literacy initiatives.

FINANCIAL DETAILS (\$ million)

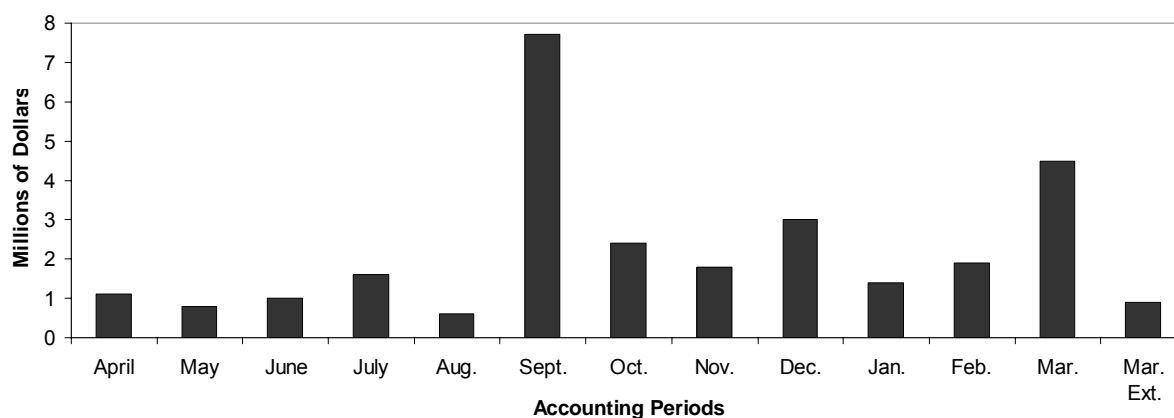
	2003-2004	2004-2005			
	Actual	Planned Spending	Authorities	Actual	Variance
Grants	28.0	28.4	26.5	26.5	1.9
Contributions	1.9	0.9	3.8	3.7	(2.8)
Other Transfer Payments					
Total – Transfer Payment Program	29.9	29.3	30.3	30.2	(0.9)

Comments on variances: N/A

Significant evaluation findings and URL to last evaluation:

http://www11.hrdc-drhc.gc.ca/pls/edd/v_report.report_index

* Refer to HRDC's previous Departmental Performance Report (DPR) for 2002-2003 financial information. Historical comparison of 2002-2003 actual expenditures for HRSDC is not available.

Monthly Cash Disbursement

FACT SHEET # 3**Canada Learning Bond***

Start Date: 2004	End Date: Ongoing	Total Funding: Not Applicable
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Description of Transfer Payment Program:

The purpose of the Canada Learning Bond is to encourage eligible low-income families to save for the post-secondary education of children through Registered Education Savings Plans.

Objectives(s), expected result(s) and outcomes:

Our main program objective is to increase the participation rate of low-income Canadians in post-secondary education through savings incentives. By increasing the financial capacity of Canadians to attend post-secondary education, the Canada Learning Bond contributes to the development of more skilled and more knowledgeable Canadians able to participate more fully in the workplace and society.

Achieved results or progress made:

The Canada Learning Bond is a new initiative announced in the 2004 Budget which provides up to \$2,000 of education savings over 16 years for children of low-income families that are eligible to receive the National Child Benefit Supplement.

During 2004-2005, the department worked with partners to prepare the program design and regulatory changes necessary to implement the new Canada Learning Bond. As a result, the new *Canada Education Savings Act* received royal assent on December 15, 2004.

FINANCIAL DETAILS (\$ million)

	2003-2004	2004-2005			
	Actual	Planned Spending	Authorities	Actual	Variance
Grants – Statutory	-	85.0	-	-	85.0
Contributions					
Other Transfer Payments					
Total – Transfer Payment Program	-	85.0	-	-	85.0

Comments on variances: Canada Learning Bond payments started in July 2005.

Significant evaluation findings and URL to last evaluation: None

* Refer to HRDC's previous Departmental Performance Report (DPR) for 2002-2003 financial information. Historical comparison of 2002-2003 actual expenditures for HRSDC is not available.

FACT SHEET # 4**Canada Education Savings Grant***

Start Date: 1998	End Date: Ongoing	Total Funding: Not Applicable
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Description of Transfer Payment Program:

The purpose of the Canada Education Savings Grant (CESG) is to encourage Canadians to save for the post-secondary education of children through Registered Education Savings Plans.

Objectives(s), expected result(s) and outcomes:

Our main program objective is to increase the participation rate by all Canadians in post-secondary education through savings incentives. By increasing financial capacity to attend post-secondary education, the Canada Education Savings (CES) Program contributes to the development of more skilled and more knowledgeable Canadians able to fully participate in the workplace and society.

Achieved results or progress made:

The department estimates that about 126,000 Canadians accessed post-secondary education learning opportunities as a result of the CESG during the year.

As of March 31, 2005 we estimate that about 30 percent of Canadians under 18 are beneficiaries of Registered Education Savings Plans (RESP) and benefit from the CESG, versus 4.1 percent in 1998.

Since inception of the CESG in 1998, \$2.4 billion (\$426 million in 2004-2005) in grants has been paid to more than two million beneficiaries of RESPs which corresponds to over \$15 billion (\$2 billion in 2004-2005) in private savings for the post-secondary education of children.

During 2004-2005, the department worked with partners to prepare the legislative and program design modifications necessary to implement the 2004 Budget announcements regarding the new Canada Learning Bond and enhancements to the CESG. These include an increased match rate for low- and middle-income families. As a result, the new *Canada Education Savings Act* received royal assent on December 15, 2004.

The department will begin delivering the Alberta Centennial Education Savings Plan on behalf of the Province of Alberta on a cost-recovery basis during 2005.

FINANCIAL DETAILS (\$ million)

	2003-2004	2004-2005			
	Actual	Planned Spending	Authorities	Actual	Variance
Grants – Statutory	394.1	405.0	426.0	426.0	(21.0)
Contributions					
Other Transfer Payments					
Total – Transfer Payment Program	394.1	405.0	426.0	426.0	(21.0)

Comments on variances:

The 2004 Budget announcements, namely the enhanced CESG and the Canada Learning Bond, unexpectedly increased the overall awareness of the Program, resulting in a higher than expected demand for CESG.

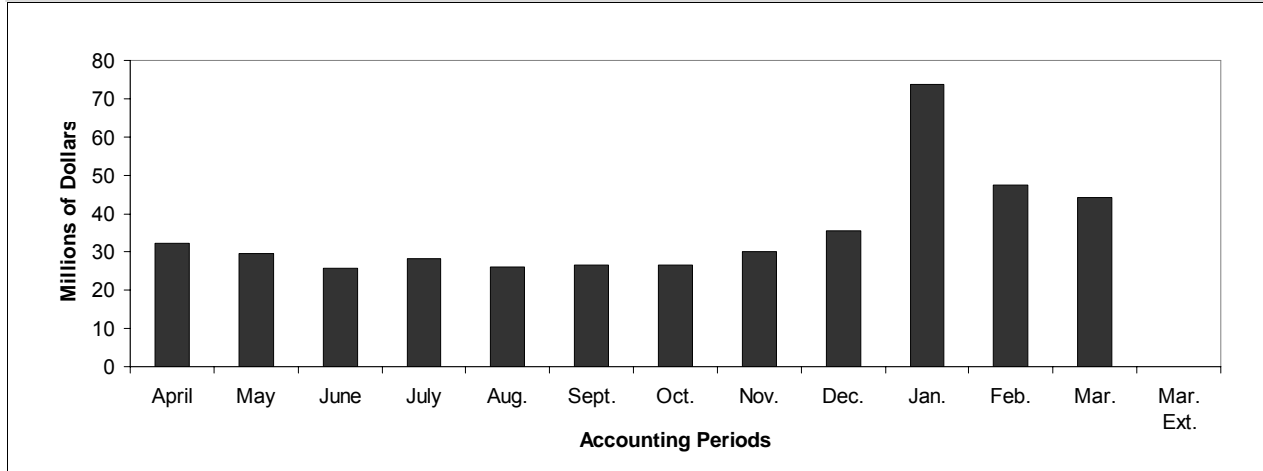
Significant evaluation findings and URL to last evaluation:

The 2002 formative evaluation revealed significant differences in program awareness and participation by income group. Based on these findings, new savings incentives announced in the 2004 Budget—the Canada Learning Bond and enhancements to the CESG—are now being implemented.

Link to the CES Program Formative Evaluation: http://www11.hrdc-drhc.gc.ca/pls/edd/v_report.report_index

* Refer to HRDC's previous Departmental Performance Report (DPR) for 2002-2003 financial information. Historical comparison of 2002-2003 actual expenditures for HRSDC is not available.

Monthly Cash Disbursement



FACT SHEET # 5**Canada Study Grants***

Start Date: 1995 **End Date:** Ongoing **Total Funding:** Not Applicable

Description of Transfer Payment Program:

Currently, the Canada Study Grants Program provides non-repayable funding to students with permanent disabilities, students with dependants, high-need part-time students and female doctoral students.

On August 1, 2005, two new Canada Access Grants will be made available to eligible students. First-time, first-year students from low-income families will be eligible to receive the Canada Access Grant for Students from Low-income Families, which will cover 50% of the student's first-year tuition up to \$3,000. The Canada Access Grant for Students with Permanent Disabilities will provide students with permanent disabilities with up to \$2,000 in grant funding before they are awarded loan funding.

Objectives(s), expected result(s) and outcomes:

Canada Study Grants and Canada Access Grants are intended to assist individuals overcome particular barriers to accessing a post-secondary education. Students with permanent disabilities, high-need part-time students, women in doctoral studies, students with dependants, and students from low-income families may be eligible to receive non-repayable financial assistance in addition to Canada Student Loans.

Achieved results or progress made:

The department prepared regulatory changes necessary to implement a 2004 Budget announcement regarding the creation of two new Canada Access Grants to assist first-year post-secondary education students from low-income families and to assist students with permanent disabilities.

FINANCIAL DETAILS (\$ million)

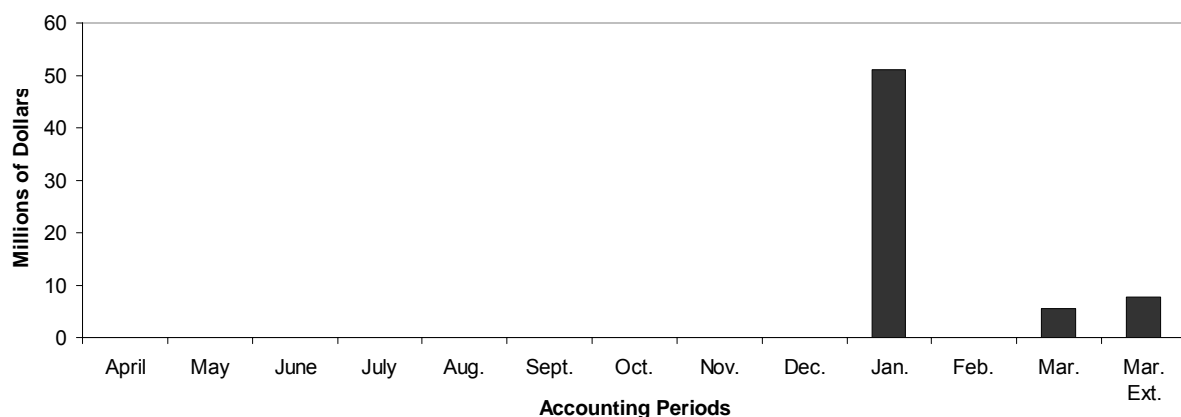
	2003-2004	2004-2005			
	Actual	Planned Spending	Authorities	Actual	Variance
Grants –Statutory	66.8	79.8	64.5	64.5	15.3
Contributions					
Other Transfer Payments					
Total – Transfer Payment Program	66.8	79.8	64.5	64.5	15.3

Comments on variances: The variance between planned and actual spending above is because some provinces did not require their second Canada Study Grants installment or have requested a partial payment only.

Significant evaluation findings and URL to last evaluation:

http://www11.hrdc-drhc.gc.ca/pls/edd/v_report.report_index

* Refer to HRDC's previous Departmental Performance Report (DPR) for 2002-2003 financial information. Historical comparison of 2002-2003 actual expenditures for HRSDC is not available.

Monthly Cash Disbursement

FACT SHEET # 6**National Homelessness Initiative*****Start Date:** 1999**End Date:** 2006**Total Funding:** \$676 million**Description of Transfer Payment Program:**

The National Homelessness Initiative (NHI), a community-based initiative, provides supports to 61 Canadian designated communities and some rural communities. The extension of the NHI will help communities build on their successes and focus on interventions to help prevent and break the cycle of homelessness.

Communities are encouraged to work together with provincial, territorial and municipal governments as well as the private and not-for-profit sectors to address the needs of homeless people and take steps to reduce and prevent homelessness.

Through the NHI, the Government of Canada will provide funding over three fiscal years, from 2003-2004 to 2005-2006, to help reduce homelessness. The NHI includes the following components: Supporting Communities Partnership Initiative (SCPI); Urban Aboriginal Homelessness (UAH); Regional Homelessness Fund (RHF); National Research Program (NRP); Homeless Individuals and Families Information System (HIFIS) Initiative; and Surplus Federal Real Property for Homelessness Initiative (SFRPHI).

The NHI is a class contribution and class grant program. It comprises the SCPI (class contribution), UAH (class contribution), the RHF (class contribution) and the NRP (class contribution and class grant). The HIFIS Initiative and the SFRPHI are noted as information to their involvement within the larger initiative of the Government of Canada.

Objectives(s), expected result(s) and outcomes:

Objectives of extended initiative:

To develop a comprehensive continuum of supports to help homeless Canadians move out of the cycle of homelessness and prevent at-risk persons from falling into homelessness, by providing communities with the tools to develop a range of interventions to stabilize the living arrangements of homeless individuals and families—encouraging self-sufficiency where possible—and prevent those from falling into homelessness. To ensure sustainable capacity of communities to address homelessness by enhancing community leadership and broadening ownership—by the public, non-profit and private sectors—on the issue of homelessness in Canada.

Expected results and outcomes of extended initiative:

Enhanced supports and services available to meet the needs of homeless individuals and families and those at risk of homelessness.

Increased knowledge and understanding of homelessness.

Broader engagement of partners to address homelessness.

Achieved results or progress made:

Strengthened community capacity to address gaps in the continuum of supports at the local level.

Fostered collaboration among communities, all orders of government, the private sector, unions and non-governmental organizations in addressing homelessness.

Increased knowledge and understanding of homelessness issues and trends to develop effective solutions.

FINANCIAL DETAILS (\$ million)

	2003-2004	2004-2005			
	Actual	Planned Spending	Authorities	Actual	Variance
Grants	0.2	1.2	1.2	0.6	0.6
Contributions	129.7	167.9	188.0	95.8	72.1
Other Transfer Payments					
Total – Transfer Payment Program	129.9	169.1	189.2	96.4	72.7

Comments on variances:

The primary reasons for the variances are:

- During 2003-2004, most of the communities were actively engaged in finalizing activities of the original Initiative. This caused a delay in delivering the NHI in the extended Initiative for the start of 2004-2005.
- Some of the capital projects in larger community entities were delayed as a result of NIMBY ("not in my backyard") issues, zoning and legislative processes.

