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

2016/2017

Employment Insurance Monitoring and Assessment Report

Canada

2016/2017 Employment Insurance Monitoring and Assessment Report

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The Honourable Jean-Yves Duclos, P.C., M.P.
Minister of Families, Children and Social Development
140 Promenade du Portage
Gatineau QC K1A 0J9

Dear Minister,

In accordance with the provisions of section 3 of the *Employment Insurance Act*, we are pleased to present the *2016/2017 Employment Insurance Monitoring and Assessment Report*, to be laid by you before Parliament. This report is the twenty-first in a series of annual reports submitted by the Canada Employment Insurance Commission.

This report, which covers the period from April 1, 2016 to March 31, 2017, analyzes the overall effectiveness of Employment Insurance (EI) income benefits, active measures and service delivery. In particular, the report focuses on the responsiveness of the EI program in a period marked by improving economic and labour market conditions at the national level but characterized by regional disparities as the downturn in global commodity prices continued to weigh on commodity-based regions.

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

In closing, we would like to express our appreciation to Employment and Social Development Canada and Service Canada employees for their support in preparing this report.

We trust you will find the report informative.

The original version was signed by:

Louise Levonian
Chairperson

Judith Andrew
Commissioner for Employers

Pierre Laliberté
Commissioner for Workers

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List of abbreviations

AD	Appeal Division
AD-EI	Appeal Division – Employment Insurance Section
B/C ratio	Benefits-to-contribution ratio
B/U ratio	Benefits-to-Unemployed ratio
B/UC ratio	Benefits-to-Unemployed Contributor ratio
CanLII	The Canadian Legal Information Institute
CANSIM	Canadian Socio-Economic Information Management System
CCB	Canada Child Benefit
CCDA	Canadian Council of Directors of Apprenticeship
CCTB	Canada Child Tax Benefit
CEIC	Canada Employment Insurance Commission
CIS	Claimant Information Sessions
CPI	Consumer Price Index
CPP	Canada Pension Plan
CRA	Canada Revenue Agency
CRF	Consolidated Revenue Fund
EB	Employment Benefits
ECC	Employer Contact Centre
EF	Enabling Fund
EI	Employment Insurance
EI PAAR	Employment Insurance Payment Accuracy Review
EI PRAR	Employment Insurance Processing Accuracy Review
EICS	Employment Insurance Coverage Survey
eROE	Electronic Record of Employment
ESDC	Employment and Social Development Canada
FLMM	Forum of Labour Market Ministers
FY	Fiscal year
G7	Group of Seven
GD	General Division
GD-EI	General Division – Employment Insurance Section
GDP	Gross Domestic Product
HCCS	Hosted Contact Centre Solution
HCSB	Hiring Credit for Small Business
HRSDC	Human Resources and Skills Development Canada
HRSDC	Human Resources and Social Development Canada
IQF	Individual Quality Feedback
IVR	Interactive Voice Response
LFS	Labour Force Survey
LICO	Low Income Cut-Off
LIM	Low Income Measure
LMDA	Labour Market Development Agreements
LMI	Labour Market Information

LMP	Labour Market Partnerships
MIE	Maximum Insurable Earnings
MOS	Mobile Outreach Services
MSCA	My Service Canada Account
NAICS	North American Industry Classification System
NAS	National Apprenticeship Survey
NEET	Not in employment, education or training
NERE	New-Entrant/Re-Entrant
NESI	National Essential Skills Initiative
NIS	National Investigative Services
NOS	National Occupational Standards
NQCP	National Quality and Coaching Program
OAG	Office of the Auditor General
OAS	Old Age Security
OLMC	Official Language Minority Community
P/Ts	Provinces and Territories
PCIC	Parents of Critically Ill Children
PPTS	Percentage points
PRP	Premium Reduction Program
QPIP	Quebec Parental Insurance Plan
RAIS	Registered Apprenticeship Information System
ROE	Record of Employment
RSOS	Red Seal Occupational Standards
SA	Social Assistance
SCC	Service Canada Centres
SIN	Social Insurance Number
SIR	Social Insurance Registry
SME	Small and medium sized enterprises
SOP	Speed of Payment
SQR	Service Quality Review
SST	Social Security Tribunal
SUB	Supplemental Unemployment Benefit
TFWP	Temporary Foreign Worker Program
USD	United States Dollars
VBW	Variable Best Weeks
VER	Variable Entrance Requirement
WISE	Work Integration Social Enterprise
WWC	Working While on Claim

Highlights

The Employment Insurance Monitoring and Assessment Report presents the analysis of the impact and effectiveness of the benefits and other assistance provided under the Employment Insurance Act during the fiscal year starting on April 1, 2016 and finishing on March 31, 2017 (referred to as the reporting period or FY1617). The highlights below relate to this period or reflect changes between FY1516 and FY1617.

Canada's economic and employment growth improved in FY1617 compared to the previous year, notwithstanding the persisting effects of the downturn in global commodity prices in jurisdictions more dependent on commodities.

- Real gross domestic product increased by 1.7% in FY1617, following its slowest growth rate recorded since the 2008 to 2009 recession (+0.7% in FY1516). Economic growth picked up in FY1617 due to greater domestic consumer spending which was driven by a faster increase in borrowing than in income, leading to a record high Canadian household debt in FY1617.
- While the national unemployment rate declined slightly—by 0.1 percentage points to 6.9% in FY1617, British Columbia posted the lowest unemployment rate (5.7%) across all provinces and Quebec posted its lowest unemployment rate on record (6.8%).
- Nationally, employment increased by 1.0% relative to FY1516, reflecting strong increases in British Columbia (+3.4%), Quebec (+1.3%) and Ontario (+1.1%).

The number of new EI regular claims established decreased and the amount of EI regular benefits paid increased over the previous year.

- In FY1617, 1.3 million new EI regular claims were established, a decrease of 7.7% over the previous year. This decline is attributable in part to the drop in the number of new claims established in Ontario, British Columbia and Quebec due to the upward trend in employment observed in these regions.
- The total amount paid in EI regular benefits rose by 4.5% to $12.7 billion. This increase is party explained by the temporary extension of EI regular benefits to regions impacted by the downturn in commodity prices, which totaled $998.4 million in FY1617.

The eligibility rate for EI regular benefits increased in 2016 after falling in the previous two years.

- Among unemployed workers who had contributed EI premiums in the previous 12 months and had a valid job separation, 85.4% were eligible to receive EI regular benefits in 2016, up 2.6 percentage points from 82.8% in 2015.
- The eligibility rate for men increased from 82.0% in 2015 to 87.2% in 2016. For women, the eligibility rate decreased from 84.3% in 2015 to 81.6% in 2016.

The number of new Work-Sharing claims established decreased significantly.

- The number of new Work-Sharing claims established decreased by 41.8%, from a little over 20,500 claims in FY1516 to 11,900 claims in FY1617, reflecting the improved economic conditions observed in the reporting period. Approximately $43.4 million was paid in Work-Sharing benefits across Canada in FY1617.

The number of new EI special benefit claims and the total amount paid in EI special benefits increased over the previous year, with EI compassionate care benefits reporting the largest year-over-year percentage growth.

- The number of new EI special claims established increased from 550,800 in FY1516 to 563,400 in FY1617 (+2.3%), and the total amount paid in EI special benefits rose to $5.5 billion (+4.5%) in FY1617.
- EI compassionate care benefits reported the largest year-over-year percentage change in both new claims established (+29.5%) and in total amounts paid (+195.4%), coinciding with an increase in the benefit's entitlement from 6 weeks to 26 weeks as of January 3, 2016.

In FY1617, more clients returned to work following an Employment Benefit and Support Measure (EBSM) intervention, compared to the previous year.

- A total of 751,872 clients (+2.4%) participated in approximately 1,179,000 interventions (+0.9%) across Canada.
- The number of non-insured and former clients served increased by 7.1% and 3.1%, respectively, while the number of active claimants served declined by 1.5%.
- Support Measure interventions grew at a faster pace (+1.0%) compared to Employment Benefit interventions (+0.4%).
- The average length of an Employment Benefit intervention increased by six days, suggesting provinces and territories provided longer and more intensive supports, facilitated through the additional funding of $125 million under Budget 2016.
- Additional funding and economic growth nationally enabled provinces and territories to improve the outcomes of their clients, as 4.8% more EI clients returned to employment after EBSM participation, compared to the previous year.
- EBSM interventions help active clients' earnings move closer to national median wages and surpass low income thresholds.
- Provinces and territories prioritized improving the job and labour market attachment of underrepresented groups; such as persons with disabilities, Indigenous people, recent immigrants, youth and older workers, as well as ensuring that employers can readily access a skilled workforce.

Service Canada continued to respond to a high volume of Employment Insurance claims in FY1617.

- 2.96 million EI applications were received, representing an increase of 0.57% over the previous year.
- Two new functionalities were added to the My Service Canada Account (MSCA) portal:
  - check status, which provides status updates to applicants; and
  - message center, a secure messaging system to quickly communicate or transmit claim specific information to applicants.
- The EI claims Inventory Reduction Strategy reduced the number of outstanding claims by 75% from 471,000 to 122,000 claims by September 2016 and therefore met its targets.
- Increased funding to the EI Specialized Call Centres, received through Budget 2016, supported hiring an increased number of agents and improved accessibility. Compared to the previous year, 3.4 million fewer high volume messages advised clients that all agents were busy, 500,000 more calls were answered, and wait times decreased with nearly half the calls being answered within 10 minutes (compared to a third of the calls last year).
- The EI Service Quality Review (SQR), a nationwide consultation with the public, stakeholders and employees was led by three members of Parliament. The final report, including recommendations for service delivery improvements, was published on February 1, 2017.

Introduction

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

The Employment Insurance program

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

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

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

EI Part I provides direct income support through EI regular benefits, EI fishing benefits, Work-Sharing benefits and EI special benefits.[1]

EI regular benefits are available to eligible individuals who lose their job with a valid reason for separation—for instance, due to work shortages, seasonal or mass layoffs—while individuals are available and able to work, but can't find a job. To qualify for regular benefits, individuals must, among other things, have accumulated a minimum number of insurable hours of employment over their qualifying period, depending on their local unemployment rate.

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

Work-Sharing is an adjustment program designed to help employers and employees avoid layoffs due to temporary reductions in the normal level of business activity that are beyond the control of the employer. Following the establishment of a Work-Sharing agreement with an employer, eligible workers who opt to work a temporarily reduced week receive income support in the form of paid benefits, while the employer or markets recover.

EI special benefits provide support to employees or self-employed persons who are sick, are pregnant, recently gave birth, are caring for a newborn or newly adopted child, or who are caring for a family member with a critical illness or injury or at end of life.

Programs delivered under Part II of the *Employment Insurance Act* are called **Employment Benefit and Support Measures** (EBSMs). The purpose of these programs is "to help maintain a sustainable Employment Insurance system through the establishment of employment benefits for insured participants and the maintenance of a national employment service".[2] EBSMs are labour market programs and services established to

Recent changes to Employment Insurance

Budget 2017 introduced a number of changes to the EI program, including:

- an earlier access to EI maternity benefits;
- more flexible EI parental benefits;
- new EI family caregiver benefits for adults;
- a broader definition of eligible caregivers to extended family members for the new EI family caregiver benefits for adults and children (previously named PCIC);
- a broader list of medical practitioners who are authorized to sign medical certificates for receiving caregiver benefits;
- an additional $1.8 billion over six years, starting in fiscal year 2017 to 2018 (FY1718), to expand the Labour Market Development Agreements;
- amendments to the *Employment Insurance Act* to broaden worker eligibility for programs and services under the Labour Market Development Agreements;
- a better use of existing flexibilities within the EI program that allow claimants to pursue self-funded training and maintain their EI status; and
- $12 million in FY1718 to develop modern approaches to EI service delivery.

These changes, however, will not be part of this report since they were not implemented during the fiscal year 2016 to 2017 and thus the impact cannot be assessed in this Report.

Future Monitoring and Assessment reports will cover the impacts of recently announced changes, beginning in the Report for FY1718.

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

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

help unemployed Canadians return to work and to develop a labour force that meets the current and emerging needs of employers. These programs are delivered mostly by provincial and territorial government through Labour Market Development Agreements.

Budget 2016 announced a number of reforms and investments in the EI program that were implemented during this reporting fiscal year. The initial impacts of these policy changes and investments are found throughout this report. Reforms introduced to EI Part I included: making changes to the eligibility rules for new entrants and re-entrants to the labour market; temporarily enhancing benefits in certain regions affected by downturns in global commodity prices; and reducing the EI waiting period from two weeks to one week. Budget 2016 investments provided an additional $125 million to provinces and territories to support EI Part II skills and training measures; temporary additional funding allowing EI call centres to hire more staff; and led to the launch of the EI Service Quality Review.

The Canada Employment Insurance Commission

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

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

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

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

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

The report

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

The first chapter discusses the state of the Canadian labour market over the 2016 to 2017 fiscal year. The second chapter analyzes the usage, impact and effectiveness of EI benefits provided chiefly under EI Part I for the same period. The third chapter assesses the support provided under EI Part II to unemployed Canadians through active employment and re-employment programs and services, known as Employment Benefits and Support Measures. The fourth and final chapter presents information on EI program administration and service delivery.

Chapter I

Labour market context

This chapter outlines key labour market developments and the economic situation that prevailed in Canada during the fiscal year beginning on April 1, 2016 and ending on March 31, 2017 (FY1617), the period for which this Report assesses the Employment Insurance program.[1] Section 1.1 provides a general overview and historical context of the economic situation for FY1617. Section 1.2 summarizes key labour market developments in the Canadian economy.[2,3] Section 1.3 discusses long-term labour market trends, such as changes in the labour force composition, reflecting a more educated and ageing population, changes in the nature of jobs notably attributable to technological advancement leading to increasing job opportunities for high-skilled workers but also to fewer jobs for middle-skilled workers and changes in the unemployed population reflecting variations in labour supply and labour demand over time. Tables related to elements discussed in this chapter can be found in Annex 1.

1.1 Economic overview

Canada's real Gross Domestic Product (GDP) rebounded in the fiscal year beginning on April 1, 2016 and ending on March 31, 2017 (FY1617), increasing by 1.7%, following its slowest growth rate recorded since the 2008 to 2009 recession (+0.7% in FY1516). Nevertheless, economic growth remained somewhat below the average recorded in the five-year period following the end of the FY0809 recession (see Chart 1). This is partly attributable to persisting lower global commodity prices combined with major forest fires in Alberta putting pressure on the Canadian economy early in the year, and to low business investments which also continued to decline (-3.0%).[4] When compared to other Group of Seven (G7) countries, Canada ked third in real GDP growth in FY1617, below the United Kingdom (+2.0%) and Germany (+1.9%).[5] As a result, Canada continues to enjoy a high standard of

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[1] The reporting period analyzed consists of the fiscal year of the Government of Canada, which began on April 1, 2016 and ended on March 31, 2017. Data are provided on the basis of calendar years in some sections where data on the basis of fiscal years were not available.

[2] Data points provided in this chapter are generally sourced from Statistics Canada, more specifically from the Labour Force Survey, the Survey of Employment, Payrolls and Hours, the Job Vacancy and Wage Survey and the Canadian System of Macroeconomic Accounts. Annual data are averages of seasonally unadjusted monthly data (except when only seasonally adjusted data are accessible), while quarterly and monthly data are seasonally adjusted unless otherwise noted. Totals may not always add up due to rounding.

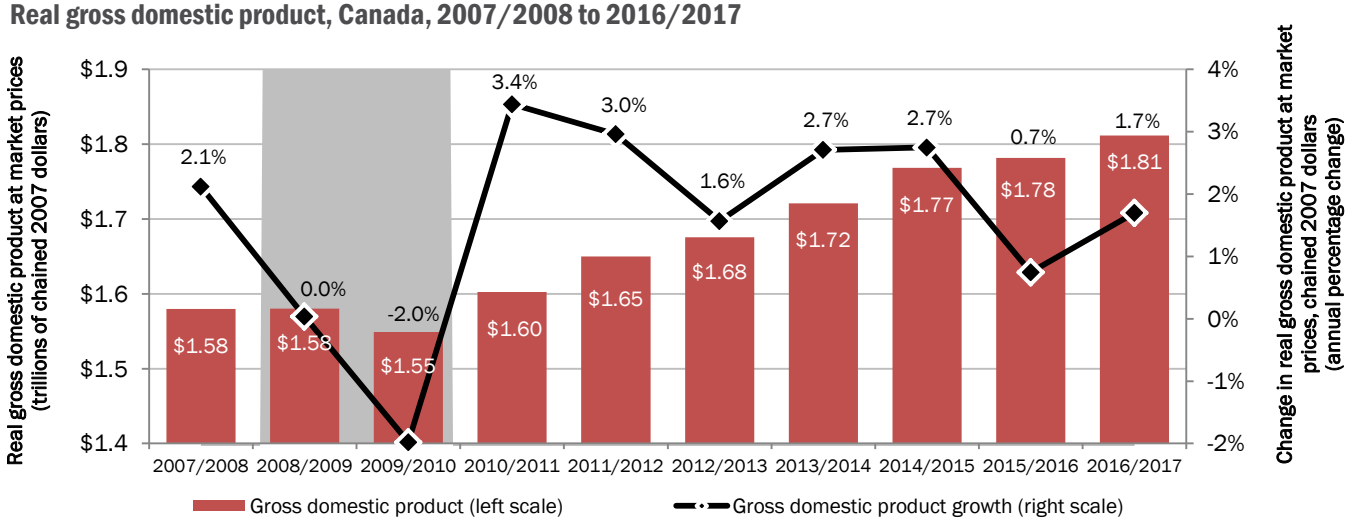
[3] Due to revisions made to data by Statistics Canada, figures for previous years published in previous *Employment Insurance Monitoring and Assessment Reports* have been restated accordingly.

[4] Statistics Canada, CANSIM table 380-0064.

[5] Organization for Economic Co-operation and Development, National Accounts, February 2018.

Chart 1

Real gross domestic product, Canada, 2007/2008 to 2016/2017



Note: Shaded area(s) corresponds to recessionary period(s) in Canada's economy.

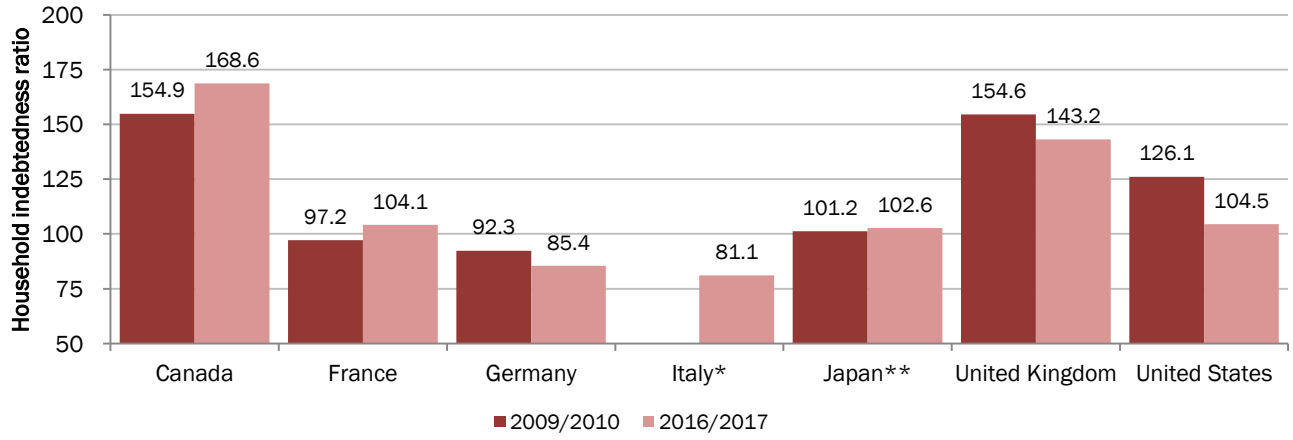
Source: Statistics Canada, Canadian System of Macroeconomic Accounts, CANSIM table 380-0064.

living and ranked third among G7 nations (using fixed Purchasing Power Parity) with roughly USD 42,700 per capita.[6]

Even though energy prices remained well below the average observed in the past 10 years, economic growth picked up in FY1617 due to greater domestic consumer spending. Growth in consumer spending was driven by a faster increase in borrowing than in income, leading to a record high Canadian household debt in FY1617. The debt of Canadian households as a proportion of income has been the highest in the G7 countries since the end of the FY0809 recession (see Chart 2).

Chart 2

Household indebtedness ratio, Group of Seven countries, 2009/2010 and 2016/2017



* Data not available for Italy for 2009/2010.
** 2015/2016 data for Japan.
Source: OECD, National accounts, Household dashboard, February 2018.

[6] Organization for Economic Co-operation and Development, National Accounts, February 2018.

A high debt to income ratio may reduce the capacity of households to meet their debt obligations. The higher minimum debts payments relative to total disposable income (also known as the debt service obligations) the more impact economic shocks such as job losses and/or higher interest rates[7] will have on households. In FY1617, the Canadian households' debt service obligations increased to its highest level since the historical highs recorded prior and during the FY0809 recession. A 2016 report from the Office of the Parliamentary Budget Officer projects that this could increase further over the coming years.[8]

1.2 The Canadian labour market in FY1617

Canada's labour force[9] increased by 0.8% (+156,900) to 19.6 million in FY1617, slightly below the rate recorded in the previous fiscal year (+1.0%). This primarily reflects the decline in the labour force in Alberta in the first quarter of the fiscal year due to the forest wildfires in the north of the province. Growth was concentrated in British Columbia (+2.7%) and Ontario (+0.8%) while most Atlantic provinces recorded a small decline, New Brunswick being the exception (+0.1%). Although labour force growth in FY1617 was slightly below the previous year, employment growth (+1.0%) surpassed the increase in FY1516 (+0.8%). Furthermore, the number of unemployed individuals declined in FY1617 (-1.4%).

In addition to the increase in the number of employed individuals, the number of job vacancies (unoccupied jobs for which employers are actively seeking workers) also went up in FY1617 (+1.4%) for a total of 391,900 vacant positions. Along with the greater number of job vacancies, the duration of job vacancies also rose slightly, suggesting that, in general, it took employers slightly more time to fill their vacant positions relative to the previous year.[10] Job vacancies usually become more difficult to fill when available labour force, primarily the number of unemployed individuals, declines relative to the number of vacant positions.

In FY1617, the important increase in the number of employed individuals combined with the decline in the number of unemployed relative to the year before, led to a small decrease (-0.1 percentage points) in the national unemployment rate to 6.9%. There are nevertheless some significant regional variations, as outlined in greater details in subsection 1.2.1 Changing Regional Labour Markets. This also somewhat contrasts with the small increase in the average unemployment spell duration (continuous periods of unemployment where an individual is looking for work) registered over the same period.

While Canada generally presented positive labour market developments in FY1617, these were modest when compared with other G7 countries. More specifically, Canada posted the third highest unemployment rate (see Chart 3A), the second smallest decline in the unemployment rate and the second lowest employment growth rate (see Chart 3B).[11]

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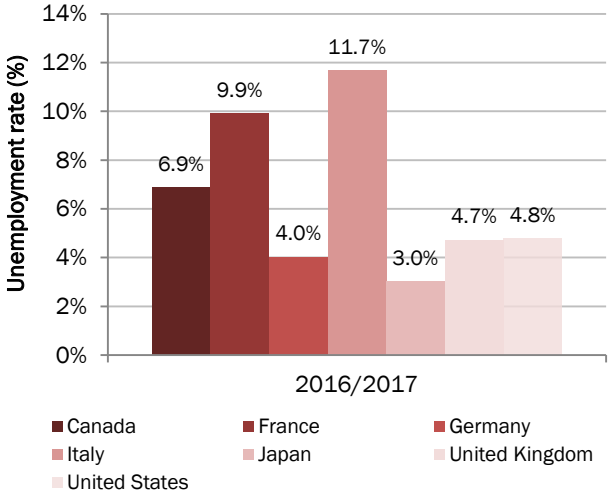
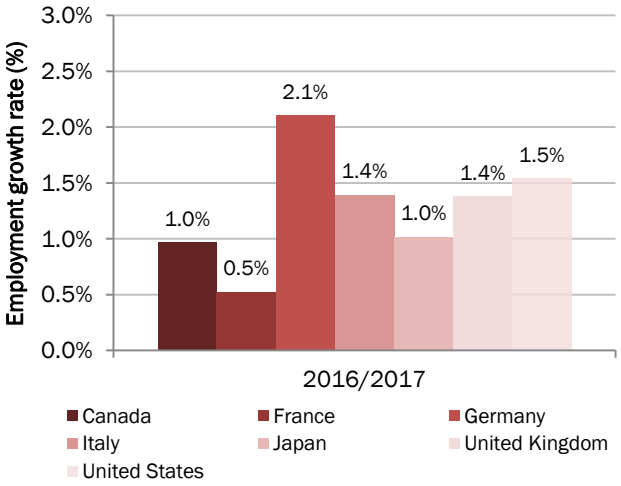
[7] Bank of Canada Monetary Policy Report Press Conference Opening Statement of July 12, 2017. The statement noted that the economy may be more sensitive to higher interest rates than in the past, given the accumulation of household debt.
[8] Office of the Parliamentary Budget Officer, *Household Indebtedness and Financial Vulnerability*, Ottawa, January 2016.
[9] The labour force is defined as the civilian non-institutional population 15 years of age or older who are employed or unemployed. A more comprehensive definition is provided under Annex 1.1.
[10] Statistics Canada, Job Vacancy and Wage Survey, CANSIM table 285-0004.
[11] Organization for Economic Co-operation and Development, Short-term Labour Market Statistics, February 2018.

Chart 3A
Unemployment rate, Group of Seven countries, 2016/2017



Source: OECD, Labour force statistics, Short-term labour market statistics.

Chart 3B
Employment growth (in percentage), Group of Seven countries, 2016/2017



Source: OECD, Labour force statistics, Short-term labour market statistics.

1.2.1 Changing regional labour markets

At the regional level, British Columbia presented one of the strongest year-over-year growth rates in employment and job vacancies and posted amongst the lowest unemployment rate in FY1617. Labour markets in Quebec and Ontario also presented positive developments while jurisdictions with economies more dependent on commodities (Alberta, Saskatchewan and Newfoundland and Labrador) fell back somewhat.

Labour force growth was concentrated in British Columbia (+2.7%), the only province to post an increase above the national average (+0.8%). It also was its most important growth rate since FY0203, notably reflecting the increased number of unemployed job seekers from Alberta looking for employment opportunities.[12] These were particularly important in British Columbia as both employment (+3.4%) and job vacancies (+10.4%) posted growth rates above the national averages (+1.0% and +1.4% respectively) in FY1617 (see Table 1). Employment and job vacancy growth rates were also above the national average in Quebec (+1.3% and +11.9% respectively) and Ontario (+1.1% and +8.2% respectively). Conversely, Newfoundland and Labrador, Prince Edward Island, Nova Scotia, Saskatchewan and Alberta all posted declines in both employment and job vacancies over the same period.

Moreover, in FY1617, for the first time since the Statistics Canada's Labour Force Survey began collecting data on the Canadian labour market, British Columbia recorded the lowest unemployment rate (5.7%) among all provinces, down 0.6 percentage points from the previous year. The largest decline however was registered in Quebec (-0.9 percentage points) which also posted its lowest level (6.8%) on record. Conversely, low commodity prices continued to weigh on some regions, notably Alberta and Saskatchewan which presented the most

[12] The number of interprovincial migrants from Alberta to British Columbia averaged 28,100 from FY1415 to FY1617, up 34.3% from the average recorded over the FY1112 to FY1314 period. See CANSIM table 051-0019.

Table 1
Employment and job vacancy level and growth and job vacancy rate, by province or territory, Canada, 2016/2017

	Employment (thousands)	Year-over-year change in employment (%)	Job vacancies (thousands)	Year-over-year change in job vacancies (%)	Job vacancy rate (%)
Newfoundland and Labrador	231.3	-1.5%	3.6	-22.9%	1.7%
Prince Edward Island	71.9	-1.1%	1.3	-10.7%	2.2%
Nova Scotia	447.1	-0.1%	8.4	-14.5%	2.1%
New Brunswick	352.8	+0.7%	6.5	-10.5%	2.2%
Quebec	4,156.8	+1.3%	66.3	+11.9%	1.9%
Ontario	7,024.5	+1.1%	168.5	+8.2%	2.8%
Manitoba	635.2	+0.1%	11.2	-8.8%	1.9%
Saskatchewan	569.0	-0.8%	9.0	-24.2%	1.9%
Alberta	2,263.3	-1.4%	43.0	-23.8%	2.2%
British Columbia	2,401.4	+3.4%	72.7	+10.4%	3.4%
Yukon	20.7	+6.8%	0.6	-13.1%	3.2%
Northwest Territories	22.3	+0.6%	0.6	-32.3%	2.5%
Nunavut	13.5	+5.9%	0.3	-21.0%	2.7%
Canada	**18,209.9**	**+1.0%**	**391.9**	**+1.4%**	**2.5%**

Note: Data may not add up to the total due to rounding. Percentage change is based on unrounded numbers.
Sources: Statistics Canada, Labour Force Survey, CANSIM tables 282-0087 and 282-0100 (for data on employment) and Job Vacancy and Wage Survey, CANSIM table 285-0001 (for data on job vacancies).

important increases in the unemployment rate (+1.7 percentage points and +1.0 percentage point respectively), pushing up these to their highest level since the mid-1990s.

As a result of contrasting regional labour market developments in FY1617, the average duration of unemployment spells varied significantly across provinces. While the decline in commodity prices continued to weigh on Alberta's and Saskatchewan's economies, reducing job opportunities and increasing unemployment, it also significantly increased the average unemployment spell duration in those regions. The average unemployment spell duration in Alberta reached its highest level on record (21.9 weeks) and was, for the first time in FY1617, the highest across Canada (which posted an average duration of 20.3 weeks), as shown in Table 2.[13] Saskatchewan also registered a significant increase (+4.6 weeks) and posted its highest duration (17.8 weeks) since the early 2000s. Unemployment duration was little changed in other regions.

Changes in average nominal weekly earnings were also uneven across provinces, as Alberta and the Northwest Territories were the only two regions recording a decrease. However, when compared with the increase in the cost of living—as approximated by the Consumer Price Index, or CPI—only Prince Edward Island, Quebec and Saskatchewan recorded a greater increase in weekly earnings relative to the increase in the CPI, leading to a decline in the purchasing power of Canadian workers on average in FY1617 (see Table 3).[14]

[13] These findings hold even when using Statistics Canada's former unemployment spell's duration measure which capped unemployment duration to 99 weeks and for which data are available since 1976.
[14] The change in nominal average weekly earnings as reported by the Survey of Employment, Payrolls and Hours could be affected by changes in the composition of employment (for instance an increase of employees in lower paid industries relative to those employed in higher paying industries).

Table 2

Unemployment rates and duration of unemployment spells by province or territory, Canada, 2015/2016 to 2016/2017

	Unemployment rate			Unemployment spell duration (weeks)		
	2015/2016	2016/2017	Change (in ppts)	2015/2016	2016/2017	Change
Newfoundland and Labrador	13.3%	13.7%	+0.4	17.6	17.9	+0.3
Prince Edward Island	10.5%	10.6%	+0.1	15.6	14.0	-1.6
Nova Scotia	8.6%	8.1%	-0.5	19.0	18.3	-0.7
New Brunswick	9.8%	9.2%	-0.6	18.5	19.5	+1.0
Quebec	7.7%	6.8%	-0.9	23.5	21.8	-1.7
Ontario	6.7%	6.4%	-0.3	20.0	20.2	+0.2
Manitoba	5.8%	6.1%	+0.3	17.0	18.0	+1.0
Saskatchewan	5.4%	6.4%	+1.0	13.2	17.8	+4.6
Alberta	6.6%	8.3%	+1.7	15.5	21.9	+6.4
British Columbia	6.3%	5.7%	-0.6	18.9	18.4	-0.5
Yukon	6.2%	5.3%	-0.9	N/A	N/A	N/A
Northwest Territories	8.3%	7.1%	-1.2	N/A	N/A	N/A
Nunavut	17.2%	14.3%	-2.9	N/A	N/A	N/A
Canada	**7.0%**	**6.9%**	**-0.1**	**19.8**	**20.3**	**+0.5**

Sources: Statistics Canada, Labour Force Survey, CANSIM tables 282-0087, 282-0100 and 282-0047.

Table 3

Nominal weekly earnings and consumer price index by province or territory, Canada, 2016/2017

	Average nominal weekly earnings ($)*	Year-over-year change in nominal weekly earnings (%)	Year-over-year change in consumer price index (%)
Newfoundland and Labrador	1,024	+0.4%	+3.4%
Prince Edward Island	822	+1.9%	+1.4%
Nova Scotia	848	+0.8%	+1.3%
New Brunswick	877	+2.0%	+2.5%
Quebec	882	+1.0%	+0.6%
Ontario	978	+1.3%	+2.0%
Manitoba	894	+1.2%	+1.4%
Saskatchewan	994	+1.3%	+1.0%
Alberta	1,116	-1.7%	+1.1%
British Columbia	924	+1.5%	+2.0%
Yukon	1,062	+0.7%	+1.3%
Northwest Territories	1,395	-2.1%	+1.2%
Nunavut	1,285	+1.9%	+2.4%
Canada	**960**	**+0.7%**	**+1.5%**

* Earnings include overtime and apply to employees paid by the hour, salaried employees and other employees.
Sources: Statistics Canada, Survey of Employment, Payrolls and Hours, CANSIM table 281-0026 (for data on nominal earnings), and Statistics Canada, Consumer Price Index Measures, CANSIM table 326-0020 (for data on CPI).