- Unspent Grants and Contributions will be re-profiled to 2005-2006

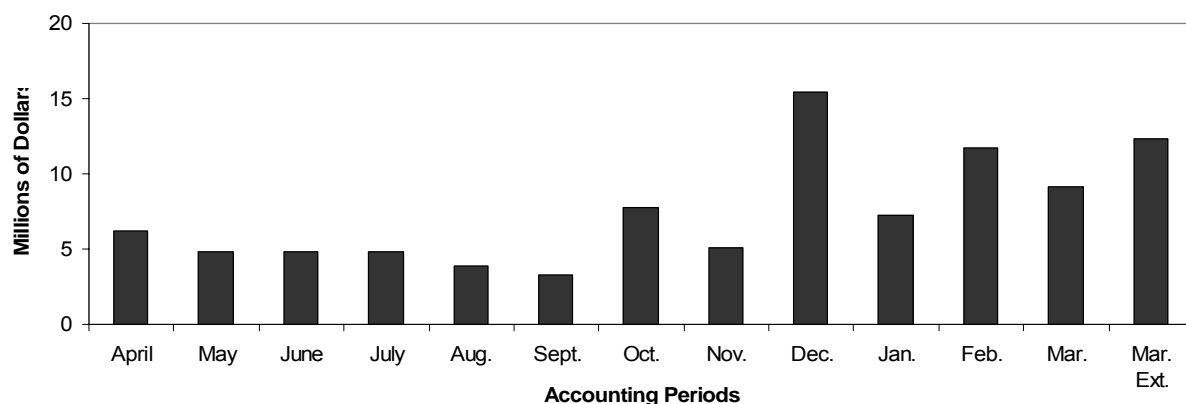
Significant evaluation findings and URL to last evaluation:

The evaluation of the original initiative (1999–2003) found that substantial progress was made in most areas. The majority of communities benefited from the NHI in terms of increased community capacity and the implementation of a planned approach to addressing homelessness. In every community examined, more facilities and services are in place to assist the homeless population, and new or enhanced structures have been established to support the development of community capacity.

Eight areas for improvement have been identified, including a need to develop clear roles and responsibilities for senior management in federal departments and regions; increase collaboration between the three orders of government; increase the focus on transitional and supportive housing; build community capacity in Aboriginal communities; provide a longer timeframe for communities to do their work; continue support for community development initiatives; provide clearer standards and guidelines to help improve the quality of community plans; and continue efforts to develop research on homelessness.

http://edd.prv/pls/edd/v_report.a?p_site=EDD&sub=SPAH203_03

* Refer to HRDC's previous Departmental Performance Report (DPR) for 2002-2003 financial information. Historical comparison of 2002-2003 actual expenditures for HRSDC is not available.

Monthly Cash Disbursement


FACT SHEET # 7**Aboriginal Human Resources Development Strategy (AHRDS)*****Start Date:** 1999**End Date:** Ongoing**Total Funding:** Ongoing**Description of Transfer Payment Program:**

Transfer payments made under the Aboriginal Human Resources Development Strategy (AHRDS) are predominantly in the form of contributions for Aboriginal organizations. The AHRDS provides support to Aboriginal organizations to design and deliver:

- labour market development programs to assist Aboriginal people, including Aboriginal persons with disabilities, prepare for, obtain and maintain meaningful and sustainable employment;
- special programs to assist Aboriginal youth make successful transitions from school to work or to support their return to school; and
- child care programs.

Objectives(s), expected result(s) and outcomes:

To support Aboriginal organizations in developing and implementing labour market, youth and child care programs that are designed to address the local and regional needs of Aboriginal people. This programming will:

- assist Aboriginal individuals to prepare for, obtain and maintain employment, thereby resulting in savings to income support programs;
- assist Aboriginal youth (a person normally from 15 to 30 years of age) in preparing for, obtaining and maintaining employment and in making a successful transition into the labour market, thereby resulting in increased employment; and
- increase the supply of quality child care services in First Nations and Inuit communities, thereby raising the availability of distinct and diverse services in these communities to a level comparable to that of the general population.

Achieved results or progress made:

Assisted approximately 51,500 Aboriginal clients, of whom 15,000 became employed or self-employed, and approximately 5,675 returned to school. Some 14,904 child care spaces will continue to be supported and occupied.

FINANCIAL DETAILS (\$ million)

	2003-2004	2004-2005			
	Actual	Planned Spending	Authorities	Actual	Variance
Grants					
Contributions	260.0	243.2	258.7	257.3	(14.1)
Other Transfer Payments					
Total – Transfer Payment Program	260.0	243.2	258.7	257.3	(14.1)

Comments on variances:

Variances from Forecasted Expenditures and Actual Expenditures are due to increases in the AHRDS budgets that were funded internally by the department.

Significant evaluation findings and URL to last evaluation:

The review of the AHRDAs was completed by the Program Evaluation Directorate, HRSDC, and approved by the Audit and Evaluation Committee in December 2004. It is planned to be released and published in September 2005.

Evidence from the review highlighted the following positive impacts of the AHRDAs:

- strong and consistent support for the AHRDS model of program and service delivery by AHRDA users (particularly relating to local decision-making and community-based service delivery);
- considerable sophistication being developed in strategic and operational planning;
- significant use of partnerships (both public and private) to coordinate programming among public bodies and leverage resources from private and public organizations;
- positive contribution of partnership approach to program design, program delivery and capacity development; and
- exploratory survey results point to potential positive effects from the AHRDAs in improving the employability of individual clients assisted, and making a difference in the quality of life of individuals and communities.

The review also identified the following issues as requiring follow-up:

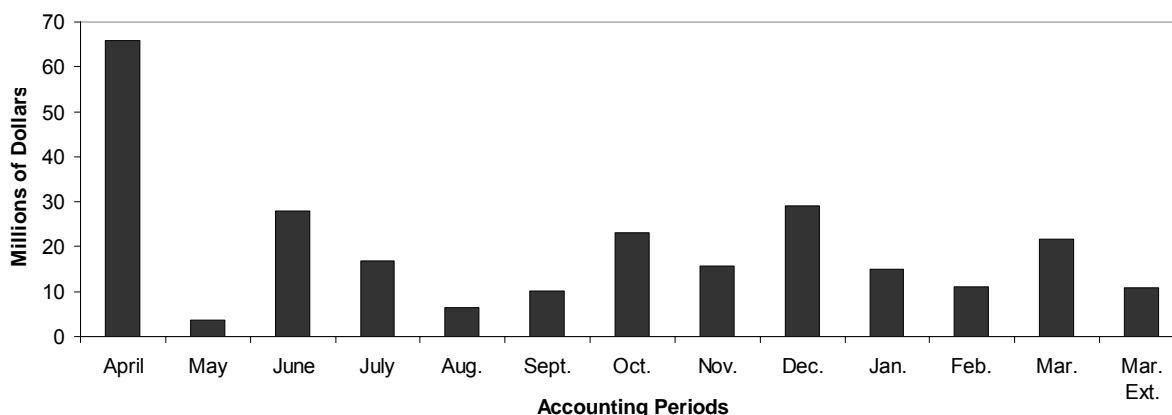
- the need to improve quality and reliability of administrative follow-up data, including definitions of program interventions and program outcomes and the relationship between interventions and outcomes;
- the need to accurately and comprehensively measure unpaid Employment Insurance and Social Assistance benefits;
- the need to expand outcome measures to include other indicators (e.g., basic skills acquisition, high school equivalency attainment);
- the need for consistency of operational flexibility, with regard to issues such as client eligibility as well as eligible expenses;
- the need to have clear program safeguards in place in all cases to ensure that overlap and duplication are addressed; and
- the need to examine comprehensively the use of capacity building funding.

A management response includes actions to enhance clarity and consistency in the understanding and application of AHRDA operational activities related to program design, delivery and results-based accountability.

* Refer to HRDC's previous Departmental Performance Report (DPR) for 2002-2003 financial information. Historical comparison of 2002-2003 actual expenditures for HRSDC is not available.

The AHRDS actual spending includes a contribution to the National Aboriginal Achievement Foundation in the amount of \$340,000 on behalf of Canadian Heritage.

Monthly Cash Disbursement



FACT SHEET # 8**Older Workers Pilot Projects*****Start Date:** June 1999**End Date:** May 2006**Total Funding:** \$55 million**Description of Transfer Payment Program:**

The Older Workers Pilot Projects Initiative (OWPPI) represents an important opportunity to test innovative approaches to help older workers obtain employment or remain employed. Projects are designed, developed and evaluated by the provinces and territories in collaboration with the Government of Canada. Participants are older workers, normally between the ages of 55 and 64, who are unemployed or job threatened.

Objectives(s), expected result(s) and outcomes:

The objective of the OWPPI is to test employability approaches for older workers by funding pilot projects designed to re-integrate displaced older workers into sustainable employment, or maintain in employment older workers threatened with displacement. This objective supports HRSDC's human resources investment priorities aimed at helping clientele with particular labour market needs and issues, broadening partnerships to enhance and integrate programming and focusing on prevention.

The main program outcomes will focus on enhanced employability and long-term employment of older workers and the level to which the program helped them achieve greater employability and obtain and sustain employment.

Achieved results or progress made:

A total of 12 projects with at least 1,000 participants were anticipated in 2004-2005. Twenty six projects with 1,734 participants were approved.

FINANCIAL DETAILS (\$ million)

	2003-2004	2004-2005			
	Actual	Planned Spending	Authorities	Actual	Variance
Grants					
Contributions	11.9	5.0	5.0	5.0	0.0
Other Transfer Payments					
Total – Transfer Payment Program	11.9	5.0	5.0	5.0	0.0

Comments on variances:

The results exceed the expectations. Much of this is because Quebec funded 17 projects.

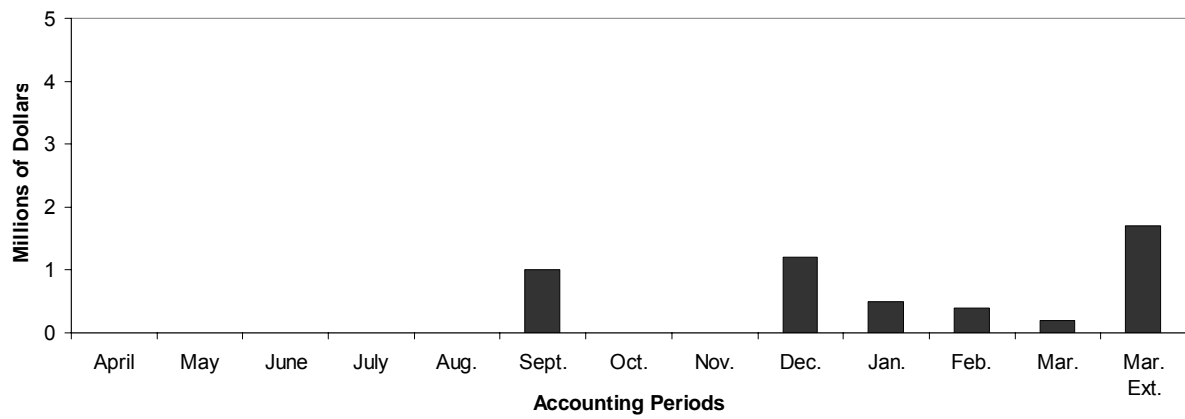
Significant evaluation findings and URL to last evaluation:

Preliminary findings from evaluations received so far show:

- There is interest among participants for programs combining job placement and training components.
- There is low interest among participants and employers for retention and awareness type programming.
- Needs determination and individually tailored programming are important.
- Partnerships at the community level enhance project effectiveness and participant satisfaction.
- Duration of projects should allow for a comprehensive approach.
- It is important to strategically market and promote projects to sponsors and participants because take-up for projects targeted to older workers is sometimes low.
- Formal and informal training are helpful for older workers to successfully transition into paid employment.

Older worker projects that ended March 31, 2004 must be evaluated. Most evaluations have been received and an analysis of the findings will begin soon. An overall summary report identifying key lessons will be prepared in the fall and will be used to inform policy and programming for older workers at both the federal and provincial/territorial levels of governments.

* Refer to HRDC's previous Departmental Performance Report (DPR) for 2002-2003 financial information. Historical comparison of 2002-2003 actual expenditures for HRSDC is not available.

Monthly Cash Disbursement

FACT SHEET # 9**Aboriginal Skills and Employment Partnerships (ASEP) and Voisey's Bay***

Start Date: ASEP 2003 Joint Voisey's Bay Employment and Training Authority (JETA) 2003	End Date: ASEP 2008 JETA 2006	Total Funding: ASEP \$85 million JETA \$25 million
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Description of Transfer Payment Program:

The Aboriginal Skills and Employment Partnership (ASEP) initiative is a targeted Aboriginal skills development program designed to promote maximum employment for Aboriginal people on major economic developments through a collaborative partnership approach. It is designed to address a broad spectrum of skills and learning needs and provide access to jobs.

The Voisey's Bay initiative will provide Aboriginal people with the skills needed to take advantage of employment opportunities at the Voisey's Bay Mine/Concentrator Project as well as opportunities related to any spin-off activities. This will include the potential for new Aboriginal enterprises.

Objectives(s), expected result(s) and outcomes:**Objective(s):**

ASEP: The overall objective of the ASEP initiative is sustainable employment for Aboriginal people leading to lasting benefits for Aboriginal communities, families and individuals. The initiative aims to promote maximum employment for Aboriginal people on major economic developments through a collaborative partnership approach.

Voisey's Bay: The overall objective is to provide interventions that will assist Innu, Inuit and Métis prepare, obtain, maintain and advance in jobs at all levels at the Voisey's Bay Mine/Concentrator Project.

Expected results and outcomes for ASEP and Voisey's Bay:

- increased skills level in the Aboriginal workforce;
- increased direct and indirect employment for Aboriginal peoples across Canada;
- decreased Aboriginal unemployment and dependency on social assistance;
- improved education levels (i.e. literacy, numeracy, computer skills, post-secondary certification);
- increased Aboriginal business opportunities; and
- a more diversified workforce within communities.

Achieved results or progress made:

Under ASEP, during 2004-2005, 567 Aboriginal clients were served, of whom 60 became employed following the intervention. In addition, the employment of Aboriginal clients resulted in \$191,190 in unpaid social assistance benefits.

Under Joint Voisey's Bay Employment Training Authority (JETA), during 2004-2005, 369 Aboriginal clients were served, of whom 45 became employed following the intervention. In addition, the employment of Aboriginal clients resulted in \$8,914 in unpaid social assistance benefits.

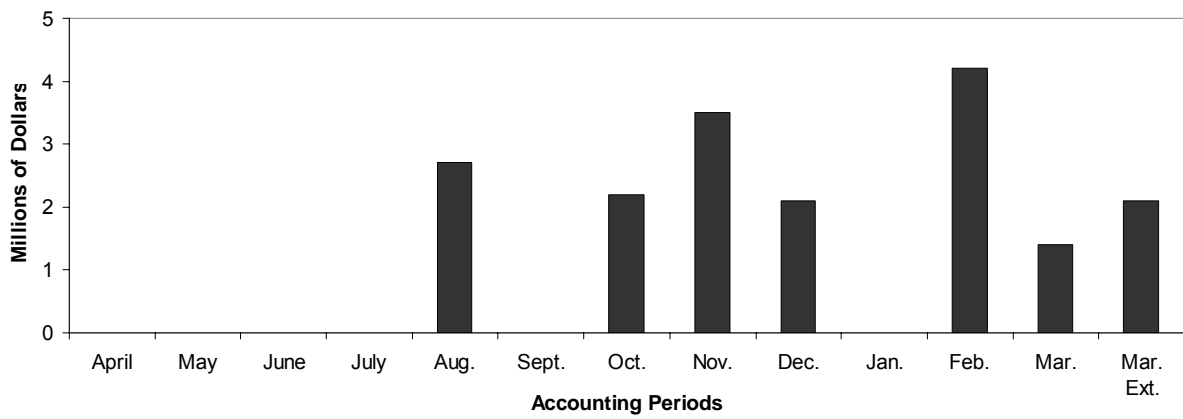
FINANCIAL DETAILS (\$ million)

	2003-2004	2004-2005			
	Actual	Planned Spending	Authorities	Actual	Variance
Grants					
Contributions	7.4	30.5	30.5	18.2	12.3
Other Transfer Payments					
Total – Transfer Payment Program	7.4	30.5	30.5	18.2	12.3

Comments on variances: N/A

Significant evaluation findings and URL to last evaluation: None to date

* Refer to HRDC's previous Departmental Performance Report (DPR) for 2002-2003 financial information. Historical comparison of 2002-2003 actual expenditures for HRSDC is not available.