1.2.2 Labour mobility trends reverse as commodity prices fall

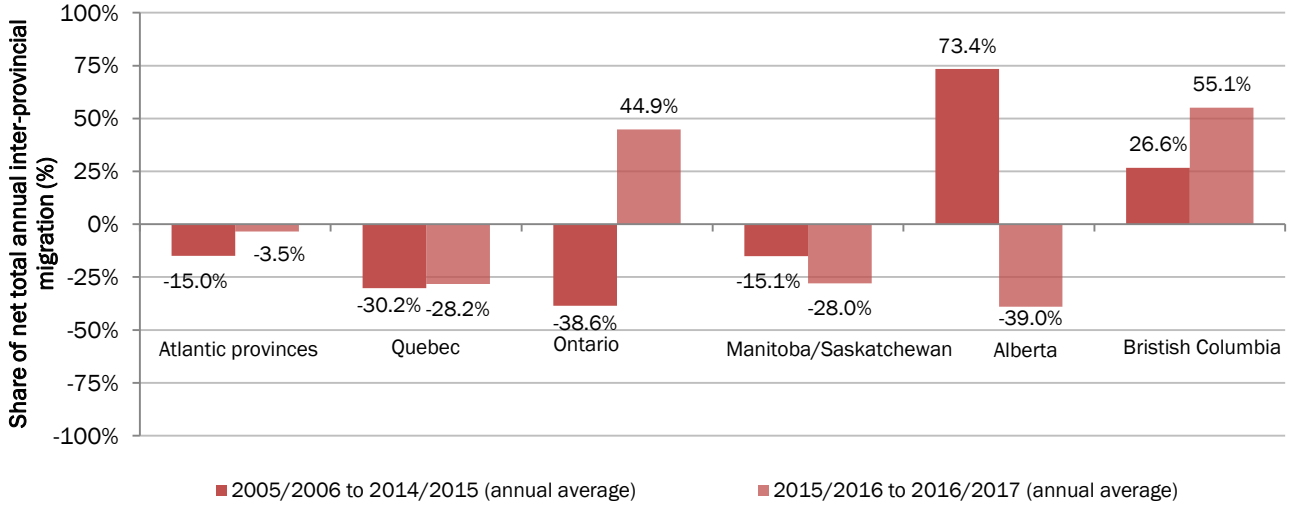
Every year, a substantial number of people in Canada (286,900 in between July 1, 2016 and June 30, 2017) relocate across provincial and territorial borders. The majority (154,800) of this group is aged between 25 and 54 years old. This movement across provinces is partly attributable to individuals in search of job opportunities and provides workers with the chance to access other labour markets and obtain a job or find one that may be better suited for their skillset. From a national perspective, interprovincial mobility can increase growth related to aggregate labour productivity and real GDP and improve individual outcomes as workers from provinces with high unemployment and an excess of labour supply move to provinces with lower unemployment and labour shortages.

While several factors can influence an individual's decision to move (including, but not limited to, job opportunities, education/school or family reasons) the desire to seek a higher standard of living is often a driving force. Since the mid-1990s, Western Canada, especially Alberta, was the destination of choice for a majority of Canadian interprovincial migrants. However, with persisting low commodity prices and less favorable labour markets in Alberta, trends have somewhat shifted over recent years to British Columbia and Ontario (see Chart 4).

Labour market developments in British Columbia have made the province the preferred destination of interprovincial migrants since FY1516 (+21,400 on average per year). Ontario has also been posting positive inflows of migrants since then (+17,400 per year). The outflow from the Atlantic provinces is significantly lower (-1,300 per year since FY1516 compared with -6,200, on average, in the previous two years).

In addition to interprovincial migration, some workers may also commute regularly — commuting daily or fly-in, fly-out—between their province of residence and another one for work. A Statistics Canada study[15] on interprovincial employment in Canada found that an estimated 420,000 (3% of the paid Canadian workforce) individuals were classified as interprovincial employees in 2011. The results of this study indicated that smaller provinces (that is,

Chart 4
Share of total net annual interprovincial migration by region, Canada, 2005/2006 to 2016/2017



Source: Statistics Canada, Cansim table 051-0012.

[15] René Morissette and Hanqing Qiu, "*Interprovincial Employment in Canada, 2002 to 2011*", Ottawa: Statistics Canada, Social Analysis and Modelling Division, 2015.

Atlantic Canada) had a larger percentage of their paid workforce participating in interprovincial employment.[16] In 2011, roughly 10% of the paid workforce in Newfoundland and Labrador were interprovincial employees compared to less than 2% in Ontario.

The important out-migration flows recorded by Atlantic provinces over the last decades combined with their high levels of interprovincial employees have further exacerbated the limited pool of available workers in those provinces. Interprovincial employment has proven to be a significant source of earnings for a large share of the population in Newfoundland and Labrador (about 9% of total wages and salaries in 2011), Prince Edward Island (6 %), Nova Scotia (5%) and New Brunswick (5%). At the same time however, interprovincial employment has also made these provinces slightly more at risk to feel the effects of economic shocks originating in other parts of the country as these may have corresponding impacts on local labour markets and the use of Employment Insurance (which is based on residence) as a result.

1.3 Long-term trends in the Canadian labour market

Along with the changes observed in FY1617, the Canadian labour market is characterised by long-term trends reshaping the labour force. Labour supply have been through significant changes reflecting the impact of population ageing, public policies and the demand for high-skilled workers or workers with a university degree. Job composition has also changed, as a greater share of jobs now require postsecondary education and are found in the services-producing industries. These changes had repercussions on the unemployed population which is also composed, on average, of a greater share of postsecondary graduates and individuals with no recent work experience.

1.3.1 Evolving Canadian labour force

As in most developed countries, Canada's population has experienced a sizeable increase in the median age, going from 26.2 years in 1971 to 40.6 years in 2017.[17] Population ageing, notably driven by lower fertility rates and longer life expectancies, can be expected to affect the economy profoundly, both in the demand for goods and services and in the supply of labour.

Participation in the labour force largely corresponds to key life events and therefore, age. In general, individuals aged between 15 and 19 years old are primarily pursuing their studies and are not as active in the labour force. As this group gets older, a declining share focuses on their study and a greater one become more active labour market participants. Following the core working years, between 25 and 54 years old, individuals will tend to exit the labour force in greater numbers as they begin to retire. As a result, changes in the distribution of the workforce across different age groups such as the increase in the share of the workforce aged 55 years old and over observed in recent years, may affect aggregate labour supply.

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[16] Interprovincial employment examined in this study includes workers travelling to another province for work as well as those crossing a provincial border every work day to go to work (that is Gatineau residents working in Ottawa and Ottawa residents working in Gatineau). When excluding adjacent provinces that share a border, based on total wages and salaries, around 80% of wages from Atlantic province interprovincial employees came from provinces other than the Eastern provinces. For most of the Western provinces, around 40% of wages from interprovincial employment came from non-adjacent provinces.

[17] Statistics Canada, Estimates of population, CANSIM table 051-0001.

In addition to fluctuations in the age composition of the labour force, changes in labour force participation rates—share of individuals of a given socio-economic group participating in the labour market—over time also affects aggregate labour supply. In particular, public policies and educational attainment are key factors which likely play a role. For instance, researchers noted that more affordable public day cares, such as those implemented in Quebec in 1997, have contributed to increase women's employment. This increase aligns with a more general trend observed for Canada as a whole as labour market participation of women increased by 15.4% since FY7677 and more markedly (+29.7%) among those aged 25 to 54 years old. Nevertheless, the participation rate of women remained below the labour market participation rate for men (by about nine percentage points) in FY1617.

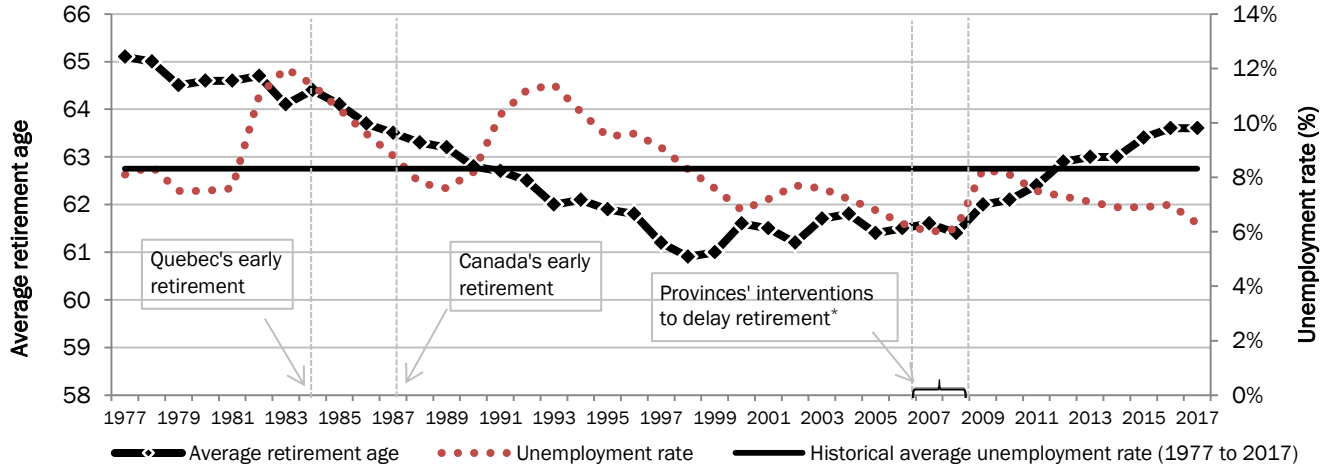
Over the years, public policies, financial factors and imbalances between labour supply and labour demand, among other factors, may also have contributed to the shifts observed in labour market participation of workers nearing retirement age. More or less generous retirement pensions as well as performing or underperforming stock markets likely affected retirement income and may have either moved forward or pushed back the decision to retire.

For instance, since its implementation in the 1960s, the Canada Pension Plan (CPP) underwent various reforms, some of which coincided with changes in available labour demand and labour supply. Chart 5 shows that changes in CPP in the late 1980s, a period associated with high unemployment rates, were combined with a declining trend in the average retirement age.

As the Canadian labour market entered a period of low and declining unemployment rate in the 2000s, changes in some provinces' labour law were made so that workers nearing retirement could remain active in the labour market. This coincides with an upward trend observed in the average retirement age. Public policies have thus been associated with key changes in labour market conditions—high or low labour demand relative to available labour supply—over time.

Chart 5

Average retirement age, unemployment rate and public policies affecting retirement age, Canada, 1977 to 2017



* During the mid-2000s', four provinces modified their regulations to eliminate employers mandatory retirement policies in their provinces. Changes took place in December 2006 for Ontario, May 2007 for Newfoundland and Labrador, in November 2007 for Saskatchewan and January 2008 for British Columbia.
Sources: Statistics Canada, Labour Force Survey, CANSIM tables 282-0051 and 282-0087.

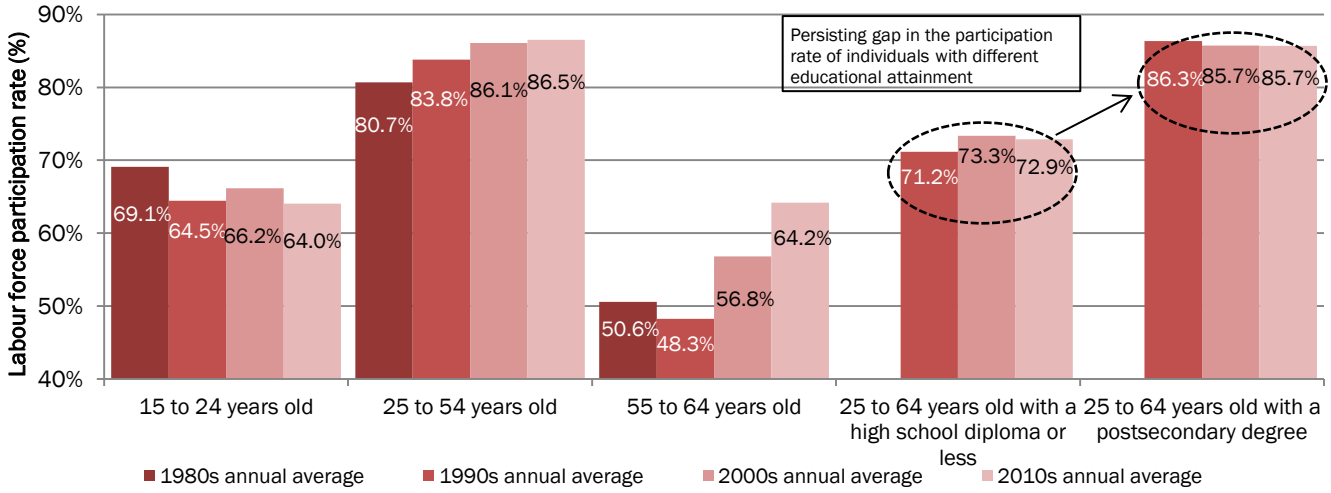
Going forward, an increase in the labour market participation rate of socio-economic groups with low participation rates could help subdue the negative impacts of population aging on the Canadian economy. For instance, in addition to the lower participation rate of women relative to the one for men discussed previously, the economy could also benefit from an increase in the participation rates of Aboriginal people and individuals aged 25 and over with no post-secondary degree or diploma[18].

In addition to changes in demographics and public policies, shifts in labour demand also influence labour supply. The increase in the demand for skilled labour over the years has contributed to higher postsecondary enrollment rates which also affected aggregate labour supply in two ways. First, the participation rate of youth (people aged 15 to 24 years old) has declined relative to the 1980s (see Chart 6) partly reflecting the fact that a greater share of this population has remained enrolled full-time in school and are thus less likely to be actively participating in the labour market. Second, because individuals holding a post-secondary education degree are more likely to be actively participating in the labour market upon graduation, the participation rate increased significantly among all other age groups over the same period.

The relative importance of high-skilled jobs as well as college and universities in larger cities, have also likely contributed to the rural out-migration trend, especially of young Canadians, observed since 1991.[19] The concentration of the Canadian population within urban centers was the second highest (57.2%) among all G7 countries—second only to Japan— in 2014 according to the Organization for Economic Co-operation and Development (OECD).[20] The increasing reliance on technology and in the associated demand for high-skilled workers, which have been more important in urban centers, along with the difficulties faced by the Canadian manufacturing industry since the early 2000s, among other things, also contributed to recent rural out-migration flows. The growing concentration of individuals, especially high-skilled individuals, in urban regions results in very distinct regional labour markets.

Chart 6

Labour force participation rates by age groups and educational attainement, Canada, 1980 to 2017



Source: Statistics Canada, Labour Force Survey, CANSIM table 282-0087.

[18] In 2017, the labour market participation rate of Aboriginal people aged between 15 to 64 years old (70.4%) was about 8 percentage points below the rate of non-Aboriginal people aged between 15 and 64 years old (78.7%) while the participation rate of individuals aged 25 years and over with no post-secondary education was 51.9%. Source: Statistics Canada, labour Force Survey, CANSIM table 282-0228.

[19] Statistics Canada, 2011 Census of Population.

[20] OECD, "*Regions at a Glance, 2016*", May 13, 2016.

In addition to the concentration of high-skilled people in urban areas, there are growing regional differences in the age structure of the labour force. Between 2011 and 2017, the share of the labour force aged between 15 and 24 years old declined more rapidly in rural areas[21] (-1.7 percentage points) than in urban centers[22] (-1.3 percentage points) and the share of the labour force aged 55 and over increased much more rapidly (+5.3 percentage points) than in urban centres (+3.2 percentage points).[23]

Regional differences in the age of the labour force are also observed across provinces. As shown in Table 4, all provinces have experienced in the past 20 years a decline in the share of their labour force that is between 15 and 24 and an increase in the share of the labour force that is aged 55 and over. The changes were more marked in the Atlantic provinces. With these demographic changes, regional labour markets are not facing the same challenges going forward, notably with regards to economic development and job opportunities.

As a result of changes in the composition of the labour force, in its participation intensity and of economic cycles, labour force participation rate in Canada declined from a peak of 67.5% in FY0809, to 65.7% in FY1617. It is expected to continue to decline further as more workers from the baby boomer generation reach retirement age. However, when compared with other G7 countries, Canada still posted the highest participation rate among the population aged 15 and over in 2016.[24] It is expected that Canada will be able to manage the effects of its ageing population over the coming decades better than some other G7 countries, with the help of higher fertility rates and immigration.[25] Immigrants represent a growing share of total labour force in Canada, composing 24.2% of the Canadian labour force in FY1617, up 3.8 percentage points over FY0607.[26]

Table 4
Share of the labour force aged 15 to 24 and 55 and over by province, Canada, 1997 and 2017

	Share of labour force aged between 15 and 24 years old			Share of the labour force aged 55 and over		
	1997	2017	Change (in ppts)	1997	2017	Change (in ppts)
Newfoundland and Labrador	15.3%	12.9%	-2.4	6.9%	21.5%	+14.6
Prince Edward Island	18.5%	14.8%	-3.7	10.0%	24.5%	+14.5
Nova Scotia	16.9%	14.1%	-2.8	8.3%	23.3%	+15.0
New Brunswick	16.8%	13.3%	-3.6	8.2%	23.9%	+15.7
Quebec	15.1%	13.6%	-1.5	8.9%	20.5%	+11.6
Ontario	15.9%	14.3%	-1.6	9.8%	21.1%	+11.3
Manitoba	18.3%	16.0%	-2.3	9.9%	20.4%	+10.5
Saskatchewan	18.7%	14.4%	-4.3	12.4%	22.0%	+9.7
Alberta	17.6%	13.6%	-3.9	9.5%	19.3%	+9.8
British Columbia	15.7%	14.9%	-0.8	9.8%	21.8%	+12.0
Canada	**16.1%**	**14.1%**	**-1.9**	**9.5%**	**21.0%**	**+11.4**

Note: Change in percentage points is based on unrounded numbers.
Source: Statistics Canada, Labour Force Survey, CANSIM table 282-0087.

[21] Defined here as any region with a population centre lower than 10,000 people.
[22] Includes census metropolitan areas (population centres greater than 50,000) and census agglomeration (population centres between 10,000 and 49,999).
[23] Statistics Canada, CANSIM table 282-0137.
[24] World Bank, World Development Indicators, modeled ILO estimates of the labour force participation rate for populations aged 15 and over.
[25] United Nations, Department of Economic and Social Affairs, Population Division (2015). *World Population Ageing 2015,* (ST/ESA/SER.A/390).
[26] Statistics Canada, CANSIM table 282-0107.

1.3.2 Changing nature of jobs

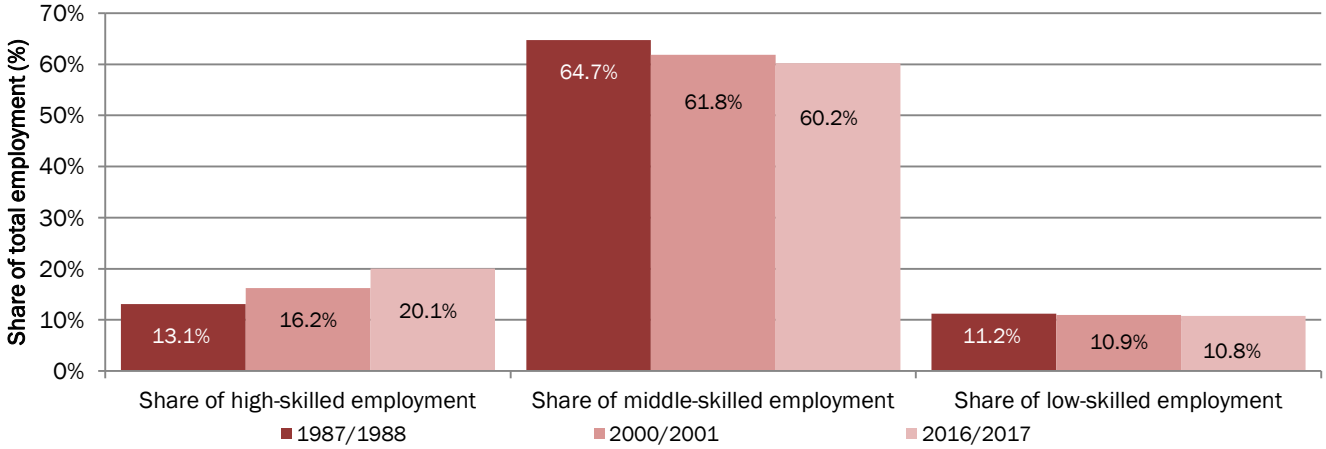
Since the mid-20th century, two important trends have been prevalent in advanced economies. These are the greater reliance on the use and production of knowledge as an economic driver, which relies more heavily on high-skilled workers, as well as the growing share of employment in services-producing industries. The changes have also been accompanied by an increase in wage inequality over time and the emergence of sources of income non-associated with traditional labour market activities.

Technological advancements have led to the automation of certain tasks that were performed by manual workers in the past. An increasing number of tasks performed by workers are being automated every year, further changing the need and the demand for skills. Employment growth in the Professional, scientific and technical services industry, primarily composed of knowledge-based industries, was the fastest (+4.3% annually) in Canada over the last four decades. It grew almost three times faster than the national average (+1.6%). This above-average employment growth in knowledge-based industries reflects the greater reliance in the economy on computers and on information and communication technologies, which require high-skilled workers.

These changes led to an increased demand for high-skilled workers or workers with higher educational attainment.[27] The number of jobs usually requiring a university degree went up by 2.0 million (or +123.0%) between FY8788 and FY1617 compared with an increase of 1.2 million (or +22.2%) for jobs generally requiring either a high school diploma or on-the-job training. Over that period, the share of jobs usually requiring a university went up by about 7.0 percentage points, accounting for 20.1% of all jobs in FY1617 (see Chart 7).

Between FY8788 and FY1617, the share of jobs usually requiring a college degree, an apprenticeship training or a high school diploma (mostly representing middle-skilled jobs) declined by 4.5 percentage points while the employment share of jobs associated with on-the-job training (mostly low-skilled jobs) remained relatively unchanged. As noted in the OECD's 2017 Employment Outlook, employment polarization at the high- and low-

Chart 7
Job distribution by skill level, Canada, 1987/1988, 2000/2001 and 2016/2017



Note: High-skilled jobs correspond to those usually requiring a university degree; middle-skilled jobs correspond to those usually requiring a college or high-school degree or apprenticeship trainining while low-skilled jobs are those usually requiring on-the-job training. Occupations associated with management, usually considered as high-skilled occupations are excluded because no specific educational level is required for those jobs.
Source: Statistics Canada, Labour Force Survey, Cansim table 282-0141.

[27] While educational attainment is used here to distribute jobs according to a specific skill level, other factors including job training could also be considered under alternative definitions of skills.

ends of the skill distribution, which is partly attributable to technological advancements, has also been observed in the United States and in many European countries.

In addition to the employment polarization, there is some evidence that employees' wages increased more at the high-end of the wage distribution over the last four decades, thus increasing wage inequality in Canada. The shift toward higher-skilled jobs and increased wage inequality can be depicted using changes in average and median wages. As shown in Table 5 employees associated with the highest median hourly earnings in FY9798 generally recorded the fastest average increases in hourly wages between FY9798 and FY1617.

Shifts in the composition of employment can have subtle effects related to Employment Insurance (EI). For instance, while the growing demand for high-skilled workers created many well-paying job opportunities for individuals, these are very specialized. As a result, it might be difficult for laid-off high-skilled workers to find a new job matching their specific skills and knowledge. Moreover, on average in FY1617, high-skilled vacant positions (or positions for which a university degree was the minimum level of education sought) accounted for 15.6% of all job vacancies while during the same period high-skilled jobs accounted for 20.1% of all jobs.[28]

When combined with the 55% earnings replacement rate of the EI program, the declining share of middle-skilled jobs and rising earnings inequalities also have implications for the unemployed. For instance, while EI benefits

Table 5

Share of high-skilled employees and median hourly wage growth by occupational groupings, Canada, 1997/1998 and 2016/2017

	1997/1998		2016/2017		Change between 1997/1998 and 2016/2017	
	Share of high-skilled employees	Median hourly wage ($)	Share of high-skilled employees	Median hourly wage ($)	Share of high-skilled employees (in ppts)	Median hourly wage ($)
Management occupations	100.0%	$19.4	100.0%	$40.1	N/A	+$20.7
Business, finance and administration occupations	14.9%	$14.3	22.1%	$23.5	+7.2	+$9.2
Natural and applied sciences and related occupations	52.2%	$20.1	55.5%	$34.0	+3.3	+$14.0
Health-related occupations	46.6%	$17.9	43.7%	$27.1	-2.9	+$9.2
Occupations in education, law and social, community and government services	62.9%	$19.5	61.1%	$29.7	-1.8	+$10.2
Occupations in art, culture, recreation and sport	33.7%	$13.6	24.3%	$20.1	-9.4	+$6.5
Sales and service occupations	0.0%	$8.7	0.0%	$13.9	N/A	+$5.3
Trades, transport and equipment operators and related occupations	0.0%	$15.4	0.0%	$24.1	N/A	+$8.8
Natural resources, agriculture and related production occupations	0.0%	$11.6	0.0%	$19.7	N/A	+$8.1
Occupations in manufacturing and utilities	0.0%	$13.1	0.0%	$19.7	N/A	+$6.7
Canada	**15.5%**	**$14.1**	**19.3%**	**$22.3**	**+3.8**	**+$8.2**

Note: High-skilled employees are associated with jobs usually requiring a university degree or management occupations. Changes in percentage points or in levels are based on unrounded numbers. Excludes self-employed individuals.
Source: Statistics Canada, Labour Force Survey, CANSIM table 282-0051.

[28] A recent Statistics Canada study ("*Linking labour demand and labour supply: Job vacancies and the unemployed*", published on November 1, 2017) also found that a disproportionate share of job vacancies are associated with job vacancies requiring no more than high-school education (about 66%) in 2015 and 2016 relative to the share of unemployed with no more than a high-school degree (49%).

may allow laid-off high-skilled workers to search for longer periods of time in order to find a suitable job, the 55% earnings replacement rate applied to the EI Maximum Insurable Earnings (MIE)—$51,700 in 2018 sets a limit to the EI benefits high-skilled (and likely high-income) unemployed workers are eligible to receive.

Similarly, the fixed EI earnings replacement rate of 55% when applied to low-income, and frequently low-skilled EI claimants results in lower levels of benefits being paid. While the EI program provides a family supplement to low-income families, the earnings amounts used to determine eligibility to this supplement have not changed since 2000. As a result, every year, a declining share of EI claimants qualifies for the family supplement.

Another emerging trend attributable to the increased reliance on technology is the growing importance of less conventional sources of earnings, either as a main source of earnings or as a supplement to wages. For instance, from November 2015 to October 2016, an estimated 2.7 million (9.5%) Canadians were involved in economic activities related to the peer-to-peer sale, rental or exchange of goods or services[29], a significant portion of which was facilitated by the Internet. These types of activities are expected to keep growing over the coming years and may further disrupt the current economic structure. It should also be noted that income earned from those activities are often not considered as insurable earnings for the purpose of the EI program.

In addition to the increasing importance of knowledge, altogether, the services-producing industries have been outperforming the goods-producing ones over the last four decades. While the employment level of goods-producing industries has slightly increased (+0.3% annually) over the last 40 years, it more than doubled in the services-producing industries (+2.0% annually) from 6.4 million in FY7677 to 14.3 million in FY1617. In FY1617, services made up 78.9% of Canadian employment, compared with 65.5% four decades earlier.

The slower pace of growth in the goods-producing industries over that period, in particular in the last decade, is partly attributable to the decreasing importance of the manufacturing industry in the Canadian economy (see Chart 8). This reflects a long-term declining trend in manufacturing industry employment which is common to all advanced economies. This trend is connected to technological improvements, a greater reliance on capital equipment to produce goods and increased trade between developed and developing countries that can produce labour-intensive products at a lower cost relative to Canada.

The greater importance of employment in the service-producing industries also has implications for the EI program. As workers in services-producing industries work, on average, fewer hours each week when compared with workers from goods-producing industries (see Table 6) they may have more difficulties qualifying for EI benefits. In addition, the median hourly wage for the services-producing industries ($21.60 in FY1617) is lower than that of the goods-producing industries ($24.90 in FY1617). This leads to lower weekly benefit rates when an EI claim is established and proportionally lesser total benefits paid to workers from services-producing industries on average.[30,31]

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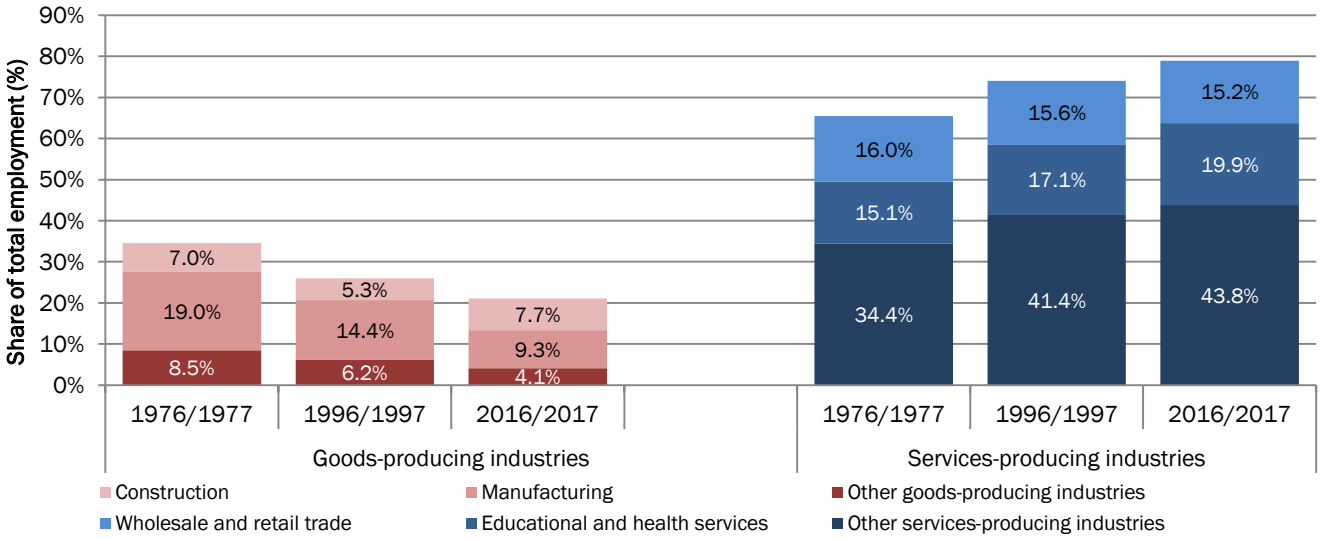
[29] Statistics Canada, "*The sharing economy*", The Daily, February 2017.
[30] Statistics Canada, Labour Force Survey, CANSIM table 282-0071.
[31] Unlike jobs in the goods-producing industries, some jobs in the services-producing industries can be associated with tips paid by clients—haidresser, waiter, etc.— which are not necessarily fully accounted for in the employees' insurable earnings. In such instances, this may result in even lower EI weekly benefits rates.

Chart 8

Employment in goods- and services- producing industries, Canada, 1976/1977, 1996/1997 and 2016/2017



Source: Statistics Canada, Labour Force Survey, Cansim table 282-0007.

Table 6

Average hours worked per week by industry, Canada, 1986/1987, 1996/1997, 2006/2007 and 2016/2017

	1986/1987	1996/1997	2006/2007	2016/2017
Goods-producing industries	**37.4**	**38.3**	**37.7**	**37.4**
Agriculture	36.5	42.7	42.9	41.3
Forestry, fishing, mining, quarrying, oil and gas	37.9	39.4	40.9	39.9
Utilities	36.3	35.5	34.9	35.3
Construction	35.9	37.0	36.8	36.8
Manufacturing	38.0	37.7	36.9	36.9
Services-producing industries	**33.5**	**32.7**	**31.7**	**31.3**
Wholesale trade and retail trade	33.5	32.9	31.5	31.4
Transportation and warehousing	37.7	37.5	37.3	36.3
Finance, insurance, real estate, rental and leasing	36.3	34.5	33.3	33.6
Professional, scientific and technical services	38.5	36.7	34.9	34.1
Business, building and other support services	31.3	32.0	31.6	31.3
Educational services	31.1	29.5	28.0	27.8
Health care and social assistance	30.8	29.9	29.8	29.6
Information, culture and recreation	33.3	32.4	30.5	30.0
Accommodation and food services	30.9	30.2	29.0	27.9
Other services (except public administration)	33.4	34.0	32.6	31.9
Public administration	34.5	33.6	32.7	32.3
Canada	**34.6**	**34.2**	**33.1**	**32.6**

Source: Statistics Canada, Labour Force Survey, CANSIM table 282-0021.

1.3.3 Shifting composition of the unemployed population

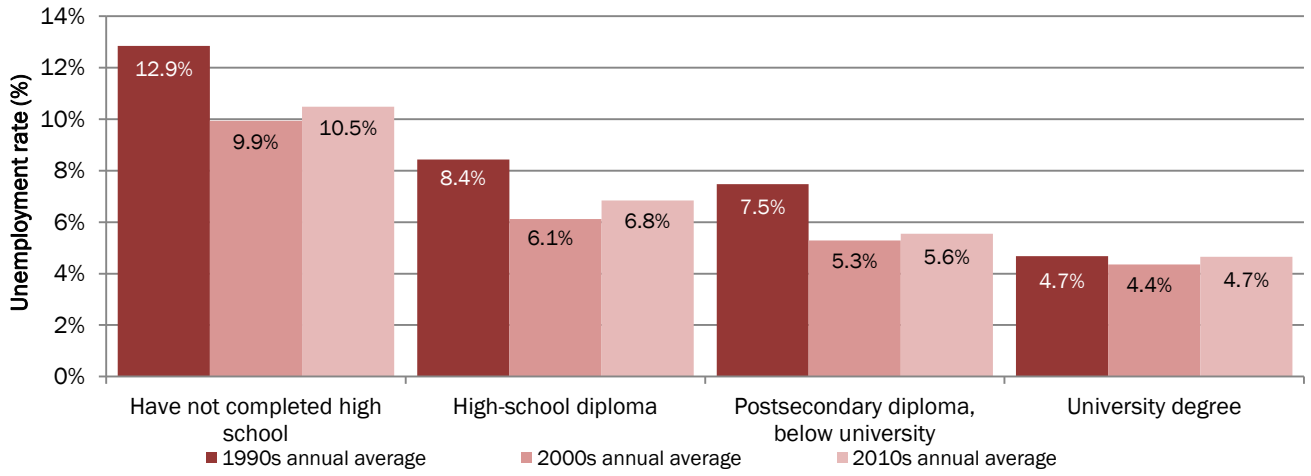
Changes in the labour supply and labour demand over the last 40 years have resulted in new employment and unemployment dynamics. While the employed population is now on average older, more educated and employed in urban areas, the age, average educational attainment and work experience of the unemployed population have also evolved over time.

Similar to trends observed in the employed population, the composition of the unemployed Canadian population by educational attainment has changed significantly between FY9091 and FY1617. While 32.0% of all unemployed Canadians aged 25 years old and over held a postsecondary degree in FY9091, this proportion almost doubled in FY1617 reaching 61.2%. However, despite representing a much greater proportion of all unemployed, postsecondary graduates aged 25 years old and over still presented a lower unemployment rate in FY1617 (5.5% and 4.6% respectively for non-university postsecondary graduates and university graduates) when compared with high school graduates (6.8%) or those that have not graduated high school (10.1%). Yet, even though university graduates present the lowest unemployment rate, they are the only group for which the unemployment rate has not declined relative to the 1990s (see Chart 9).

The stagnant employment prospects of university graduates are partly attributable to the specialized nature of their skills and knowledge which are not always easily transferable to jobs outside their field of study. Recent analysis has shown that employment prospects of Canadian bachelor degree holders aged between 25 and 34 years old varied significantly by field of study. Men graduates in Mathematics, computers and information sciences (86.0%) and Engineering (87.2%) were associated with the greatest probability of securing full-time employment in 2010, although these were lower relative to the probabilities reported in 2005 (90.2% and 89.6% respectively).[32]

Chart 9

Unemployment rate by educational attainment, population aged 25 years old and over, Canada, 1990 to 2017



Source: Statistics Canada, Labour Force Survey, Cansim table 282-0003.

[32] Kristyn Frank, Marc Frenette, and René Morissette, "*Labour market outcomes of young postsecondary graduates, 2005 to 2012*", Statistics Canada, Economic Insight, September 2015.

Moreover, while the employment prospects of university graduates remain well above those of less-educated groups, they are more likely to be underemployed—being employed in a job which is unfit for their skills.[33] While these individuals are not unemployed, most of them are still searching for a suitable full-time job. It is estimated that in 2015, 39% of recent university graduates aged 25 to 34 years old had educational credentials above those required by their job, an increase relative to the 32% reported in 1991.[34]

Difficulties in securing employment are not limited to recent postsecondary graduates. In general, young Canadians (aged 15 to 24 years old) have greater difficulties finding a job relative to older individuals (especially those aged between 25 and 54 years old). Their unemployment rate (13.0% in FY1617) has historically been well above the average for individuals aged 25 years old and over (5.8% in FY1617).[35] The inherent lack of work experience and/or educational attainment may explain why the issue is more important amongst those aged 15 to 19 years old as well as those aged 20 to 24 years old and no longer attending school.[36] This in turn makes them particularly vulnerable to economic shocks. In light of these trends, a recent OECD report suggested that tackling youth unemployment and the rising number of young people out of work and out of school should be a priority for Canada.[37,38]

While a lack of work experience among young Canadians likely hinders their employment prospects, an increasing share of unemployed Canadians overall also lacks recent work experience.[39] Over the FY0809 to FY1617 period, the share of unemployed Canadians without recent work experience increased from 29.0% to 38.3% (+9.3 percentage points). Individuals aged 15 to 24 years old recorded the largest share (44.8%) and increase (+14.5 percentage points)—see Chart 10.

Part of the increase in the share of unemployed without recent work experience is attributable to long-term unemployment—individuals that have been searching for a job for a period of at least twelve consecutive months. The evolution of this group over time sheds additional light on difficulties Canadians are facing in finding a job. While Canada's long-term unemployment rate remained the lowest among G7 countries,[40] the 12.1% rate reported in FY1617[41] was still well above the rate recorded at the onset of the latest recession (7.1% in FY0809). Prolonged periods of unemployment may negatively affect one's odds of finding employment as well as future employment earnings reflecting, among other things, skill and knowledge losses during long unemployment spell.

In addition, the increased proportion of unemployed with no recent work experience may have an impact on perceptions of access and coverage of EI for the unemployed. Eligibility for EI regular benefits is based on the amount of hours of insurable employment that an individual has accumulated in the previous 52 weeks. Indicators used to estimate the coverage and access to EI benefits, such as the ratio of EI regular beneficiaries to the number of unemployed, are based on all unemployed (thus including those that have no recent work experience) and are impacted by this trend. As a result, metrics based on EI premium contributors, therefore participants in the EI program, seems to be more appropriate methods of measuring coverage and access.

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[33] Underemployment, as defined in the *2015/2016 Employment Insurance Monitoring and Assessment Report*, can also include individuals working part-time involuntarily.

[34] Office of the Parliamentary Budget Officer, "*Labour market assessment 2016*", Ottawa, Canada, October 2016.

[35] While the 13.0% unemployment rate observed for youth aged 15 to 24 years old in FY1617 is well above the average for individuals aged 25 years old and over, it remains comparable to their historical average recorded since the Labour Force Survey began collecting data.

[36] A recent Statistics Canada study, *"The transition from school to work - the not in employment, education or training (NEET) indicator for 15 to 19 year olds in Canada" published in February 2018, found that the proportion of NEET aged 15 to 19 years old in Canada has fallen over time. However, the proportions of NEET among individuals aged between 20 to 24 years old and those aged between 25 to 29 years old remain well above the one for youth aged 15 to 19 years old and above their pre-recession levels.*

[37] OECD, "*OECD Employment Outlook 2014*", Paris: OECD, 2014.

[38] The OECD considered this a priority for Canada, because of the increase recorded after the FY0809 recession.

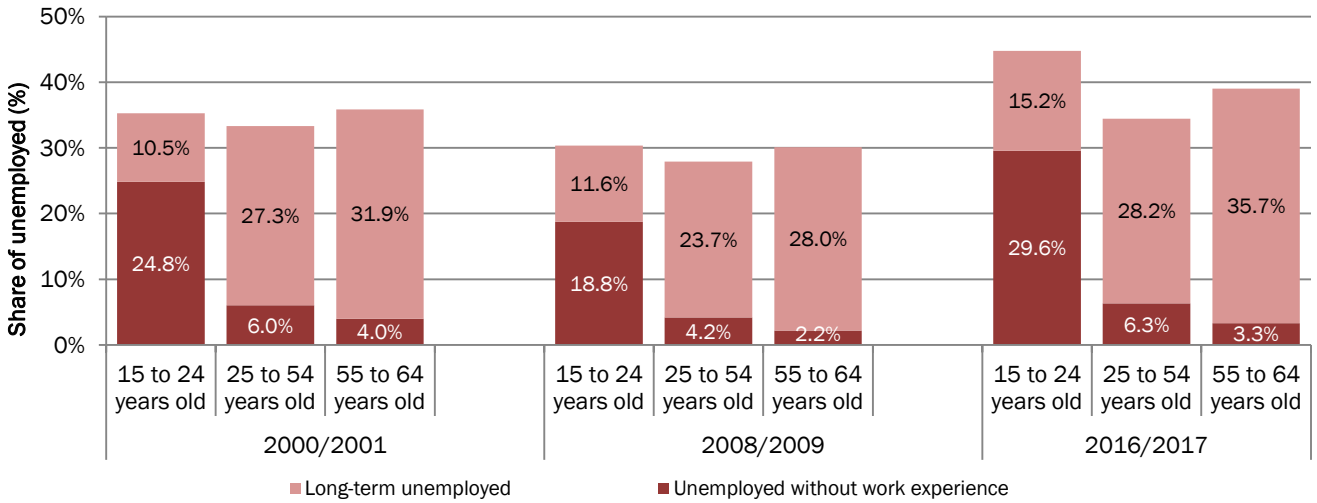
[39] Define as, at the time of the Labour Force Survey, the absence of work for at least twelve months.

[40] OECD (2017), Labour Market Statistics: Unemployment by duration, OECD Employment and Labour Market Statistics (database).

[41] Statistics Canada, CANSIM table 282-0047. Estimates excludes unemployed with unknown unemployment duration.

Chart 10

Share of unemployed without recent work experience, age groups, Canada, 2000/2001, 2008/2009 and 2016/2017



Note: Long-term unemployed corresponds to unemployed individuals with previous work experience, who have been searching for a job for at least 12 consecutive months. Unemployed without work experience correspond to unemployed individuals who have never worked.
Source: Statistics Canada, Labour Force Survey, CANSIM table 282-0216.

1.4 Summary

Over the past few decades Canada's labour force has undergone several structural changes. Among them, a shift to a greater share of high-skilled jobs along with a greater concentration of employment within the service industries, which is seen across most advanced economies. These changes have led to a decrease in the proportion of middle-skilled jobs and have also been accompanied by an increase in wages inequalities. Over the long term, changes in the nature of work and the makeup of the labour force could have an impact on the EI program as well.

The Canadian economy, in FY1617, was characterized with an increase in GDP growth (+1.7%)—third highest among the G7 countries. Even so, improvements in the Canadian labour market were modest relative to other G7 countries. Yet, while population ageing weigh on the aggregate labour force participation rate, that rate is still the highest among all G7 countries and Canada is better positioned than some other G7 countries to counter the effects of an ageing population with the help of higher fertility rates and immigration.

The sharp commodity price decline in recent years continues to weigh on the economy of some regions across Canada. While Saskatchewan and Alberta experienced the most acute effects of the contraction of the energy sector, British Columbia, Ontario and Quebec's economies posted strong overall labour market performances. The impact of the changing economic situation in many of these regions on the EI program is seen in this report, but should also be expected to affect trends and results in future years.

Chapter II

Impact and effectiveness of Employment Insurance benefits (Part I of the *Employment Insurance Act*)

This chapter examines the use, impact and effectiveness of Employment Insurance benefits that were paid under Part I of the Employment Insurance Act during the fiscal year starting on April 1, 2016 and finishing on March 31, 2017 (referred to as the reporting fiscal year or FY1617).[1]

2.0 Introduction

This chapter of the *Employment Insurance Monitoring and Assessment Report* assesses income support provided by Employment Insurance (EI) Part I benefits: regular benefits, fishing benefits, work-sharing benefits and special benefits. It includes several key indicators, such as the number of new claims established, amount paid, level of benefits, maximum duration and actual duration of benefits and the exhaustion of benefits. Key EI program provisions and recent changes brought to the EI program are discussed throughout this chapter, including their impacts where appropriate. Indicators related to the level of claims and the level of benefits are presented for claims established within a fiscal year in which at least one dollar in EI benefits was paid. Meanwhile, the duration measures are based on all claims completed within a fiscal year in which at least one dollar was paid in EI benefits. Finally, measures related to the amounts paid in EI benefits are presented on a cash basis, which means the expenses are accounted for during the fiscal year they are paid. More information on the definitions of some of the indicators presented throughout this chapter can be found in Annex 2.1 of this report.

This chapter relies on several sources of information to provide a comprehensive analysis of the EI program. EI administrative data, generally based on a 10% sample[2], underpins most of the analysis of this chapter. Some sections of this chapter also make use of tax data provided by the Canada Revenue Agency related to T4 tax slips with employment income or T1 returns. Statistics Canada's Employment Insurance Coverage Survey, and the Labour Force Survey, provide the basis for deeper analysis of coverage, eligibility and accessibility of unemployed

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

[2] Due to the relatively limited number of fishing claims, Work-Sharing claims, compassionate care claims and claims for Parents of Critically Ill Children, elements of analysis related to these four types of benefits are sometimes based on the total (100%) of EI administrative data to ensure the quality of data. This is also the case for analysis related to firms (that is, employers).

people to EI regular benefits. Throughout the chapter, data for the reporting fiscal year is compared with data from previous years and, in some instances, long-term trends are discussed.[3]

Annex 2 of the report presents additional statistical information on benefits analyzed in this chapter and Annex 7 provides an overview of major changes to the EI program between April 1996 and December 2017.

Table 1
Summary of Employment Insurance benefit types

Benefit type	Circumstance	Insurable Employment entrance requirement	Maximum entitlement
Regular	Unemployed with a valid reason for separation and searching for suitable employment or retraining in certain cases	420 to 700 hours depending on the Variable Entrance Requirement*	14 to 45 weeks, depending on insurable employment**
Fishing	Self-employed fishers without available work	Value of a catch between $2,500 and $4,200 depending on the Variable Entrance Requirement*	26 weeks per season (summer or winter)
Work-Sharing	Firm avoiding layoffs during a slowdown in business activity for reasons beyond the firm's control with a recovery plan and a Work-Sharing agreement in place	420 to 700 hours depending on the Variable Entrance Requirement and must be a year-round employee	6 to 26 weeks, with the possibility of an extension by 12 weeks if warranted
Special			
Maternity	Unavailable to work because of pregnancy or has recently given birth	600 hours***	15 weeks
Parental	Caring for a newborn or a newly adopted child	600 hours***	35 weeks****
Sickness	Unavailable to work because of illness, injury or quarantine	600 hours***	15 weeks
Compassionate care	Providing care or support to a family member with a serious medical condition and a significant risk of death	600 hours***	26 weeks****
Parents of Critically Ill Children	Providing care or support for the claimant's critically ill or injured child	600 hours***	35 weeks****

* Prior to July 3, 2016, new entrants and re-entrants were required to meet an entrance requirement of 910 hours for regular benefits and $5,500 for fishing benefits. Under the current rules, new entrants and re-entrants now face the same eligibility requirements as other claimants in the region where they live.
** Budget Implementation Act, 2016, No. 1 extended the duration of EI regular benefits up to a maximum of 70 weeks of regular benefits for some claimants (see subsection 2.2.4 for further details on the measure).
*** Self-employed workers (other than fishers) who have opted into EI special benefits must meet an insurable earnings threshold for the calendar year preceding the claim. The threshold was $6,820 for claims established in 2016 and $6,888 in 2017.
**** Shareable.

2.1 Employment Insurance benefits overview

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

[3] In this chapter, administrative data provide a snapshot of claims, as they appear in EI administrative records, as of the month of August following the end of the fiscal year. Unless otherwise stated, this data is not revised over time. Due to regular changes to the administrative data, a snapshot of the fiscal years, taken later, would provide slightly different figures, without qualitatively changing the conclusions presented in this report.

for a newborn, a newly adopted child, a critically ill child or a gravely ill family member with a significant risk of death).

In this chapter, EI benefits include regular benefits, fishing benefits, Work-Sharing benefits as well as special benefits, which include maternity benefits, parental benefits, sickness benefits, compassionate care benefits and benefits for Parents of Critically Ill Children. Subsection 2.1.1 covers the number of new claims established in the fiscal year, total amount paid over the fiscal year, and benefit levels of claims established. Subsection 2.1.2 examines combined (or mixed) benefit claims. Subsection 2.1.3 provides an analysis of the usage of EI benefits relatively to EI contribution premiums.

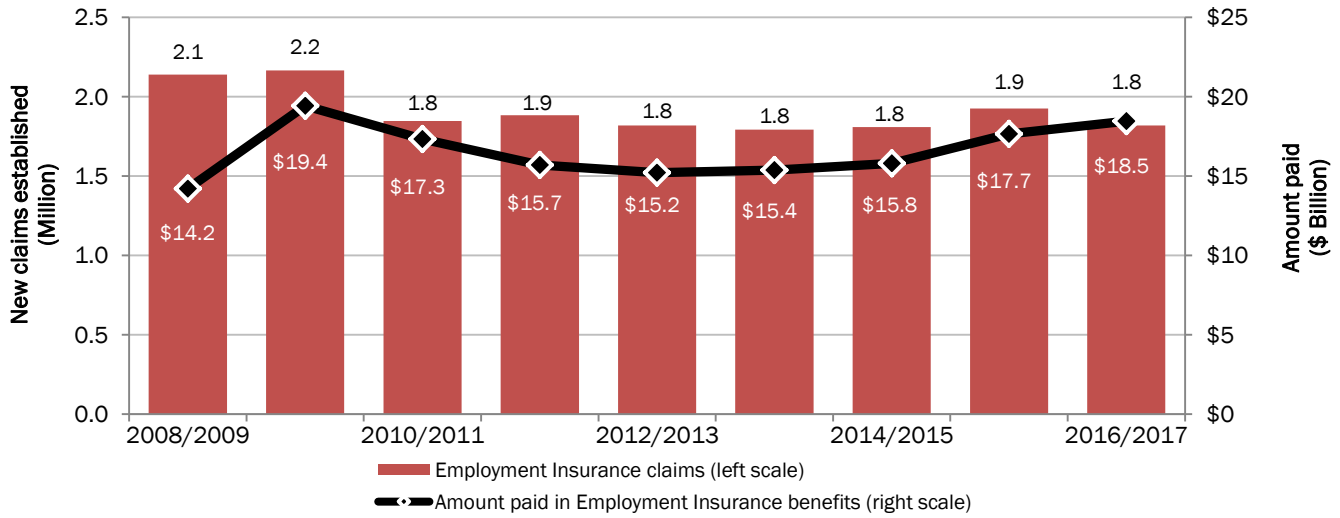
2.1.1 Employment Insurance claims, amount paid and level of benefits

For the period starting on April 1, 2016 and ending on March 31, 2017 (FY1617), the number of new EI claims established decreased by 5.6% (-107,100) to 1.8 million new EI claims. This decrease almost completely offset the increase observed in new claims during the previous reporting period (+116,600). Total EI benefit payments increased by $799.0 million (+4.5%) to reach $18.5 billion, the highest level recorded since the $19.4 billion recorded in FY0910 (see Chart 1).

As highlighted in Chapter 1, a downturn in commodity prices significantly impacted the labour market in recent years. In response to this downturn, the Government introduced a temporary measure to extend the benefits in the 15 most impacted EI economic regions. The temporary measure introduced on July 3, 2016 applied to anyone who started a claim for EI regular benefits on or after January 4, 2015 and was still unemployed at the time the measure came into force or during the year following its implementation. It had an impact on the number of claims and the amounts of benefits paid as fewer claims were established in FY1617 because eligible claimants could claim more weeks of benefits and for a longer period of time while the amount of benefits paid in the regions affected by the measure increased significantly. The effects of this measure are therefore reflected throughout most of this chapter and will be discussed in greater details in subsection 2.2.4.

Chart 1

Employment Insurance claims established and amount paid, Canada, 2008/2009 to 2016/2017



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

According to Statistics Canada, there were 826,300 beneficiaries receiving EI benefits on average each month in FY1617, an increase of 3.6% from 797,300 beneficiaries during the previous reporting period[4], On average, 68.5% of the beneficiaries were receiving regular benefits, 29.3% were receiving special benefits, 1.4% were receiving fishing benefits, and 0.8% were receiving work-sharing benefits.

The average weekly benefit rate grew from $443, in the previous year, to $447 during the reporting period. Meanwhile, the proportion of claimants receiving the maximum weekly benefit[5] decreased to 45.6% in FY1617, down from 48.1% in FY1516. Over the same period, median weekly wages of the employed population increased from $815 to $824 (+1.1%), the smallest increase observed in the last 10 years.[6]

New Employment Insurance claims established

The decrease in new EI claims registered in the reporting fiscal year (-107,100) was mostly driven by regular claims (-114,300). This decrease was partially counterbalanced by the increase in sickness benefits claims (+13,200) and claims for compassionate care benefits (+2,300) (see Table 2).

Table 2
Employment Insurance claims by type of benefits, Canada, 2015/2016 to 2016/2017

Type of Employment Insurance benefits	New claims established		
	2015/2016	2016/2017	Change
Regular*	1 476,380 r	1,362,070	-114,310 (-7.7%)
Fishing	28,271	28,934	+663 (+2.3%)
Work-Sharing	20,521	11,936	-8,585 (-41.8%)
Special	550,810	563,380	+12,570 (+2.3%)
Maternity	174,510	170,330	-4,180 (-2.4%)
Parental	196,660	195,960	-700 (-0.4%)
Sickness	365,480	378,700	+13,220 (+3.6%)
Compassionate Care	7,871	10,193	+2,322 (+29.5%)
Parents of Critically Ill Children	3,740 r	4,211	+471 (+12.6%)
Canada**	**1,925,420**	**1,818,340**	**-107,080 (-5.6%)**

Notes: Data may not add up to the total due to rounding. Percentage change is based on unrounded numbers. Includes claims for which at least $1 of EI benefits was paid. The sum of claims by benefit type does not add up as multiple benefit types can be combined in one single claim.
* Also include claims for which the claimant uniquely claimed regular benefits while attending full-time training under section 25 of the *Employment Insurance Act*.
** Due to the incompatibility of administrative data sources, the total for Canada excludes claims established for parents of critically Ill children benefits that did not receive any other type of EI benefits.
r Revised data.
Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data, except for compassionate care benefits, parents of critically ill children benefits, fishing benefits and work-sharing benefits (100% sample).

[4] Statistics Canada, Employment Insurance Statistics, CANSIM table 276-0020. This measure represents the number of EI claimants who received at least $1 in EI benefits during the reference period of a given month (normally the week comprising the 15th day of the month). The number of claimants is affected by the inflow of new EI claimants and the outflow of EI claimants no longer receiving benefits, mainly because they have exhausted the number of weeks of benefits to which they were entitled and/or because they have returned to work.

[5] The maximum weekly benefit rate that an EI claimant is entitled to receive is directly linked to the maximum insurable earnings (MIE) threshold which is outlined in the *Employment Insurance Act* and in the *2017 Actuarial Report on the Employment Insurance Premium Rate* (Ottawa: Office of the Superintendent of Financial Institutions Canada, Office of the Chief Actuary, 2016). The MIE was $50,800 in 2016 and $51,300 in 2017. Accordingly, the maximum weekly benefit was $537 in 2016 and $543 in 2017.

[6] Statistics Canada, Labour Force Survey, CANSIM table 276-0071.

The volume of regular claims tends to be more sensitive to economic cycles and to labour market conditions (see Chapter I for a perspective on the prevailing labour market in FY1617). For the reporting fiscal year, the measure that extended regular benefits for workers in affected regions by the downturn in commodity price also contributed to the overall decline observed in regular claims level (see subsection 2.2.4 for further details on this measure). In contrast, the volume of new claims for special benefits generally relates more to demographic changes, changes in labour force characteristics, and changes to the EI program design (see section 2.6 for more details on special benefits).

Following an overall increase in new EI claims established across Canada from FY1415 to FY1516, all jurisdictions experienced either decreases or modest increases during the reporting period. Alberta (-33,900 or -14.4%) and Saskatchewan (-7,300 or -12.7%) recorded the most significant decreases in percentage (see Table 3). During the two preceding reporting period, these two provinces had registered the greatest increases in

Table 3

Employment Insurance claims and amount paid by province or territory*, Canada, 2015/2016 to 2016/2017

	New claims established (Percentage share)			Amount paid ($millions) (Percentage share)		
	2015/2016	2016/2017	Change (%)	2015/2016	2016/2017	Change (%)
Newfoundland and Labrador	85,910 (4.5%)	74,000 (4.1%)	-13.9%	$958.6 (5.4%)	$1,040.2 (5.6%)	+8.5%
Prince Edward Island	22,140 (1.1%)	22,540 (1.2%)	+1.8%	$228.1 (1.3%)	$230.7 (1.2%)	+1.1%
Nova Scotia	82,410 (4.3%)	82,710 (4.5%)	+0.4%	$833.0 (4.7%)	$841.3 (4.6%)	+1.0%
New Brunswick	88,670 (4.6%)	88,910 (4.9%)	+0.3%	$904.0 (5.1%)	$919.0 (5.0%)	+1.7%
Quebec	496,680 (25.8%)	483,700 (26.6%)	-2.6%	$3,649.7 (20.7%)	$3,430.7 (18.6%)	-6.0%
Ontario	569,620 (29.6%)	552,030 (30.4%)	-3.1%	$5,478.3 (31.0%)	$5,443.2 (29.5%)	-0.6%
Manitoba	64,660 (3.4%)	59,250 (3.3%)	-8.4%	$573.4 (3.2%)	$587.3 (3.2%)	+2.4%
Saskatchewan	57,110 (3.0%)	49,850 (2.7%)	-12.7%	$572.7 (3.2%)	$671.5 (3.6%)	+17.2%
Alberta	235,470 (12.2%)	201,610 (11.1%)	-14.4%	$2,362.3 (13.4%)	$3,158.3 (17.1%)	+33.7%
British Columbia	216,790 (11.3%)	197,770 (10.9%)	-8.8%	$2,031.1 (11.5%)	$2,064.2 (11.2%)	+1.6%
Yukon	2,410 (0.1%)	2,300 (0.1%)	-4.6%	$25.9 (0.1%)	$27.3 (0.1%)	+5.5%
Northwest Territories	2,320 (0.1%)	2,380 (0.1%)	+2.6%	$28.8 (0.2%)	$29.9 (0.2%)	+3.9%
Nunavut	1,230 (0.1%)	1,290 (0.1%)	+4.9%	$16.2 (0.1%)	$17.6 (0.1%)	+8.7%
Canada	**1,925,420 (100.0%)**	**1,818,340 (100.0%)**	**-5.6%**	**$17,662.0 (100.0%)**	**$18,461.0 (100.0%)**	**+4.5%**

Notes: Data may not add up to the total due to rounding. Percentage change is based on unrounded numbers. Includes claims for which at least $1 of EI benefits was paid.
* Excludes Parents of Critically Ill Children benefits due to the incompatibility of administrative data sources.
Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a sample of 10% of the EI administrative data.

new EI claims with a cumulative two-year increase of 89,400 new claims (+61.2%) and of 12,700 new claims (+28.6%), respectively. The province of Alberta and Saskatchewan were also amongst those the most affected by the downturn in commodity prices. The four economic regions of Alberta and three out of four economic regions in Saskatchewan were included in the temporary measure that extended regular benefits entitlement for eligible claims.

The variation in new claims established by men (-91,700 or -8.5%) mostly drove the overall decrease in new claims established during the fiscal year starting on April 1, 2016 and ending on March 31, 2017. Claims established by men represented 54.1% of all new claims established. Levels of new EI claims decreased for every age group with almost half of the decrease bared by the 25 to 44 age cohort (-49,500 or -5.3%), followed by the 45 to 54 age cohort (-31,700 or -7.9%). Older workers (55 years and over) experienced the smallest decrease (-9,700 or -2.4%) bringing their share of new EI claims at 21.2%. Back in FY0809, this age cohort made 15.0% of all new claims established. This increased share of claims initiated by older workers follows the general trend of their greater representation in the labour force. Their proportion of the labour force increased from 15.5% in FY0809 to 20.6% in FY1617.[7]

Slightly over half of the decrease in EI new claims observed during the reporting fiscal year came from long-tenured workers (-56,900 or -9.5%). Claims established by this claimant category increased significantly during the previous reporting period (+188,600 or +45.7%). New claims established by occasional claimants (-28,000 or -2.8%) and frequent claimants (-22,200 or -6.6%) also decreased, but to a lesser degree.

Total amount paid in Employment Insurance benefits

The increase in EI benefits (+$0.8 billion or +4.5%) during the reporting fiscal year to a total of $18.5 billion was mainly driven by higher regular benefit payments (+$547.9 million). As detailed in subsection 2.2.4, an increase of $998.4M in the reporting period is attributable to the temporary relief provided in Budget 2016 to regions impacted by the downturn in commodity prices.

The share of EI benefits paid by benefit types remained relatively unchanged compared to the previous reporting period. Regular benefits (68.5%) and special benefits (29.7%) accounted for 98.2% of total EI benefits payments as other benefit types (fishing benefits and Work-Sharing benefits) represented a little bit less than 2.0% of total EI benefits paid (see Chart 2).

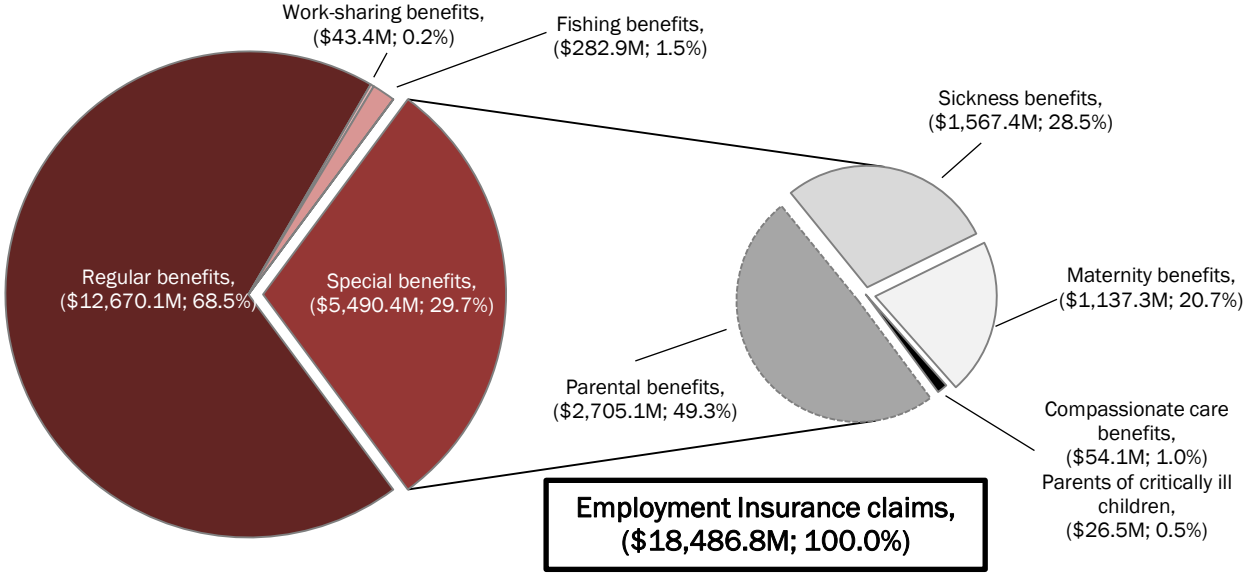
Amounts paid in EI benefits increased in all jurisdictions, except for Quebec and Ontario (see Table 3). For the fourth year in a row, Alberta registered the largest year-over-year percentage increase (+33.7%) followed by Saskatchewan (+17.2%).

The amount paid in EI benefits increased similarly for both men (+4.9%) and women (+4.1%). It also increased for every age groups and claimant categories except for claimants aged 24 years old or less (-0.1%) and frequent claimants (-2.3%).

[7] Statistics Canada, Labour Force Survey, CANSIM table 276-0001.

Chart 2

Amount paid in Employment Insurance benefits*, by benefit type, Canada, 2016/2017



*The total amount paid reported in Chart 2 does not correspond to the total reported in Table 3 because data on compassionate care benefits and parents of critically ill children can only be reported on a 100% sampling basis on an aggregate level.
Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a sample of 10% of the EI administrative data, except for compassionate care benefits and benefits for parents of critically ill children (100% sample).

Level of benefits

The average weekly benefit rate modestly increased 1.0% nationally to $447 in FY1617. Most jurisdictions recorded variations of $5 or less, except Quebec (+$6), Yukon (+$8), Ontario (+$10), and Nunavut (+$13). Northwest Territories had the highest proportion of claimants receiving the maximum weekly benefit rate (75.6%) and New Brunswick had the lowest proportion of claimants receiving the maximum rate (34.6%).

The average weekly benefit rate increased to $473 (+0.8%) for men and to $416 for women (+1.7%). About 56.6% of claims established by men received the maximum weekly benefit rate compared to only 32.7% for claims established by women. Claimants aged 24 years old or less were the only age group to experience a decrease (-$7) in their average weekly benefit rate. Similar to previous years, their average weekly benefit rate ($400) was also lower than for

Variable best weeks (VBW)

Under the VBW provision—introduced nationally on April 7, 2013—the weekly benefit rate is calculated based on an EI claimant's highest (best) weeks of insurable earnings during the qualifying period. The number of weeks used to calculate the weekly benefit ranges from 14 to 22, depending on the monthly regional unemployment rate*.

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

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

claimants aged 25 to 44 years old ($460), those aged 45 to 54 years old ($452), and those aged 55 years old and over ($433).

The average weekly benefit rate was the highest among long-tenured workers ($485), who were also the most likely to receive the maximum weekly benefit rate (61.4%). In comparison, frequent claimants received an average of $457 in weekly benefits and occasional claimants received $422.

Family supplement provision

Targeting low-income families, the Family Supplement Provision provides additional benefits to EI claimants with children (under the age of 18) who have an annual family net income equal to or less than $25,921 and—for the purposes of this reporting period—received either the Canada Child Tax Benefit (CCTB) or Canada Child Benefit (CCB).[8] Under the Family Supplement Provision, which is available to all benefit types, the weekly amount of family supplement can increase a claimant's benefit rate from 55% to a maximum of 80% of his or her weekly insurable earnings, subject to the maximum weekly benefit.[9] The amount provided to eligible claimants is determined by the claimant's family net income, the number of children in the claimant's family, and the age of the claimant's children (see Table 4).

Approximately 79,400 claims received the family supplement in FY1617, a decrease of 0.6% when compared with the previous year. The number of EI claims receiving the family supplement has now decreased for 15 consecutive years from a high of 187,300 claims in FY0102. Women (79.2%) and claimants aged 25 to 44 (71.8%) continued to be the main demographic groups benefiting from the family supplement provision.

During the reporting fiscal year, low-income families received a total of $88.7 million in additional benefits through the family supplement, a decrease of $1.9M (-2.1%) compared to the previous reporting period. Family supplements averaged $44 per week and have remained relatively unchanged since FY0001. At the same time, the consumer price index increased by 34.4%[10] between FY0001 and FY1617, decreasing the purchasing power of the average supplement. In addition, as reported in a recent study[11], the fact that weekly top-ups have remained unchanged since 1997 means fewer claims are reaching the maximum replacement rate of 80% of the claimant's weekly income (3.3% of family supplement claims in FY1617).

[8] Canada Child Benefit replaced the Canada Child Tax Benefit, the National Child Benefit Supplement and the Universal Child Care Benefit as of July 1, 2016.
[9] The maximum weekly benefit rate was $537 in 2016 and $543 in 2017.
[10] Based on the All-items Consumer Price Index, Statistics Canada, CANSIM table 326-0020.
[11] ESDC, *Inflation and Fixed Dollar Thresholds*: The EI Family Supplement (Ottawa: ESDC, Evaluation Directorate, 2014).