Monthly Cash Disbursement

FACT SHEET # 10**Official Language Minority Communities Support Fund*****Start Date:** April 1, 2004**End Date:** March 31, 2005**Total Funding:** \$8 million**Description of Transfer Payment Program:**

The Support Fund for Official Language Minority Communities is delivered under the authority of section 6 of the *Department of Human Resources Development Act*, which provides the Minister with authority relating to the development of Canada's human resources to enhance employment, encourage equality and promote social inclusion.

Objectives(s), expected result(s) and outcomes:

The objective of the Support Fund is to ensure continuity of activities and funding for the organizations that foster the development of human resources, economic growth, and job creation and retention in official language minority communities.

Short term

- continued viability of the infrastructures and networks as mechanisms for government supporting official language minority communities;
- improved knowledge of official language minority communities from community profiles—the information will be used to guide funding decisions, benchmarking and assessing progress and future evaluation;
- increased official language minority community capacity, at the organization and network levels, to produce community development plans and projects;
- through networking, promotion and communication, increased awareness and understanding among the national committee and the federal government departments that have signed the Memoranda of Understanding with the national committees about the issues of official language minority community development and approaches to strengthen the communities; and
- increased capacity of the Secretariat and regional coordinators with section 41 responsibilities to advise and support the funded committees.

Medium term

- increased leverage, within federal government departments and agencies that have signed the Memoranda of Understanding and from external bodies, of financial and other support for official language minority communities for community development projects; and
- federal departments and agencies taking into account the needs of official language minority communities during the development and delivery of their policies and programs, particularly those of human resources and economic development.

Long term

- critical mass of local human resources in official language minority communities capable of promoting and implementing their own development;
- increased diversity of funding bases for the national committees, the Réseau de développement économique et d'employabilité and Community Economic Development and Employability Committees; and
- increased economic and job growth in official language minority communities.

Achieved results or progress made:

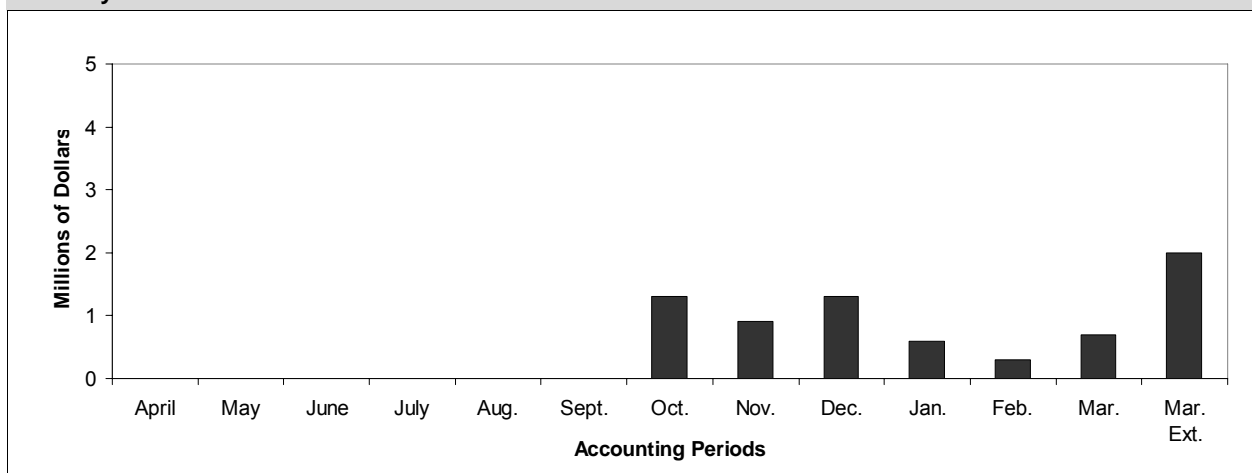
The Support Fund has helped to establish a national infrastructure that is consistent with its objectives.

- There is evidence that the Support Fund is helping to mobilize communities and increase community capacity for economic development and employment.
- A Management Response to the Audit and Evaluation report addressing the observations of the report was prepared and approved.
- A Memorandum to Cabinet was approved followed by the approval of the TB submission on August 31, 2004 to implement the Interim Support Fund for the period April 1, 2004 to March 31, 2005.
- The department has secured authorities for long-term funding mechanisms and program delivery models that take into account all the human resources, economic development and community capacity-building issues facing official language minority communities.
- Long-term funding was accomplished through approval of a Memorandum to Cabinet and Treasury Board submission for the new Enabling Fund (effective April 1, 2005 to March 31, 2008).

FINANCIAL DETAILS (\$ million)					
	2003-2004	2004-2005			
	Actual	Planned Spending	Authorities	Actual	Variance
Grants					
Contributions	-	8.0	7.4	7.0	1.0
Other Transfer Payments					
Total – Transfer Payment Program	-	8.0	7.4	7.0	1.0
Comments on variances: N/A					
Significant evaluation findings and URL to last evaluation: <p>The Support Fund Evaluation report showed that progress has been achieved in three years. The Support Fund enabled the Comité national de développement économique et d'employabilité (referred to as the Francophone Committee) and the National Human Resources Development Committee for the English Linguistic Minority (referred to as the Anglophone Committee) to establish from the ground up a network of delegated organizations, the Réseau de développement économique et d'employabilité (RDEEs) and the Community Economic Development and Employability Committees (CEDECs) throughout the country which allows them to implement their strategic plans. The official language minority communities did not have these infrastructures and capacities prior to 1999.</p> <p>The evaluation emphasizes the relevance of the Support Fund and its consistency with section 41 of the <i>Official Languages Act</i>. The document also makes a number of positive observations, such as the establishment of a Canada-wide infrastructure and the multiplying and leveraging effects in terms of investment and partnerships. It notes, however, there is a dichotomy between the objectives of the Support Fund and those of the Employment Benefits and Support Measures (EBSM)—its funding source—especially with respect to economic development.</p> <p>The evaluation mentions some early signs that the Support Fund is beginning to mobilize communities and build their capacities in terms of economic growth and employability. It also shows that a number of systems still need to be put in place and some adjustments made to the administration of the Support Fund, including data collection, the development of a comprehensive framework of performance indicators and a better knowledge of the needs of the local labour market of the communities.</p>					

* Refer to HRDC's previous Departmental Performance Report (DPR) for 2002-2003 financial information. Historical comparison of 2002-2003 actual expenditures for HRSDC is not available.

Monthly Cash Disbursement



FACT SHEET # 11**Foreign Credential Recognition**

Start Date: 2003-2004	End Date: 2008-2009 and ongoing	Total Funding: \$1.4 million
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Description of Transfer Payment Program:

The Foreign Credential Recognition (FCR) Program provides financial and strategic support to partners, including provinces and territories, sector councils, regulatory bodies, immigrant-serving organizations and post-secondary educational institutions, to develop a pan-Canadian approach to assessing and recognizing foreign credentials within targeted occupations and sectors of the economy to facilitate entry into, and mobility within, the Canadian labour market.

The FCR Program supports the research and project-based activities of partners to develop tools and processes to assess and recognize foreign credentials in targeted occupations and sectors. The goal of the program is to deliver on its mandate of improving the labour market outcomes of internationally trained workers in targeted occupations and sectors.

Objectives(s), expected result(s) and outcomes:

As the actual implementation of FCR rests with partners, the program primarily plays a support role in the development of tools and processes to assess and recognize foreign credentials. Efforts focus on achieving the following short-, medium- and long-term outcomes in support of the program's overarching ultimate objective.

In the short term, the program will work in partnership to:

- increase the understanding, consensus and commitment on issues and potential solutions related to FCR;
- increase the knowledge of what works in developing a pan-Canadian process for FCR;
- identify sectors and occupations facing current and emerging critical shortages that could be addressed by interventions from the program; and
- enhance national coordination of partnership activities with regards to FCR.

In the medium- and long-term, the program will work in partnership to:

- increase the awareness, availability and use of tools and processes for employers and regulators to assess and recognize foreign credentials;
- standardize pan-Canadian FCR processes in targeted occupations and sectors;
- improve the ability of sectors, employers and regulators to assess and recognize internationally trained workers; and
- reduce the barriers to entering the labour market for internationally trained workers.

The program will work with partners to achieve these short-, medium and long-term outcomes to meet its ultimate objective of improving labour market outcomes in targeted occupations and sectors of internationally trained workers.

Achieved results or progress made:

The most significant achievement for 2004-2005 was the development of the Internationally Trained Workers Initiative (ITWI).

FINANCIAL DETAILS (\$ million)

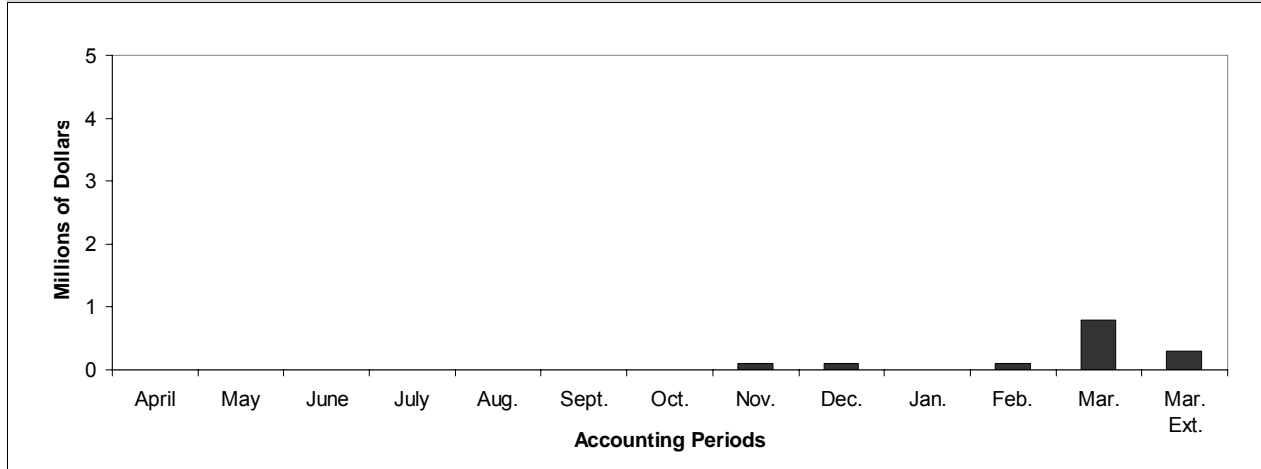
	2003-2004	2004-2005			
	Actual	Planned Spending	Authorities	Actual	Variance
Grants					
Contributions	-	7.7	5.5	1.4	6.3
Other Transfer Payments					
Total – Transfer Payment Program	-	7.7	5.5	1.4	6.3

Comments on variances:

The variance can be attributed to slower than anticipated project proposal development and submission from our partners. This may be due in part to the fact that the launch of the FCR Program took place later than expected (April 2005). Many of the projects funded are multi-year, with the first year serving to "ramp-up" project activities.

Significant evaluation findings and URL to last evaluation:

A formative evaluation is scheduled for this program in 2005-2006.

Monthly Cash Disbursement

FACT SHEET # 12**Sector Council Program***

Start Date: 2002-2003	End Date: 2006-2007 and ongoing	Total Funding: \$33.7 million
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Description of Transfer Payment Program:

The Sector Council Program supports research and project-based activities proposed by sector councils, as well as ad hoc national sector-like organizations working on skills and learning issues.

The program supports sector council activities that include:

- sector human resources studies that identify current and emerging trends and skill needs;
- occupational/skills standards that describe skills and knowledge needed to perform competently in the workplace;
- building strong business–education linkages and relationships that result in core curriculum tailored to industry requirements;
- projects that assist sector councils and other sector groups to ensure that workers can get the skills required for the workplace; and
- programs to build the infrastructure and institutional capacity needed to implement human resources strategies.

Objectives(s), expected result(s) and outcomes:

While the specific goals of the industry-sponsored sector councils may vary, depending on the particular needs of the sector, some interests and objectives are common.

In the short term, the program and sector councils will continue to work in partnership to:

- develop new and innovative solutions to human resources and skills issues by:
 - increasing consensus and understanding of skills, occupational needs and labour market issues;
 - increasing availability and use of products and services to help industry address their human resource issues;
 - enhancing labour market transition (facilitating labour market entry and career progression); and
 - enhancing collaboration, action and investment by industry.
- address current and emerging skills and human resource issues:
 - increasing sectoral capacity by sharing best practices and innovative ideas between councils and across sectors and industries;
 - encouraging learning systems to be more responsive to the labour market by developing educational curricula that develop and refine skills needed by industries and employers in Canada's labour market; and
 - promoting the workplace as a learning place by encouraging employers and industry to increase training investment in their employees.

Achieved results or progress made:

The most significant achievement of 2004-2005 was to increase the total number of sector councils to 30 bringing the total percentage of labour market coverage to 49 percent.

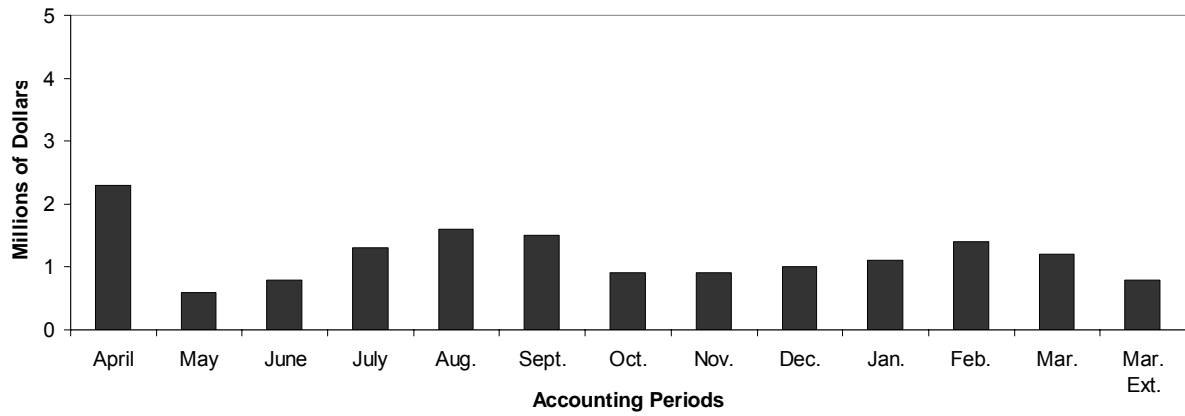
FINANCIAL DETAILS (\$ million)					
	2003-2004	2004-2005			
	Actual	Planned Spending	Authorities	Actual	Variance
Grants					
Contributions	14.0	17.9	17.6	15.4	2.5
Other Transfer Payments					
Total – Transfer Payment Program	14.0	17.9	17.6	15.4	2.5

Comments on variances: The variance can be attributed to slower than anticipated project proposal development and submission from our partners. Many of the projects funded are multi-year, with the first year serving to "ramp-up" project activities.

Significant evaluation findings and URL to last evaluation:

The summative evaluation of the Sector Council Program will be commencing and is expected to be completed by 2006-2007. An interim report is expected in October 2005 and the final report is expected in October 2006.

* Refer to HRDC's previous Departmental Performance Report (DPR) for 2002-2003 financial information. Historical comparison of 2002-2003 actual expenditures for HRSDC is not available.

Monthly Cash Disbursement

FACT SHEET # 13**Canada Student Loans Program – Direct Financing Arrangement***

Start Date: 2000	End Date: Ongoing	Total Funding: N/A
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Description of Transfer Payment Program:

This transfer payment represents the costs to the Canada Student Loans Program (CSLP) of providing student financial assistance under the Direct Loan regime. It covers costs associated with Interest Relief (IR), Debt Reduction in Repayment (DRR), and loan forgiveness in the event of a borrower's permanent disability or death.