Table 4
Amount of family supplement for selected family income ranges by number and age of children, Canada

	Selected family income range			
	Less than $20,921	$21,751 to $22,000	$23,751 to $24,000	$25,751 to $25,921
Number of children				
One	$31.30	$24.45	$10.70	$0.70
Two	$58.70	$46.25	$20.70	$1.40
Three	$86.10	$68.20	$31.05	$2.10
Each additional child	$27.45	$22.85	$11.90	$0.95
Age of children				
Supplement for each child under 7 years old	$4.15	$3.45	$1.80	$0.15

Source: *Employment Insurance Regulations*, section 34.

2.1.2 Combined Employment Insurance claims

Under certain provisions of the EI program, a claimant may receive multiple types of benefits as part of a single claim, assuming that the claimant meets each benefit type's eligibility requirements.[12] A "pure" claim is one in which an EI claimant receives a single benefit type, while a "combined" or "mixed" claim is one in which the claimant receives more than one benefit type. Pure claims represented 82.0% of all completed claims in FY1617 (see Table 5). [13]

Women were three times more likely to claim more than one type of benefits (29.3%) than men (9.4%), mostly due to their ability to claim maternity benefits and to their high probability of claiming both maternity and parental benefits. Indeed, maternity benefits were almost always combined with other benefit types (98.4% of maternity claims), especially with parental benefits (98.3% of all combined maternity claims). However, a significant portion also claimed sickness benefits (15.1% of combined maternity claims).

The combination of maternity, parental and sickness benefits was the most common one among claims with three or more benefit types, with 24,500 claims in the reporting period. According to a 2013 study[14], 98% of women living outside of Quebec[15] who claimed EI maternity or parental in combination with sickness benefits took sickness benefits first—this may have been due to difficulties related to the pregnancy resulting in the claimant becoming unavailable for work before becoming eligible for maternity benefits, as they were only available from eight weeks prior to the child's expected date of birth.[16]

[12] The only exception is the combination of EI regular and fishing benefits, as these cannot be combined together as part of a single claim, reflecting the fact that these benefits are both meant to respond to periods of unemployment.
[13] The *FY1516 EI Monitoring and Assessment Report* introduced a new methodology to identify combined claims based on completed claims in the reporting year. The previous methodology was based on claims established in the reporting fiscal year, resulting in underestimates as some of these claims were not completed and could still be combined with other benefits later on.
[14] ESDC, *Use of EI Regular and Special Benefits by Maternity or Parental Claimants* (Ottawa: ESDC, Evaluation Directorate, 2013).
[15] Since 2006, residents of Quebec receive maternity and parental benefits through the mandatory Quebec Parental Insurance Plan while remaining eligible for other federal EI special and regular benefits.
[16] As of December 3, 2017, pregnant workers can receive maternity benefits as early as 12 weeks before the expected date of childbirth.

Table 5
Completed pure and combined Employment Insurance claims completed by type of benefits, Canada, 2016/2017

Benefit type*	Total claims	Pure claims		Combined claims		Benefit type most often combined with (Share of combined claims)
	Level ('000s)	Level ('000s)	Share (%)	Level ('000s)	Share (%)	
Regular	1,467.3	1,293.1	88.1%	174.2	11.9%	Sickness (91.0%)
Fishing	27.3	23.7	86.8%	3.6	13.2%	Sickness (84.4%)
Work-sharing	18.0	14.0	77.9%	4.0	22.1%	Regular (84.4%)
Maternity	175.2	2.8	1.6%	172.4	98.0%	Parental (98.3%)
Parental**	202.9	28.5	14.0%	174.4	86.0%	Maternity (97.1%)
Sickness	398.0	209.3	52.6%	188.8	47.4%	Regular (84.0%)
Compassionate care	9.7	5.7	58.4%	4.0	41.6%	Sickness (56.6%)
All claims* **	**1,922.0**	**1,576.9**	**82.0%**	**345.2**	**18.0%**	

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

* Excludes benefits for Parents of Critically Ill Children.

** Parental benefits for biological parents and parental benefits for adoptive parents are grouped together.

*** The total number of claims and of combined claims is lower than the sum of claims associated with each benefit type, because combined claims are only counted once even though they appear in more than one benefit type.

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

Claims for parental benefits were combined with other benefits in a lesser proportion (86.0%) as only 13.7% of men who claimed parental benefits were also paid other types of benefit (of those, 89.0% received regular benefits and 12.0% received sickness benefits). For their part, 98.5% of women that claimed parental benefits received at least another benefit type (99.5% previously received maternity benefits and 14.5% received sickness benefits).

Sickness benefits were the third most combined type of benefits (47.4% of all sickness claims), mostly with regular benefits (84.0% of all combined sickness claims). Men combined their sickness benefits predominantly with regular benefits (96.4% of all the combined sickness claims established by men). Comparatively, women combined their sickness benefits not only with regular benefits (71.5% of all combined sickness claims established by women), but also with maternity (27.5%) and parental benefits (26.1%).[17] Sickness benefits also represented the greatest share of combined regular claims (91.0%) with little variance when looked at by gender.

Compassionate care benefits, when combined with other benefits, were almost exclusively claimed with either sickness benefits (56.6%) or regular benefits (56.3%). Men tended to combine compassionate care benefits with regular benefits in a greater proportion (73.6%) than women (48.9%). Women were more likely to combine compassionate care benefits with sickness benefits (63.8%) versus men (39.7%). A recent study found that since introducing compassionate care benefits, the proportion of pure EI compassionate care claims have steadily increased from 41.0% in FY0304[18] to 58.4% during the reporting fiscal year.

[17] A recent supplemental study examining the effects of amendments to the *Employment Insurance Act* that eased access to EI sickness benefits for EI claimants in receipt of EI parental benefits, EI compassionate care benefits and EI benefits for Parents of Critically Ill Children found that these changes have increased the incidence of converting parental and compassionate care benefits to EI sickness. ESDC, *Use of Sickness Flexibility Provisions* (Ottawa: ESDC, Evaluation Directorate, 2016).

[18] ESDC, *Compassionate Care Benefits: Update (2004/2005 to 2015/2016*). (Ottawa: ESDC, Evaluation Directorate, 2018).

Around one fifth (22.1%) of Work-Sharing claims were combined with other benefit types, predominantly with regular benefits (84.4% of all combined Work-Sharing claims). This is mostly due to the fact that both benefit types are taken due to a downturn in business activity which increases the risk of layoffs (Work-Sharing benefits) and actual layoffs (regular benefits). Regular benefits are usually claimed following Work-Sharing benefits, most likely reflecting an absence of improvement in a participating firm's activity that eventually leads to a downsizing of the firm's labour.

While fishers have the possibility to combine fishing benefits with other benefits type under some restrictions, only 13.3% of fishing claims were combined with other benefit types, largely with sickness benefits (84.4% of combined fishing claims). No fishing claim was recorded to have been combined either with maternity, parental, or compassionate care benefits in the last five years.

2.1.3 Benefits-to-contributions ratios

EI benefits paid as a share of contributions paid, more commonly referred as the benefits-to-contributions ratio (B/C ratio), provides useful information in comparing the usage of benefits relative to EI contribution premiums paid (see Annex 2.27 for a detailed account of EI premiums collected and benefits paid). This section highlights the key findings of the adjusted total B/C ratio and the adjusted regular B/C ratio for 2015.[19] As EI contributions are not being assigned to a specific benefit type, the regular B/C ratio accounts for reductions in EI contributions related to special benefits.[20]

In Canada, total EI benefits paid as a share of total EI premiums paid increased from a ratio of 0.70 in 2014 to 0.72 in 2015 (unadjusted B/C ratio). During the same period, the unadjusted regular B/C ratio also increased from 0.41 to 0.45. As explained in the methodological note below, both of these ratios are normalized to 1.0 and serve as the base to derive the adjusted B/C ratios for every demographic groups.

Jurisdictions[21] with the highest proportion of seasonal claimants generally exhibit adjusted total B/C ratios above the national average. For 2015, the Atlantic provinces and Quebec received more EI benefits than their employees and employers contributed in EI premiums, when compared to the national average. Excluding the payments of special benefits results in an even higher adjusted regular B/C ratio in these jurisdictions, which highlights their greater usage of regular benefits compared to other regions (see Chart 3). On the other hand, Ontario, the western provinces, the Northwest Territories and Nunavut received less EI benefits and regular benefits per dollar contributed in premiums than Canada as a whole.

Methodological note:

Adjusted benefits-to-contributions ratios

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

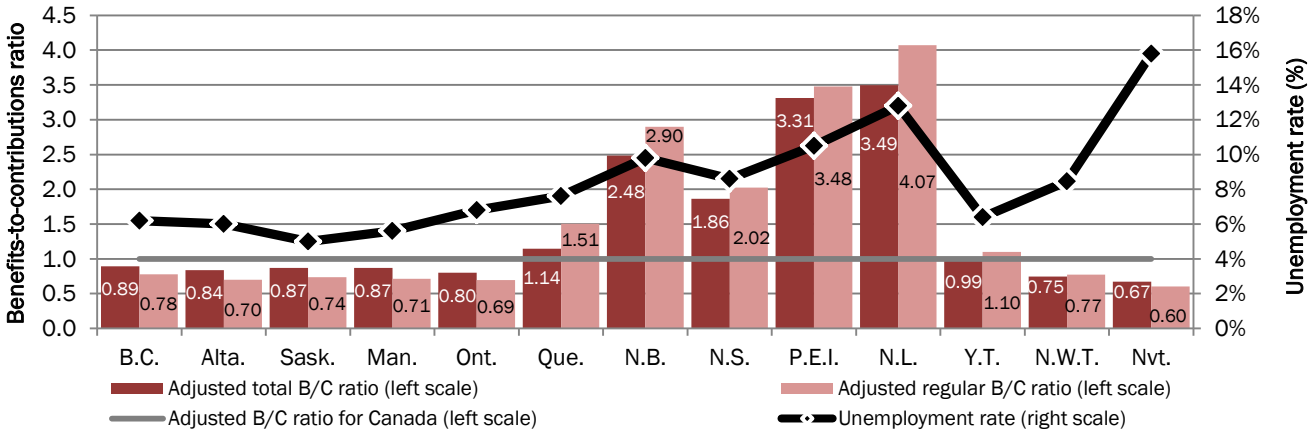
[19] The adjusted total B/C ratio examines the amount of EI premiums collected and is based on the latest tax data available at the time of preparing this report (calendar year 2015) from the Canada Revenue Agency.

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

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

Chart 3

Adjusted benefits-to-contributions (B/C) ratios and unemployment rate by province or territory, Canada, 2015



Sources: Canada Revenue Agency (CRA), T4 slips with employment income (for data on contributions); Employment and Social Development Canada (ESDC), Employment Insurance (EI) administrative data (for data on benefits); and Statistics Canada, Labour Force Survey, CANSIM tables 282-0100 and 282-0087 (for data on unemployment rates). CRA data are based on a 10% sample of T4 slips with employment income, and ESDC data are based on a 10% sample of EI administrative data.

In 2015, women continued to receive relatively more EI benefits than they contributed in premiums when compared to men (adjusted total B/C ratio of 1.06). However, when looked at more closely, it is women aged between 25 and 44 years old (adjusted B/C ratio of 1.48) that entirely drove the ratio up for women (see Table 6). Women of this age are the socio-demographic group most likely to receive maternity and/or parental benefits. As such, they represented the only age cohort that exhibited an adjusted B/C ratio higher than their male counterparts. Excluding special benefits, their adjusted regular B/C ratio dropped to 0.68.

While men had on average an adjusted total B/C ratio below the national average, those aged less than 25 years old and those aged 55 years old and over were above it. When only considering regular benefits, the gender gap observed in the total adjusted B/C ratio reverses as men showed a ratio of 1.21 compared to 0.73 for women. In fact, men from all age groups showed an adjusted regular B/C ratio above the national average.

Table 6

Adjusted benefits-to-contributions (B/C) ratio by gender and age, Canada, 2015

Age category	Adjusted total B/C ratio			Adjusted regular B/C ratio		
	Men	Women	Total	Men	Women	Total
24 years old and under	1.23	0.90	**1.09**	1.52	0.52	**1.09**
25 to 44 years old	0.89	1.48	**1.15**	1.12	0.68	**0.93**
45 to 54 years old	0.84	0.64	**0.75**	1.11	0.78	**0.96**
55 years old and over	1.11	0.70	**0.93**	1.46	0.87	**1.20**
Total	**0.95**	**1.06**	**1.00**	**1.21**	**0.73**	**1.00**

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

Employees from goods-producing industries, with an average adjusted regular B/C ratio of 1.91, were generally above the national average. Those from the service-producing industries (adjusted regular B/C ratio of 0.71) were below the national average (see Chart 4). Workers from goods-producing industries were overrepresented among EI regular claims with 21.6% of employment and 39.5% of all regular claims in 2015. The greater reliance of workers from the goods-producing sectors on EI regular benefits relative to those of the services-producing industries can be connected to the larger share of seasonal employment, which is associated with Construction (adjusted regular B/C ratios of 3.05 in 2015) and Agriculture, forestry, fishing and hunting (adjusted regular B/C ratios of 3.91) industries.

Chart 4

Adjusted regular benefits-to-contributions by industry, Canada, 2015

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

Implicit income redistribution and the Employment Insurance program

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

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

* Ross Finnie and Ian Irvine, *The Redistributional Impact of Employment Insurance 2007-2009* (Ottawa: HRSDC, Evaluation Directorate, 2013).
** Constantine Kapsalis, *Financial Impacts of Receiving Employment Insurance* (Ottawa: Data Probe Economic Consulting Inc., 2010).

2.2 Employment Insurance regular benefits

Employment Insurance (EI) regular benefits provide temporary income support to partially replace lost employment income for eligible claimants while they look for work or upgrade their skills. To qualify for regular benefits, individuals must have paid EI premiums during their qualifying period (defined as either the 52 weeks prior to the new claim's establishment or since the establishment of a previous claim, whichever is shorter). They must have been unemployed and without pay for at least seven consecutive days and must have accumulated between 420 and 700 hours of insurable employment over the qualifying period. The number of hours of insurable employment required depends on the unemployment rate of the EI economic region in which they reside at the time of making their claim (known as the Variable Entrance Requirement). Claimants for EI regular benefits must be available for and actively seeking suitable employment during their claim period.

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

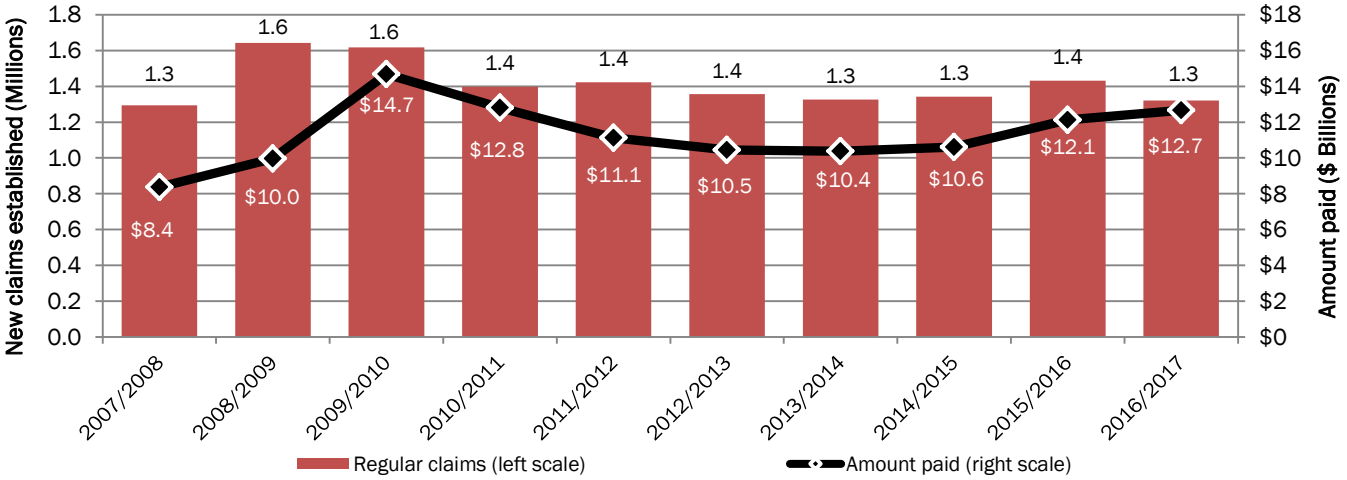
2.2.1 Employment Insurance regular claims and amount paid

The number of new EI regular claims decreased by 7.7% to 1.3 million in FY1617, from 1.4 million in the previous year. This decline is attributable in part to the drop in the number of new claims established in Ontario, British Columbia and Quebec due to the upward trend in employment observed in these regions. However, the largest declines in percentage occurred in Newfoundland and Labrador (-18.1%) and in Alberta (-15.9%). Despite this decline that continued the downward trend in the number of claims established which has been generally observed since FY0910, the number of new claims established in the reporting period (1,321,100) remained 2.1% higher than the number reported in FY0708, prior to the onset of the late-2000s recession (see Chart 5).

Unlike the number of new claims, total EI regular benefits paid increased by 4.5% (from $12.1 billion to $12.7 billion), compared with an increase of 14.3% observed in the previous year (see Chart 5). It was the third straight year of increase after a four-year downward trend following a high of $14.7 billion in regular benefits paid in FY0910.

Chart 5

Employment Insurance regular claims and amount paid, Canada, 2007/2008 to 2016/2017

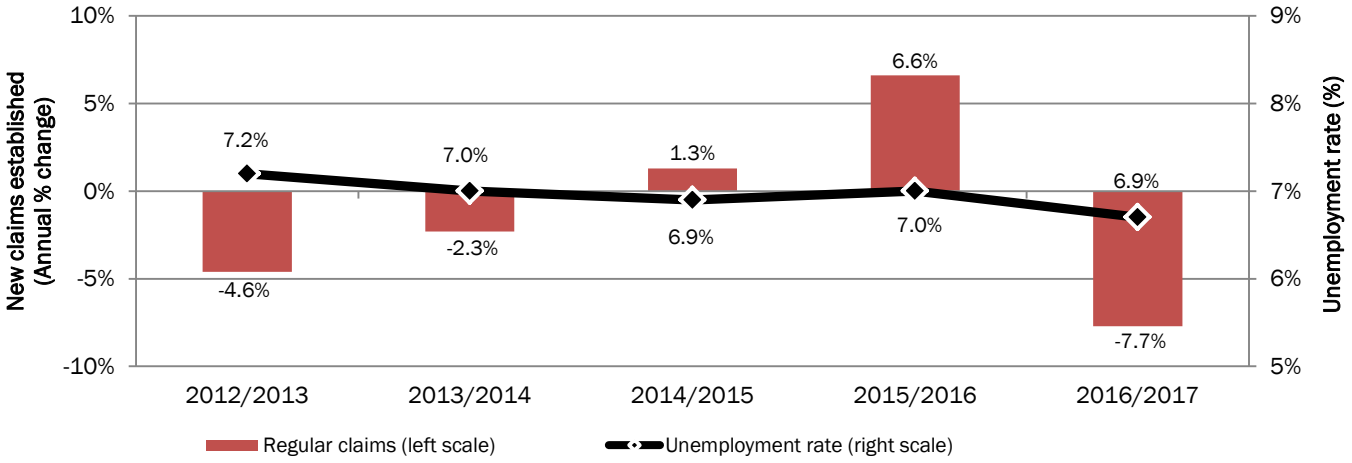


Note: Includes claims for which at least $1 of EI regular benefits was paid.
Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Given that EI regular benefits are meant to provide temporary income support during periods of unemployment for eligible claimants while they search for work, the number of new claims established tends to be sensitive to economic cycles and labour market conditions. In FY1617, as discussed in Chapter 1, the Canadian GDP increased by 1.7% and the labour force by 0.8% (or +156,900) over the previous year. The national unemployment rate slightly decreased from 7.0% in FY1516 to 6.9% in FY1617, leading to a decline in the number of unemployed people (-1.4%) and a drop in the volume of new EI regular claims (-7.7%) (see Chart 6).

In FY1617, there were, on average, 566,000 beneficiaries receiving EI regular benefits each month, an increase of 3.9% from the average of 545,000 regular beneficiaries in the previous year.[22] As the number of beneficiaries is based on previously established claims, these two measures tend to move in similar directions, albeit at their own pace. New claim volumes will increase when there is an economic shock and the beneficiary count can remain elevated after the volume of new claims have subsided, as payments continue to be made on previously established claims until benefits are exhausted or the claimants have returned to work—reflecting prevailing economic conditions or, potentially, policies that extend benefit entitlement.

Chart 6
Employment Insurance regular claims and unemployment rate, Canada, 2012/2013 to 2016/2017



Note: Includes claims for which at least $1 of EI regular benefits was paid.
Sources: Employment and Social Development Canada, Employment Insurance (EI) administrative data (for data on regular claims); and Statistics Canada, Labour Force Survey, CANSIM table 282-0001 (for data on unemployment rates). ESDC data are based on a 10% sample of EI administrative data.

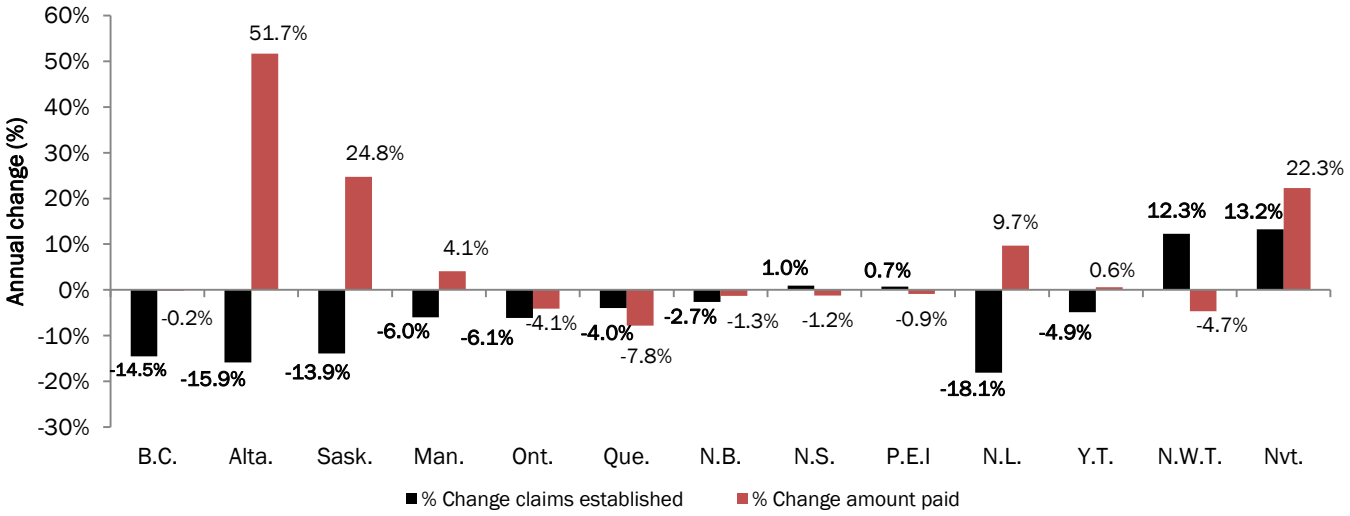
Employment Insurance regular claims and amount paid by province or territory, gender, and age

In FY1617, the number of EI regular claims decreased in every province and territory except Prince Edward Island, Nova Scotia, Northwest Territories and Nunavut. The largest percentage decrease occurred in Newfoundland (-18.1%), followed by Alberta (-15.9%), and British Columbia (-14.5%)—see Chart 7. Quebec and Ontario, which together accounted for 58.5% of all new regular claims, registered decreases (-16,700 and -24,000 respectively), in the number of claims established.

[22] Statistics Canada, Employment Insurance Statistics, CANSIM table 276-0020. The beneficiary count represents the number of EI claimants who received at least $1 of EI regular benefits during the reference period (usually the week of the 15th day for a given month) and is affected by the inflow of new EI regular claimants and the outflow of EI regular claimants who have stopped receiving benefits due to benefit exhaustion or claimants returning to work.

Chart 7

Employment Insurance regular claims and amount paid, by province or territory, 2015/2016 to 2016/2017



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

Like the number of new claims established, the total amount of EI regular benefits paid in the reporting period also fluctuated by province or territory (see Chart 7), with Alberta (+51.7%), Saskatchewan (+24.8%), and Nunavut (+22.3%) reporting the largest increases in percentage over the previous year, while Quebec (-7.8%) and the Northwest Territories (-4.7%) reported the largest decreases. Furthermore, despite the decrease of their shares of benefit payments, Ontario and Quebec continued to account for about half of all EI regular benefits paid (47.7%).

As for gender, the number of EI regular claims established decreased nationally for both men (-10.0%) and women (-3.7%), to 806,700 and 514,500 respectively (see Table 7). Some of the largest declines in percentage in the number of claims established among both men and women were observed in Alberta, British Columbia, and Newfoundland and Labrador. The percentage decline in the number of new EI regular claims was higher for men than women across most provinces and territories, except Yukon (-4.0% for men vs. -6.8% for women). In Nova Scotia, the growth rate was about the same (+1.0% for men vs. +0.9% for women). Compared with the previous year, the share of claims made by men and women remained more or less unchanged at 61.1% and 38.9%, respectively.

About 68.0% of the total amount paid in EI regular benefits went to men and around 32.0% to women. The amounts paid to men and women increased at about the same pace (+4.3% and +4.9% respectively) —see Table 7. Women either reported higher rates of increase or lower rates of decline in amounts paid in every province and territory with the exception of Newfoundland and Labrador, Ontario and Yukon. At the national level, over the last four fiscal years, FY1617 is the first year during men have not reported both higher rates of growth than women in claims established and in amount paid.

As Table 7 shows, there were decreases in the number of claims established by all age groups, with the largest decreases reported by claimants under 25 years old (-9.8%), followed by those 45 years to 54 years old (-9.5%). Claimants between 25 and 44 years old made up the largest share of new claims (44.5%) in the reporting period, followed by those 55 years and older (23.3%). While the order of the shares of new claims established by these different age groups has been relatively stable over the previous year, the share of new claims established by those 55 years and older has increased slowly over time, rising 3.3 percentage points since FY1112.

Table 7
Employment Insurance regular claims and amount paid by gender and age, Canada, 2015/2016 to 2016/2017

	Claims			Amount paid ($ millions)		
	2015/2016	2016/2017	Change (%)	2015/2016	2016/2017	Change (%)
Gender						
Men	896,610	806,660	-10.0%	$8,253.4	$8,612.3	+4.3%
Women	534,480	514,470	-3.7%	$3,868.8	$4,057.8	+4.9%
Age category						
24 years old and under	140,640	126,880	-9.8%	$1,153.7	$1,158.1	+0.4%
25 to 44 years old	639,540	588,420	-8.0%	$5,345.2	$5,548.9	+3.8%
45 to 54 years old	329,800	298,500	-9.5%	$2,844.6	$2,921.7	+2.7%
55 years old and over	321,110	307,330	-4.3%	$2,778.8	$3,041.3	+9.4%
Canada	**1,431,090**	**1,321,130**	**-7.7%**	**$12,122.2**	**$12,670.1**	**+4.5%**

Note: Data may not add up to the total due to rounding. Percentage change is based on unrounded numbers. Includes claims for which at least $1 of EI regular benefits was paid.
Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Unlike for new EI regular claims, all age groups registered increases for EI regular benefits paid. The largest increase was reported by claimants aged 55 years and older (+9.4%). Furthermore, as in the previous year, claimants between 25 and 44 years old accounted for the largest share of amounts paid (43.8%), followed by those aged 55 years and older (24.0%). The share of amount paid by age category has been relatively stable over the last year, with a slight increase in the share of amount paid (+1.1 percentage points – ppts) to those 55 years and older and slight declines in the share of amount paid to youth under 25 years old (-0.4 ppts), claimants between 25 and 44 years old (-0.3 ppts), and those between the ages of 45 and 54 (-0.4 ppts).

These trends are likely attributable in part to Canada's aging population, as there is a positive correlation between the increase in the number of EI regular claims and amount paid among workers aged 55 years and older and the increase in their share of the Canadian labour force. Older workers accounted for 20.6% of the labour force in FY1617, an increase of 2.9 percentage points from 17.7% in FY1112.[23]

Employment Insurance regular claims and amount paid by industry

The number of new EI regular claims declined in all industries in FY1617 (see Table 8), most notably Mining and oil and gas extraction (-36.1%), Construction (-13.6%) and Manufacturing (-12.3%)—which all together still accounted for 88.5% of all claims established in the goods-producing industries— as well as in Transportation and warehousing (-12.5%). The decreases in the number of EI regular claims from claimants from these industries were consistent with the recent downward trend in unemployment in these industries. Furthermore, consistent with the previous year, most of the new claims were made by claimants employed, before the establishment of their claim, in Construction (20.7%), Educational services (11.6%), and Manufacturing (9.9%). Combined, these three industries accounted for 42.2% of all EI regular claims, a decrease of 1.2 percentage points compared with the previous year.

As for the goods-producing industries as a whole, the number of new EI regular claims decreased by 14.3% to about 484,700 in the reporting period.

[23] Statistics Canada, Labour Force Survey, CANSIM table 282-0001.

Table 8

Employment Insurance regular claims and amount paid, by industry, Canada, 2015/2016 to 2016/2017

	Number of claims (Percentage share of all claims)			Amount paid - $ Millions (Percentage share of total amount paid)		
	2015/2016	2016/2017	Change (%)	2015/2016	2016/2017	Change (%)
Goods-producing Industries	**565,610 (39.5%)**	**484,720 (36.7%)**	**-14.3%**	**$5,337.1 (44.0%)**	**$5,397.7 (42.6%)**	**+1.1%**
Agriculture, forestry, fishing and hunting	57,360 (4.0%)	51,910 (3.9%)	-9.5%	$520.4 (4.3%)	$515.6 (4.1%)	-0.9%
Mining and oil and gas extraction	38,250 (2.7%)	24,430 (1.8%)	-36.1%	$445.0 (3.7%)	$448.8 (3.5%	+0.8%
Utilities	4,230 (0.3%)	3,980 (0.3%)	-5.9%	$39.1 (0.3%)	$42.2 (0.3%)	+8.1%
Construction	316,290 (22.1%)	273,380 (20.7%)	-13.6%	$2,934.7 (24.2%)	$3,001.5 (23.7%)	+2.3%
Manufacturing	149,480 (10.4%)	131,020 (9.9%)	-12.3%	$1,397.9 (11.5%)	$1,389.6 (11.0%)	-0.6%
Services-producing Industries	**821,740 (57.4%)**	**762,630 (57.7%)**	**-7.2%**	**$6,487.5 (53.5%)**	**$6,687.7 (52.8%)**	**+3.1%**
Wholesale trade	48,240 (3.4%)	43,600 (3.3%)	-9.6%	$497.1 (4.1%)	$515.1 (4.1%)	+3.6%
Retail trade	83,500 (5.8%)	76,300 (5.8%)	-8.6%	$685.4 (5.7%)	$712.3 (5.6%)	+3.9%
Transportation and warehousing	67,950 (4.7%)	59,470 (4.5%)	-12.5%	$520.5 (4.3%)	$556.8 (4.4%)	+7.0%
Finance and insurance	15,500 (1.1%)	14,080 (1.1%)	-9.2%	$166.5 (1.4%)	$177.9 (1.4%)	+6.9%
Real estate, rental and leasing	20,220 (1.4%)	18,640 (1.4%)	-7.8%	$191.8 (1.6%)	$208.1 (1.6%)	+8.5%
Professional, scientific and technical services	61,630 (4.3%)	54,190 (4.1%)	-12.1%	$630.5 (5.2%)	$666.4 (5.3%)	+5.7%
Business, building and other support services*	100,250 (7.0%)	88,740 (6.7%)	-11.5%	$881.9 (7.3%)	$876.9 (6.9%)	-0.6%
Educational services	156,100 (10.9%)	153,460 (11.6%)	-1.7%	$711.6 (5.9%)	$695.1 (5.5%)	-2.3%
Health care and social assistance	47,610 (3.3%)	45,740 (3.5%)	-3.9%	$371.2 (3.1%)	$389.6 (3.1%)	+5.0%
Information, culture and recreation**	41,320 (2.9%)	38,030 (2.9%)	-8.0%	$336.2 (2.8%)	$337.1 (2.7%)	+0.3%
Accommodation and food services	63,840 (4.5%)	60,630 (4.6%)	-5.0%	$498.2 (4.1%)	$496.3 (3.9%)	-0.4%
Other services (excluding Public administration)	45,900 (3.2%)	42,020 (3.2%)	-8.5%	$399.4 (3.3%)	$424.4 (3.3%)	+6.3%
Public administration	69,680 (4.9%)	67,730 (5.1%)	-2.8%	$597.3 (4.9%)	$631.5 (5.0%)	+5.7%
Unclassified	**43,740 (3.1%)**	**73,780 (5.6%)**	+68.7%	**$297.6 (2.5%)**	**$584.7 (4.6%)**	+96.5%
Canada	**1,431,090**	**1,321,130**	**-7.7%**	**$12,122.2**	**$12,670.1**	**+4.5%**

Note: Data may not add up to the total due to rounding. Percentage change is based on unrounded numbers. Includes claims for which at least $1 of EI regular benefits was paid.
* NAICS codes 55 (Management of Companies and Enterprises) and 56 (Administration and Support, Waste Management).
**NAICS codes 51 (Information and Cultural Industries) and 71 (Arts, Entertainment and Recreation).
Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

The amount of EI regular benefits paid to claimants who worked in goods-producing industries increased by 1.1% to $5.4 billion, much lower than the increase observed in FY1516 (+21.9%). This slower growth was mainly attributable to a decrease in amounts paid to claimants from Manufacturing (-0.6%) and lower increases observed in amounts paid for claims established by claimants who worked in Mining and oil and gas extraction (+0.8%) and Construction (+2.3%) over the previous year. Claimants from these three industries accounted for 89.7% of goods-producing industries' total amount paid for EI regular benefits.