This transfer payment also reflects alternative payments made to provinces not participating in the CSLP. Alternative payments are assessed based on the extent to which student financial assistance in these provinces mirrors the student financial assistance offered through the CSLP.

Objectives(s), expected result(s) and outcomes:

Providing debt management assistance to borrowers experiencing difficulties in repayment.

This transfer payment also provides the necessary funds to ensure that all Canadians, regardless of their province of residence, have access to equitable and comparable student financial assistance measures.

Achieved results or progress made:

In 2004, the CSLP began to implement enhancements to the debt management measures it offers, as was committed in the 2004 Budget.

Budget 2004 committed to improving IR and DRR. Effective August 1, 2005, an enhanced IR allows more borrowers to access IR by increasing income thresholds by 5%. Effective August 1, 2005, an enhanced DRR raises the maximum amount of debt reduction from \$20,000 to \$26,000.

Post-secondary education students in Quebec, the Northwest Territories and Nunavut continue to access financial assistance similar to the assistance provided to students in those jurisdictions that participate in the CSLP.

FINANCIAL DETAILS (\$ million)

	2003-2004	2004-2005			
	Actual	Planned Spending	Authorities	Actual	Variance
Grants					
Contributions – Statutory	266.3	157.2	206.1	206.1	(48.9)
Other Transfer Payments					
Total – Transfer Payment Program	266.3	157.2	206.1	206.1	(48.9)

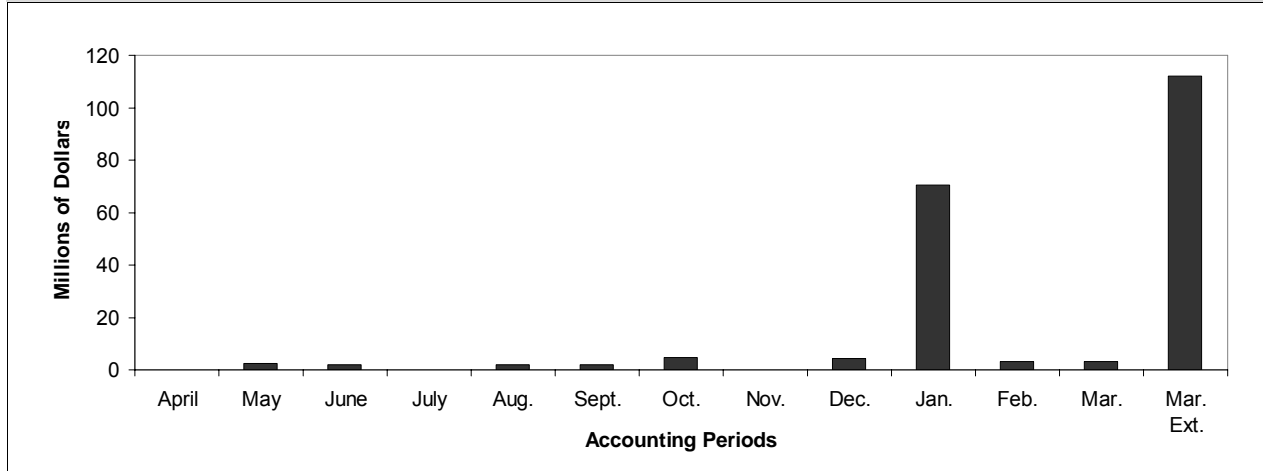
Comments on variances:

Starting in 2003-2004, there was a change in the methodology (to the accrual method) to record the amount of Alternative Payments. As a result, the actual spending amount for 2004-2005 recorded for Alternative Payment represents the annual charge as required under accrual accounting. However, the 2004-2005 Planned Spending figure above is the forecasted disbursed amount of Alternative Payments to be disbursed.

Significant evaluation findings and URL to last evaluation:

http://www11.hrdc-drhc.gc.ca/pls/edd/v_report.report_index

* Refer to HRDC's previous Departmental Performance Report (DPR) for 2002-2003 financial information. Historical comparison of 2002-2003 actual expenditures for HRSDC is not available.

Monthly Cash Disbursement

FACT SHEET # 14**Canada Student Loans Program – Liabilities****Start Date:** 1964**End Date:** Ongoing**Total Funding:** N/A**Description of Transfer Payment Program:**

This transfer payment represents the costs to the Canada Student Loans Program (CSLP) for the payment of claims submitted by financial institutions in relation to defaulted Canada Student Loans administered by them under the Guaranteed Loan regime, as well as loan forgiveness due to a borrower's permanent disability or death.

Objectives(s), expected result(s) and outcomes:

This transfer payment allows the Government of Canada to meet its obligations to financial institutions pursuant to the *Canada Student Loans Act*.

Achieved results or progress made: N/A**FINANCIAL DETAILS (\$ million)**

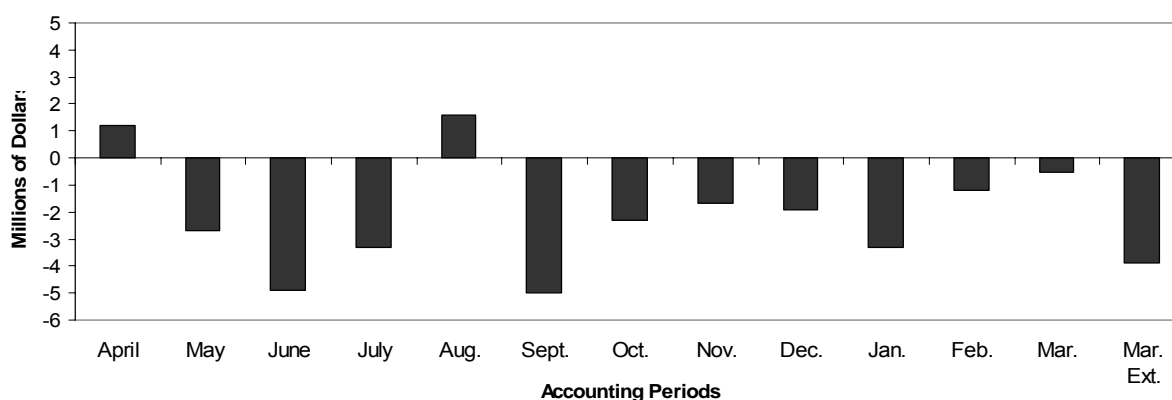
	2003-2004	2004-2005			
	Actual	Planned Spending	Authorities	Actual	Variance
Grants					
Contributions – Statutory	(28.1)	18.9	(24.1)	(24.1)	43.0
Other Transfer Payments					
Total – Transfer Payment Program	(28.1)	18.9	(24.1)	(24.1)	43.0

Comments on variances: The variance between planned and actual spending above is the result of the fact that the actual spending is presented net of the recoveries on claims while the planned spending represents the forecasted expenditure of claims payments only.

Significant evaluation findings and URL to last evaluation:

http://www11.hrdc-drhc.gc.ca/pls/edd/v_report.report_index

NOTE: Includes recoveries on guaranteed loans

Monthly Cash Disbursement

FACT SHEET # 15**Canada Student Loans Program – Interest Payments and Liabilities*****Start Date:** 1995**End Date:** Ongoing**Total Funding:** N/A**Description of Transfer Payment Program:**

This transfer payment represents the costs to the Canada Student Loans Program (CSLP) of providing student financial assistance under the Risk-shared Loan regime. It covers costs associated with in-study interest subsidy provided to full-time students, Interest Relief, Debt Reduction in Repayment, loan forgiveness in the event of a borrower's permanent disability or death, risk premiums paid to financial institutions under this loan regime, and payments made to financial institutions in relation to loans returned to government for collection activities.

Objectives(s), expected result(s) and outcomes:

Providing benefits to borrowers with risk-shared Canada Student Loans and compensating financial institutions for the management and administration of Canada Student Loans in accordance with the *Canada Student Financial Assistance Act* (CSFAA).

Achieved results or progress made:

Students continue to receive in-study student financial assistance and debt management assistance in repayment.

Canada meets its obligations as set out under the CSFAA and in agreements with financial institutions.

FINANCIAL DETAILS (\$ million)

	2003-2004	2004-2005			
	Actual	Planned Spending	Authorities	Actual	Variance
Grants					
Contributions – Statutory	105.2	75.4	86.0	86.0	(10.6)
Other Transfer Payments					
Total – Transfer Payment Program	105.2	75.4	86.0	86.0	(10.6)

Comments on variances: The variance between planned and actual spending is due mainly to the approval of the proposed legislative changes regarding debt management measures. (Budget 2003 effective May 2004)

Significant evaluation findings and URL to last evaluation:

http://www11.hrdc-drhc.gc.ca/pls/edd/v_report.report_index

* Refer to HRDC's previous Departmental Performance Report (DPR) for 2002-2003 financial information. Historical comparison of 2002-2003 actual expenditures for HRSDC is not available.

NOTE: Includes recoveries on put-backs

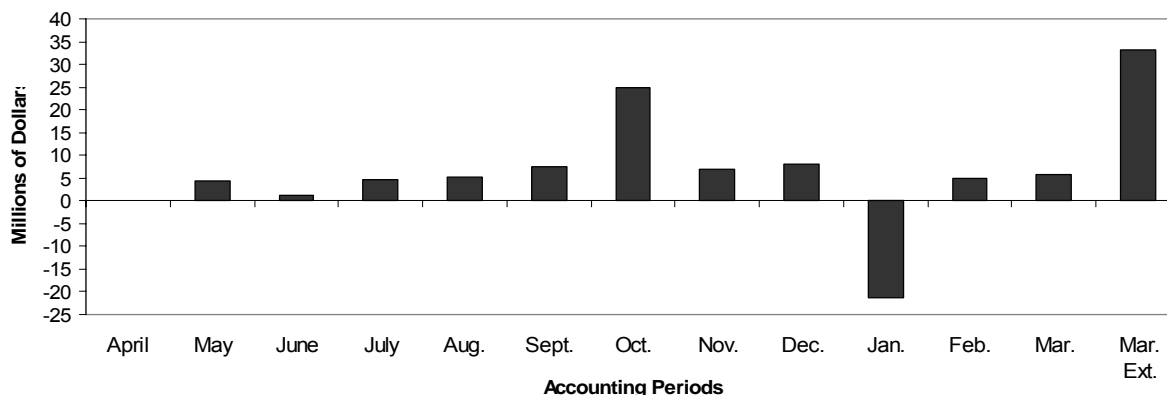
Monthly Cash Disbursement

TABLE 11: FOUNDATIONS (CONDITIONAL GRANTS)⁴¹**The Canada Millennium Scholarship Foundation**

Start Date: 2000	End Date: 2010	Total Funding: \$2.5 billion
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Purpose of Funding:

- The *Budget Implementation Act, 1998*, provides for the creation of the Canada Millennium Scholarship Foundation. The *Act* establishes that the Minister of Human Resources Development Canada (now Human Resources and Skills Development Canada) is responsible for tabling Foundation reports to Parliament, including the Foundation's annual report.
- The endowment is managed in accordance with the Funding Agreement between the Foundation and the Government of Canada, as represented by the Minister of Human Resources and Skills Development and the Minister of Finance.
- The objective of the Foundation is to increase access to post-secondary education by granting scholarships to students who are in financial need and who demonstrate merit.

Objectives(s), expected result(s) and outcomes:

The Foundation's objective is to improve access to post-secondary education for students in financial need so that Canadians can acquire the skills needed to participate in a changing economy and society.

Achieved results or progress made (within overall departmental results achieved):

- Awarded 94,890 bursaries averaging \$3,000 to post-secondary students based on financial need.
- Distributed 929 annual millennium entrance excellence awards, valued at \$4,000 or \$5,000, depending on the type of award, to students beginning post-secondary studies for the first time who demonstrate exceptional merit.
- In 2004-2005, 940 national in-course excellence awards were awarded, valued at \$4,000 or \$5,000, depending on the type of award, to upper-year post-secondary students.
- Research program into the determinants of access to higher education and the effect of current student financial assistance programs on students' behaviour completed the following in 2004-2005:
 - Publication and widespread dissemination of 2nd edition of *The Price of Knowledge: Access and Student Finance in Canada*;
 - Continuation of Millennium Research Series with the publication of 10 new research reports and notes;
 - Continued development of Millennium Pilot Projects (longitudinal research projects on means to improve access) and implementation in the classroom of the "Future to Discover" project in New Brunswick; and
 - Hosting of 2004 policy conference on "The Invisible Student," in partnership with The Canadian Association of Student Financial Aid Administrators.
- Began to implement program improvements recommended as a result of the Foundation's mid-term review. For example: negotiations began with provinces and territories 1) to improve access by including first year students in the bursary program, and 2) for pilot projects to introduce access bursaries for students from low-income backgrounds.

FINANCIAL DETAILS (\$ million)

	Actual Spending 2002	Actual Spending 2003	Planned Spending 2004 (A)	Total Authorities 2004-2005	Actual Spending 2004 (B)	Variance between (A) and (B)
Conditional Grant(s)	286.9	297.7	300	N/A	300.9	(0.9)
Administration	10.4	13.8	N/A	N/A	19.0	N/A

Comments on Variances: The variance between (A) and (B) is a result of carryovers in annual allocations to the bursary program in specific provinces, which were produced as a result of student withdrawals from full-time studies or other terms and conditions of payment not being met. The resulting recovery is a cash rollover to the following year's allocation. Payout can then exceed annual allocation (A) by the amount of carryover to the following year (A) plus (B).

Significant Evaluation Findings and URL to last evaluation:

http://www.millenniumscholarships.ca/images/Reports/evaluation_en.pdf

URL to Foundation site: <http://www.millenniumscholarships.ca/>

URL to Foundation's Annual Report: <http://www.millenniumscholarships.ca/en/aboutus/AnnualReport.asp>

⁴¹ The Frontier College Learning Foundation is not listed in this document as the funding agreement with HRSDC expired prior to 2004-2005. The Foundation was inadvertently included in the Report on Plans and Priorities for 2004-2005.

Canadian Council on Learning

Start Date: March 30, 2004	End Date: March 31, 2009	Total Funding: \$85 million
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Purpose of Funding:

To promote and support evidence-based decision making in all areas of lifelong learning by informing Canadians regularly on Canada's progress on learning outcomes, and promoting knowledge and information exchange among learning partners.

Objectives(s), expected result(s) and outcomes:**Objectives:**

- research and mobilization of knowledge about learning;
- monitoring and reporting pan-Canadian progress in key aspects of learning; and
- knowledge transfer and sharing of interesting and promising practices, models and lessons learned drawn from both Canada and abroad.

Expected results and outcomes:

- pan-Canadian agreement on priorities and appropriate learning outcomes across lifelong learning;
- improved data and information on learning to address learning priorities;
- improved evidence-based decision making by users of learning information and improved learning outcomes for Canadians; and
- strengthened collaboration among organizations involved in learning information across Canada, greater use of effective practices by learning system decision makers and improved access to data and information.

In the long term, the Canadian Council on Learning will contribute to improved learning outcomes for Canadians and the improved effectiveness of the learning systems in Canada.

Achieved results or progress made (within overall departmental results achieved):

- recruitment of full Board of Directors and senior staff;
- launched Expressions of Interest process for the creation of knowledge centres in five identified areas: early childhood learning, adult learning, work and learning, Aboriginal learning, and health and learning;
- contracted with Statistics Canada to improve data collection infrastructure in area of identified need; and
- entered into discussions with the Council of Ministers of Education, Canada, and the Centre for Education Statistics Canada with respect to research, monitoring and reporting in the area of structured learning, and met with a wide range of learning partners, both governmental and non-governmental, to discuss ways of working collaboratively.

FINANCIAL DETAILS (\$)

	Actual Spending 2002-2003	Actual Spending 2003-2004	Planned Spending 2004- 2005 (A)	Total Authorities 2004-2005	Actual Spending 2004-2005 (B)	Variance between (A) and (B)
Conditional Grant(s)	N/A	N/A	4,072,000	N/A	1,620,382	2,451,618

Comments on variances: Implementation of Knowledge Centres has taken longer than initially projected.

Significant evaluation findings and URL to last evaluation: N/A

URL to council site: www.ccl-cca.ca

URL to council's annual report: <http://www.ccl-cca.ca/english/resources/pdf/CCL-RapportEN.pdf>

Peter Gzowski Foundation for Literacy						
Start Date: March 31, 2003		End Date: March 31, 2008		Total Funding: \$5 million		
Purpose of Funding: The purpose of this foundation is to provide one-time funding and a vehicle for corporations and private citizens, who supported Peter Gzowski's work on literacy, to make donations in his name.						
Objectives(s), expected result(s) and outcomes: <ul style="list-style-type: none">• increased public awareness of, and support for, literacy issues;• leveraged funds;• promotion of literacy and its importance; and• literacy activities that support the promotion of literacy.						
Achieved results or progress made (within overall departmental results achieved): <ul style="list-style-type: none">• national coordination of the Peter Gzowski Invitational Golf Tournaments for Literacy which raise funds to support literacy initiatives;• literacy activities which support the raising of funds and public awareness for literacy at the local level; and• literacy activities that support the promotion of literacy and leverage funds for literacy throughout Canada.						
FINANCIAL DETAILS (\$ million)						
	Actual Spending 2002-2003	Actual Spending 2003-2004	Planned Spending 2004-2005 (A)	Total Authorities 2004-2005	Actual Spending 2004-2005 (B)	Variance between (A) and (B)
Conditional Grant(s)	5	nil	nil	nil	nil	N/A
Comments on variances: N/A						
Significant evaluation findings and URL to last evaluation: N/A						
URL to foundation site: http://www.abc-canada.org/pgi_tournaments/						
URL to foundation's annual report: N/A						

Read to Me! Foundation Inc.***Start Date:** February 28, 2003**End Date:** March 31, 2008**Total Funding:** \$1 million ¹**Purpose of Funding:**

To implement a province-wide family literacy program whereby each newborn in Nova Scotia receives a tote bag of books and learning supports before leaving the hospital.

Objectives(s), expected result(s) and outcomes:

- to help support a child's learning from birth;
- to support parents as their children's first and most important teacher;
- to encourage a healthy learning environment in the home; and
- to encourage book sharing between parents and children as a means to facilitate bonding, talking, singing and other language activities which support early development.

Ultimately, it is expected that this initiative will contribute to improving literacy levels in Nova Scotia.

Achieved results or progress made (within overall departmental results achieved):

Read to Me! Foundation Inc. activities have focused on expansion, development, partnership building, promotion and recognition. Read to Me! Foundation Inc. has secured new partners and expanded the Nova Scotia Family Literacy Program to all 11 hospitals in Nova Scotia, increasing their reach to 10,000 babies/families per year. Full disclosure will be available in its annual report.

FINANCIAL DETAILS (\$)

	Actual Spending 2002-2003	Actual Spending 2003-2004	Planned Spending 2004-2005 (A)	Total Authorities 2004-2005	Actual Spending 2004-2005 (B)	Variance between (A) and (B)
Conditional Grant(s)	271,250	728,750	nil	nil	nil	nil

Comments on variances:

Significant evaluation findings and URL to last evaluation: N/A

URL to foundation site: www.iwkgrace.ns.ca/readtome/

URL to foundation's annual report: N/A

* This foundation was inadvertently excluded from the 2004-2005 Report on Plans and Priorities.

1. The amount of \$1 million was paid in three payments: one payment in 2002-2003 and two payments in 2003-2004. No further funding was provided to the Foundation in 2004-2005.

The Winnipeg Foundation*

Start Date: February 28, 2003	End Date: March 31, 2008	Total Funding: \$1 million ¹
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Purpose of Funding:

The purpose of this foundation is to help support existing and innovative family literacy initiatives in Manitoba, and more specifically to create and increase the availability of materials and resources to family literacy practitioners in the province.

Objectives(s), expected result(s) and outcomes:

- to establish the Literacy for Life endowment challenge fund which will support literacy activities at the grassroots level that support existing and innovative family literacy initiatives.
- implement literacy activities that create and increase the availability of materials and resources to the family literacy field in Manitoba.

Achieved results or progress made (within overall departmental results achieved):

See annual report for full disclosure.

FINANCIAL DETAILS (\$)

	Actual Spending 2002-2003	Actual Spending 2003-2004	Planned Spending 2004- 2005 (A)	Total Authorities 2004-2005	Actual Spending 2004-2005 (B)	Variance between (A) and (B)
Conditional Grant(s)	271,250	375,000	101,360		\$101,360 ¹	N/A

Comments on variances: N/A

Significant evaluation findings and URL to last evaluation: N/A

URL to foundation site: www.wpgfdn.org/

URL to foundation's annual report: http://www.wpgfdn.org/fundinfo_agency.php

* This foundation was inadvertently excluded from the *2004-2005 Report on Plans and Priorities*.

1. As federal payments are contingent on funds raised by The Winnipeg Foundation, a total of \$747,610 out of \$1 million has been paid to the Winnipeg Foundation since February 28, 2003.

TABLE 12: RESPONSE TO PARLIAMENTARY COMMITTEES, AUDITS AND EVALUATIONS

Response to Parliamentary Committees	
STANDING COMMITTEE REPORTS	COMMENTS
STANDING COMMITTEE ON HUMAN RESOURCES, SKILLS DEVELOPMENT, SOCIAL DEVELOPMENT AND THE STATUS OF PERSONS WITH DISABILITIES	
<p>Report 2 – Study on Employment Insurance Funds adopted by Committee on December 14, 2004; presented to the House on January 31, 2005. http://www.parl.gc.ca/committee/CommitteePublication.aspx?COM=8982&Lang=1&SourceId=96486</p> <p>Report 3 – Study on Employment Insurance Funds adopted by Committee on February 8, 2005; presented to the House on February 15, 2005. http://www.parl.gc.ca/committee/CommitteePublication.aspx?COM=8982&Lang=1&SourceId=100965</p> <p>Government Response: Third Report of the Committee, Restoring Financial Governance and Accessibility in the Employment Insurance Program, presented to the House on May 13, 2005. http://www.parl.gc.ca/committee/CommitteePublication.aspx?COM=8982&Lang=1&SourceId=116972</p>	<p>With respect to the reports on Employment Insurance (EI), the government has taken steps to address the Standing Committee recommendations. Through Budget 2005, the transparency of the premium rate-setting process has been strengthened and the independence of the Canada Employment Insurance Commission has been increased. Over the last decade, important program improvements to EI have been made, including the enhancements announced in February.</p>
<p>Report 1 – Bill C-5, An Act to provide financial assistance for post-secondary education savings adopted by Committee on November 25, 2004; presented to the House on November 26, 2004. Royal assent December 15, 2004. http://www.parl.gc.ca/committee/CommitteePublication.aspx?COM=8982&Lang=1&SourceId=92234</p>	<p>The Act is in force on July 1, 2005 other than sections 4, 12, 17 and 20 to 22 which are in force on assent.</p>
<p>Report 4 – Bill C-23, An Act to establish the Department of Human Resources and Skills Development and to amend and repeal certain related Acts adopted by Committee on February 15, 2005; presented to the House on February 16, 2005. http://www.parl.gc.ca/committee/CommitteePublication.aspx?COM=8982&Lang=1&SourceId=101106</p>	<p>Bill received royal assent on July 20, 2005.</p>
<p>Report 6 – New Human Resources and Skills Development Canada call for proposals Criteria for Funding Community Programs adopted by Committee on May 17, 2005; presented to the House on May 18, 2005. http://www.parl.gc.ca/committee/CommitteePublication.aspx?COM=8982&Lang=1&SourceId=116647</p> <p>Government response: to be provided September 26, 2005</p>	<p>The report contains 20 recommendations. The Committee's report calls for suspending the call-for-proposal process until HRSDC has engaged in meaningful consultations with community organizations to determine the appropriate amount of time required to prepare and submit applications, and to review and re-evaluate the selection criteria that are used to rank applications; restricting the call-for-proposal process to individual projects valued at \$500,000 and more; moving quickly to multi-year funding agreements; establishing meaningful results-based accountability measures and an evaluation framework for contribution programs delivered under Employment Benefits and Support Measures; and that HRSDC employees receive the</p>

Response to Parliamentary Committees

STANDING COMMITTEE REPORTS

COMMENTS

required support to provide high quality, consistent service to community organizations that deliver contribution programs on behalf of the department.

Response to the Auditor General

CHAPTERS

COMMENTS

CHAPTER 1 – INTERNAL AUDITS IN DEPARTMENTS AND AGENCIES, NOVEMBER 2004

Issue: HRDC partially met professional standards for the practice of internal audit

To ensure a strong internal audit capacity in terms of both resources and skills, the department has begun to implement a Human Resources Strategy that includes ensuring an appropriate mix of qualifications, experience and skills needed to carry out audits, and increasing the proportion of auditors with professional designations. The audit recommendations, with the exception of one, were all addressed to the Treasury Board Secretariat. The Secretariat's responses are available at: <http://www.oag-bvg.gc.ca/domino/reports.nsf/html/20041101ce.html>.

CHAPTER 7 – PROCESS FOR RESPONDING TO PARLIAMENTARY ORDER PAPER QUESTIONS, NOVEMBER 2004

Issue: Incomplete responses to Order Paper Question

No specific audit recommendation was made to HRSDC; however, as a result of this audit, the department agreed to include data from the Public Accounts, where available, for questions requiring research going back to dates for which departmental records no longer exist.

CHAPTER 8 – OTHER AUDIT OBSERVATIONS: THE SURPLUS IN THE EMPLOYMENT INSURANCE ACCOUNT, NOVEMBER 2004

Issue: Non-compliance with the intent of the *Employment Insurance Act* with respect to the size and the growth of the accumulated Employment Insurance Account surplus

The government announced new measures with respect to premium rate setting in Budget 2005. Implementation will occur with the passage of the *Budget Implementation Act*. The government's response can be found at www.oag-bvg.gc.ca/domino/reports.nsf/html/20041108ce.html

2005 STATUS REPORT CHAPTER 4 – ACCOUNTABILITY OF FOUNDATIONS

Issue: Unsatisfactory progress in providing the framework for the accountability of foundations to Parliament

HRSDC as the sponsoring department for the Canada Millennium Scholarship Foundation has been included in the audit. The department will introduce provisions to ensure that the commitments made in Budget 2003 and the Auditor General's concerns are addressed. On behalf of the government, the TBS indicated its willingness to explore further

Response to the Auditor General

CHAPTERS	COMMENTS
	improvements, while at the same time respecting the independence of these organizations and legitimate policy objectives sought. www.oag-bvg.gc.ca/domino/reports.nsf/html/20050204ce.html .
Internal Audits or Evaluations*	
TO PROVIDE CANADIANS WITH:	AS DEMONSTRATED BY THE FINDINGS OF THE FOLLOWING:
EFFICIENT AND INCLUSIVE LABOUR MARKET TRANSITIONS THROUGH TEMPORARY INCOME SUPPORT AND ACTIVE EMPLOYMENT MEASURES	<p>EVALUATIONS</p> <ul style="list-style-type: none"> Monitoring Studies Prepared for the 2003 EI Monitoring and Assessment Report to Parliament EI Reform and Persons with Disabilities Summative Evaluation of EI Parental Benefits Evaluation of the Work Sharing Program http://www11.hrdc-drhc.gc.ca/pls/edd/SP_AH_212_02_04.shtml Summative Evaluation of Employment Benefits and Support Measures under the Terms of the Canada/British Columbia Labour Market Development Agreement Review of Aboriginal Human Resources Development Agreements – Synthesis of Findings Youth Employment Strategy YES 1997-2002: Summary of Recent Evaluation Results A Summative Evaluation of HRDC's Component of the Pacific Fisheries Adjustment and Restructuring Program Formative Evaluation of the Official Language Minority Communities Support Fund http://www11.hrdc-drhc.gc.ca/pls/edd/SP_AH_204_05_04.shtml <p>AUDITS</p> <ul style="list-style-type: none"> Audit of Youth Employment Initiatives Programs http://www.hrsdc.gc.ca/en/cs/fas/iarms/sp-607-05-04e.shtml Audit of Entitlement to Employment Insurance Benefits http://www.hrsdc.gc.ca/en/cs/fas/iarms/sp-622-04-04e.shtml Audit of the Aboriginal Human Resources Development Agreement
ENHANCED PRODUCTIVITY AND COMPETITIVENESS OF CANADIAN WORKPLACES BY SUPPORTING INVESTMENT IN AND RECOGNITION AND UTILIZATION OF SKILLS	<p>EVALUATIONS</p> <ul style="list-style-type: none"> Formative Evaluation of the Sectoral Partnerships Initiative Summative Evaluation of HRSDC Labour Market Information Products and Services
THROUGH ACCESS TO LEARNING, CANADIANS CAN PARTICIPATE FULLY IN A KNOWLEDGE-BASED ECONOMY AND SOCIETY	<p>EVALUATIONS</p> <ul style="list-style-type: none"> Formative Evaluation of Canada Student Loans Program Summative Evaluation of the National Literacy Secretariat <p>AUDITS</p> <ul style="list-style-type: none"> Audit of the Learning Initiatives Program http://www.hrsdc.gc.ca/en/cs/fas/iarms/sp-608-09-04e.shtml
SAFE, HEALTHY, FAIR, STABLE, COOPERATIVE AND PRODUCTIVE WORKPLACES	<p>EVALUATIONS</p> <ul style="list-style-type: none"> Summative Evaluation of the Labour-Management Partnership Program Summative Evaluation of the Legislated Employment Equity Programs <p>AUDITS</p> <ul style="list-style-type: none"> Audit of Labour Program – Part III of the <i>Canada Labour Code</i> http://www.hrsdc.gc.ca/en/cs/fas/iarms/sp-604-05-04e.shtml
ENHANCED COMMUNITY CAPACITY TO CONTRIBUTE	<p>AUDITS</p> <ul style="list-style-type: none"> Audit of the Supporting Communities Partnership Initiative

Internal Audits or Evaluations*

TO PROVIDE CANADIANS WITH:	AS DEMONSTRATED BY THE FINDINGS OF THE FOLLOWING:
TO THE REDUCTION OF HOMELESSNESS	http://www.hrsdc.gc.ca/en/cs/fas/iarms/6572_00_e.shtml
SEAMLESS, INTEGRATED AND MULTI-CHANNEL SERVICE DELIVERY THAT ENSURES CLIENT SATISFACTION	AUDITS <ul style="list-style-type: none"> • Audit of Management of Personal Information http://www.hrsdc.gc.ca/en/cs/fas/iarms/sp-603-07-04e.shtml • Audit of Implementation of Modern Management at Human Resources Development Canada • Spot Audits of Contribution Recipients • Review of 2003 HRDC Financial Statements • National Software Distribution / Release Management Audit http://www.sdc.gc.ca/en/cs/sp/sdc/audit/sdc-a-002-03-04e/page00.shtml. This report was produced through a partnership between HRSDC and Social Development Canada. • Comprehensive Audit of Human Resources Development Canada's Information Technology Security Audit Report

* Approved by the Audit and Evaluation Committee. Links are provided for Audits and Evaluations that are complete. As further Audits and Evaluations are completed, they will be posted online:

Audits: <http://www.hrsdc.gc.ca/en/cs/fas/iarms/toc.shtml>

Evaluations: http://www11.hrdc-drhc.gc.ca/pls/edd/v_report.report_index

TABLE 13: SUSTAINABLE DEVELOPMENT STRATEGY

Following the reorganization of Human Resources Development Canada (HRDC) in December 2003, the 2004-2006 HRDC sustainable development strategy was tabled in Parliament on behalf of the new departments of HRSDC and Social Development Canada.