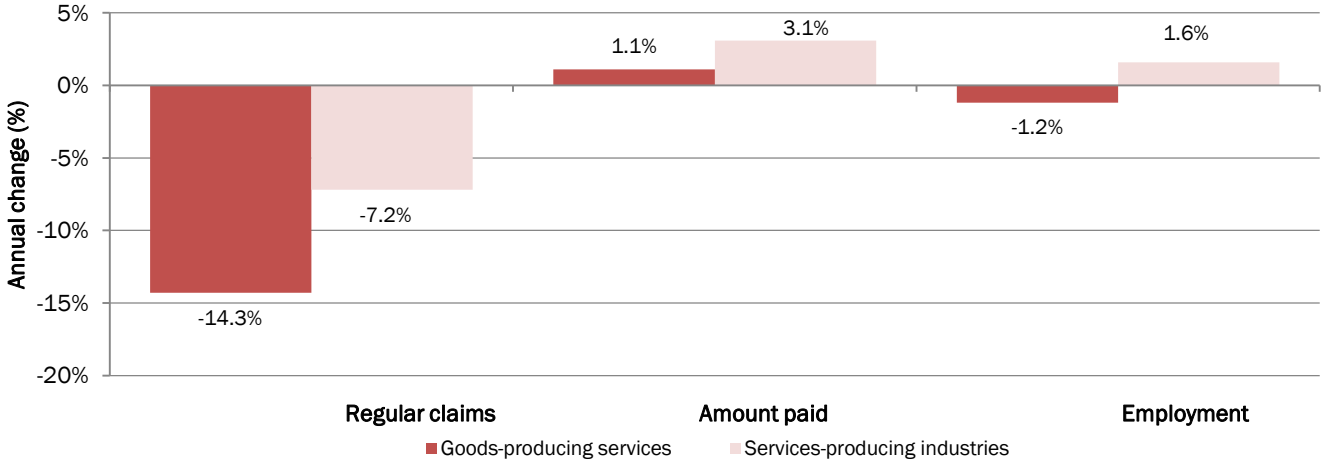
As for the services-producing industries, the number of EI regular claims established decreased by 7.2% to about 762,600 claims in FY1617, largely due to the number of claims established by claimants from Transportation and warehousing (-12.5%), Professional, scientific and technical services (-12.1%), and Business, building and other support services (-11.5%). In contrast to the number of claims established, the total amount paid to claimants from services-producing industries increased by 3.1% to $6.7 billion, much lower than the increase observed in FY1516 (+14.7%). This slower pace of growth is mainly attributable to the lower rate of the growth in amounts paid to claimants from Transportation and warehousing, Professional, scientific and technical services, and Business, building and other support services.

The decreased use of EI regular benefits by both goods- and services-producing industries occurred even as employment trends diverged in the two sectors: goods-producing industries observed an employment loss of 1.2% in FY1617, while the services industry showed employment gains of 1.6% (see Chart 8).

A recent departmental study[24] on re-employment patterns after a layoff, comparing workers based on their EI claim status, examined whether laid-off workers returned to the same industry or transitioned to a new one when re-employed. It also examined the impact of the re-employment on the workers' wages. The study found that the majority of re-employed laid-off workers found a job in the same industry regardless of whether or not they claimed EI benefits and that the share of laid-off workers that changed industry upon re-employment increased with the duration of the unemployment spell. The study also looked at the impact of returning to or changing industry on laid-off workers' wages by examining those that received a higher, lower or similar wage after re-employment. When

Chart 8

Annual change in Employment Insurance regular claims, amount paid and employment, by industry grouping, Canada, 2016/2017



Note: Includes claims for which at least $1 of EI regular benefits was paid.
Sources:Employment and Social Development Canada (ESDC), Employment Insurance administrative data (for data on regular claims and amount paid) and Statistics Canada, Labour Force Survey, CANSIM table 282-007 (for data on employment). ESDC data are based on 10% sample of EI administrative data.

[24] ESDC, *Industry of Employment After a Layoff.* (Ottawa: ESDC, Economic Policy Directorate, 2016).

returning to the same industry, the majority of re-employed workers maintained a similar or higher wage regardless of their EI claim status.

A key consideration associated with the EI program is that it can increase the quality of the new job found by EI claimant, notably in terms of wages and employment duration, as more time and resources are provided to an individual to search for suitable employment. Some evidence suggests that, in general, unemployment programs have either a very small positive impact or no impact at all on the job quality for re-employed individuals. Some specific sub-programs associated with the EI program may, however, provide more successful outcomes. A recent analysis by Employment and Social Development Canada[25] shows that a number of active labour market policies—components of the EI program associated with Employment Benefit and Support Measures, see Chapter III for more information—generally had positive and highly significant impacts on re-employment and employment earnings of individuals.

Impacts of Employment Insurance on labour mobility

The EI program policies permit labour mobility. First, if an individual is receiving EI benefits and decides to move to look for work, they will continue to receive EI benefits with no change to their benefit rate or number of weeks they are entitled to receive during the benefit period, as EI benefits are based on where the individual resides when the claim is established. Secondly, if an individual voluntarily leaves their job in order to relocate to follow a spouse, common-law partner or dependent child (for access to medical treatment centres or other care needs), it is considered a valid reason for separation and they remain eligible to receive EI benefits.

A number of studies have focused on the determinants of labour mobility within Canada and how EI may affect a worker's decision to migrate for employment. The available evidence suggests that EI is generally not a barrier to labour mobility. Studies suggest that the EI program does not significantly affect migration decisions,* while factors such as demographics and regional labour market characteristics (such as age, gender, employment rates, population size, etc.) as well as moving costs, play key roles in these decisions.** Among EI regular claimants, those in regions with a high unemployment rate (12.1% or higher) were more likely to commute to work from one EI economic region to another, but less likely to permanently move to another EI economic region; however, the overall effect of EI benefits on geographical attachment was very minimal.***

* Source: HRSDC, *Commuting and Mobility Patterns of Employment Insurance (EI) Recipients and Non-Recipients.* (Ottawa: HRSDC, Evaluation Directorate, 2011).
** Source: André Bernard, Ross Finnie and Benoît St-Jean, (*Interprovincial Mobility and Earnings*. (Ottawa: Statistics Canada, 2008).
*** Source: HRSDC, *Regional Out-Migration and Commuting Patterns of Employment Insurance (EI) Claimants*. (Ottawa: HRSDC, Evaluation Directorate, 2012).

Employment Insurance regular benefits and firms

According to 2015 tax data[26] there were 1.2 million firms[27] operating in Canada, an increase of 1.3% compared to 2014. There were about 303,800 firms associated with the establishment of an EI regular benefit claim as a claimant's former employer in 2015 (or 25.4% of all firms).

[25] Andy Handouyahia, Georges Awad, Stéphanie Roberge, Tony Haddad and Yves Gingras, *Estimating the impact of active labour market programs using administrative data and matching methods*. Proceeding of Statistics Canada Symposium, 2016.
[26] The data sources for this firm analysis are EI and CRA administrative data. The 2015 CRA data is the most recent tax year available and are subject to change.
[27] A firm is an organization that has a payroll deduction account number at the nine-digit level assigned by the Canada Revenue Agency (CRA) and has at least one employee with employment income, as indicated on a T4 form. This definition includes public and private sector enterprises, as well as small businesses, fishers and a portion of the self-employed. Note that this definition includes some firms that did not contribute EI premiums.

The proportion of firms with at least one employee receiving EI regular benefits varied widely according to firm size, with smaller firms being less likely to be the last employer of a claimant.[28] In 2015, 20.0% of small-sized firms (1 to 19 employees) had at least one former employee who received EI regular benefits. In comparison, 74.8% of small-to-medium (20 to 99 employees) firms, 95.0% of medium-to-large (100 to 499 employees) and 99.6% of large-sized (500 employees or more) firms had a former employee who received EI regular benefits.

However, compared to the distribution of the workforce, employees from smaller firms tended to be over-represented among EI regular claimants (see Table 9). Workers in large-sized firms were underrepresented among EI regular claimants, accounting for 43.1% of workers and only 32.0% of EI regular claimants. All other categories of firms were over-represented among EI regular claimants—small firms, for example, represented 21.6% of workers and 26.1% of EI regular claimants. This higher use of EI regular benefits could suggest that, in difficult business or economic conditions, smaller firms may need to make broader adjustments to their workforce, resulting in a larger share of their employees claiming EI regular benefits as a result of layoffs. Moreover, this trend can also be influenced by industry-related characteristics such as the greater prevalence of seasonal jobs, generally more likely to rely on EI, in small firms relative to the national average in some industries.[29]

Table 9
Firms, employment, and Employment Insurance regular claimants by size of firms,* Canada, 2015

	Number of firms		Employment distribution** (% share)	EI claimant distribution*** (% share)
	All firms	Firms with a least one employee receiving EI regular benefits		
Small	1,083,684	216,409	21.6%	26.1%
Small-medium	92,694	69,363	19.5%	24.1%
Medium-large	15,646	14,860	15.8%	17.8%
Large	3,215	3,201	43.1%	32.0%
Canada	**1,195,239**	**303,833**	**100.0%**	**100.0%**

* The categories of firm size reflect those found in Business Dynamics in Canada, a Statistics Canada publication. Small-sized firms are defined as those that employ 1 to 19 employees. Small-to-medium sized firms employ 20 to 99 employees. Medium-to-large sized firms employ 100 to 499 employees. Large-sized firms employ 500 employees or more.
** The number of workers in a firm is the number of individuals with employment income in that firm, as indicated on a T4 form. The number of workers is adjusted so that each individual in the labour force is only counted once and individuals who work for more than one firm are taken into account. For example, if an employee earned $25,000 in firm 1 and $25,000 in firm 2, then he or she was recorded as 0.5 employees at the first firm and 0.5 employees at the second firm.
*** These are based on the number of people receiving EI regular benefits in 2015.
Sources: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data; CRA administrative data. CRA data are based on a 100% sample.

Employment Insurance (EI) regular claims and amount paid by EI claimant category

As shown in Table 10, the number of claims established declined in all claimant categories in FY1617. Long-tenured workers reported the largest decrease, down 13.4% over the previous year, followed by frequent (-7.2%) and occasional claimants (-4.9%). Occasional workers continued to account for the largest share (53.5%) of all new EI regular claims established, an increase of 1.5 percentage points compared to the previous year. In contrast, the share of long-tenured workers declined moderately by 1.7 percentage points to 24.9%, while that of frequent claimants was barely changed at 21.6% (see Chart 9).

[28] The categories of firm size reflect those found in Business Dynamics in Canada, a Statistics Canada publication. Small-sized firms are defined as those that employ 1 to 19 employees. Small-to-medium sized firms employ 20 to 99 employees. Medium-to-large sized firms employ 100 to 499 employees. Large-sized firms employ 500 employees or more.
[29] For example, employees in the Construction and Agriculture industries working in small-sized firms represented 49.1% and 64.0%, respectively, of workers in those industries. Source: Statistics Canada, Labour Force Survey, CANSIM table 282-0076.

Following a hike of 43.5% in FY1516, the number of claims established by long-tenured workers in FY1617 (329,300) decreased for the fourth time in the last five fiscal years.

As in the previous year, occasional claimants accounted for the largest share of total benefit payments (49.1% or $6.2 billion in FY1617—see Chart 10), a decrease of 1.4 percentage points over the previous year. They were followed by long-tenured workers and frequent workers who accounted for 29.1% and 21.9%, respectively, of total benefit payments. Long-tenured workers (+17.2%) and occasional workers (+1.7%) witnessed increases in their EI regular benefit payments, while frequent claimants witnessed a decrease (-3.3%).

Furthermore, as Table 10 illustrates, the distribution of the total amount paid to these different claimant categories was not in alignment with the distribution of claims they established. In fact, long-tenured workers received a larger share of the total amount paid (29.1%) relative to their share of claims (24.9%) in FY1617. Occasional claimants, who made up 53.5% of total claims, accounted for 49.1% of the total amount paid.

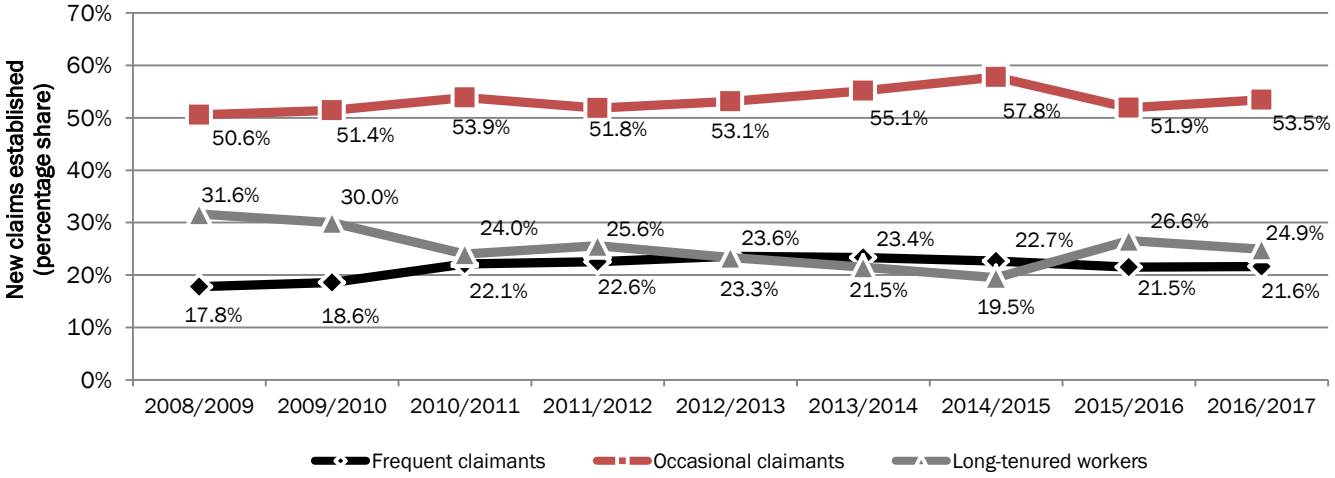
Table 10
Employment Insurance regular claims and amount paid, by claimant category*, Canada, 2015/2016 to 2016/2017

	Number of claims (Percentage share of all claims)			Amount paid - $ Millions (Percentage share of total amount paid)		
	2015/2016	2016/2017	Change (%)	2015/2016	2016/2017	Change (%)
Long-tenured workers	380,460 (26.6%)	329,290 (24.9%)	-13.4%	$3,141.1 (25.9%)	$3,681.5 (29.1%)	+17.2%
Occasional claimants	742,840 (51.9%)	706,150 (53.5%)	-4.9%	$6,118.7 (50.5%)	$6,220.2 (49.1%)	+1.7%
Frequent claimants	307,790 (21.5%)	285,690 (21.6%)	-7.2%	$2,862.3 (23.6%)	$2,768.4 (21.9%)	-3.3%
Canada	**1,431,090 (100.0%)**	**1,321,130 (100.0%)**	**-7.7%**	**$12,122.2 (100.0%)**	**$12,670.1 (100.0%)**	**+4.5%**

Note: Totals may not add up due to rounding. Percentage change is based on unrounded numbers. Includes claims for which at least $1 of EI regular benefits was paid.
* See Annex 2.1 for definitions of claimant categories referenced in this table.
Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are, based on a 10% sample of EI administrative data.

Chart 9

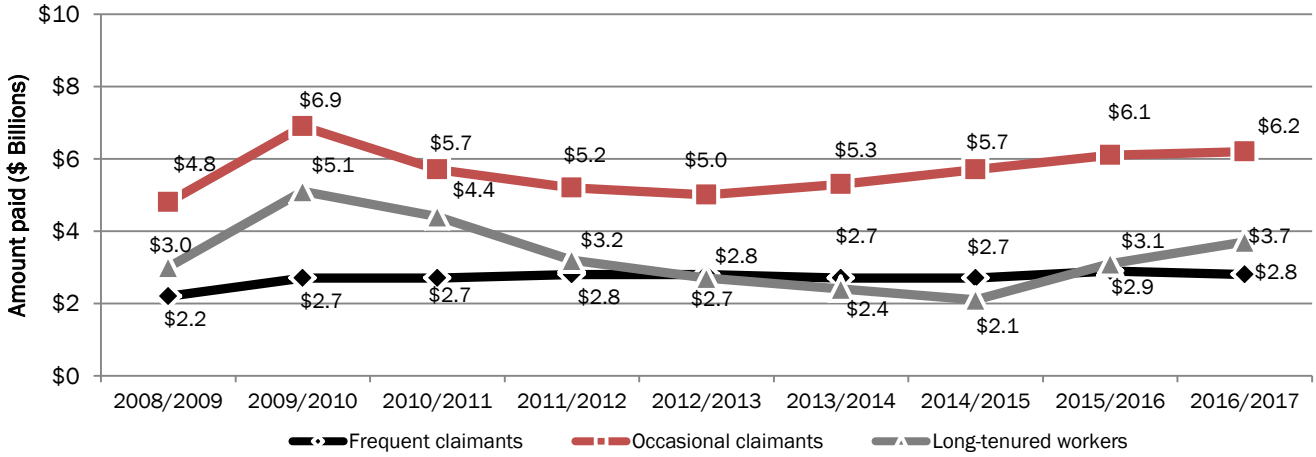
Employment Insurance regular claims, by claimant category*, Canada, 2008/2009 to 2016/2017



Note: Includes claims for which at least $1 of regular benefits was paid.
* See Annex 2.1 for definitions of claimant categories referenced in this chart.
Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Chart 10

Employment Insurance regular claims amount paid, by claimant category *, Canada, 2008/2009 to 2016/2017



Note: Includes claims for which at least $1 of EI regular benefits was paid.
* See Annex 2.1 for definitions of claimant categories referenced in this chart.
Source: Employment and Social Developement Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

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

The unemployment rate in an EI economic region determines the number of hours of insurable employment needed to qualify for EI, known as the Variable Entrance Requirement (VER). The higher the unemployment rate in a given region, the lower the number of hours needed to qualify for EI regular benefits (see Annex 2.2). More information on eligibility and access to EI regular benefits is available in subsection 2.2.2 (Employment Insurance Regular Benefits: Coverage, Eligibility and Access).

Variable entrance requirement

In order to establish a benefit period a worker must accumulate between 420 and 700 hours of insurable employment in the qualifying period depending on the applicable regional rate of unemployment. The higher the regional rate of unemployment, the lower the number of hours of insurable employment required.

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

Consistent with previous years, claimants who accumulated more than 1,820 insurable hours accounted for the highest share of new EI regular claims (25.7%), a decrease of 2.0 percentage points from the previous year (see Table 11). This is the first decline in the share of claimants in this category after five years of consecutive increases. Despite this decline, the shares of EI regular claims based on the number of insurable hours accumulated by claimants was relatively stable across categories. With regards to the levels of claims established, claims with fewer than 700 insurable hours registered the largest increase (+13.7%), while those with 1,820 hours or more witnessed the greatest decrease (-14.3%).

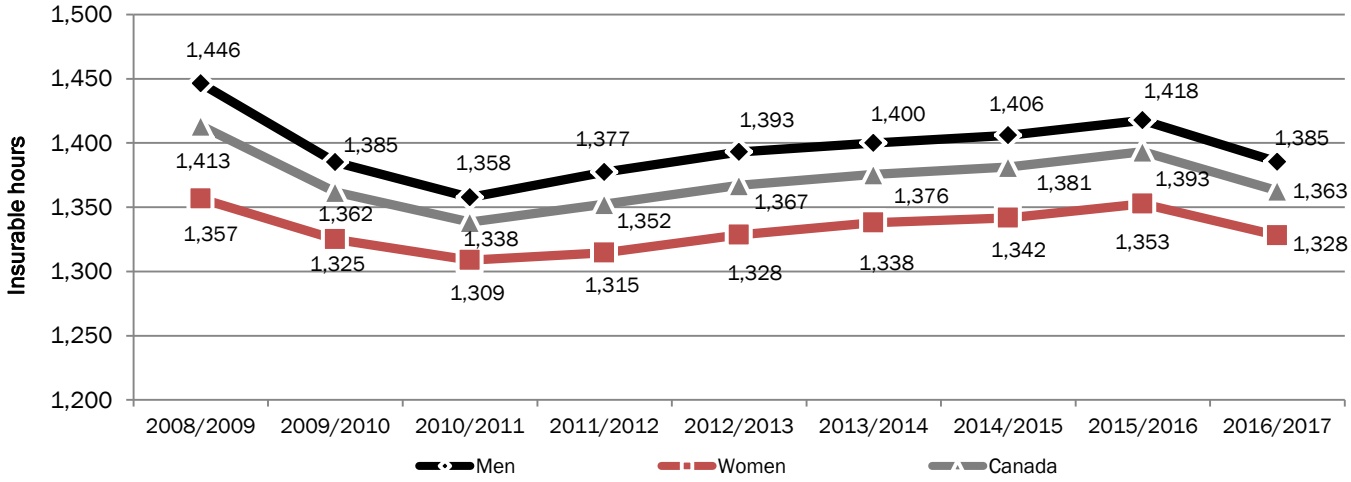
Table 11
Distribution of Employment Insurance regular claims by hours of insurable employment, Canada, 2012/2013 to 2016/2017

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017
Less than 700 hours	74,780 (5.5%)	68,880 (5.2%)	64,390 (4.8%)	67,170 (4.7%)	76,340 (5.8%)
700 to 979 hours	210,690 (15.5%)	201,280 (15.2%)	203,690 (15.2%)	207,610 (14.5%)	216,650 (16.4%)
980 to 1,259 hours	261,440 (19.3%)	252,600 (19.1%)	256,210 (19.1%)	264,500 (18.5%)	242,610 (18.4%)
1,260 to 1,539 hours	249,250 (18.4%)	244,230 (18.4%)	245,530 (18.3%)	260,870 (18.2%)	239,030 (18.1%)
1,540 to 1,819 hours	223,640 (16.5%)	219,660 (16.6%)	218,840 (16.3%)	235,120 (16.4%)	207,440 (15.7%)
1,820 hours and more	337,010 (24.8%)	339,150 (25.6%)	353,950 (26.4%)	395,820 (27.7%)	339,060 (25.7%)
Canada	**1,356,810**	**1,325,810**	**1,342,610**	**1,431,090**	**1,321,130**

Note: Data may not add up to the total due to rounding. Includes claims for which at least $1 of EI regular benefits was paid.
Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Chart 11

Average number of hours of insurable employment for regular claims, by gender, Canada, 2008/2009 to 2016/2017



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

Chart 11 depicts the average number of hours of insurable employment per claim receiving EI regular benefits. In FY1617, on average, claimants who qualified for EI regular benefits accumulated 1,363 hours of insurable employment during their qualifying period, a decrease of 2.2% over the previous year. It was the first decrease after five years of consecutive increases since FY1011.

Furthermore, the average number of hours of insurable employment per claim that qualified for EI regular benefits varied by province and territory, gender and age. Indeed, the number of hours per claim in the Atlantic provinces and the Territories tends to be lower than in other jurisdictions. For instance, claims from Newfoundland and Labrador showed the lowest average number of hours of insurable employment per claim (1,136 hours), followed by Nunavut (1,186 hours). Claims established in Alberta had the highest average number of hours with 1,501.

By gender, results showed that claims made by men (1,385 hours) had, on average, about 58 more hours of insurable employment than claims made by women compared to 65 hours in the previous year, a decrease of 11.5%. This decrease in FY1617 represents the second decrease in the last six fiscal years. Further, results by age show that claimants aged 55 years and over accumulated the lowest number of hours of insurable employment on average in FY1617 (1,298 hours), while those between 25 and 44 years of age had the highest average (1,398).

Table 12 shows that there were decreases in the number of new claims by regional unemployment rates, except for claims established in EI economic regions with unemployment rates between 7.1% to 8.0%, 11.1% to 12.0%, and 14.1% to 15.0%. The largest decrease (-32.9%) occurred in EI economic regions with unemployment rates of 13.1% to 14.0%, while those with unemployment rates of 14.1% to 15.0% reported the greatest percentage increase (+61.5%). In addition, claimants from EI economic regions with an unemployment rate between 6.1% and 7.0% accounted for the largest share of new EI claims with 27.5%, an increase of 2.1 percentage points over the previous year. As a point of reference, the table also presents the labour force by regional unemployment rate for FY1617.

Table 12

Distribution of Employment Insurance regular claims by regional unemployment rate*, Canada, 2012/2013 to 2016/2017

Unemployment rate	Employment Insurance regular claims (share of claims in %)					Labour force (share of labour force in %)
	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	2016/2017
0.1% to 6.0%	199,610 (14.7%)	187,910 (14.2)	273,380 (20.4%)	218,020 (15.2%)	171,350 (13.0%)	4,117,840 (20.9%)
6.1% to 7.0%	159,140 (11.7%)	196,410 (14.8%)	158,060 (11.8%)	363,660 (25.4%)	363,170 (27.5%)	6,516,870 (33.1%)
7.1% to 8.0%	177,020 (13.1%)	259,710 (19.6%)	329,870 (24.6%)	279,030 (19.5%)	299,000 (22.6%)	4,482,230 (22.7%)
8.1% to 9.0%	441,350 (32.5%)	327,910 (24.7%)	236,460 (17.6%)	216,290 (15.1%)	169,290 (12.8%)	2,161,060 (11.0%)
9.1% to 10.0%	100,260 (7.4%)	45,870 (3.5%)	78,450 (5.8%)	75,660 (5.3%)	65,480 (5.0%)	812,730 (4.1%)
10.1% to 11.0%	49,340 (3.6%)	84,810 (6.4%)	55,950 (4.2%)	50,430 (3.5%)	35,420 (2.7%)	400,410 (2.0%)
11.1% to 12.0%	43,320 (3.2%)	52,390 (4.0%)	44,380 (3.3%)	16,740 (1.2%)	21,420 (1.6%)	194,540 (1.0%)
12.1% to 13.0%	19,890 (1.5%)	10,030 (0.8%)	7,660 (0.6%)	43,880 (3.1%)	35,300 (2.7%)	388,650 (2.0%)
13.1% to 14.0%	27,860 (2.1%)	6,620 (0.5%)	470 (0.0%)	16,910 (1.2%)	11,350 (0.9%)	54,670 (0.3%)
14.1% to 15.0%	17,740 (1.3%)	20,030 (1.5%)	25,870 (1.9%)	23,650 (1.7%)	38,190 (2.9%)	124,750 (0.6%)
15.1% to 16.0%	21,730 (1.6%)	57,470 (4.3%)	25,100 (1.9%)	31,980 (2.2%)	25,370 (1.9%)	60,450 (0.3%)
16.1% or higher	99,550 (7.3%)	76,650 (5.8%)	106,960 (8.0%)	94,840 (6.6%)	85,790 (6.5%)	391,720 (2.0%)
Canada	**1,356,810**	**1,325,810**	**1,342,610**	**1,431,090**	**1,321,130**	**19,705,900**

Note: Data may not add up to the total due to rounding. Includes claims for which at least $1 of EI regular benefits was paid.
* Unemployment rates used for the Employment Insurance program are a moving average of seasonally adjusted rates of unemployment produced by Statistics Canada, as per section 17 of the Employment Insurance Regulations.
Sources: Employment and Social Development Canada, Employment Insurance (EI) administrative data and Statistics Canada, special tabulations from the Labour Force Survey. EI data are based on a 10% sample of EI administrative data.

2.2.2 Employment Insurance regular benefits: coverage, eligibility and access

In order to qualify for EI regular benefits, applicants have to meet three core eligibility requirements: the claimant must have had insurable employment and paid EI premiums within the previous 52 weeks; the reason for job separation must be valid according to the *Employment Insurance Act*, such as a layoff or quit for just cause; and the claimant must have worked a minimum number of insurable hours – based on either the regional unemployment rate (varying from 420 to 700 hours) or the claimant's status as a new entrant or re-entrant (910 hours)[30] – within their qualifying period (defined as either the previous 52 weeks or since the establishment of their last claim, whichever is shorter).

Statistics Canada publishes Employment Insurance Coverage Survey (EICS) statistics on an annual basis to provide insight on the coverage of the EI program. It provides statistics about eligible recipients as well as those who did not qualify for the EI regular benefits, and maternity and parental benefits. This section provides a review of the results from the EICS to assess eligibility and access for EI regular benefits in 2016.[31]

Chart 12 illustrates the characteristics of the unemployed population in Canada for 2016 with respect to their eligibility criteria for EI regular benefits. According to the EICS, there was an average of 1,302,000 unemployed individuals per month in Canada in 2016. Among these unemployed, 850,300 had paid EI premiums in the 12 months prior to becoming unemployed. These workers represent 65.3% of all unemployed people, a rate that has remained unchanged from the previous year. A total of 155,500 individuals (11.9% of total unemployed) paid EI premiums in 2016 but could not collect EI benefits because of invalid job separation (that is they quit without a justifiable cause, or quit to go to school). The number of workers who did not have sufficient insurable hours but met other eligibility requirements was 101,400, representing 7.8% of the unemployed—down 1.3 percentage points from 2015 (9.1%). The number of unemployed who were eligible to receive EI benefits increased from 569,400 in 2015 (43.8% of total unemployed) to 593,500 in 2016 (45.6% of total unemployed).

Elimination of the New Entrant and Re-Entrants (NEREs) requirement

Michael lives in Victoria, British Columbia and has been working part-time at an accounting firm for the past six months since graduating from college, for a total of 760 hours. He was recently laid off.

Under the previous EI eligibility rules, Michael would have been considered as a new entrant to the labour market, and would have required 910 hours of insurable employment over the past 52 weeks to qualify for EI benefits. Since Michael only worked for 760 hours during this period, he would not have qualified for EI benefits.

Under the new rules, Michael now has the same eligibility requirements as other EI claimants residing in his region. In July 2016, the threshold for applicants living in Victoria was 665 hours. Because of the elimination of the NERE provision, Michael now meets the eligibility requirement for EI benefits and will receive up to 16 weeks EI benefits while he looks for new work.

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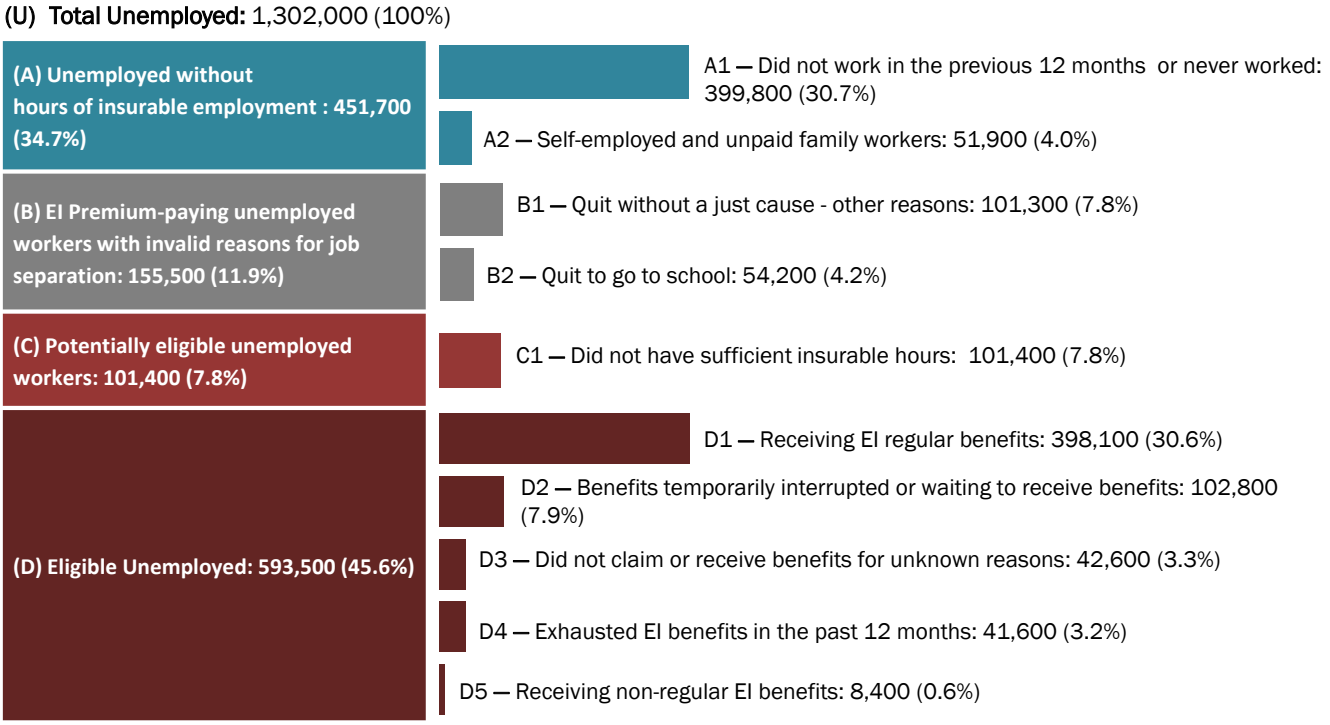
[30] As of July 3, 2016, the Government of Canada eliminated the higher eligibility requirement for new entrants and re-entrants. They now face the same eligibility requirements as other claimants in the region where they live (between 420 to 700 hours of insurable employment).

[31] The EICS is administered to a sub-sample of the Labour Force Survey population and has four sample collection periods lasting for 5 weeks. Residents of Yukon, Northwest Territories, Nunavut, persons living on Indian Reserves, full-time members of the Canadian Armed Forces and inmates of institutions are excluded from the EICS sample. These excluded groups together represent approximately 2% of Canada's population aged 15 or over.
Source: Employment Insurance Coverage Survey User Guide, Statistics Canada.
http://www23.statcan.gc.ca/imdb/p2SV.pl?Function=getSurvey&Id=331913.

Chart 12
Unemployed and Employment Insurance regular benefits eligibility, 2016



Note: Totals may not add up due to rounding.
Source: Statistics Canada, Employment Insurance Coverage Survey, 2016.

Table 13 outlines the distribution of the unemployed population by EI eligibility characteristics from 2012 to 2016. The number of unemployed with valid job separations increased for the second consecutive year in 2016 compared to 2015 (+7,100), while the number of unemployed with invalid job separations decreased for the third consecutive year in 2016 compared to the previous year (-5,100). The share of unemployed individuals who had sufficient hours to qualify for EI increased by 1.8 percentage points from the previous year to reach 45.6% – the highest share since 2009. The number of unemployed persons with insufficient hours to qualify for EI benefits but who met other eligibility requirements decreased by 16,900 from 2015 to reach 101,400 in 2016, representing 7.8% of the total unemployed. Lastly, the share of EI recipients increased by 1.5 percentage points in 2016 to reach 31.2% of the total unemployed population, compared to 29.7% in 2015. This rate was the highest since 2010. Consequently, the share of EI non-recipients decreased from 70.3% in 2015 to 68.8% in 2016—the lowest within the last five years.

Table 13

Monthly averages of the **number and the share of unemployed by Employment Insurance eligibility criteria and of Employment Insurance benefits recipients and non-recipients, Canada, 2012 to 2016**

	2012	2013	2014	2015	2016
Non-contributors	501,400 (38.3%)	492,600 (37.5%)	491,500 (39.0%)	450,900 (34.7%)	451,700 (34.7%)
EI contributors	808,400 (61.7%)	819,700 (62.5%)	768,000) (61.0%)	848,300 (65.3%)	850,300 (65.3%)
Invalid job separations	179,500 (13.7%)	195,600 (14.9%)	187,400 (14.9%)	160,600 (12.4%)	155,500 (11.9%)
Valid job separations	628,800 (48.0%)	624,100 (47.6%)	580,500 (46.1%)	687,700 (52.9%)	694,800 (53.4%)
Insufficient hours for EI	113,700 (8.7%)	88,500 (6.7%)	97,900 (7.8%)	118,300 (9.1%)	101,400 (7.8%)
Sufficient hours for EI	515,100 (39.3%)	535,600 (40.8%)	482,600 (38.3%)	569,400 (43.8%)	593,500 (45.6%)
EI benefit recipients					
EI recipients	357,800 (27.3%)	369,000 (28.1%)	341,500 (27.1%)	385,900 (29.7%)	406,500 (31.2%)
EI non-recipients*	951,900 (72.7%)	943,400 (71.9%)	918,000 (72.9%)	913,200 (70.3%)	895,600 (68.8%)
Total unemployed (Canada)	**1,309,700 (100.0%)**	**1,312,400 (100.0%)**	**1,259,500 (100.0%)**	**1,299,100 (100.0%)**	**1,302,000 (100.0%)**

Note: Totals may not add up due to rounding.
*Defined as the total share of unemployed persons, regardless of eligibility, who did not receive EI benefits (including both regular and special benefits) in the year reviewed.
Source: Statistics Canada, Employment Insurance Coverage Survey, 2012 to 2016.

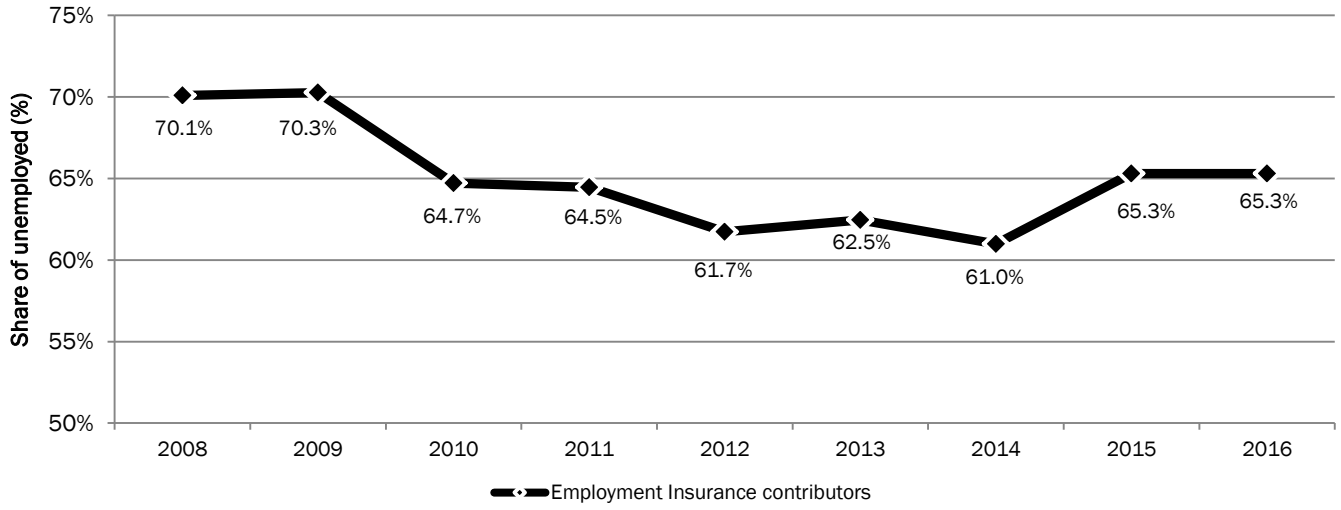
Coverage of Employment Insurance regular benefits

As mentioned previously, recipients of EI regular benefits have to make EI premium contributions in the 52 weeks prior to submitting a claim. While the actual receipt of EI benefits is subject to further eligibility requirements, the number of unemployed persons who contributed to the EI program by paying premiums in the previous 52 weeks is an important factor in determining the program's overall coverage of the unemployed population.

Chart 13 illustrates the share of EI contributors of the total unemployed in Canada from 2008 to 2016. The share of unemployed contributors remained the same in 2016 (65.3%) as the previous year, reversing the downward trend that has been observed since 2009. Higher EI coverage rates of the unemployed tend to occur during economic downturns, as slowing economic activity leads to layoffs that increase the share of unemployed contributors among all unemployed. For example, at the beginning of the recession, in FY0809, the share of unemployed contributors reached a peak (70.1% in 2008 and 70.3% in 2009). Likewise, the downturn in commodity prices slowed down economic growth in 2015 and in 2016, which explains the higher share of unemployed contributors in those years.

Chart 13

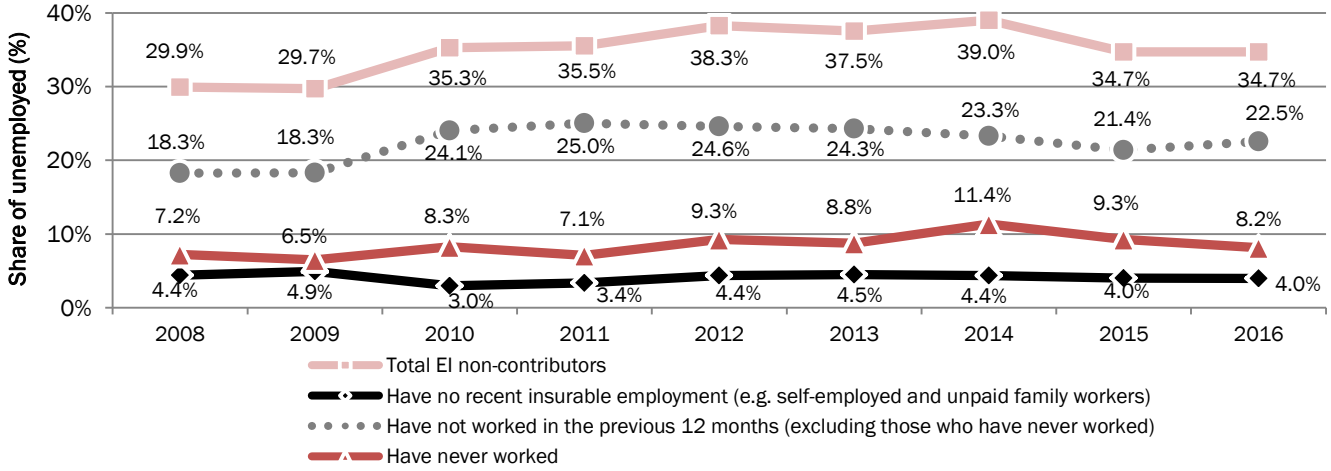
Share of unemployed who contributed to the Employment Insurance program, Canada, 2008 to 2016



Source: Statistics Canada, Employment Insurance Coverage Survey, 2008 to 2016.

Chart 14

Share of unemployed defined as Employment Insurance non-contributors by type of non-contributors, Canada, 2008 to 2016



Source: Statistics Canada, Employment Insurance Coverage Survey, 2008 to 2016.

Chart 14 provides an illustration of the trend in the share of EI non-contributors in Canada from 2008 to 2016. It is noticeable that the shares of total non-contributors to the EI program and of those who have no recent insurable employment remained unchanged in 2016 from the previous year. The share of unemployed who had been without work in the past 12 months increased from 21.4% in 2015 to 22.5% in 2016 (+1.1 percentage points). Persons who stated that they had never worked declined for the second consecutive year to represent 8.2% of the total unemployed population. As shown in Chart 14, those who had not worked in the previous 12 months and those who had never worked account for a greater share of the total unemployed over the years.

Table 14 shows the EI coverage rates by region, gender, age, and work pattern. In 2016, Ontario reported the lowest share of unemployed persons who paid EI contributions (57.7%), while the Atlantic provinces reported the highest (80.7%). On the basis of gender, a larger share of unemployed men (70.9%) contributed EI premiums than unemployed women (56.8%). By age categories, older unemployed workers aged 45 years and over had the highest share of EI contributors (71.2%), compared to younger workers 24 years of age and under (56.3%) and those who were aged between 25 to 44 years (65.5%). The EI coverage rate among unemployed non-permanent workers (78.8%) was higher than that among the permanent workers (72.0%).

Table 14
Employment Insurance coverage rates by region, gender, age, and work pattern, Canada, 2016

	Unemployed contributors as a share of total unemployed (UC/U)
Region	
Atlantic*	80.7%
Quebec	65.6%
Ontario	57.7%
Prairies**	68.7%
British Columbia	69.9%
Gender	
Men	70.9%
Women	56.8%
Age category	
24 years old and under	56.3%
25 to 44 years old	65.5%
45 years old and over	71.2%
Work pattern	
Permanent	72.0%
Full-time	74.5%
Part-time	59.6%
Non-permanent	78.8%
Seasonal	85.5%
Other non-standard***	74.5%
Canada	**65.3%**

* The Atlantic region includes the provinces of Newfoundland and Labrador (82.9%), Prince Edward Island (90.5%), Nova Scotia (76.2%) and New Brunswick (80.9%).
** The Prairie region includes the provinces of Manitoba (59.0%), Saskatchewan (71.3%) and Alberta (70.0%).
*** Other non-standard refers to non-permanent paid jobs that were either temporary, term, contractual, casual or other non-permanent (but not seasonal). These unemployed were not self-employed.
Source: Statistics Canada, Employment Insurance Coverage Survey, 2016.

Eligibility for Employment Insurance regular benefits

As noted above, in order to be eligible to receive EI regular benefits, Canada's unemployed have to meet three core eligibility requirements (that is, paid EI premiums within the previous 52 weeks, a valid job separation, and worked a minimum number of insurable hours within their qualifying period—defined as either the previous 52 weeks or since establishing their last claim, whichever is shorter—based on the regional unemployment rate).

The 2016 EICS estimates that the number of unemployed persons potentially eligible to receive EI benefits (that is, who had paid EI premiums within the preceding 12 months and had a valid job separation) reached 694,800 (53.4% of total unemployed) in 2016, compared to 687,700 persons (52.9% of total unemployed) in 2015. This represents the majority of the EI contributor population and excludes those with reasons for job separations that did not meet the EI program's eligibility criteria. The share of unemployed individuals who were potentially eligible for EI benefits continued to rise for the second consecutive year in 2016 due to the continued increase (+7,100) in the number of unemployed who reported having worked in insurable employment and had a valid job separation and relatively smaller increase (+2,900) in total unemployed population.

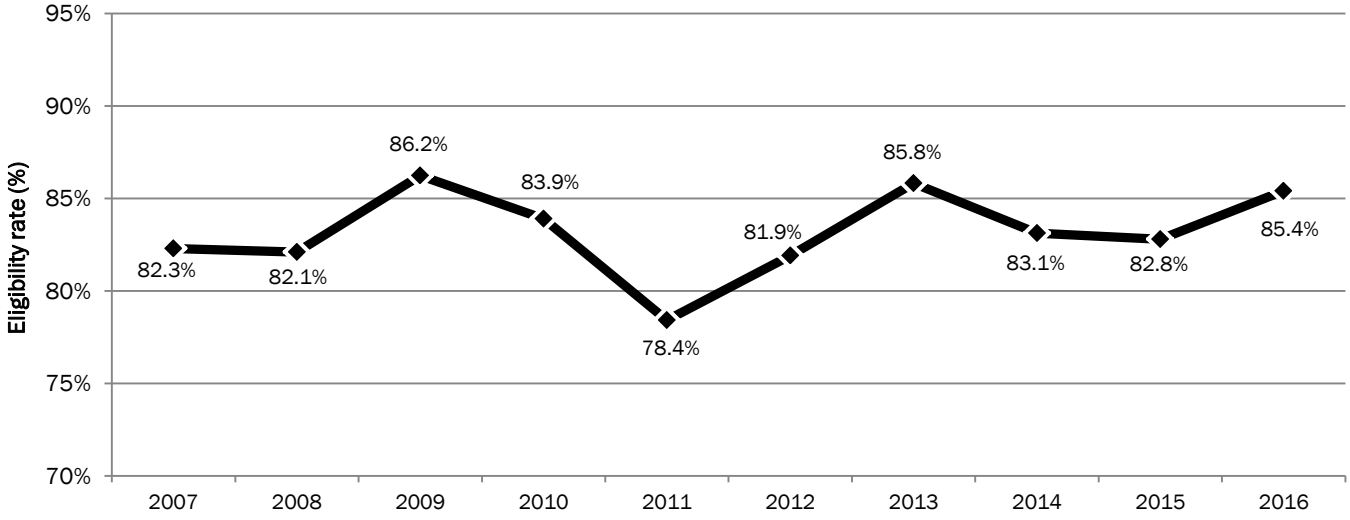
Chart 15 illustrates the EI eligibility rate—the share of potentially eligible unemployed population with enough insurable hours to qualify for EI benefits--over the last decade. After falling for two previous consecutive years, the EI eligibility rate increased from 82.8% in 2015 to 85.4% in 2016 (+2.6 percentage points). This increase could be partly attributable to the elimination of the NERE requirement that came into effect on July 3, 2016. A total of 593,500 individuals were considered eligible (that is, had enough insurable hours of employment) out of 694,800 EI contributors with a valid job separation. The EI eligibility rate tends to fluctuate modestly with changes in the labour market responding to wider business cycle fluctuations.

One important consideration regarding the eligibility for EI regular benefits is that claimants accumulate varying hours of insurable employment. As indicated by EI administrative data, the eligible claimants who successfully establish a claim generally accumulate hours of insurable employment well beyond the minimum requirement under the Variable Entrance Requirement (VER) provision. In FY1617, the share of regular claimants who had qualified with insurable hours near the minimum entrance requirement, defined as being within 70 hours of the VER, increased to 4.0% from 3.1% in the previous fiscal year (see Chart 16).

The number of eligible regular claimants who qualify near the minimum entrance requirement ranged from a low of 40,200 claimants in FY1314 to a high of 52,800 in the reporting fiscal year. In general, claimants qualifying within 70 hours of their VER are disproportionately found in EI economic regions with higher unemployment rates (12.1% or greater), which could be partly attributable to the importance of seasonal employment in those EI economic regions and the discrete period available to accumulate sufficient insurable hours for workers in those industries.

Chart 15

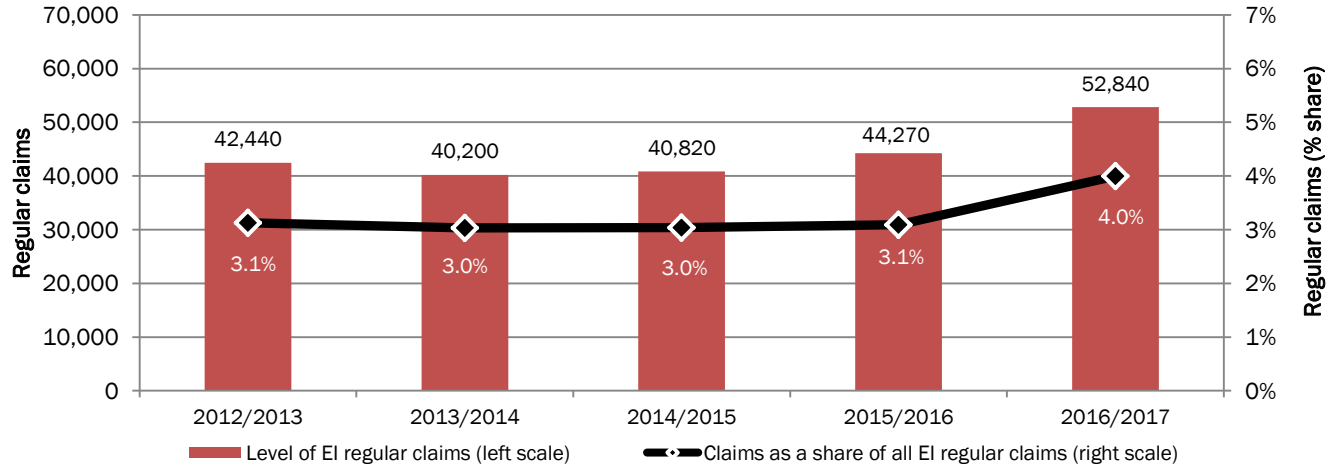
Eligibility rate for Employment Insurance regular benefits, Canada, 2007 to 2016



Source: Statistics Canada, Employment Insurance Coverage Survey, 2007 to 2016.

Chart 16

Employment Insurance regular claims qualifying within 70 hours of the minimum entrance requirement, Canada, 2012/2013 to 2016/2017



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

A recent departmental study—based on Record of Employment (ROE)[32] data--looked into the share of laid-off unemployed persons with enough insurable hours to meet the VER from 2001 to 2016. [33] The study found that those who reported recent laid-off job separations (the reason for separation was shortage of work) with enough combined hours to meet the VER in their 52-week qualification period declined over time, from 75.4% in 2001 to 70.1% in 2016. This may not fully reflect potential eligibility where previous employment did not result in a ROE being generated. Another departmental study examining the extent to which employers issue a ROE when there is an interruption of earnings found that 30.2% of earnings interruptions in 2014 were not associated with a ROE.[34]

Eligibility for Employment Insurance regular benefits by province

Because the eligibility rates are sensitive to economic conditions and the prevalence of specific employment patterns during the qualifying period (such as, the incidence of full-time versus part-time hours, permanent versus temporary employment etc.), demographic and regional labour force characteristics show significant variation in eligibility outcomes. Table 15 outlines the EI eligibility rates by province over the last five years. In 2016, the lowest eligibility rate was observed in Manitoba (75.3%) and the highest was in Prince Edward Island (98.5%). Compared to the 2015 EICS statistics, the EI eligibility increased in six out of ten provinces while decreased in the rest. The largest increases were observed in British Columbia (+12.1 percentage points) and Nova Scotia (+11.1 percentage points), while the largest decrease was observed in Saskatchewan (-11.0 percentage points) followed by Manitoba (-7.6 percentage points).

Over time, it can be seen that the Atlantic provinces have the highest EI eligibility rates, while Ontario and the Western provinces have comparatively lower eligibility rates. Between 2012 and 2016, the greatest variability in eligibility rates is found in Alberta (18.5 percentage points) and Manitoba (16.1 percentage points) and the least variability is found in Newfoundland (2.3 percentage points).

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[32] A Record of Employment is a form completed by the employer when an employee stops working. It is used to establish the eligibility for EI benefits.
[33] ESDC. *Record of Employment-Based Measures of Employment Insurance Eligibility: Update 2001 to 2016*. (Ottawa: ESDC, Evaluation Directorate, 2018).
[34] ESDC. *Record of Employment and Interruption of Earnings: Firms*. (Ottawa: ESDC, Evaluation Directorate, 2018).

Table 15
Employment Insurance regular benefit eligibility rates by province, Canada, 2012 to 2016
Share (%) of all unemployed identifying as EI contributors

	2012	2013	2014	2015	2016
Newfoundland and Labrador	93.5%	93.9%	94.1%	93.7%	95.9%
Prince Edward Island	92.8%	94.4%	93.4%	92.7%	98.5%
Nova Scotia	88.5%	94.8%	81.2%	82.3%	93.3%
New Brunswick	92.4%	96.4%	90.5%	96.2%	94.6%
Quebec	81.2%	86.1%	84.3%	81.5%	86.7%
Ontario	79.7%	83.1%	81.0%	84.8%	81.3%
Manitoba	82.0%	85.6%	91.4%	82.9%	75.3%
Saskatchewan	81.2%	82.3%	85.4%	89.9%	78.9%
Alberta	69.4%	87.9%	80.4%	78.6%	84.9%
British Columbia	86.4%	81.5%	77.3%	75.2%	87.3%
Canada	**81.9%**	**85.8%**	**83.1%**	**82.8%**	**85.4%**

Source: Statistics Canada, Employment Insurance Coverage Survey, 2012 to 2016.

Eligibility for Employment Insurance regular benefits by gender and age

Table 16 outlines the EI eligibility rates by gender and age in 2015 and 2016. Historically, a higher proportion of men hold full-time and/or permanent jobs in Canada and a higher proportion of women work in part-time and/or temporary jobs. This difference in employment characteristics among men and women is reflected in the eligibility rates for the two genders. In 2016, the EI eligibility rate of men increased by 5.2 percentage points from the previous year to 87.2%, whereas the eligibility rate of women decreased by 2.7 percentage points from the previous year to 81.6%.

By age groups, unemployed workers aged 45 and older had the highest eligibility rate at 94.0% in 2016, increasing 3.4 percentage points from the previous year (90.7%). However, the largest increase in eligibility was among those who were 25 to 44 years old—the eligibility rate for them increased by 6.3 percentage points, from

Table 16
Employment Insurance regular benefit eligibility rates by gender and age, Canada, 2015 and 2016
Share (%) of all unemployed defined as eligible EI contributors

	Eligibility rate in 2015	Eligibility rate in 2016	Change (in percentage points)
Gender			
Men	82.0%	87.2%	+5.2
Women	84.3%	81.6%	-2.7
Age category			
24 years old and under	54.0%	50.8%	-3.2
25 to 44 years old	82.1%	88.4%	+6.3
45 years old and over	90.7%	94.0%	+3.4
Canada	**82.8%**	**85.4%**	**+2.6**

Source: Statistics Canada, Employment Insurance Coverage Survey, 2015 and 2016.

82.1% in 2015 to 88.4% in 2016. Younger workers who are aged between 15 and 24 tend to have lower labour force attachment, and are more likely to quit their jobs to go back to school. This is reflected in their lower eligibility rate; in 2016, the youth eligibility rate declined by 3.2 percentage points to reach 50.8% from the previous year (54.0%).

Eligibility for Employment Insurance regular benefits by type of employment

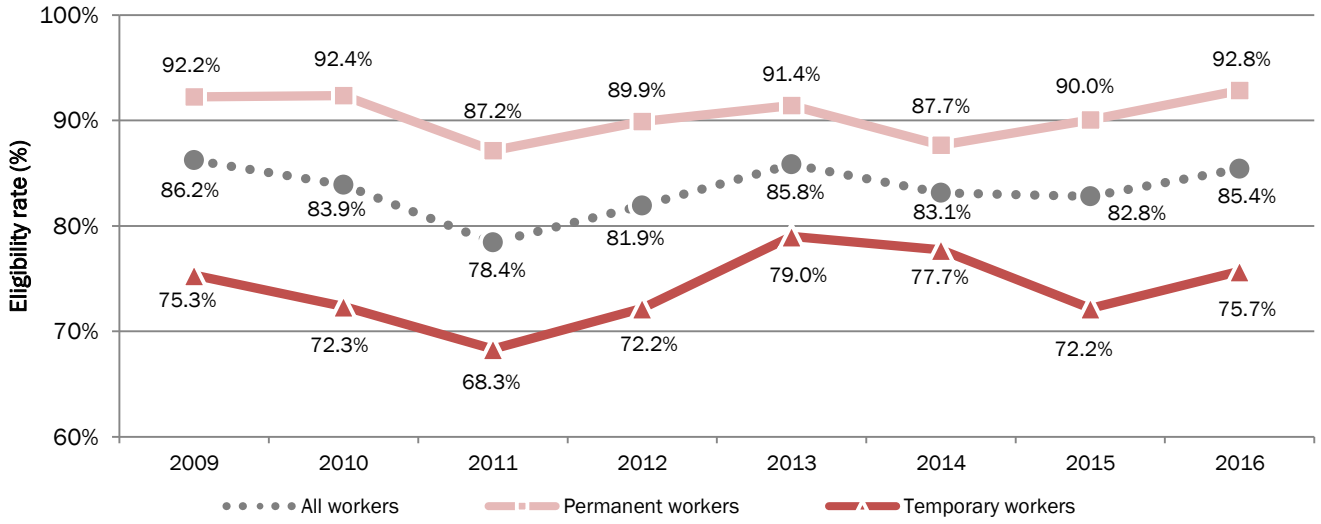
Under the EI program's eligibility requirements, previous employment characteristics significantly influence the EI eligibility rate (that is, having worked for a minimum number of insurable hours in the previous 52 weeks or since the start of last claim, whichever is shorter). Intuitively, unemployed workers who previously held full-time positions have a higher eligibility rate because they are more likely to have worked enough hours of insurable employment to qualify for EI regular benefits than part-time workers. Similarly, those who had permanent jobs are also more likely to report a higher eligibility rate than those who were classified as having temporary employment.

Chart 17 illustrates the EI eligibility rates by previous employment characteristics from 2009 to 2016. It can be seen that the eligibility rate for both permanent and temporary workers increased in 2016 from the previous year. In 2016, the eligibility rate for permanent workers was 92.8%, compared to 75.7% for temporary workers and 85.4% for all workers. The gap in eligibility rates between permanent workers and temporary workers decreased to 17.1 percentage points in 2016, down from 17.9 percentage points in the previous year. In the previous seven years, this gap was the lowest in 2014 (9.9 percentage points) and the highest in 2010 (20.0 percentage points).

As shown in Chart 18, the eligibility rate of permanent full-time workers was 95.3% in 2016—the highest observed in the last ten years. The eligibility rate for temporary seasonal workers is not far below than that of full-time permanent employees, and the gap between the eligibility rates of these two groups reduced in 2016 compared to the previous year. Temporary seasonal workers have an eligibility rate consistently above part-time permanent employees and temporary non-seasonal workers. The eligibility rates of temporary non-seasonal workers (66.4% in 2016) and permanent part-time workers (62.4% in 2016) have relatively the same trend and experienced fluctuations over the past seven years.

Chart 17

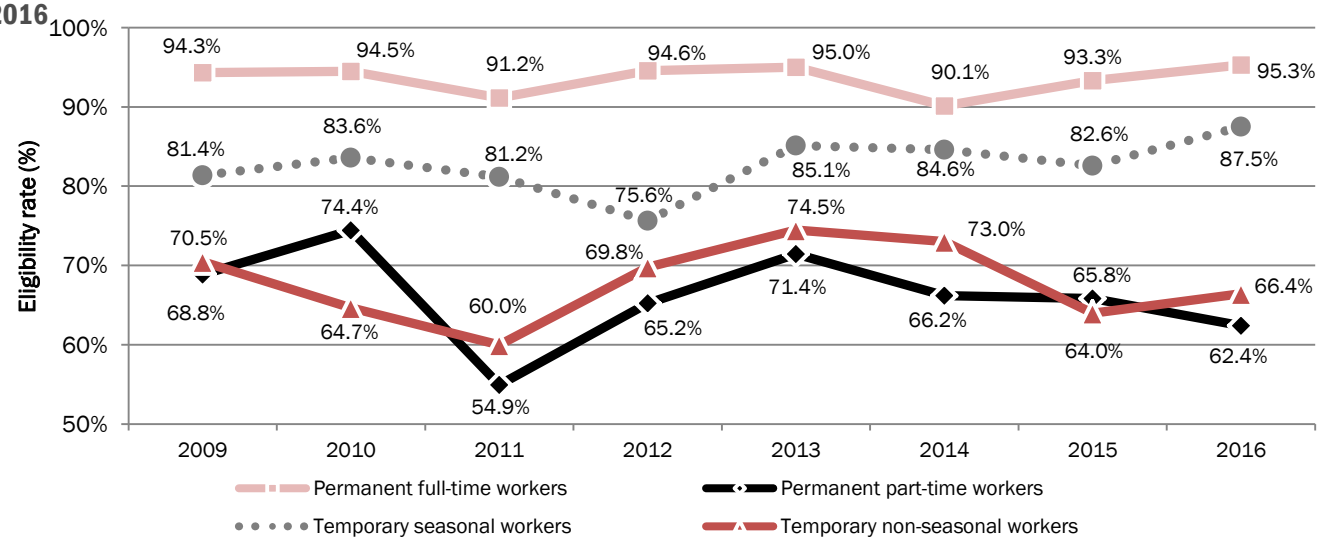
Employment Insurance regular benefit eligibility rate by previous employment characteristics, Canada, 2009 to 2016



Source: Statistics Canada, Employment Insurance Coverage Survey, 2009 to 2016.

Chart 18

Employment Insurance regular benefit eligibility rate by previous employment characteristics, Canada, 2009 to 2016



Source: Statistics Canada, Employment Insurance Coverage Survey, 2009 to 2016.

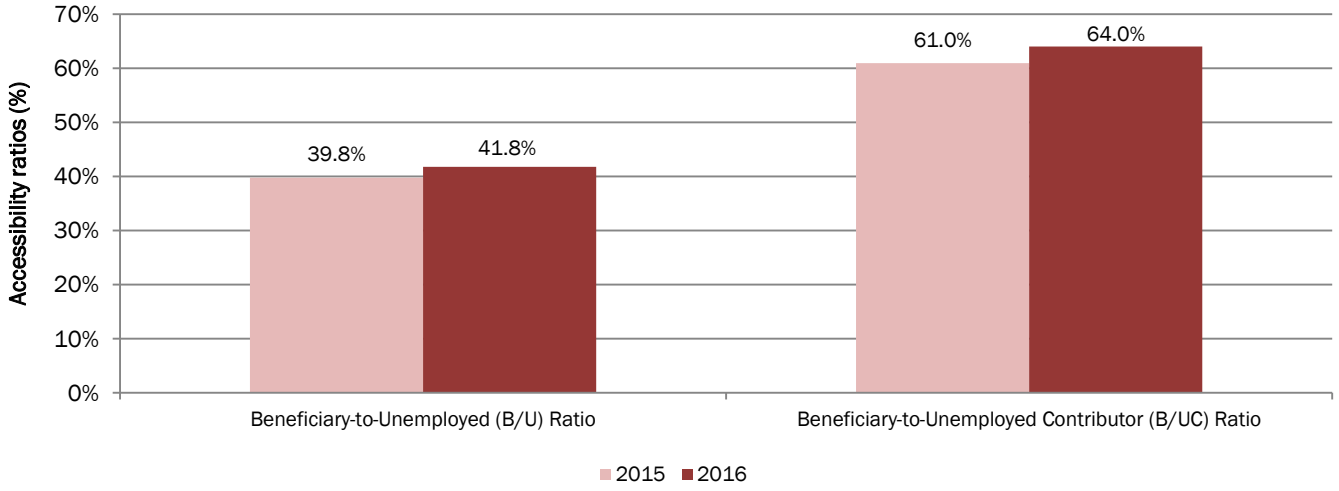
Access to Employment Insurance regular benefits

Access to EI regular benefits is another way to consider of how well the EI program is working to meet the needs of the labour market in providing EI regular benefits to help the unemployed transition to new employment.[35] For the purpose of the *EI Monitoring and Assessment Report*, access to EI regular benefits is measured as the share of unemployed population receiving EI regular benefits. The two main ratios used to measure accessibility are the Beneficiary-to-Unemployed (B/U) ratio and the Beneficiary-to-Unemployed Contributor (B/UC) ratio. Chart 19 shows the comparison of these two ratios for 2015 and 2016.

Both the B/U ratio and the B/UC ratio increased in 2016 compared to 2015. This is because the increase in the number of beneficiaries (+27,300) from 2015 to 2016 was much higher than the increase in the number of unemployed (+2,900) and the number of unemployed contributors (+2,000) during the same time period.

[35] Another consideration of how well the EI program is working to help the unemployed is associated with the adequacy of the financial support provided by the program. According to the EICS 2016 data, a greater share of unemployed individuals not receiving EI benefits (12.6%) did not have income to cover any or a majority of their expenses relative to those who were still receiving EI benefits (5.7%).

Chart 19
Employment Insurance accessibility ratios, Canada, 2015 to 2016



Sources: Statistics Canada, Employment Insurance Coverage Survey (for data on unemployed (U), and unemployed contributors (UC)); and Statistics Canada, monthly Employment Insurance statistics release, CANSIM table 276-0020 (for data on regular beneficiaries (B)).

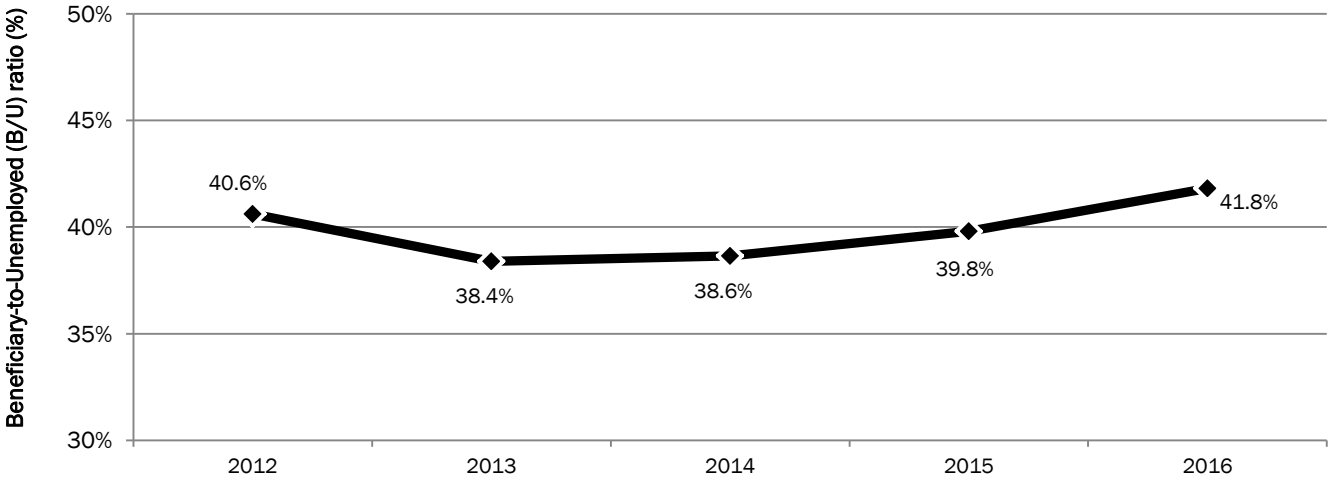
The Beneficiary-to-Unemployed (B/U) ratio

The access measure with the broadest population base is the Beneficiary-to-Unemployed (B/U) ratio where the average number of individuals who received EI regular benefits in the reference week of the EICS is expressed as a share of the corresponding unemployed population.[36] As such, it includes a significant segment of the population who are considered ineligible for EI regular benefits (such as the number of unemployed who have not worked in the previous year or never worked, who did not have a valid job separation, or who were self-employed) and is sensitive to changes in the composition of the unemployed population and the proportion of the unemployed people outside the scope of the EI program coverage.