HRSDC made progress on a number of the HRDC sustainable development targets in 2004-2005. While work on the former department of HRDC's sustainable development targets continues, HRSDC is committed to developing a new departmental strategy that reflects the mandate of the department and is supported by a focused set of targets.

Progress on selected targets is summarized below.

Develop a tool for implementing sustainable development in new HRDC projects, by: June 30, 2004.

The tool to be used is the sustainable community development lens developed by Quebec Region. The development of the tool was carried out under the stewardship of the Quebec Federal Council.

Work in partnership with the Canadian Labour Congress to prepare a statement concisely describing the kind of workplace that Canadian workers want. Prepare statement by: December 31, 2004.

This statement was released in December 2004 under the title *Finally: A Workplace That Works*. Canadian Labour Congress website - www.canadianlabour.ca

Implement Internet service for transmission of medical certificates or medical information required for compassionate care benefits and sickness benefits, by: June 30, 2004.

The project was renamed Medical Certificates On-Line (MCOL). A six month pilot project will be implemented in November 2005 to allow physicians in Ontario to electronically submit the medical certificates to support compassionate care benefits. Phase 1 of the pilot project will be implemented in partnership with the Ontario Medical Association (OMA) which will manage the registration and authentication of the physicians.

Social Development Canada administers shared corporate services for HRSDC, and in that capacity manages 'greening' and human resources-related sustainable development targets on behalf of both departments.⁴²

Develop a commuter options strategy (with assistance from Transport Canada) for HRDC, by December 31, 2004.

A draft strategy was completed and is being reviewed and aligned with the government-wide commuter strategy being developed by Transport Canada.

⁴² Please refer to Social Development Canada's Departmental Performance Report for further information related to these targets (http://www.tbs-sct.gc.ca/rma/dpr1/04-05/index_e.asp).

Promote commuter options by developing and launching the necessary guidance materials, tools, Web site, etc. by December 31, 2005.

A communications strategy, website and other products are currently being developed. A payroll deduction system was put in place and the Transit Pass Program was launched in May 2005.

Ensure that appropriate reference is made to sustainable development in the HRDC orientation and leadership development materials developed by March 31, 2005.

Reference to sustainable development has been incorporated in employee orientation material and leadership development material has been revised.

For detailed information on HRDC's 2004-2006 strategy, a copy may be accessed on the HRSDC website: http://www.hrsdc.gc.ca/en/cs/fas/as/sds/toc_sds3.shtml.

TABLE 14: PROCUREMENT AND CONTRACTING

Procurement and contracting is administered by Social Development Canada (SDC) on behalf of both HRSDC and SDC. Refer to the SDC Departmental Performance Report at: http://www.tbs-sct.gc.ca/rma/dpr1/04-05/index_e.asp

TABLE 15: SERVICE IMPROVEMENT INITIATIVE

Results for Canadians commits the Government of Canada to measurable improvements in client satisfaction. The Treasury Board Secretariat developed the Service Improvement Initiative to achieve increased client satisfaction with key, significant direct service delivery activities by the year 2005. This initiative encouraged service improvement from a citizen-centred perspective, focussing on achieving real improvement in client satisfaction with service quality.

HRSDC has adopted a “citizen-centred” philosophy to service delivery and has been demonstrating this approach in the management of its ongoing operations and of its transformational activities. Service improvement has been a fundamental driver for HRSDC’s more recent efforts under the Modernizing Service for Canadians initiative and has served as a foundation to the Service Canada Initiative announced in the 2005 Budget.

Between 2001 and 2003, the former Human Resources Development Canada (HRDC) conducted client satisfaction surveys using the five drivers of satisfaction as described in Treasury Board Secretariat’s Common Measurement Tool (e.g., timeliness, courtesy, fairness, competence, and outcome). The surveys were completed in two phases. The first phase consisted of surveys of Employment Insurance (EI) and Income Security Program (ISP) clients, and the second phase focused on clients of the Labour Program, Employment Program and the Human Investment Program (HIP), now known as Learning Programs. While the survey results noted positive satisfaction ratings, client input on priorities for service improvement was used by program areas and regions to establish service improvement plans and identify initiatives, some of which are noted below.

Results Achieved

Employment Insurance (EI)

Baseline client satisfaction levels and progress toward achieving satisfaction targets

- ❑ The processing of EI appeals was improved to ensure that Boards of Referees heard 90 percent of appeals within 30 days of receipt of the appeal.
- ❑ A new program indicator to measure the percentage of EI appeal dockets received at the Office of the Umpire within 60 days of receipt of the appeal was established with an objective of 100 percent compliance.
- ❑ A Quality Management Initiative to improve decisions on EI claims and increase the accuracy of EI benefit payments was implemented.

Improvements of 3% were achieved, resulting in a 87.5% speed of service rate.
Source: Appeals Delivery & Management System – March 2005

Improvements of 11.5% were achieved, resulting in a 96.8% satisfaction rate.
Source: Appeals Delivery & Management System – March 2005

Quality results have climbed from 64% to 75.5% Performance target: 80%
Source: Appeals Delivery & Management System – March 2005

Service standards for all key public services: setting the performance standards

- ❑ New and revised key and operational performance indicators resulted from a review of existing EI performance indicators, which are aimed at improving the effectiveness and timeliness of decisions, appeals and payments, and preventing undue hardship should overpayments or underpayments occur.

Main achievements in improving service from a citizen-centred perspective

- ❑ A more proactive, citizen-centred approach has been adopted with respect to unfavourable decisions on EI benefit applications. A Service Delivery Representative now communicates directly with the client to explain the decision on his or her claim for benefits.
- ❑ EI Online Services
 - The Application for EI benefits on the Internet includes specialized applications for apprentice and work-sharing claims and short-form applications for renewal claims.
 - The Interactive Fact-Finding System allows more comprehensive explanations on the reasons for separation (e.g., dismissal, availability) to improve the decision-making process.
 - Approximately two million “reactivated claims” were successfully completed during the first phase of implementing automated Claims Processing. Use of the system has been steadily increasing from 71.7 percent in March 2004 to 85.4 percent in February 2005.
 - Approximately 30,000 employers have been registered to use ROE Web, a Web-based process that replaces the paper-based method of issuing Records of Employment.

Federal Mediation and Conciliation Service (FMCS)*Baseline client satisfaction levels and progress toward achieving satisfaction targets*

- ❑ In the FMCS Client Satisfaction Survey (March 2002):
 - 91 percent indicated that service met or exceeded their expectations.
 - 90 percent expressed satisfaction with access to service in official languages, courteousness of the staff, fair and equitable manner in which the service was delivered, and competence of the staff.
- ❑ When surveyed, clients of FMCS indicated a high level of satisfaction with the service provided. Actions were taken in response to suggested areas of improvement, including:
 - More Staff Resources – An additional mediator was recruited in the Quebec Region.
 - Better Mediators – Labour relations practitioners were recruited and extensive in-house and external training was provided.
 - More Affordable Seminars – Although the FMCS sponsors a national industrial relations conference for clients once every two years, a pilot project in Atlantic Canada revealed a high demand for shorter, more frequent sessions.

Service standards for all key public services: setting performance standards

- ❑ Resolve 90 percent of all labour disputes without a work stoppage.

Main achievements in improving service from a citizen-centred perspective

- ❑ In late 2004, an extensive review and update of the FMCS Preventive Mediation Program was initiated to ensure that the program remains timely and relevant, and continues to deliver the highly rated services that FMCS clients have come to expect.

National Labour Operations Directorate (NLOD)*Baseline client satisfaction levels and progress toward achieving satisfaction targets*

- ❑ Fair Service – Modifications to the complaints handling and wage recovery Operations Program Directives for labour standards provide opportunity for rebuttal based on evidence and submissions made by each of the parties to the case.

- ❑ **Faster Service** – A new service delivery improvement tool is under development that will enable the progress of individual cases to be monitored and to identify the time elapsed between each step of the process and where bottlenecks exist, and take corrective action when necessary.
- ❑ **Continued Training and Upgrading of Skills** – A framework for the National Training Program for Labour Affairs Officers came into effect on January 28, 2004.

Service standards for all key public services: setting the performance standards

- ❑ Completion of a review of NLOD service standards is expected during the 2005-2006 fiscal year.

Main achievements in improving service from a citizen-centred perspective

- ❑ The *National Intervention Strategy* is focused on working collaboratively with workplaces that have higher incidences of disabling injury, when compared to their respective industry average, to prevent occupational injuries and diseases by improving their internal responsibility systems.
- ❑ The new *Compliance Review Framework* was successfully launched in 2004.

Workplace Policy and Information (WPI)

Baseline client satisfaction levels and progress toward achieving satisfaction targets

- ❑ An updated and expanded analysis of collective agreements in Canada was introduced and consultations are underway with provinces to gain access to a broader electronic database of collective agreements across Canada.
- ❑ Client feedback and client satisfaction measures continue to be monitored.

In the WPID Client Satisfaction Survey (March 2002):

- 81% indicated satisfaction with the overall quality of service they received.
- Most clients expressed that the quality of information they received met (78%) or exceeded (13%) their expectations.
- 65% of Web site visitors were satisfied with the overall quality of the Web site, with 25% very satisfied.

Service standards for all key public services: setting the performance standards

Information products and tools that meet Canadian workplace needs and expand awareness of workplace conditions, trends and best practices are provided to citizens.

- ❑ Service delivery efficiency was increased via electronic dissemination and direct access to industrial relations information.
- ❑ Comprehensive national industrial relations information service is supplied within a 24-hour turn-around time.

Main achievements in improving service from a citizen-centred perspective

- ❑ Clients can choose to access workplace information through a variety of channels (e.g., Internet, e-mail and interactive databases) thereby improving flexibility, accessibility and cost-efficiency.

Learning Programs

Baseline client satisfaction levels and progress toward achieving satisfaction targets

- ❑ In the Client Satisfaction Surveys of Learning Programs:
 - 90 percent indicated satisfaction with the overall level of quality of service regarding grant and contribution programs. (Survey in March 2004).

- 88 percent of Canada Education Savings Grant (CESG) clients were satisfied with the overall level of service quality (Survey in November 2004) while 70% of Canada Student Loans (CSL) recipients indicated the same. (Survey in March 2005).

Service standards for all key public services: setting the performance standards

- ❑ In 2004-2005, following the receipt of complete documentation, 98.7 percent of all CSL applications was processed within one day and 100 percent within two days.
- ❑ The contracts between CSLP and the two service providers that deliver direct loan disbursements, manage student loans and administer debt management measures include service standards that are monitored monthly.

Main achievements in improving service from a citizen-centred perspective

- ❑ Ontario, Saskatchewan, Newfoundland and Labrador, and New Brunswick have agreed to integrate the administration of their provincial student loans programs with the CSLP.
- ❑ CSLP effected regulatory change that improved the transfer of funds to our provincial and territorial partners and ensures that eligible students receive Canada Study Grants in a timely manner.
- ❑ A tiered service delivery structure was developed to ensure high quality services that address our clients' needs quickly, accurately and at the lowest level of escalation possible. Borrower satisfaction results are reviewed with the service providers annually.
- ❑ On-line information and services for CSLP clients were improved by expanding:
 - access to its secure, on-line loan account information for Direct Loans borrowers; and
 - the National Student Loan Service Centre On-line Services Personal Message Centre to provide clients with dynamic messaging based on loan lifecycle status.

The quality-monitoring program was revised to ensure customer service representatives are providing accurate information to borrowers.

- ❑ Form letters were updated to ensure information is clear, understandable and in plain language.
- ❑ Telephone counselling sessions were implemented to ensure borrowers understand their repayment responsibilities.
- ❑ The CESG will start delivering the Alberta Centennial Education Savings Plan, a grant similar to the CESG, on a cost-recovery basis in 2005.

Employment Program Operations (EPO)

Baseline client satisfaction levels and progress toward achieving satisfaction targets

- ❑ Survey results were used to develop action plans and to monitor continuous improvement of our services.

Service standards for all key public services: setting the performance standards

- ❑ EPO worked with third-party delivery organizations and community coordinators to improve the delivery of employment services by ensuring greater ease of access, timeliness, local availability and adaptation to community and individual needs.

In the Client Satisfaction Survey of EBSMs (March 2002):

- 83% indicated satisfaction with the overall quality of service they received.
- Fairness and competence on the part of officers were identified as the primary areas for improvement in order to increase client satisfaction.
- Ease of access and timeliness were also identified in the survey as influencing client satisfaction.

- ❑ Opportunities to standardize the processing of contribution agreements were examined to increase consistency and fairness of service delivery.

Main achievements in improving service from a citizen-centred perspective

- ❑ Continued guidance and support to program staff and for better information products to improve client knowledge and understanding of EBSMs, including:
 - In 2002-2003, the Project Life Cycle Module of the Common System for Grants and Contributions (CSGC) and updated EBSM guidelines were implemented to improve consistency and fairness of service.
 - In 2003-2004, significant financial and non-financial improvements were made to the Project Life Cycle Module to enhance its functionality, capacity and standardization while increasing user confidence in the application. Intensive training sessions were provided to 143 Regional Program Operations Consultants and Program Consultants on the financial management of contribution agreements.
 - In 2004-2005, a National Training Strategy was implemented, which included the introduction of National Training Coordinators, and the Client Module was introduced as an improved client service tool for front-line employees in Human Resource Centres of Canada (HRCCs).
- ❑ A new service strategy and new service offerings for working-age adults have been developed to facilitate effective service transactions in the area of employment programs.

HRSDC is proud of the many service improvements that been brought to fruition in its program areas, regions and service delivery channels over the past five years. In January 2003, the Institute for Citizen Centred Service and the Institute of Public Administration of Canada published the findings from its third survey of the Citizens First research, Citizens First 3, which were based on a representative sample of 9,000 Canadians in every province and territory. The report noted that service quality ratings for the public sector in Canada are improving for all levels of government. In particular, Citizens First 3 included a four-year baseline of citizens' ratings of federal services that identified positive, upward trends in service quality ratings of both EI and HRCCs. HRSDC is looking forward to the feedback of the upcoming Citizens First 4 report and, as a major partner in the Service Canada Initiative, will continue to pursue opportunities for greater service delivery transformations in collaboration with partner organizations.

TABLE 16: HORIZONTAL INITIATIVES

During fiscal year 2004–2005 HRSDC was involved in the following horizontal initiatives. Unless otherwise mentioned in the list, HRSDC acts as the lead department for these initiatives.

1. Aboriginal Human Resources Development Strategy
2. Aboriginal Skills and Employment Partnership Program
3. Canada Student Loans Program
4. Foreign Credential Recognition
5. Labour Market Development Agreements
6. National Homelessness Initiative
7. National Literacy Program
8. Older Workers Pilot Projects Initiative
9. Sector Council Program
10. Service Canada
11. Youth Employment Strategy

For further information on the above-mentioned horizontal initiatives, see:
http://www.tbs-sct.gc.ca/rma/eppi-ibdrp/hrdb-rhbd/profil_e.asp

SPECIFIED PURPOSE ACCOUNTS

Introduction

Specified Purpose Accounts (SPA) are special categories of revenues and expenditures. They report transactions of certain accounts where enabling legislation requires that revenues be earmarked and that related payments and expenditures be charged against such revenues. The transactions of these accounts are to be accounted for separately.

HRSDC is responsible for the stewardship of three such accounts:

- the Employment Insurance (EI) Account;
- the Government Annuities Account; and
- the Civil Service Insurance Fund.

The EI Account is a consolidated SPA and is included in the financial reporting of the Government of Canada. Consolidated SPAs are used principally where the activities are similar in nature to departmental activities and the transactions do not represent liabilities to third parties but, in essence, constitute government revenues and expenditures.