Chart 20 illustrates the B/U ratio for Canada from 2012 to 2016. Because the total unemployed population is considered within the B/U ratio, its movement is more likely to reflect labour market conditions and EI eligibility fluctuations that are not necessarily associated with EI policies. This makes this ratio less suited to measuring access to EI regular benefits.

[36] The B/U ratio is calculated using data from two separate sources: the count of beneficiaries (B) comes from Statistics Canada's monthly EI Statistics data release sourced from EI administrative data, and the count of unemployed persons comes from Statistics Canada's Employment Insurance Coverage Survey (EICS). The total number of beneficiaries (B) for a given year is calculated using the average of monthly totals reported for March, June, October and December.

Chart 20
Beneficiary-to-Unemployed (B/U) ratio, Canada, 2012 to 2016



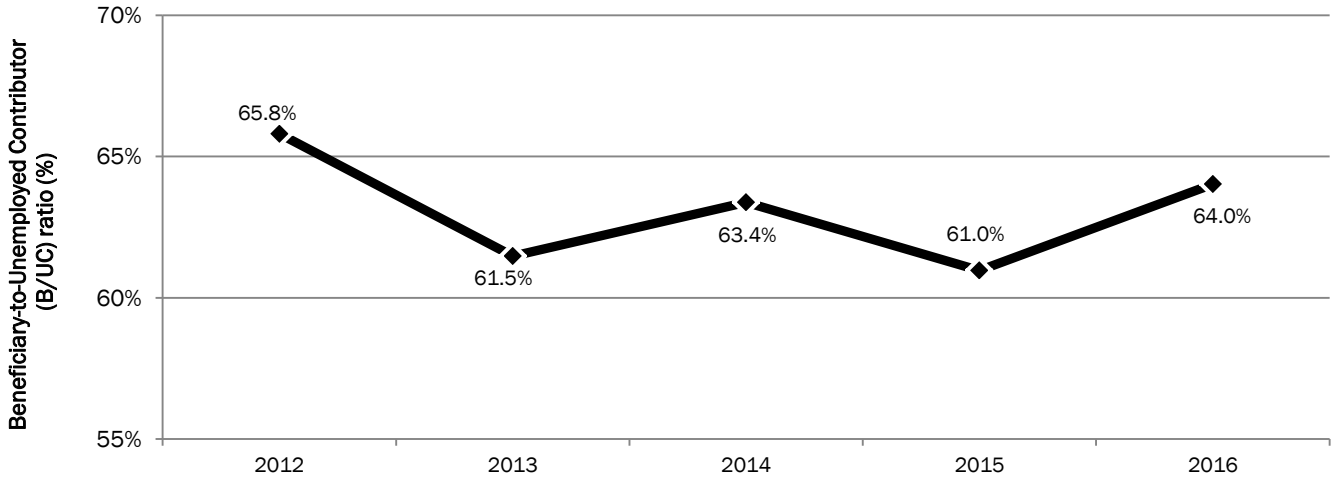
Note: The B/U Ratio is calculated as follows: (number of EI regular beneficiaries ÷ number of unemployed).
Source: Statistics Canada, Employment Insurance Coverage Survey (for data on the unemployed (U)); and Statistics Canada, monthly Employment Insurance statistics release, CANSIM table 276-0020 (for data on regular beneficiaries (B)).

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

Another access measure, known as the Beneficiary-to-Unemployed Contributor (B/UC) ratio, is the number of EI regular beneficiaries as a share of the unemployed who contributed EI premiums in the previous 12 months. This ratio considers a narrower target population than the B/U ratio. Because the B/UC ratio measures accessibility among unemployed workers for whom the EI regular benefits are designed to provide coverage, and excludes those unemployed who did not contribute EI premiums during their last employment period, this ratio may provide a better assessment of accessibility to EI regular benefits of the EI program.

Chart 21 illustrates the B/UC ratios for Canada from 2012 to 2016. The B/UC ratio increased from 61.0% in 2015 to 64.0% in 2016 (+3.0 percentage points). This increase is attributable to the growth in the number of beneficiaries of EI regular benefits (+5.3%) outpacing the growth in the number of unemployed contributors (+0.2%).

Chart 21
Beneficiary-to-Unemployed Contributor (B/UC) ratio, Canada, 2012 to 2016



Note: The B/UC ratio is calculated as follows: (number of EI regular beneficiaries ÷ number of unemployed who contributed to the EI program).
Source: Statistics Canada, Employment Insurance Coverage Survey (for data on the unemployed contributors (UC)); and Statistics Canada, monthly Employment Isurance statistics release, CANSIM table 276-0020 (for data on regular beneficiaries (B)).

Access and eligibility to Employment Insurance regular benefits among the youth

A recent study by ESDC* looked at the EI eligibility characteristics and access to EI benefits among Canada's youth (those who are aged between 15-24 years). In 2015, a significant proportion (45.6%) of the unemployed young workers consisted of EI non-contributors, due to the rise in young individuals who have never worked, as well as the rise in the number of self-employed and unpaid family workers—a trend that has been observed since the 2008 recession. Among the unemployed young workers who contributed to the EI program, more than half (52.9%) of them had an invalid job separation. This may be attributable to the employment characteristics of the younger workers (they are more likely to quit jobs to go back to school, which is counted as an invalid job separation by the EI program) compared to workers in other age groups.

The EI eligibility rate among the youth was 54.0% in 2015, compared to 82.1% among those who were 25 to 44 years of age, and 90.7% among those who were aged 45 years and over. Over the years, young females were found to have lower EI eligibility rates than young males, except in 2001 and 2015. Between 2000 and 2015, the average EI eligibility rate for young males was 54.7%, compared to 45% for young females.

In terms of access to EI regular benefits, in 2015 the B/U ratio for young unemployed workers was 16.8%, compared to 46.2% for those aged 25-54 years, and 50.5% for older workers aged 55 and over. The B/UC ratio for the youth was 31% in 2015, compared to 67.3% among unemployed workers in the older age groups. Both of these ratios were found to be lower among young females than males.

* ESDC. *Access and Eligibility to EI Regular Benefits among Young People in Canada's Labour Market.* (Ottawa: ESDC, Employment Insurance Policy Directorate, 2018).

2.2.3 Level of Employment Insurance regular benefits

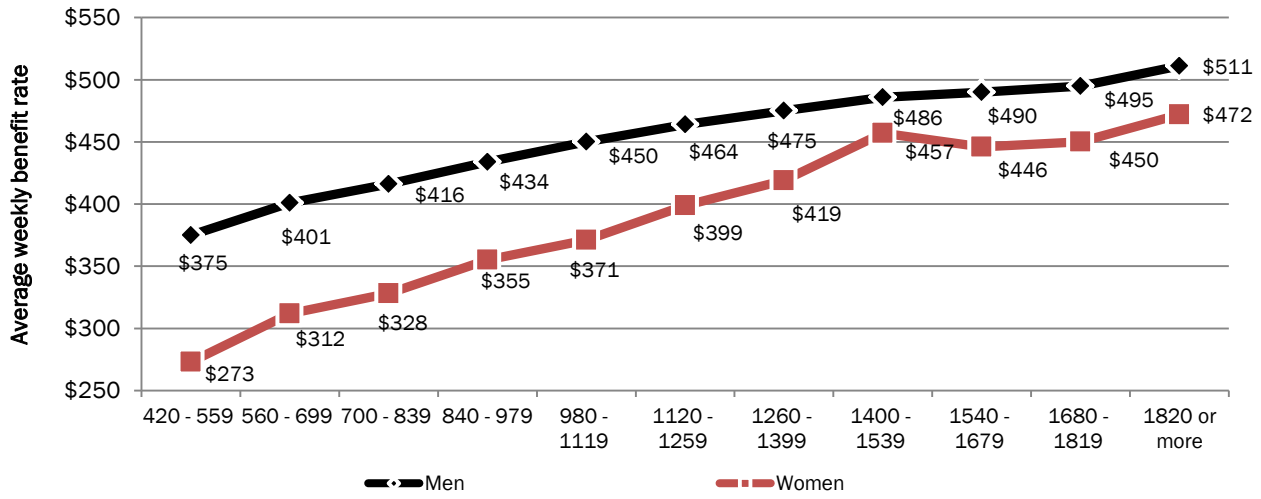
The level of EI regular benefits (that is the weekly regular benefit rate) that an EI claimant is entitled to receive is calculated as 55% of their highest (best) weeks of insurable earnings over the qualifying period, up to the maximum weekly benefit rate. The number of weeks used to determine this level varies from 14 to 22 weeks depending on the unemployment rate of the claimant's EI economic region. Furthermore, low-income family claimants may be eligible for the Family Supplement Provision which can increase their level of benefits up to 80% of their weekly insurable earnings (see subsection 2.1.1).

During the reporting period, EI regular claimants received on average $449 in weekly regular benefits, a 0.7% increase from $446 in the previous year. This slight increase marks the first time since FY1213 that growth in the average weekly regular benefits was below 1.0%. Year-over-year, only Territories, New Brunswick, Quebec, Ontario, Manitoba and British Columbia reported increases in their level of weekly regular benefits, while other jurisdictions witnessed decreases, except for Prince Edward Island where the average weekly regular benefit remained unchanged. The average level of EI weekly regular benefits at the provincial and territorial level varied from a high of $511 in the Northwest Territories to a low of $419 in Prince Edward Island during the reporting period (see Annex 2.5). Claimants from Atlantic provinces, Quebec and Manitoba had average weekly regular benefit rates that were under the national average.

Consistent with the past several years, men had a higher average weekly regular benefit rate ($474) than women ($412) in FY1617. The gap in the average weekly benefit rate between men and women is observable for all hours of insurable employment worked during the qualifying period and is more apparent at lower levels of labour market attachment (see Chart 22). This gap between the average weekly benefit rates of men and women is gradually closing. Indeed, in FY0910 women's average weekly benefit rate was 84.6% of men's, while in FY1617 it reached 86.9%. Among men, those 45 years to 54 years old had the highest average weekly regular benefit rate ($488), while it was those between 25 and 44 years old ($427) among women.

Chart 22

Average weekly regular benefit rate by gender and insurable hours worked, Canada, 2016/2017



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

As shown in Table 17, EI regular claims established by claimants between 25 and 44 years old had the highest average weekly EI regular benefit rate in FY1617 ($462), while those established by claimants younger than 25 years old had the lowest ($412). Among all age categories, claimants who were between 45 and 54 years old experienced the highest increase in their weekly benefit rate (+1.3% or +$6), while those under 25 years old were the only ones who reported a decrease (-1.7% or -$7).

Table 17
Average weekly regular benefit rate, by age and gender, Canada, 2015/2016 to 2016/2017

	Men		Women		Total	
	2015/2016	2016/2017	2015/2016	2016/2017	2015/2016	2016/2017
24 years old and under	$437	$429	$363	$364	$419	$412
25 to 44 years old	$479	$484	$421	$427	$458	$462
45 to 54 years old	$482	$488	$408	$414	$449	$455
55 years old and over	$459	$463	$385	$392	$431	$435
Canada	**$470**	**$474**	**$406**	**$412**	**$446**	**$449**

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

Table 18 shows that during the reporting period, all claimant categories experienced an increase in their average weekly benefit rate, with the largest increase observed for frequent claimants and long-tenured workers. Long-tenured workers were entitled to the highest average weekly regular benefit rate with $489, which compares to $453 for frequent claimants and $429 for occasional claimants.

The proportion of claims that were paid at the maximum benefit rate (based on the MIE) fell by 2.9 percentage points to 46.1% in FY1617 over the previous year. By gender, 56.9% of men who established a regular claim during the reporting period were entitled to the maximum weekly benefit rate compared to only 29.2% of women. This proportion varied from 30.4% for regular claimants younger than 25 years old to 50.7% for those aged between 25 and 44 years old. As for claimant categories, a sizeable majority (63.7%) of long-tenured workers who had an EI claim established were entitled to the maximum weekly benefit rate compared to only 45.7% of frequent claimants and 38.1% of occasional claimants.

Table 18
Average weekly regular benefit rate by claimant category*, Canada, 2015/2016 to 2016/2017

	Average weekly benefit rate ($)			EI claimants who were entitled to the maximum weekly benefit rate in 2016/2017 (%)
	2015/2016	2016/2017	Change (%)	
Long-tenured workers	$482	$489	+1.6%	63.7%
Occasional claimants	$428	$429	+0.3%	38.1%
Frequent claimants	$446	$453	+1.6%	45.7%
Canada	**$446**	**$449**	**+0.7%**	**46.1%**

Note: Includes all claims for which at least $1 in EI regular benefits was paid.
* See Annex 2.1 for definitions of claimant categories referenced in this table.
Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Claimant obligations to search for and accept suitable employment

In order to receive EI benefits under the *Employment Insurance Act*, an EI regular benefits claimant—with certain exceptions—must be capable of and available for, but unable to obtain, suitable employment and must demonstrate this by searching for and taking advantage of an opportunity for suitable employment. During the reporting period, the criteria for determining what constitutes suitable employment were the following:

(a) the claimant's health and physical capabilities allow them to commute to the place of work and to perform the work;

(b) the hours of work are not incompatible with the claimant's family obligations or religious beliefs; and

(c) the nature of the work is not contrary to the claimant's moral convictions or religious beliefs.

In FY1617, there were 1,510 disqualifications and disentitlements related to failure to search for work (1,340) and refusal of suitable employment (170), an increase of 25.8% from the previous year. However, this represented only 0.1% of all disqualifications and disentitlements and does not take into consideration that benefits would generally have been reinstated once the claimant demonstrated they were fulfilling their responsibility in some situations.

Source: Statistics Canada, Labour Force Survey, CANSIM table 276-0003.

Benefit repayments in the 2015 tax year*

Pursuant to the *Employment Insurance Act,* EI claimants must repay a percentage of EI benefits they received if their net income for a taxation year exceeds 1.25 times the maximum yearly insurable earnings. In 2015, they were required to repay 30% of the lesser of their net income above $61,875 or 30% of regular or fishing benefits they received in that taxation year. However, claimants who received special benefits or less than one week of either regular or fishing benefits in the preceding ten taxation years were exempt from the benefits repayment requirement.

For the 2015 taxation year, roughly 172,200 claimants repaid a total of $247.5 million in EI benefits. On average, EI claimants subject to the benefit repayment provision repaid $1,437 in 2015; this amount has increased for five consecutive years (see Annex 2.24), up from $1,343 in 2014. EI claimants who repaid a portion of their benefits had received on average $6,185 in EI benefits (any type of benefits, including EI special benefits) in 2015, which compares to $5,829 in 2014.

* 2015 is the most recent taxation year for which data is available.

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

Declines in global commodity prices in late 2014 produced sharp and sustained unemployment shocks in commodity-based regions. The *Budget Implementation Act, 2016, No.1* included a measure that provided eligible unemployed workers in the 15 regions hardest hit by the downturn in commodity prices with additional weeks of EI regular benefits.[37]

This temporary measure extended the duration of EI regular benefits by five weeks, up to a maximum of 50 weeks of EI regular benefits, for all eligible claimants residing in these 15 EI economic regions. An additional 20 weeks of EI regular benefits (for a total of 25 weeks) was made available to long-tenured workers in the same 15 EI economic regions, up to a maximum of 70 weeks of EI regular benefits.[38] Those claimants may have spent years working in one industry or for one employer. The additional weeks of EI benefits provided them with the financial support they needed while they searched for work. These benefits were available for one year, beginning on July 3, 2016, and applied to anyone who started a claim for EI regular benefits on or after January 4, 2015, and was still unemployed at the time the measure came into force or during the year following its implementation.[39,40]

In order to claim additional weeks of EI regular benefits, eligible EI claimants had their benefit period extended by 12 weeks plus the number of additional weeks of EI benefits they were entitled to receive. For instance, a claimant eligible to receive five additional weeks of EI regular benefits had a benefit period extension of 17 weeks (12+5). Long-tenured workers, entitled to an additional 25 weeks of benefits, had a benefit period extension of 37 weeks (12+25).

Employment Insurance claimants eligible for the additional weeks of Employment Insurance regular benefits

For the purpose of this section, which aims to analyze the impacts of the temporary measure for regions impacted by the downturn in commodity prices, different populations of EI claimants are considered. As this temporary help measure targeted claims that were established as early as January 4, 2015 and because it came into force on July 3, 2016, some claims had already been terminated[41] by the time the measure was implemented. If, as of July 3, 2016, a claimant eligible for the temporary support measure was associated with such a terminated claim and was still unemployed, he would then qualify for some additional weeks of EI regular benefits. Claims associated with these individuals are referred to as “reach-back claims”.

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[37] The 15 regions targeted by the measure were: Newfoundland and Labrador, Nunavut, Sudbury, Northern Ontario, Northern Manitoba, Southern Saskatchewan, Saskatoon, Northern Saskatchewan, Southern Alberta, Calgary, Edmonton, Northern Alberta, Southern Interior British Columbia, Northern British Columbia and Whitehorse.

[38] The 25 weeks of additional benefits were available for long-tenured workers who established a claim for EI regular benefits between January 4, 2015 and October 29, 2016. The number of additional weeks declined from 25 to 17 for claims established by long-tenured workers between October 30, 2016 and February 25, 2017. Then, for long-tenured workers who established a claim between February 26, 2017 and July 8, 2017, it declined from 17 to 10.

[39] If a claimant had established more than one claim over the January 4, 2015 to July 3, 2016 period, only the most recent one qualified for the additional weeks of EI regular benefits. If that claim did not meet the EI regular benefit eligibility criteria, then the claimant was not eligible for this temporary support measure for any claim established over that period.

[40] Claimants eligible for the additional weeks of EI regular benefits could claim additional weeks at any point in time during their benefit period (which includes the benefit period extension).

[41] A claim is considered terminated when all the weeks of benefits were claimed or the claim reached the last week of the benefit period.

In addition to reach-back claims, there are claims for EI regular benefits that were established after January 4, 2015, and that were still open by the time the *Budget Implementation Act, 2016, No.1*, came into force.[42] These claims are referred to as active EI claims.

Finally, claims for EI regular benefits that were established between July 3, 2016, and July 8, 2017, and thus on or after the temporary measure implementation date, are referred to as new claims.

Distinguishing reach-back claims from active and new claims is important because the benefit period extension did not have the same repercussion for all of them. For instance, active and new claims had their benefit period extended before their original benefit period of 52 weeks terminated. Hence, claimants associated with these claims could receive, during their benefit period extension, any weeks of EI regular or special benefits they were entitled to receive in their original 52 weeks benefit period and that they did not claim during that period. Conversely, reach-back claims were terminated when claimants were provided with a new benefit period to receive their additional benefits. As a result, they were not allowed to claim, during their benefit period extension, any regular weeks of EI benefits from their original entitlement that were not claimed during their former benefit period of 52 weeks.

Example:

Weeks of Employment Insurance benefits paid during the benefit period extension

Robert lives in Calgary and had established a claim for EI regular benefits on March 7, 2015. He was entitled to 14 weeks of EI regular benefits. After being paid 10 weeks of EI regular benefits, he found a job and worked there until June 2016 before being laid off. At the time of implementation of the *Budget Implementation Act, 2016, No.1*, he was still unemployed and his claim terminated in March 2016 (although he had four weeks of EI regular benefits left to claim). Robert is thus a reach-back claimant. He was not a long-tenured worker and was therefore eligible for five additional weeks of EI regular benefits. On July 3, 2016, he was allowed a benefit period extension of 17 weeks to claim them. During his benefit period extension, he could not claim any of the four weeks of EI regular benefits he had left from his original entitlement.

Sandra lives in Edmonton and established a claim for EI regular benefits on August 15, 2016. She was not considered to be a long-tenured worker. She was entitled to 25 weeks of EI regular benefits plus an additional five extra weeks because of the *Budget Implementation Act 2016, No.1*. Her benefit period was 69 weeks (52 + an extension of 17 weeks). During the first 52 weeks, she claimed 20 weeks of EI regular benefits. During her benefit period extension, she claimed the remaining 10 weeks of EI regular benefits she had left.

Claims for Employment Insurance regular benefits in regions affected by the downturn in commodity prices[43]

During the reporting fiscal year (FY1617), there were 300,900 claims established for EI regular benefits in the 15 regions targeted by the *Budget Implementation Act, 2016, No.1*. In addition to these claims established during the reporting year, there were 460,900 claims for regular benefits that were established in those regions between January 4, 2015 and March 31, 2016.

[42] An open claim is a claim in which the claimant is receiving or can still claim EI benefits.
[43] Statistics presented in this section are preliminary and may be revised in the next *Employment Insurance Monitoring and Assessment Report*.

Among all claims that received additional weeks of EI regular benefits during the reporting period, a greater share were established by men (62.8%) and claimants aged between 25 and 44 years old (41.5%)—see Table 19. Claims established in Alberta also accounted for a more important share of claims that received additional weeks of benefits (48.1%). The share of eligible claims with additional benefits is lower for claims established in the reporting fiscal year (25.6%) when compared with the share for eligible claims established since January 4, 2015 (36.7%). This is notably because many claims established towards the end of the reporting period are not yet terminated at the time of reporting. Even though those claims have not used any additional weeks of benefits at the time of reporting, they still could claim some before ending.

Table 19

Employment Insurance claims with additional weeks of Employment Insurance benefits, by province or territory, gender, age and claimant category, Canada, 2014/2015 to 2016/2017

	Claims with additional weeks of EI benefits [p]					
	Claims established in 2016/2017			Claims established between January 4, 2015 and March 31, 2017		
	Number of claims with additional benefits	Share of claims with additional benefits among eligible claims (%)	Distribution of claims among all those with additional benefits (%)	Number of claims with additional benefits	Share of claims with additional benefits among eligible claims (%)	Distribution of claims among all those with additional benefits (%)
Province or territory						
Newfoundland and Labrador	10,140	23.4%	13.3%	41,500	42.5%	16.3%
Ontario	6,830	25.0%	9.0%	24,100	37.2%	9.5%
Manitoba	1,850	26.2%	2.4%	5,650	36.6%	2.2%
Saskatchewan	7,340	25.2%	9.6%	23,790	35.7%	9.4%
Alberta	38,400	26.0%	50.4%	122,140	35.5%	48.1%
British Columbia	11,220	26.4%	14.7%	35,560	35.4%	14.0%
Yukon	320	33.3%	0.4%	800	36.9%	0.3%
Nunavut	150	22.4%	0.2%	560	41.8%	0.2%
Gender						
Men	45,010	23.6%	59.0%	159,640	34.4%	62.8%
Women	31,240	29.0%	41.0%	94,460	41.3%	37.2%
Age category						
24 years old and under	8,130	21.2%	10.7%	24,430	26.7%	9.6%
25 to 44 years old	33,060	24.4%	43.4%	105,470	33.5%	41.5%
45 to 54 years old	16,480	25.9%	21.6%	58,800	39.8%	23.1%
55 years old and over	18,580	30.5%	24.4%	65,400	47.0%	25.7%
EI claimant category*						
Long-tenured worker	17,870	21.4%	23.4%	71,300	34.0%	28.1%
Non long-tenured worker	58,380	27.2%	76.6%	182,800	37.8%	71.9%
Claim status						
Reach-back	N/A	N/A	N/A	74,430	49.8%	29.3%
Active or new	76,250	25.6%	100.0%	179,670	33.1%	70.7%
Canada	**76,250**	**25.6%**	**100.0%**	**254,100**	**36.7%**	**100.0%**

Note: Data may not add up to the total due to rounding. Includes all claims for which at least $1 of additional benefit was paid.
[p] Preliminary data.
* See Annex 2.1 for definitions of claimant categories referenced in this table.
Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

While some eligible claimants did not use any additional weeks from the temporary help measure, they nevertheless benefited from the benefit period extension. These claimants either claimed weeks of EI regular benefits from their original entitlement or weeks of special benefits during the benefit period extension. Among all eligible claims established before or during FY1617, there are close to 85,100 that met those criteria (see Table 20). Furthermore, approximately 43,000 claims were associated, during their benefit period extension, with both additional weeks of EI benefits and, either or both, previously unclaimed weeks of regular benefits during their original benefit period or weeks of special benefits claimed during the benefit period extension.

Table 20
Employment Insurance (EI) claims benefiting from the temporary extension of EI regular benefits, by type of benefits paid under the temporary support measure, Canada, 2014/2015 to 2016/2017

	Claims established in 2016/2017 [p]		Claims established between January 4, 2015 and March 31 2017 [p]	
	Number	As a share of eligible claims established (%)	Number	As a share of eligible claims established (%)
Type of benefits under the temporary support measure				
Additional weeks of EI regular benefits only	70,900	23.8%	211,130	30.5%
At least one week of additional EI regular benefits and one week of original entitlement or of special benefits during the benefit period extension	5,350	1.8%	42,970	6.2%
Sub-total for claims with at least one week of additional EI regular benefits	76,250	25.6%	254,100	36.7%
Weeks of original entitlement or of special benefits during the benefit period extension only	28,270	9.5%	85,110	12.3%
Canada	**104,520**	**35.0%**	**339,210**	**49.0%**

Note: Data may not add up to the total due to rounding. Includes all claims which benefited from the temporary support measure.
[p] Preliminary data.
Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Claim duration, exhaustion rate and benefits paid in regions affected by the downturn in commodity prices

Of the 339,200 claims that benefited from the temporary extension of EI regular benefits, 198,200 were completed[44] during the reporting fiscal year. The average duration of those claims was 36.9 weeks (28.4 weeks if we exclude weeks associated with the temporary support measure)—see Table 21.

The additional weeks of benefits helped reduce the exhaustion rate (both entitlement and benefit period exhaustion combined) of eligible claims completed in FY1617. The rate declined from 53.2% (before they were provided with additional weeks of EI benefits) to 43.0%. This suggests that while many unemployed individuals needed additional weeks of EI benefits to help them find work, several were able to secure a new job before either using all their additional entitlement or reaching the end of their extended benefit period.

Claims for EI regular benefits that benefited from the temporary extension of EI regular benefits and that were completed during the reporting fiscal year had an average weekly benefit rate of $461. This compares with $489 for regular claims completed in the 15 EI economic regions targeted by the temporary support measure and that did not benefit from the temporary support measure. Regular claims completed in FY1617 that received at least one week of additional benefits and/or at least one week of EI benefits during the benefit period extension were paid an average of $16,263 over their entire duration. Excluding all weeks of benefits due to the temporary help

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

measure, which extended EI regular benefits, the average EI benefits paid to those claimants would have been $12,480. In comparison, claims for EI regular benefits which were completed in those EI economic regions during the reporting fiscal year and that did not benefit from the temporary measure received an average of $7,701.

Table 21

Completed Employment Insurance (EI) claims that benefited from temporary support measure, by province or territory, gender, age, claimant category and type of benefits paid under the temporary support measure, Canada, 2016/2017

	Excluding weeks of benefits paid under the temporary support measure [p]		Including weeks of benefits paid under the temporary support measure [p]	
	Average claim duration (in weeks)	Total EI benefits paid per claim ($)*	Average claim duration (in weeks)	Total EI benefits paid per claim ($)*
Province or territory				
Newfoundland and Labrador	33.4	$13,402	41.1	$16,605
Ontario	27.7	$11,321	35.4	$14,540
Manitoba	31.0	$12,699	38.3	$15,785
Saskatchewan	27.1	$12,014	35.6	$15,802
Alberta	27.4	$12,894	36.7	$17,226
British Columbia	26.0	$11,123	33.8	$14,420
Yukon	21.8	$10,315	30.5	$14,273
Nunavut	35.5	$17,039	43.1	$20,636
Gender				
Men	28.8	$13,421	37.4	$17,484
Women	27.7	$10,805	35.9	$14,089
Age category				
24 years old and under	27.1	$11,788	33.4	$14,548
25 to 44 years old	28.3	$12,635	36.4	$16,321
45 to 54 years old	28.6	$12,553	37.5	$16,554
55 years old and over	29.1	$12,473	38.8	$16,703
EI claimant category**				
Long-tenured worker	28.1	$13,287	44.6	$20,943
Non long-tenured worker	28.5	$12,262	34.8	$15,001
Type of benefits under the temporary support measure				
Claims with additional regular benefits only	30.2	$13,166	38.2	$16,670
Claims with original entitlement weeks or special benefits only during the benefit period extension	19.8	$9,021	28.5	$13,036
Claims with weeks of additional regular benefits and weeks of original entitlement or of special benefits during the benefit period extension	29.1	$13,031	40.4	$18,159
Canada	**28.4**	**$12,480**	**36.9**	**$16,263**

Note: Includes all completed claims which benefited from the temporary support measure.
* Total EI benefits (regular or special) paid to claims established for regular benefits and that were completed in 2016/2017.
** See Annex 2.1 for definitions of claimant categories referenced in this table.
[p] Preliminary data.
Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

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

During the reporting fiscal year, $998.4 million were paid to EI claimants under the *Budget Implementation Act, 2016, No.1*. Of that amount, $301.5 million were paid to reach-back claims. The majority (67.6% or $675.0 million) of the benefits paid were associated with additional weeks of regular benefits provided under the *Budget Implementation Act, 2016, No.1*. The remaining benefits (32.4% or $323.4 millions) stemmed from weeks of EI regular benefit claimants had qualified for prior to the implementation of the temporary help measure or special benefits that were paid during the benefit period extension.

Extension of Employment Insurance regular benefits to unemployed workers with exhausted entitlement in commodity-based regions

According to a study* on the use of the extended regular benefits temporary measure, there were 75,700 reach-back claims (established on or after January 4, 2015 and ended prior to July 3, 2016 in the 15 regions targeted by the *Budget Implementation Act, 2016, No.1*) that benefited from the temporary support measure. These reach-back claims collected $301.5 million in additional benefits. Among them, about 54,100 claims were previously terminated because the claimants had received all the regular weeks of EI benefits they were entitled to. Another 21,600 had ended because claimants had reached the last week of their claim during which they could receive EI benefits.

Claims associated with long-tenured workers accounted for 31.0% of all reach-back claims that benefited from the temporary support measure. However, they received 64.6% of all additional EI benefits paid, reflecting the greater number of additional weeks they were entitled to receive.

* ESDC, *Extension of EI Regular Benefits to Unemployed Workers with Exhausted Entitlement in Commodity-Based Regions* (Ottawa: ESDC, Employment Insurance Policy Directorate, 2018).

2.2.5 Employment Insurance regular benefit entitlement

Eligible claimants who have successfully established an EI claim receive up to a set maximum number of weeks of EI regular benefits (known as their entitlement). Their entitlement is determined by the number of hours of insurable employment worked during the qualifying period and the effective unemployment rate in the claimant's EI economic region at the time the claim is established (see Annex 2.2 for the entitlement table). This subsection presents detailed analysis on the duration of EI regular benefits, both maximum entitlement and actual weeks used. Statistics presented in the subsection are generally based on claims that were completed[45] during the fiscal year. Statistics for the reporting fiscal year (FY1617) are preliminary estimates which are subject to revision in the future.

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

Maximum and actual duration of Employment Insurance regular benefits

Under most circumstances, the maximum entitlement of EI regular benefits available to an EI claimant is between 14 and 45 weeks, depending on the local unemployment rate and the claimant's accumulated number of hours of insurable employment during the qualifying period.[46] Higher maximums are associated with greater hours of insurable employment accumulated during the qualifying period and higher regional unemployment rates. The EI program is designed to respond automatically to changes in economic conditions that affect local labour markets. To do so, the country is divided into 62 economic regions. In general, when a region's unemployment rate rises, the entrance requirement is reduced and the maximum duration of benefits increases. Therefore, the amount of assistance provided adjusts to the changing needs of regions and communities.

The actual duration of a claim is the number of weeks of EI regular benefits an EI claimant receives during a claim.[47] Actual duration is usually lower than maximum duration, reflecting circumstances that can lead to reduced use of EI regular benefits over a claim's benefit period (such as the claimant has found work, switched to special benefits, became unavailable to work).

Compared with the previous fiscal year, the maximum duration of claims completed during the reporting fiscal year went up by 1.6 weeks to 33.7 weeks. The average actual duration also increased, up 1.2 weeks, to 20.5 weeks (see Chart 23). Those increases contrast with the general declining trend observed during the previous years.

A number of factors during the reporting period likely affected benefit duration. Higher unemployment rates in several provinces and territories, at the time the claims were established,[48] led to increases in maximum and average durations. In addition, the temporary support measure implemented through the *Budget Implementation Act, 2016, No.1* also contributed to the increase in duration (both actual and maximum). This measure increased, by at least five weeks, the maximum duration of EI regular benefits for eligible claimants in 15 EI economic

Methodological note:

Changes to claims' duration statistics

In the previous two *EI Monitoring and Assessment Reports*, preliminary estimates of the actual duration of EI regular benefits were reported based on all claims established during the reporting fiscal year. However, many claims were still not completed by the time of reporting. As a result, statistical adjustments were applied to the data in order to provide reasonable duration estimates.

Starting with this report, actual duration estimates are based on claims that were completed (that is terminated or for which no activity was reported as of August of following fiscal year) during the reporting fiscal year. Incomplete claims that are still active at the end of the fiscal year, whose duration extends into the following fiscal year, are thus excluded from the statistics. The new methodology is expected to provide more precise duration estimates relative to the former one. Moreover, it should also better capture the impact of temporary changes in the EI program or sudden shifts in the economy on the duration of EI regular benefits.