The Government Annuities Account is a consolidated SPA and is included in the financial reporting of the Government of Canada. It was established by the *Government Annuities Act*, and modified by the *Government Annuities Improvement Act*, which discontinued sales of annuities in 1975. The account is valued on an actuarial basis each year, with the deficit or surplus charged or credited to the Consolidated Revenue Fund.

The Civil Service Insurance Fund is a consolidated SPA and is included in the financial reporting of the Government of Canada. It was established by the *Civil Service Insurance Act*. Pursuant to subsection 16(3) of the *Civil Service Insurance Regulations*, the amount of actuarial deficits is transferred from the Consolidated Revenue Fund to the Civil Service Insurance Account in order to balance the assets and liabilities of the program.

The following information updates forecasted data on the EI Account that were provided in the *2004-2005 Report on Plans and Priorities*.⁴³ That report presented multi-year financial data and general information. Additional information on performance and year-end data is available at the Internet addresses provided in this section.

⁴³ For further information, see http://www.tbs-sct.gc.ca/est-pre/20042005/HRSDC-RHDCC/HRSDC-RHDCCr45_e.asp

Employment Insurance Account

The table below summarizes the financial results for the Employment Insurance (EI) Account from 2002-2003 to 2004-2005.

EI ACCOUNT – STATEMENT OF OPERATIONS AND ACCUMULATED SURPLUS ^a				
(millions of dollars)	2002-2003	2003-2004	2004-2005	
	Actual	Actual	Forecast^b	Actual
Expenditures				
Benefits	14,501	15,070	15,291	14,748
Administrative Costs	1,519	1,521	1,542	1,542
Doubtful Accounts ^c	81	60	60	95
Total Expenditures	16,101	16,651	16,893	16,385
Revenue				
Premiums	18,243	17,900	17,378	17,655
Penalties	71	47	48	51
Interest	1,055	1,125	1,008	995
Total Revenue	19,369	19,072	18,434	18,701
Surplus				
Current Year	3,268	2,421	1,541	2,316
Cumulative	43,812	46,233	47,774	48,549
Premium Rate	2002	2003	2004	2005
(% of Insurable Earnings)				
Employee	2.20%	2.10%	1.98%	1.95%
Employer	3.08%	2.94%	2.77%	2.73%

a. The EI Account is a consolidated specified purpose account and is included in the financial reporting of the Government of Canada. Consolidated specified purpose accounts are used principally where the activities are similar in nature to departmental activities and the transactions do not represent liabilities to third parties but, in essence, constitute government revenues and expenditures.

b. The forecasts for 2004-2005 were presented in the 2005-2006 Report on Plans and Priorities.

c. Represents the write-offs and estimates of uncollectible account receivables for benefit overpayments and penalties imposed.

In 2004-2005, total revenue exceeds total expenditures by \$2.3 billion and the cumulative surplus increased to \$48.5 billion. Benefits declined mainly due to a decrease in the number of beneficiaries and a lower unemployment rate, partially offset by a higher average weekly benefit. EI premiums decreased due to the lower premium rate, offset partially by the increase in employment and earnings.

More detailed information is reported in the 2004-2005 audited EI Account financial statements that are included in the 2005 Public Accounts of Canada, Volume 1, Section 4.⁴⁴ HRSDC also offers a Web site dedicated to EI.⁴⁵ It provides information on the authority, objectives and details of the program as well as linkages to the Actuarial Reports and Monitoring and Assessment Reports.

⁴⁴ For further information, see <http://www.pwgsc.gc.ca/recgen/text/pub-acc-e.html>

⁴⁵ For further information, see http://www.hrsdc.gc.ca/en/ei/legislation/ei_act_tofprov_1.shtml

Government Annuities Account

The table below summarizes the financial results for the Government Annuities Account from 2002-2003 to 2004-2005.

GOVERNMENT ANNUITIES ACCOUNT – RECEIPTS AND DISBURSEMENTS			
(millions of dollars)	Actual		
	2002-2003	2003-2004	2004-2005
Actuarial Liabilities –			
Balance at Beginning of Year	471.4	437.6	405.8
Income	30.8	28.5	26.3
Payments and Other Charges	61.3	57.8	54.6
Excess of Payments and Other Charges Over Income for the Year	30.5	29.3	28.3
Actuarial Surplus	3.3	2.5	0.3
Actuarial Liabilities –			
Balance at End of the Year	437.6	405.8	377.2

The annual report and financial statements for Government Annuities are available in the 2005 Public Accounts of Canada, Volume 1, Section 6.⁴⁶

⁴⁶ For further information, see <http://www.pwgsc.gc.ca/recgen/text/pub-acc-e.html>

Civil Service Insurance Fund

The table below summarizes the financial results for the Civil Service Insurance Fund from 2002-2003 to 2004-2005.

CIVIL SERVICE INSURANCE FUND – RECEIPTS AND DISBURSEMENTS			
(millions of dollars)	Actual		
	2002-2003 ^a	2003-2004	2004-2005
Revenue			
Opening Balance	7.7	7.5	7.1
Receipts and Other Credits	0.3	0.2	0.1
Payments and Other Charges	0.5	0.6	0.5
Excess of Payments and Other Charges Over Income for the Year	0.2	0.4	0.4
Balance at End of the Year	7.5	7.1	6.7

a. The receipts and other credits in 2002-2003 were increased to account for the balancing credit of \$0.1 million as of March 31, 2003 that was made.

The annual report and financial statements for the Civil Service Insurance Fund are available in the 2005 Public Accounts of Canada, Volume 1, Section 6.⁴⁷

⁴⁷ For further information, see <http://www.pwgsc.gc.ca/recgen/text/pub-acc-e.html>

CONSOLIDATED REPORT ON CANADA STUDENT LOANS PROGRAM

In August 2000, the Canada Student Loans Program (CSLP) was shifted from the risk-shared financing arrangements that had been in place with financial institutions between 1995 and July 2000 to a direct student loan financing plan.⁴⁸

This meant that the program had to redesign the delivery mechanism in order to directly finance student loans. In the new arrangement, the Government of Canada provides the necessary funding to students and two service providers have contracts to administer the loans.

Reporting entity

The entity detailed in this report is the CSLP only and does not include departmental operations related to the delivery of the CSLP. Expenditures figures are primarily statutory in nature, made under the authority of the *Canada Student Loans Act* and the *Canada Student Financial Assistance Act*.

Basis of accounting

The financial figures are prepared in accordance with accounting policies and concepts generally accepted in Canada and as reflected in the Public Sector Accounting Handbook of the Canadian Institute of Chartered Accountants.

Specific accounting policies

Revenues

Two sources of revenue are reported: interest revenue on Direct Loans and recoveries on Guaranteed and Put-back Loans. Government accounting practices require that recoveries from both sources be credited to the government's Consolidated Revenue Fund. They do not appear along with the expenditures in the CSLP accounts, but are reported separately in the financial statements of HRSDC and the government.

- ❑ Interest Revenue on Direct Loans – Borrowers are required to pay simple interest on their student loans once they leave full-time studies. When they fall into repayment, borrowers have the option of selecting a variable (prime + 2.5%) or fixed (prime + 5%) interest rate. The figures represent the interest accrued on the outstanding balance of the government-owned Direct Loans. Borrowers continue to pay the interest accruing on the guaranteed and risk-shared loans directly to the private lender holding these loans. Effective August 1, 2005, the weekly loan limit increases from \$165 per week to \$210 per week of study. As more funds will be available to students, total loan disbursements will likely grow, and as a result the interest revenue generated will likely rise.
- ❑ Recoveries on Guaranteed Loans – The government reimburses the private lenders for any loans issued prior to August 1, 1995 that go into default (i.e., subject to specific criteria, lenders may

⁴⁸ For further information on the Canada Student Loans Program, see http://www.hrsdc.gc.ca/en/gateways/nav/top_nav/program/cslp.shtml

claim any amount of principal and interest not repaid in full). The figures represent the recovery of principal and interest on these defaulted loans.

- ❑ Recoveries on Put-back Loans – Under the risk-shared agreements, the government will purchase from the participating financial institutions any loans issued between August 1, 1995 and July 31, 2000 that are in default of payments for at least 12 months after the period of study and that, in aggregate, do not exceed 3 percent of the average monthly balance of the lender's outstanding student loans in repayments. The amount paid is set at 5 percent of the value of the loans in question. The figures represent the recovery of principal and interest on these loans.

Canada Study Grants and Canada Access Grants

Canada Study Grants (CSG) and Canada Access Grants (CAG) improve access to post-secondary education by providing non-repayable financial assistance to post-secondary students. Five types of CSGs are currently available to assist: (1) students with permanent disabilities so they can meet disability-related educational expenses (up to \$8,000 annually); (2) students with dependants (up to \$3,120 for full-time students and up to \$1,920 for part-time students, annually); (3) high-need part-time students (up to \$1,200 annually); (4) women in certain fields of Ph.D. studies (up to \$3,000 annually for up to three years); and (5) high-need students with permanent disabilities (up to \$2,000 annually).

Effective August 1, 2005, two CAGs are available to assist: (1) students from low-income families entering their first year of post-secondary studies (50% of tuition, up to \$3,000); and (2) students with permanent disabilities to help them meet education and living expenses (up to \$2,000 annually). The provisioning of CAGs will begin to have an impact on expenditures in 2005-2006. The new Canada Access Grant for Students with Permanent Disabilities will replace the current Canada Study Grant for High-need Students with Permanent Disabilities.

Collection Costs

These amounts represent the cost of using private collection agencies to collect defaulted Canada Student Loans. The loans being collected include risk-shared and guaranteed loans that have gone into default and for which the government has reimbursed the private lender; and Direct Loans issued after July 31, 2000 that are returned to the Government of Canada by the third-party service provider as having defaulted.

Service Provider Costs

CSLP uses third-party service providers to administer Direct Loans disbursement, in-study loan management, and post-studies repayment activities such as the administration of debt management measures. This item represents the cost associated with these contracted services.

Risk Premium

Risk premium represents part of the remuneration offered to lending institutions participating in the risk-shared program from August 1, 1995 to July 31, 2000. The risk premium is set at 5 percent of the value of loans being consolidated which is calculated and paid at the time students leave studies and go into repayment. In return, the lenders assume risk associated with non-repayment of these loans.

Put-Back

Subject to the provisions of the contracts with lending institutions, the government will purchase from a lender the student loans that are in default of payment for at least 12 months and that, in

aggregate, do not exceed 3 percent of the average monthly balance of the lender's outstanding student loans in repayments. The amount paid is set at 5 percent of the value of the loans in question. The figures also include any refund made to participating financial institutions on the recoveries.

Administrative Fees to Provinces and Territories

Pursuant to the *Canada Student Financial Assistance Act*, the government has entered into arrangements with nine provinces and one territory to facilitate the administration of the CSLP. They administer the application and needs assessment activities associated with federal student financial assistance and in return they are paid an administrative fee. As of August 1, 2005 administrative fees paid to provinces will increase to improve the compensation for their part in the administration of the CSLP.

In-Study Interest Borrowing Expense

The capital needed to issue the Direct Loans is raised through the Department of Finance's general financing activities. The cost of borrowing this capital is recorded in the Department of Finance's overall financing operations. The figures represent the cost attributed to CSLP in support of Direct Loans while students are considered in-study status. Weekly loan limits rise effective August 1, 2005. As more funds will be available to students, total loan disbursements are likely to grow, and as a result the in-study interest borrowing expense will rise.

In-Repayment Interest Borrowing Expense

The capital needed to issue the Direct Loans is raised through the Department of Finance's general financing activities. The cost of borrowing this capital is recorded in the Department of Finance's overall financing operations. The figures represent the cost attributed to CSLP in support of Direct Loans while students are in repayment of their Canada Student Loans.

In-Study Interest Subsidy

A central feature of federal student financial assistance is that student borrowers are not required to pay the interest on their student loans as long as they are in full-time study and, in the case of loans negotiated prior to August 1, 1993, for six months after the completion of studies. For loans issued under the guaranteed and risk-shared programs, the government pays the interest to the lending institutions on behalf of the student.

Interest Relief

Assistance may be provided to cover loan interest and suspend payments on the principal of loans in repayment for up to 54 months for borrowers experiencing temporary difficulties repaying their loans. The shift from Guaranteed and Risk-Shared Loans to Direct Loans did not alter Interest Relief for loans in distress from the borrower's perspective; however, the method of recording associated costs changed. For loans issued prior to August 1, 2000, CSLP compensates lending institutions for lost interest equal to the accrued interest amount on loans under Interest Relief. For loans issued after August 1, 2000, an Interest Relief expense is recorded to offset the accrued interest on direct loans. Effective August 1, 2005, income thresholds used to determine Interest Relief eligibility rise making Interest Relief accessible to a greater number of borrowers.

Debt Reduction in Repayment

Debt Reduction in Repayment (DRR) assists borrowers who are experiencing long-term difficulties repaying their loans. DRR is a federal repayment assistance program through which the Government of Canada reduces a qualifying borrower's outstanding Canada Student Loans principal to an

affordable amount after Interest Relief has been exhausted and only after 5 years have passed since the borrower ceased to be a student. The maximum amount of the reduction is \$20,000, which is available to eligible borrowers in an initial reduction of up to \$10,000 and two subsequent reductions of up to \$5,000. For loans issued prior to August 1, 2000, the CSLP pays the lending institutions the amount of student debt principal reduced by the Government of Canada under DRR. For loans issued after August 1, 2000, the Government of Canada forgives a portion of the loan principal. Effective August 1, 2005, the maximum amount of DRR assistance increases to \$26,000, which will be available to eligible borrowers in an initial reduction of up to \$10,000, a second reduction of up to \$10,000 and a final reduction of up to \$6,000.

Claims Paid and Loans Forgiven

From the beginning of the program in 1964 until July 31, 1995, the government fully guaranteed all loans issued to students by private lenders. The government reimburses private lenders for any of these loans that go into default (i.e., subject to specific criteria, lenders may claim any amount of principal and interest not repaid in full, after which the department of Social Development Canada's National Collection Services will attempt to recover these amounts).⁴⁹ The risk-shared arrangements also permitted loans issued from August 1, 1995 to July 31, 2000 to be guaranteed under specific circumstances. This item represents the costs associated with loan guarantees.

Pursuant to the *Canada Student Loans Act* and the *Canada Student Financial Assistance Act*, under certain circumstances the government incurs the full amount of the unpaid principal plus accrued interest in the event of a borrower's death or permanent disability.

Bad Debt Expense

Under the Direct Loans regime, the government owns the loans issued to students and must record them as assets. As a result, Public Sector Accounting Principles require that a provision be made for potential future losses associated with these loans. The provision must be made in the year the loans are issued even though the losses may occur many years later. The figures represent the annual expense against the provisions for Bad Debt and Debt Reduction in Repayment on Direct Loans.

Alternative Payments to Non-participating Provinces and Territories

Provinces and territories may choose not to participate in the CSLP. These provinces and territories receive an alternative payment to assist in the cost of delivering a similar student financial assistance program.

⁴⁹ An announcement was made on December 12, 2003 which split Human Resources Development Canada into two new departments – HRSDC and Social Development Canada (SDC). It was subsequently determined that collection services would be shared between the two departments and housed in SDC.

CONSOLIDATED CANADA STUDENT LOANS PROGRAMS – COMBINED PROGRAMS				
(millions of dollars)	Actual		2004-2005	
	2002-2003	2003-2004	Forecast	Actual
Revenues				
Interest Revenue on Direct Loans	103.9	174.3	206.9	226.6
Recoveries on Guaranteed Loans	111.1	91.3	105.1	76.2
Recoveries on Put-Back Loans	7.7	9.6	14.4	11.0
Total Revenues	222.7	275.2	326.4	313.8
Expenses				
<i>Transfer Payments</i>				
Canada Study Grants	54.5	66.8	74.7	64.5
<i>Loan Administration</i>				
Collection Costs ^a	12.8	13.4	18.6	14.8
Service Bureau Costs	41.2	41.0	59.5	46.0
Risk Premium	23.0	11.7	4.9	5.5
Put-Back	5.8	4.3	5.1	4.2
Administrative Fees to Provinces and Territories	8.4	8.8	9.6	9.4
Total Loan Administration Expenses	91.3	79.2	97.7	79.9
<i>Cost of Government Support</i>				
<i>Benefits Provided to Students</i>				
In-Study Interest Borrowing Expense (Class A) ^b	138.6	148.6	163.0	163.8
In Repayment Interest Borrowing Expense (Class B) ^b	41.3	68.1	118.3	96.6
In-Study Interest Subsidy	39.8	27.4	15.6	16.1
Interest Relief	74.6	73.8	62.9	63.2
Debt Reduction in Repayment	7.4	10.7	29.4	27.1
Claims Paid & Loans Forgiven	40.7	34.8	26.9	27.7
<i>Bad Debt Expense^c</i>				
Debt Reduction in Repayment Expense	10.8	11.5	11.8	11.5
Bad Debt Expense	175.7	193.3	205.4	456.2
Total Cost of Government Support Expenses	529.0	568.2	633.3	862.2
Total Expenses	674.7	714.2	805.7	1,006.6
Net Operating Results	451.9	439.0	479.3	692.8
Alternative Payments to Non-Participating Provinces ^d	76.0	244.8	187.0	175.8
Final Operating Results	527.9	683.8	666.3	868.6

a. These costs are related to Canada Student Direct Loans but reported by the Department of Social Development Canada (SDC).

b. These costs are related to Canada Student Direct Loans but reported by the Department of Finance.

c. This represents the annual expense against the Provisions for Bad Debt and Debt Reduction in Repayment as required under Accrual Accounting. The Bad Debt Expense figure for 2004-2005 includes an adjustment of \$257.1 million following the revised Bad Debt Provision Rate published by the Office of the Chief Actuary in the Actuarial Report on the CSLP as at July 31, 2004. This adjustment is retroactive to the beginning of the Direct Loans Regime (2000).

d. Starting in 2003-2004, the figures represent the annual expense recorded under the Accrual Accounting as opposed to the actual amount disbursed to the Non-Participating Provinces. For 2004-2005, the total amount disbursed as Alternative Payments is \$152.4 million.

CONSOLIDATED CANADA STUDENT LOANS PROGRAMS – RISK SHARED AND GUARANTEED LOANS ONLY

(millions of dollars)	Actual		2004-2005	
	2002-2003	2003-2004	Forecast	Actual
Revenues				
Recoveries on Guaranteed Loans	111.1	91.3	105.1	76.2
Recoveries on Put-Back Loans	7.7	9.6	14.4	11.0
Total Revenues	118.8	100.9	119.5	87.2
Expenses				
<i>Loan Administration</i>				
Collection Costs ^a	12.0	9.3	11.1	7.8
Risk Premium	23.0	11.7	4.9	5.5
Put-Back	5.8	4.3	5.1	4.2
Total Loan Administration Expenses	40.8	25.3	21.1	17.5
<i>Cost of Government Support</i>				
<i>Benefits Provided to Students</i>				
In-Study Interest Subsidy	39.8	27.4	15.6	16.1
Interest Relief	65.3	53.8	35.5	34.8
Debt Reduction in Repayment	7.4	10.7	29.4	27.1
Claims Paid & Loans Forgiven	40.0	33.3	24.3	25.7
Total Cost of Government Support Expenses	152.5	125.2	104.8	103.7
Total Expenses	193.3	150.5	125.9	121.2
Final Operating Results	74.5	49.6	6.4	34.0

a. These costs are related to Canada Student Direct Loans but reported by the Department of Social Development Canada (SDC).

CONSOLIDATED CANADA STUDENT LOANS PROGRAMS – DIRECT LOANS ONLY				
(millions of dollars)	Actual		2004-2005	
	2002-2003	2003-2004	Forecast	Actual
Revenue				
Interest Revenue on Direct Loans	103.9	174.3	206.9	226.6
Total Revenue	103.9	174.3	206.9	226.6
Expenses				
<i>Transfer Payments</i>				
Canada Study Grants	54.5	66.8	74.7	64.5
<i>Loan Administration</i>				
Collection Costs ^a	0.8	4.1	7.5	7.0
Service Bureau Costs	41.2	41.0	59.5	46.0
Administrative Fees to Provinces and Territories	8.4	8.8	9.6	9.4
Total Loan Administration Expenses	50.5	53.9	76.6	62.4
<i>Cost of Government Support</i>				
<i>Benefits Provided to Students</i>				
In-Study Interest Borrowing Expense (Class A) ^b	138.6	148.6	163.0	163.8
In Repayment Interest Borrowing Expense (Class B) ^b	41.3	68.1	118.3	96.6
Interest Relief	9.3	20.0	27.4	28.4
Loans Forgiven	0.7	1.5	2.6	2.0
<i>Bad Debt Expense^c</i>				
Debt Reduction in Repayment Expense	10.8	11.5	11.8	11.5
Bad Debt Expense	175.7	193.3	205.4	456.2
Total Cost of Government Support Expenses	376.3	443.0	528.5	758.5
Total Expenses	481.3	563.7	679.8	885.4
Net Operating Results	377.4	389.4	472.9	658.8
Alternative Payments to Non-Participating Provinces ^d	76.0	244.8	187.0	175.8
Final Operating Results	453.4	634.2	659.9	834.6

a. These costs are related to Canada Student Direct Loans but reported by the Department of Social Development Canada (SDC).

b. These costs are related to Canada Student Direct Loans but reported by the Department of Finance.

c. This represents the annual expense against the Provisions for Bad Debt and Debt Reduction in Repayment as required under Accrual Accounting. The Bad Debt Expense figure for 2004-2005 includes an adjustment of \$257.1 million following the revised Bad Debt Provision Rate published by the Office of the Chief Actuary in the Actuarial Report on the CSLP as at July 31, 2004. This adjustment is retroactive to the beginning of the Direct Loans Regime (2000).

d. Starting in 2003-2004, the figures represent the annual expense recorded under the Accrual Accounting as opposed to the actual amount disbursed to the Non-Participating Provinces. For 2004-2005, the total amount disbursed as Alternative Payments is \$152.4 million.



WEBSITE REFERENCES

Government of Canada

☞ <http://canada.gc.ca/>

Human Resources and Skills Development Canada

☞ <http://www.hrsdc.gc.ca/>

Speech From the Throne – October 2004:

☞ <http://pm.gc.ca/eng/sft-ddt.asp>

Budget 2005:

☞ <http://www.fin.gc.ca/budtoce/2005/budliste.htm>

HRSDC's performance measurement framework:

☞ http://www.tbs-sct.gc.ca/est-pre/20042005/HRSDC-RHDCC/HRSDC-RHDCCr4501_e.asp#measurement

Performance indicators:

☞ <http://www11.hrsdc.gc.ca/en/cs/sp/hrsdcc/commun/cpa.shtml>

By Strategic Outcome

Efficient and inclusive labour market transitions through temporary income support and active employment measures

Employment Insurance:

☞ http://www.hrsdc.gc.ca/en/gateways/nav/top_nav/program/ei.shtml

Collection of Employment Insurance Premiums:

☞ <http://www.cra-arc.gc.ca>

Employment Benefits and Support Measures (EBSM):

☞ http://www.hrsdc.gc.ca/en/gateways/nav/top_nav/program/gc.shtml

Reports – EBSM:

☞ http://www.hrsdc.gc.ca/en/ei/reports/eimar_2004.shtml

Labour Market Development Agreements (LMDA) Transfers:

☞ <http://www.hrsdc.gc.ca/en/epb/lmd/lmda/lmda.shtml>

Aboriginal Human Resources Development Strategy (AHRDS):

☞ http://www17.hrdc-drhc.gc.ca/AHRDSInternet/general/public/HomePage1_e.asp

Aboriginal Skills and Employment Partnerships (ASEP):

☞ http://www17.hrdc-drhc.gc.ca/AHRDSInternet/general/public/asep/asep_e.asp

Youth Employment Strategy (YES):

☞ <http://www.youth.gc.ca>

Work Sharing:

☞ http://www.hrsdc.gc.ca/en/epb/sid/cia/grants/ws/desc_ws.shtml

Official Language Minority Communities:

☞ http://www.hrsdc.gc.ca/en/gateways/nav/top_nav/program/solmc.shtml

Enhanced productivity and competitiveness of Canadian workplaces by supporting investment in and recognition and utilization of skills

Sector Council Program:

☞ http://www.hrsdc.gc.ca/en/gateways/nav/top_nav/program/spi.shtml

National Occupation Classification:

☞ <http://www23.hrdc-drhc.gc.ca/2001/e/generic/welcome.shtml>

Apprenticeship and Labour Mobility Initiatives:

☞ http://www.hrsdc.gc.ca/en/gateways/nav/top_nav/program/almi.shtml

Interprovincial Standards (Red Seal) Program:

☞ http://www.hrsdc.gc.ca/asp/gateway.asp?hr=en/hip/hrp/redseal/rs_index.shtml&hs=axp

Essential Skills and Workplace Literacy Initiative:

☞ http://www.hrsdc.gc.ca/asp/gateway.asp?hr=en/hip/hrp/essential_skills/essential_skills_index.shtml&hs=sxc

Foreign Worker Program:

☞ http://www.hrsdc.gc.ca/en/gateways/nav/top_nav/program/fw.shtml

Labour Market Information:

☞ http://www.hrsdc.gc.ca/en/gateways/nav/top_nav/program/lmi.shtml

Through access to learning, Canadians can participate fully in a knowledge-based economy and society

CanLearn:

☞ www.canlearn.ca

Student Financial Assistance - Canada Student Loans Program (CSLP), Canada

Study Grants (CSG) and Canada Access Grants (CAG):

☞ <http://www.hrsdc.gc.ca/en/gateways/topics/cxp-gxr.shtml>

www.canlearn.ca
 Canada Education Savings Program - Canada Education Savings Grant (CESG) and Canada Learning Bond (CLB):
<http://www.hrsdc.gc.ca/en/gateways/topics/cgs-gxr.shtml>
 National Literacy Secretariat:
<http://www.hrsdc.gc.ca/en/gateways/topics/lxa-gxr.shtml>
 Office of Learning Technologies:
http://www.hrsdc.gc.ca/en/hip/lld/olt/01_index.shtml
 Learning Initiatives Program:
<http://www.hrsdc.gc.ca/en/gateways/topics/lxi-gxr.shtml>
 International Academic Mobility:
http://www.hrsdc.gc.ca/en/gateways/nav/top_nav/program/iam.shtml

Safe, healthy, fair, stable, cooperative and productive workplaces

Federal Labour Standards Review - Survey:
<http://www.flr-ntf.gc.ca>
 Federal Mediation and Conciliation Service:
<http://www.hrsdc.gc.ca/asp/gateway.asp?hr=/en/lp/fmcs/02About.shtml&hs=mxm>
 National Labour Operations:
http://www.hrsdc.gc.ca/en/gateways/nav/top_nav/program/labour.shtml
 International and Intergovernmental Labour Affairs:
<http://www.hrsdc.gc.ca/en/gateways/business/cluster/category/ilaa.shtml>
 Work-life Balance and Ageing Workforce:
<http://www.hrsdc.gc.ca/en/gateways/topics/wnc-gxr.shtml>
 Minister of Labour's Annual Report (2004) on Employment Equity:
http://www.hrsdc.gc.ca/en/lp/lo/lsw/we/ee_tools/reports/annual/2004/2004AnnualReport.pdf

Enhanced community capacity to contribute to the reduction of homelessness

Homelessness:
http://www.homelessness.gc.ca/home/index_e.asp
 Supporting Communities Partnership Initiative:
http://www.homelessness.gc.ca/initiative/scpi_e.asp
 Urban Aboriginal Homelessness:
http://www.homelessness.gc.ca/initiative/uah_e.asp
 Homeless Individuals and Families Information System:
http://www.homelessness.gc.ca/initiative/hifis_e.asp
 National Research Program:
http://www.homelessness.gc.ca/initiative/nrp_e.asp
 Regional Homelessness Fund:
http://www.homelessness.gc.ca/initiative/rhf_e.asp
 Surplus Federal Real Property for Homelessness Initiative:
http://www.homelessness.gc.ca/initiative/sfrphi_e.asp

Foundations

<http://www11.hrsdc.gc.ca/en/cs/sp/hrsd/cpa/publications/reports/9999-032005/fe.shtml>
 Canada Millennium Scholarship Foundation:
<http://www.millenniumscholarships.ca/>
 Canadian Council on Learning:
www.ccl-cca.ca
 Peter Gzowski Foundation for Literacy:
http://www.abc-canada.org/pgi_tournaments/
 Read to Me! Foundation Inc.:
www.iwkgrace.ns.ca/readtome/
 The Winnipeg Foundation:
www.wpgfdn.org/

Internal Audits or Evaluations

Audits:
<http://www.hrsdc.gc.ca/en/cs/fas/iarms/toc.shtml>
 Audit of Youth Employment Initiatives Programs:
<http://www.hrsdc.gc.ca/en/cs/fas/iarms/sp-607-05-04e.shtml>
 Audit of Entitlement to Employment Insurance Benefits:

- ✎ <http://www.hrsdc.gc.ca/en/cs/fas/iarms/sp-622-04-04e.shtml>
 - Audit of the Learning Initiatives Program:
 - ✎ <http://www.hrsdc.gc.ca/en/cs/fas/iarms/sp-608-09-04e.shtml>
 - Audit of Labour Program – Part III of the Canada Labour Code:
 - ✎ <http://www.hrsdc.gc.ca/en/cs/fas/iarms/sp-604-05-04e.shtml>
 - Audit of the Supporting Communities Partnership Initiative:
 - ✎ http://www.hrsdc.gc.ca/en/cs/fas/iarms/6572_00_e.shtml
 - Audit of Management of Personal Information:
 - ✎ <http://www.hrsdc.gc.ca/en/cs/fas/iarms/sp-603-07-04e.shtml>
 - National Software Distribution / Release Management Audit:
 - ✎ <http://www.sdc.gc.ca/en/cs/sp/sdc/audit/sdc-a-002-03-04e/page00.shtml>
 - Evaluations:**
 - ✎ http://www11.hrdc-drhc.gc.ca/pls/edd/v_report.report_index
 - Evaluation of the Work Sharing Program:
 - ✎ http://www11.hrdc-drhc.gc.ca/pls/edd/SP_AH_212_02_04.shtml
 - Formative Evaluation of the Official Language Minority Communities Support Fund:
 - ✎ http://www11.hrdc-drhc.gc.ca/pls/edd/SP_AH_204_05_04.shtml
 - ✎ http://www11.hrdc-drhc.gc.ca/pls/edd/SP_AH_204_05_04.html
 - Program evaluations for
 - National Literacy Program
 - Canada Education Savings Grants
 - Canada Study Grants
 - Canada Student Loans Program, Direct Financing Arrangement
 - Canada Student Loans Program, Liabilities
 - Canada Student Loans Program, Interest Payments and Liabilities
 - ✎ http://www11.hrdc-drhc.gc.ca/pls/edd/v_report.report_index
 - Evaluation of the National Homelessness Initiative - Implementation and Early Outcomes of the HRDC-based Components:
 - ✎ http://edd.prv/pls/edd/v_report.a?p_site=EDD&sub=SPAH203_03
- Sustainable Development Strategy**
- ✎ http://www.hrsdc.gc.ca/en/cs/fas/as/sds/toc_sds3.shtml
- Horizontal Initiatives**
- ✎ http://www.tbs-sct.gc.ca/rma/epi-ibdrp/hrdb-rhbd/profil_e.asp

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