Accordingly, new statistics on maximum duration and proportion of weeks used for claims completed during the fiscal year will also be presented. This will allow having both maximum and actual duration measures that pertain to the same set of claims (that is completed claims).

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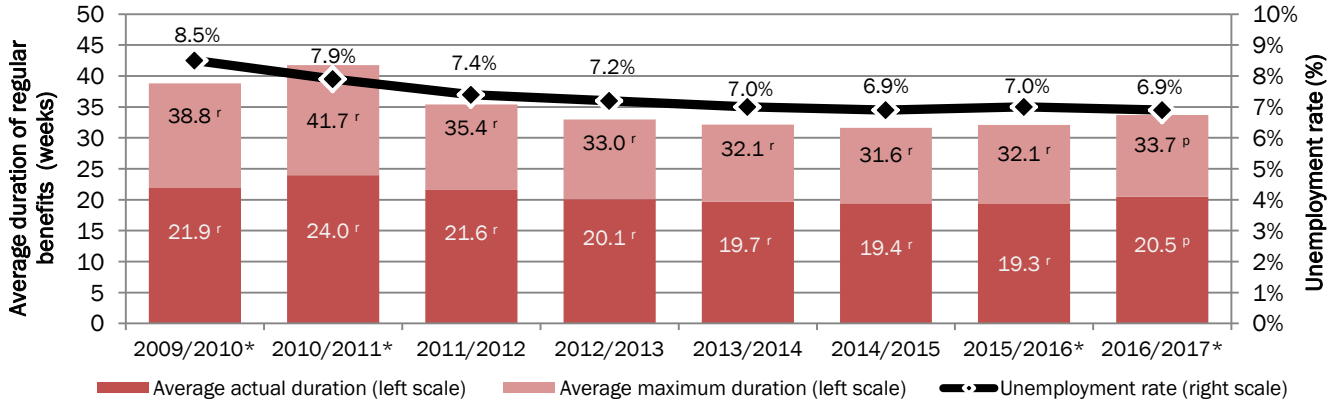
[46] Temporary measures, such as the temporary extension of EI benefits for regions impacted by the downturn in commodity prices, announced in the 2016 Budget can modify this maximum.

[47] The reduction of the waiting period from two weeks to one week on January 1, 2017 may have an impact on the actual duration of EI benefits for claims established on or after that date. However, because actual duration is reported using claims completed during the reporting fiscal year, this change should not have a significant impact on the actual duration estimates presented in this report.

[48] The vast majority of claims completed in the reporting fiscal year (89.4%) were established in the first half of the reporting fiscal year or during the previous fiscal year.

Chart 23

Average maximum and actual durations of Employment Insurance regular benefits and unemployment rate, Canada, 2009/2010 to 2016/2017



Note: Includes all claims completed during the fiscal year for which at least $1 of regular benefit was paid.
* Coincides with the Employment Insurance temporary measures that increased the maximum number of weeks for which regular benefits could be paid.
r Revised data.
p Preliminary data.
Sources: Employment and Social Development Canada, Employment Insurance administrative (EI) data (for data on duration of regular benefits); and Statistics Canada, Labour Force Survey, CANSIM table 282-0007 (for data on unemployment rates). ESDC data are based on a 10% sample of EI administrative data.

regions impacted by the downturn in commodity prices.[49,50] As discussed in subsection 2.2.4, it also increased the actual duration of EI regular benefits in the regions targeted by the measure.

In general, the average maximum duration of claims for EI regular benefits completed during the reporting fiscal year varied significantly across provinces and territories. These divergences are attributable to differences in labour markets and labour force characteristics. Alberta (44.9 weeks) and Nunavut (44.1 weeks), which both include some of the regions impacted by the downturn in commodity prices and benefited from additional weeks of EI regular benefits implemented as part of the *Budget Implementation Act, 2016, No.1*, posted the highest average maximum duration. Conversely, Quebec and Ontario had the lowest averages at 30.1 weeks and 31.1 weeks respectively (see Table 22).

Long-tenured workers are generally more likely to accumulate insurable hours of employment well above the minimum requirements for EI regular benefits. As such, they tend to benefit from longer entitlements (40.4 weeks during the reporting fiscal year) relative to frequent claimants (30.2 weeks) who averaged shorter employment spells.

With regards to the average actual duration of EI regular benefits, changes were generally in line with those observed for maximum duration. Provincial and territorial trends, notably affected by the changes in their local labour market conditions, showed greater variability. As such, Alberta (+7.0 weeks) and Saskatchewan (+6.2 weeks) recorded the largest increases in the average actual duration in FY1617.

During the same period, EI regular claims from the Mining, oil and gas extraction sector had, on average, the greatest maximum duration (44.3 weeks), followed by those from Management of companies and enterprises (37.6 weeks). The higher maximum duration levels in these industries, relative to the national average (33.7 weeks), are partly attributed to a large proportion of claimants qualifying as long-tenured workers.

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[49] The 15 regions are: Newfoundland and Labrador, Nunavut, Sudbury, Northern Ontario, Northern Manitoba, Southern Saskatchewan, Saskatoon, Northern Saskatchewan, Southern Alberta, Calgary, Edmonton, Northern Alberta, Southern Interior British Columbia, Northern British Columbia and Whitehorse.

[50] For claims established on or after January 4, 2015 and up to July 8, 2017.

Table 22

Average maximum and actual durations of Employment Insurance regular benefits by province or territory, gender, age and claimant category, Canada, 2015/2016 to 2016/2017

	Average maximum duration (weeks)			Average actual duration (weeks)		
	2015/2016 r	2016/2017 p	Change	2015/2016 r	2016/2017 p	Change
Province or territory						
Newfoundland and Labrador	39.0	42.4	+3.4	26.0	31.6	+5.6
Prince Edward Island	33.5	33.8	+0.3	23.3	23.1	-0.2
Nova Scotia	34.1	33.4	-0.7	23.7	23.1	-0.6
New Brunswick	35.7	34.4	-1.3	24.0	23.4	-0.6
Quebec	30.6	30.1	-0.5	18.6	18.0	-0.6
Ontario	30.7	31.1	+0.4	18.3	18.6	+0.3
Manitoba	30.4	32.1	+1.7	17.9	19.1	+1.2
Saskatchewan	36.4	41.6	+5.2	18.3	24.5	+6.2
Alberta	36.8	44.9	+8.1	17.4	24.5	+7.0
British Columbia	30.8	33.0	+2.2	18.4	20.0	+1.6
Yukon	34.2	31.8	-2.4	21.6	20.6	-1.0
Northwest Territories	36.8	34.2	-2.6	26.6	21.3	-5.3
Nunavut	41.3	44.1	+2.8	27.0	31.3	+4.3
Gender						
Men	32.8	34.4	+1.6	19.6	20.6	+1.1
Women	31.0	32.5	+1.5	18.9	20.1	+1.2
Age category						
24 years old and under	31.0	32.2	+1.2	17.6	18.4	+0.8
25 to 44 years old	32.5	34.1	+1.6	18.5	19.4	+0.9
45 to 54 years old	32.7	34.3	+1.6	19.8	21.2	+1.4
55 years old and over	31.2	32.9	+1.7	21.1	22.7	+1.7
EI claimant category*						
Long-tenured workers	36.6	40.4	+3.8	17.4	20.0	+2.6
Occasional claimants	31.0	31.9	+1.0	19.0	19.8	+0.8
Frequent claimants	30.0	30.2	+0.2	22.1	22.8	+0.7
Canada	**32.1**	**33.7**	**+1.6**	**19.3**	**20.5**	**+1.2**

Note: Change in number of weeks is based on unrounded numbers. Includes all claims completed during the fiscal year for which at least $1 of EI regular benefits was paid.
* See Annex 2.1 for definitions of claimant categories referenced in this table.
r Revised data.
p Preliminary data.
Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

In terms of actual duration, completed claims for EI regular benefits by workers from the Mining, oil and gas extraction sector (24.3 weeks) and Finance and insurance (24.2 weeks) had the highest average durations during the reporting fiscal year (see Annex 2.6.2). As in past years, the Educational services industry (12.3 weeks) posted an actual average duration significantly lower than overall average. This is due to its seasonal nature and the relatively short and well-defined “off-season” over the summer months.

Proportion of Employment Insurance regular benefit weeks used

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

For claims completed in FY1617, the average proportion of weeks of regular benefits used—the average number of weeks of EI regular benefits received by claimants as a share of their maximum entitlement—went up by 0.4 percentage points from the previous fiscal year, to 63.5%.

Indeed, the proportion of weeks of regular benefits used by claims completed in the reporting fiscal year reached its highest level in years in Newfoundland and Labrador (76.0%), Saskatchewan (62.2%) and Yukon (69.9%). It also increased by 5.9 percentage points in Alberta (58.3%), four of the regions the most affected by the downturn in commodity prices (see Table 23).

The temporary measure providing additional weeks of EI regular benefits also led to a noticeable growth in the number of completed claims for EI regular benefits for which claimants could claim the maximum entitlement—45 weeks or more. During the reporting period, this number increased by 70.6% to 190,900—see Table 24. The proportion of EI regular benefit weeks used increased the most for claims associated with the highest entitlements (+6.7 percentage points).

By gender, women and men used the same proportion of their regular benefit weeks in FY1617 (63.5%). Historically, men used to receive slightly fewer weeks of regular benefits relative to their entitlement when compared to women. However, it is the third consecutive year that men either use about the same or a greater share of their entitlement relative to women.

By age group, claimants aged 55 years and older used a greater proportion of their regular benefit weeks (71.4% in the reporting fiscal year) than younger claimants (59.7%). This is notably attributable to, on average, longer periods of both unemployment and of actual benefits duration for older claimants relative to younger claimants.

Also, claimants working while on claim may have a stronger labour market attachment and may also defer weeks of EI benefits. As a result, on average, claimants working while on claim use a lower proportion of their weeks of EI benefits (60.9% during the reporting fiscal year) when compared to claimants who did not work while on claim (66.1%).

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

Table 23

Proportion of Employment Insurance regular benefit weeks used by province or territory, gender, age, claimant category and working while on claim status Canada, 2012/2013 to 2016/2017

	Proportion of weeks of Employment Insurance regular benefits used				
	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017 p
Province or territory					
Newfoundland and Labrador	66.1% r	69.1% r	70.8% r	69.1%	76.0%
Prince Edward Island	68.5% r	72.3% r	71.6% r	73.0%	71.4%
Nova Scotia	67.9% r	70.3% r	70.5% r	72.1%	71.8%
New Brunswick	64.8% r	66.0% r	68.0% r	69.4%	70.4%
Quebec	61.1% r	62.7% r	63.4% r	63.9%	62.9%
Ontario	63.2% r	62.7% r	62.5% r	61.8%	61.7%
Manitoba	61.5% r	60.8% r	60.2% r	61.8%	61.6%
Saskatchewan	57.6% r	57.6% r	58.5% r	54.0%	62.2%
Alberta	60.2% r	57.6% r	58.8% r	52.4%	58.3%
British Columbia	65.3% r	65.5% r	64.6% r	63.4%	63.8%
Yukon	54.2% r	56.6% r	66.2% r	66.7%	69.9%
Northwest Territories	61.2% r	62.5% r	58.5% r	73.8%	64.0%
Nunavut	65.9% r	66.3% r	76.1% r	68.6%	71.1%
Gender					
Men	62.2%	63.1%	63.9%	63.4%	63.5%
Women	63.9%	64.1%	63.6%	62.6%	63.5%
Age category					
24 years old and under	59.9%	59.8%	60.0%	59.9%	59.7%
25 to 44 years old	60.5%	60.7%	61.0%	60.2%	60.0%
45 to 54 years old	62.9%	63.9%	63.9%	63.5%	64.3%
55 years old and over	69.7%	70.6%	70.9%	70.1%	71.4%
EI claimant category*					
Long-tenured workers	53.9%	54.2%	52.9%	50.0%	51.4%
Occasional claimants	63.2%	62.6%	63.0%	63.5%	64.0%
Frequent claimants	72.0%	74.4%	75.5%	76.2%	77.1%
Working while on claim status					
Not working while on claim	66.8%	66.8%	67.0%	66.0%	66.1%
Working while on claim	59.7%	60.3%	60.7%	60.4%	60.9%
Canada	**62.9%** r	**63.5%** r	**63.8%** r	**63.1%**	**63.5%**

Note: Includes all completed claims for which at least $1 of EI regular benefits was paid.
* See Annex 2.1 for definitions of claimant categories referenced in this table.
r Revised data.
p Preliminary data.
Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Table 24
Number of completed regular claims and proportion of entitlement used by weeks of Employment Insurance regular benefits and unemployment rate, Canada, 2015/2016 to 2016/2017

	Completed claims for regular benefits			Proportion of entitlement used		
	Number in 2015/2016	Number in 2016/2017 p	Change (%)	Proportion in 2015/2016	Proportion in 2016/2017 p	Change (ppts)
Weeks of EI regular entitlement						
Between 14 and 19 weeks	115,330	118,510	+2.8%	82.5%	82.5%	-0.1
Between 20 and 24 weeks	242,240	226,500	-6.5%	75.9%	75.6%	-0.3
Between 25 and 29 weeks	223,240	223,890	+0.3%	65.5%	65.7%	+0.2
Between 30 and 34 weeks	174,940	172,590	-1.3%	61.5%	62.0%	+0.6
Between 35 and 39 weeks	269,140	272,560	+1.3%	57.4%	57.2%	-0.2
Between 40 and 44 weeks	227,420	218,940	-3.7%	54.8%	58.9%	+4.1
45 weeks or more	111,920	190,910	+70.6%	43.8%	50.5%	+6.7
Unemployment rate in the economic region at the time the claim was established						
6.0% or less	264,200	201,050	-23.9%	62.0%	64.5%	+2.5
Between 6.1% and 8.0%	554,550	656,430	+18.4%	62.3%	62.1%	-0.2
Between 8.1% and 10.0%	297,200	302,350	+1.7%	62.5%	62.3%	-0.1
Between 10.1% and 13.0%	93,140	106,210	+14.0%	64.6%	61.8%	-2.8
13.1% or more	155,220	157,970	+1.8%	68.2%	71.5%	+3.3
Canada	**1,364,310 r**	**1,424,010**	**+4.4%**	**63.1%**	**63.5%**	**+0.4**

Note: Change in percentage change and in percentage points are based on unrounded numbers. Includes all completed claims for which at least $1 of regular benefits was paid.
r Revised data.
p Preliminary data.
Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

2.2.6 Exhaustion of Employment Insurance regular benefits

Claimants are said to have exhausted their entitlement when the number of weeks of benefits received (actual duration) equals the full entitlement available over the course of the benefit period. In some cases, the incidence of exhaustion of regular benefit entitlement can inform analysis related to the adequacy of the temporary income support that is provided to those looking for suitable employment following a job separation. Since a claim must be completed[51] to determine its status as exhausted or non-exhausted, the analysis in this section focuses on regular claims completed during the reporting fiscal year (FY1617), regardless of the claim's establishment date.

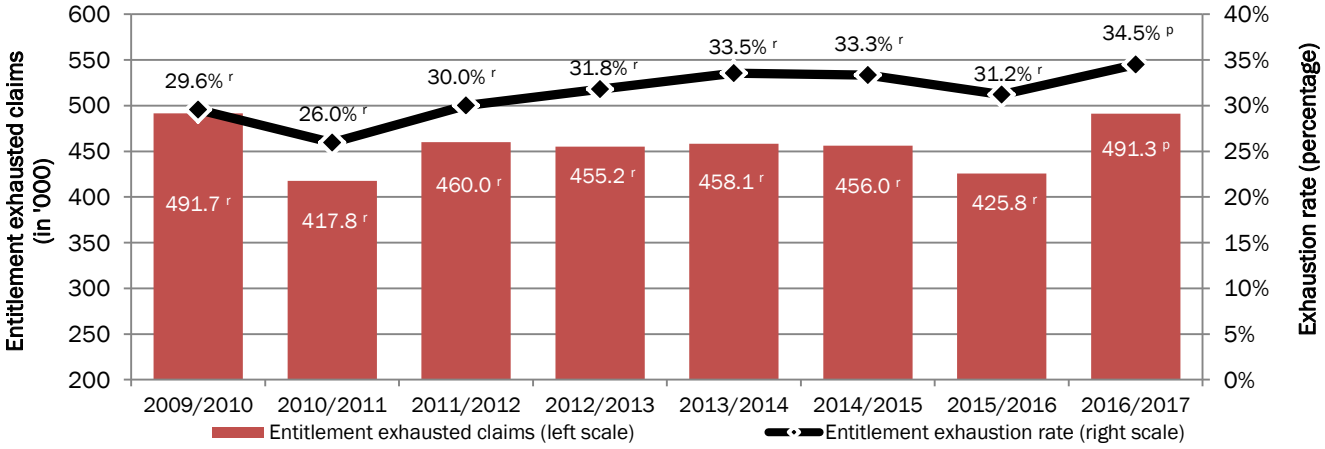
[51] Completed claims include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

Entitlement exhaustion of Employment Insurance regular benefits

Of all regular claims completed during the reporting fiscal year, 34.5% (or 491,300) closed with exhausted entitlement. As depicted in Chart 24, the volume of regular claims with exhausted entitlement increased between FY1516 and FY1617. This increase follows a decline posted in FY1516. The decrease observed in FY1516 was notably attributable to the extension of EI regular benefits in the 15 EI economic regions hardest hit by the downturn in commodity prices. The measure provided additional weeks of EI benefits to many EI regular claimants in these regions and extended their benefit period. In doing so, it extended their claim into FY1617 whereas they would have otherwise exhausted in FY1516. This shift contributed to the increase in the exhaustion rate observed during the reporting period. It has been estimated that in the absence of the temporary measure, the exhaustion rates would have been 33.3% for FY1516 and 34.2% in FY1617.

Chart 24

Employment Insurance regular benefit entitlement exhaustion rate and exhausted claims, Canada, 2009/2010 to 2016/2017



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

The national entitlement exhaustion rate increased by 3.3 percentage points over the one recorded a year ago and reached its highest level in years. The exhaustion rate almost doubled in Saskatchewan (+18.6 percentage points—ppts) and in Alberta (+16.4 ppts)—see Table 25. It also posted significant increases in Newfoundland and Labrador (+16.8 ppts), Yukon (+12.9 ppts) and Nunavut (+12.8 ppts). Nunavut, Newfoundland and Labrador and Yukon presented the highest entitlement exhaustion rates during the reporting fiscal year (47.4%, 47.1% and 45.1% respectively).

By gender, claims established by women generally have a higher entitlement exhaustion rate (36.7% in FY1617) than those established by men (33.2%). This is due, in part, to fewer weeks of entitlement on average for women. Across age groups, claim exhaustion rates are fairly comparable. A notable exception is associated with claims established by claimants aged 55 years and over. These claimants tend to exhaust their entitlement more often which may be reflective of the challenges they face in securing new employment following a job loss.

Table 25

Entitlement exhaustion rate of Employment Insurance regular benefits by province or territory, gender, age and claimant category, Canada, 2015/2016 to 2016/2017

	Entitlement exhaustion rate		
	2015/2016 r	2016/2017 p	Change (ppts)
Province or territory			
Newfoundland and Labrador *	30.3%	47.1%	+16.8
Prince Edward Island	39.3%	36.8%	-2.5
Nova Scotia	39.0%	40.6%	+1.6
New Brunswick	32.2%	36.0%	+3.8
Quebec	32.8%	32.0%	-0.8
Ontario *	32.0%	33.3%	+1.3
Manitoba *	30.3%	33.0%	+2.6
Saskatchewan *	19.0%	37.6%	+18.6
Alberta *	17.5%	33.9%	+16.4
British Columbia *	32.2%	36.4%	+4.2
Yukon *	32.2%	45.1%	+12.9
Northwest Territories	46.5%	36.3%	-10.3
Nunavut *	34.5%	47.4%	+12.8
Gender			
Men	30.5%	33.2%	+2.8
Women	32.4%	36.7%	+4.3
Age category			
24 years old and under	28.9%	32.1%	+3.2
25 to 44 years old	28.7%	30.9%	+2.2
45 to 54 years old	30.4%	34.4%	+4.0
55 years old and over	38.2%	43.0%	+4.8
EI claimant category**			
Long-tenured workers	22.8%	24.6%	+1.8
Occasional claimants	32.5%	36.5%	+4.0
Frequent claimants	37.0%	41.3%	+4.3
Canada	**31.2%**	**34.5%**	**+3.3**

Note: Change in percentage points is based on unrounded numbers. Includes all completed claims for which at least $1 of regular benefits was paid.
* Provinces and territories associated with regions provided with additional weeks of EI regular benefits under the *Budget Implementation Act, 2016, No.1*. As claimants who started a claim for EI regular benefits on or after January 4, 2015 and were still unemployed were eligible to receive those additional weeks of EI benefits, even though they previously exhausted their entitlement or their benefit period, these extended benefits reduced the 2015/2016 exhaustion rates in those provinces and territories.
** See Annex 2.1 for definitions of claimant categories referenced in this table.
r Revised data.
p Preliminary data.
Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Benefit period exhaustion vs entitlement exhaustion

In addition to entitlement exhaustion, claims may also end because their benefit period—the period during which an EI claimant may receive EI benefits[52]—closes before all potential regular benefit weeks' of entitlement have been paid. Whenever this occurs, unless the claimant stopped filing EI biweekly reports,[53] the claim is considered to have exhausted its benefit period. These claims represented 17.5% of all completed regular claims in the reporting fiscal year.

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

For instance, a much greater proportion of claims that exhausted the benefit period is associated with at least one week worked while on claim (70.7% in FY1617) compared with claims that ended because they exhausted their entitlement (37.4%)—see Table 26. Claims that exhaust the benefit period with Working While on Claim, have on average, a greater number of weeks worked while on claim (17.1 weeks during the reporting fiscal year) relative to claims that exhaust their entitlement (11.5 weeks). Claimants associated with benefit period exhaustion are thus more likely to accumulate enough hours of insurable employment during their benefit period

Table 26
Completed Employment Insurance regular claims by exhaustion type, Canada, 2015/2016 to 2016/2017

	Entitlement exhausted claims		Benefit period exhausted claims	
	2015/2016	2016/2017 p	2015/2016	2016/2017 p
Exhaustion rate	31.2% r	34.5%	22.7% r	17.5%
Exhaustion rate by seasonality status				
Seasonal claimant	24.9% r	29.7%	34.9% r	28.3%
Non-seasonal claimant	34.0% r	36.5%	17.3% r	13.1%
Exhaustion rate by local unemployment rate at the time the claim was established				
6.0% or less	29.5%	37.0%	18.2%	14.6%
6.1% to 8.0%	32.8%	33.9%	17.6%	14.7%
8.1% to 10.0%	31.9%	33.7%	23.9%	19.3%
10.1% to 13.0%	28.8%	30.9%	31.4%	17.8%
13.1% or above	28.6%	37.7%	41.4%	29.0%
Proportion of claims involving at least one week worked while on claim	36.4%	37.4%	71.8%	70.7%
Requalification rate for EI benefits	10.2%r	13.8%	72.5% r	69.7%
Average weeks worked while on claim*	11.9	11.5	15.8	17.1
Average weeks of regular benefits paid	27.4	29.1	18.9	19.7
Share of mixed claims (collected special benefits)	10.5%	9.8%	15.8%	17.9%
Average proportion of entitlement used	100.0%	100.0%	56.7%r	58.2%

Note: Includes all completed claims for which at least $1 of regular benefits was paid.
r Revised data.
p Preliminary data.
* Includes only claims with at least one week worked while on claim.
Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

[52] The benefit period is usually 52 weeks for a claim with EI regular benefits.
[53] A claimant who does not file his EI biweekly reports is not considered to be eligible to receive EI benefits. This usually occurs whenever a claimant has found a new job.

to meet the eligibility requirements to establish a new claim following the end of their claim. As a result, a much greater proportion of claimants associated with claims that exhausted the benefit period requalify for a new claim within four weeks following the termination of their claim (69.6% in FY1617 compared with 13.7% for claims that exhausted their entitlement).

The type of exhaustion is also reflective of the characteristics of beneficiaries' claim. Indeed, a greater share of claims that have exhausted their benefit period had some sort of interaction with special benefits (17.9%) compared with claims that exhausted their entitlement (9.8%). Claims that exhausted the benefit period were also paid fewer weeks of EI regular benefits (19.7 weeks in the reporting period) relative to claims that exhausted their entitlement (29.1 weeks).

Entitlement exhaustion of Employment Insurance regular benefits: seasonal claimants and seasonal gappers

Historically, entitlement exhaustion rates are lower for seasonal claims (29.7%)[54] than for non-seasonal claims (36.5%)—see Table 26. This is attributable to the fact that many seasonal employees are only temporarily laid off and are likely to find work in the same industry and potentially with the same employer during the next season.[55] Also, when a layoff is outside of seasonal cyclicality, for reasons such as the deterioration of local labour market conditions, it can result in longer periods on EI and a more difficult job search.

Some claimants who used all their weeks of entitlement may go through a period without any income (from either employment or EI benefits). This can notably occur to seasonal claimants. It is indeed possible that these claimants—known as seasonal gappers—have not accumulated sufficient hours of insurable employment during their qualifying period for their entitlement to cover the entire duration of their unemployment spell. Local labour markets and the seasonal nature of their work may also make finding work more difficult during their claim or from the end of the claim to the start of the season. Among all seasonal claims completed in the reporting fiscal year and which exhausted their entitlement close to 9,300 were characterised as a seasonal gapper. There are many other EI claimants experiencing an income gap between the exhaustion of their entitlements and their return to employment that are not included in the specific and relatively narrow definition of seasonal gappers used in this report.[56]

A 2016 evaluation[57] examining Pilot Project 15—which extended EI regular benefits in 21 EI economic regions with high unemployment rates during a period of economic recovery to reduce the number of seasonal workers facing an income gap—found that it reduced both the probability of becoming a seasonal gapper and the duration of the period without income for seasonal gappers. However, seasonal gappers represented a very small proportion (4.6%) of all claimants benefiting from the extended weeks of benefits.

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[54] Seasonal claimants are individuals who established three or more regular or fishing claims in the five fiscal years preceding the reference year, of which at least two were established at the same time of year as their claim in the reference year. A claim is considered to have been established at the same time of year if it was established between eight weeks before and eight weeks after the week in which the reference year claim was established. See section 2.2.8 Employment Insurance regular benefits and seasonal claimants for more analysis on these claims.

[55] ESDC, *Industry of Employment After a Layoff* (Ottawa: ESDC, Economic Policy Directorate, 2016).

[56] The seasonal gappers definition considers seasonal claimants for which the latest claim, established during the reporting fiscal year, was for EI regular benefits. These claimants must also have exhausted their entitlement and had combined work and EI benefit period fewer than 52 weeks. In addition, they must not have requalified for a new claim within four weeks following the end of their claim.

[57] ESDC, *Evaluation of Initiatives to Extend EI Regular Benefits* (Ottawa, ESDC, Evaluation Directorate, 2016).

2.2.7 Working While on Claim provision

The *Employment Insurance Act*'s Working While on Claim (WWC) provision is intended to help claimants stay connected with the labour market by encouraging them to accept available work while receiving EI benefits and to earn additional income while on claim. Under the WWC provision, claimants may earn employment income up to a specified earnings threshold determined by the prevailing legislation or pilot project with either reduced or full EI benefits. Above this threshold, a claimant's weekly EI benefit is reduced dollar-for-dollar. If the benefit is reduced to zero, the week of entitlement is deferred for later use within the claim's benefit period.[58] During the reporting period (FY1617), the WWC provision applied to regular, fishing, parental, compassionate care and parents of critically ill children benefits.[59]

Example:

Employment Insurance benefits under Working While on Claim pilots

Nancy is unemployed and receives $350 in EI regular benefits on a weekly basis (55% of her average weekly insurable earnings of $636). She finds a part-time temporary job paying $300 per week while she continues to look for suitable permanent employment.

Under the default provisions of Pilot Project 20, for each dollar in employment income, she continues to receive 50 cents EI regular benefits, up to 90% of her average weekly insurable earnings ($572). Under these provisions, her total weekly income would be $500 ($300 in employment earnings and $200 in EI benefits).

Under the optional reversion provisions of Pilot Project 20 (rules of Pilot Project 17), she can earn the greater of $75 or 40% of her weekly benefit rate of $350 without any reduction in EI benefits. Under these provisions, her income would be $490 per week ($300 in employment earnings and $190 in EI benefits).

During the reporting fiscal year, the effective WWC provisions were associated with Pilot Project 19 (August 2, 2015 to August 6, 2016) and Pilot Project 20 (August 7, 2016 to August 11, 2018). Under these provisions, a claimant was able to keep 50 cents of EI benefits for every dollar earned while on claim, up to a maximum of 90% of the average weekly insurable earnings used to establish his or her weekly benefit rate, before benefits were reduced dollar-for-dollar.[60] Pilot Projects 19[61] and 20 also allowed claimants to elect to revert to the rules of Pilot Project 17 (no reduction in EI benefits up to the greater of 40% of their weekly benefits or $75 and dollar-for-dollar reduction thereafter).[62] Of all claims established in the reporting fiscal year, approximately 2,400 claims were subject to the Pilot Project 17 WWC provisions. Almost half of claimants who elected to revert were from Quebec (49.2%).[63]

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

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

[59] Did not apply to EI sickness or EI maternity in the reporting period. These claimants could earn employment income while on claim, but it reduced benefits dollar-for-dollar.

[60] This is to ensure claimants do not receive more in earnings and benefits than they would have otherwise working.

[61] Pilot Project 19 allowed claimants to revert to the Pilot Project 17 rules only if they had worked while on claim between August 7, 2011 and August 4, 2012 (that is, subject to the Pilot Project 17 provisions) and reverted for all their claims since January 6, 2013.

[62] The option to revert to the rules of Pilot Project 17 does not apply to claimants receiving EI special benefits or to self-employed individuals.

[63] Preliminary estimates.

Number of Employment Insurance regular claims and claimants Working While on Claim[64]

Of all claimants with an active claim[65] in FY1617, 817,000 (or 43.1%) worked at least one week while on claim during the reporting period (see Table 27). This proportion is lower relative to the one associated with completed claims in the reporting fiscal year with at least one week worked while on claim (49.7%). This divergence is attributable to differences in the two measures.

Table 27

Number and share of regular Employment Insurance (EI) claimants working at least one week while on claim and of completed EI regular claims with at least one week worked while on claim, by region, gender, age and seasonality, Canada, 2016/2017

	Claimants with an active claim during the fiscal year who have worked at least one week while on claim during the fiscal year		Completed claims with at least one week worked while on claim over the claim's life	
	Number	Share (%)	Number [p]	Share (%) [p]
Region				
Newfoundland and Labrador	47,040	54.5%	34,830	59.8%
Prince Edward Island	9,690	47.8%	8,970	52.3%
Nova Scotia	38,460	48.2%	34,300	54.3%
New Brunswick	48,180	54.8%	44,740	60.0%
Quebec	271,580	51.1%	246,390	57.3%
Ontario	185,460	35.9%	163,170	41.9%
Manitoba	20,030	36.1%	17,940	43.2%
Saskatchewan	20,400	35.2%	15,480	43.2%
Alberta	91,160	36.5%	73,950	43.9%
British Columbia	77,940	40.5%	66,380	47.0%
Territories	2,100	33.8%	1,760	39.8%
Gender				
Men	499,210	42.1%	439,380	48.8%
Women	317,830	44.6%	268,530	51.3%
Age category				
24 years old and under	77,420	41.3%	73,210	50.3%
25 to 44 years old	384,430	45.3%	334,160	52.3%
45 to 54 years old	211,150	49.4%	182,940	56.7%
55 years old and over	144,040	33.3%	117,600	37.1%
Seasonality				
Seasonal*	N/A	N/A	237,030	57.8%
Non-seasonal	N/A	N/A	470,880	46.4%
Canada	**817,040**	**43.1%**	**707,910**	**49.7%**

Note: Includes all claimants (or claims) to which at least $1 of regular benefits was paid.
* See Annex 2.1 for definitions of seasonal claims referenced in this table.
[p] Preliminary data.
Source: Employment Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

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

[65] For WWC purposes, an active claim is defined as a claim with at least $1 paid in EI benefits during the period considered.

Methodological note:

Differences in the shares of claimants and completed claims associated with Working While on Claim

The previous *EI Monitoring and Assessment Report* presented Working While on Claim (WWC) statistics using a claimant-based approach. It reported estimates of the number (or share) of claimants that worked at least one week while on claim during the fiscal year among all claimants with an active claim during that period, regardless of when these claims were established.

In the current report, both claim- and claimant-based statistics are presented. The claim-based statistics are associated with claims completed during the reporting fiscal year.

In general, claimant-based statistics differ from claim-based ones. Claimant-based statistics have the advantage of better aligning measured WWC activity with the labour market conditions observed during the associated fiscal year and the prevailing WWC provisions. Accordingly, the number of claimants WWC is higher than the number of claims WWC. This is because the claimant-based approach accounts for all claimants that had an active claim during the reporting fiscal year while the claim-based methodology limits the analysis to claims that were completed during the reporting fiscal year.

Conversely, the claim-based approach provides a better estimate of the relative incidence of WWC. This is because it looks at the incidence of WWC during the claim's life and not only during a specific period (such as during the reporting fiscal year). As claims are often active over more than one fiscal year and because WWC activity may occur over a short period of time during a given fiscal year, claimants who did not work while on claim during the reporting fiscal year will not be considered as WWC according to the claimant-based statistics. As a result, the claimant-based methodology considers some claimants, who have actually worked while on claim, as not having done so.

As a result, levels of WWC activity are usually higher according to the claimant-based approach. Conversely, the proportion of claims or claimants WWC is usually higher according to the claim-based approach. Consequently claim-based statistics presented in this year's report should be preferred when information on the relative frequency of WWC is sought.

The proportion of regular claimants (or completed claims) with at least one week worked while on claim varies across regions and industries. This is likely a reflection of the claimants' local labour market conditions. Greater shares of EI regular claimants WWC correlates with regions—Atlantic provinces (52.3% in FY1617) and Quebec (51.1%)—and with industries—Educational services (55.8%) and Construction (49.7%)—that have a higher proportion of seasonal claimants. This is possibly due to the greater re-employment opportunities should the benefit period of the claimants exceed the length of the "off-season".

Weeks worked while on claim

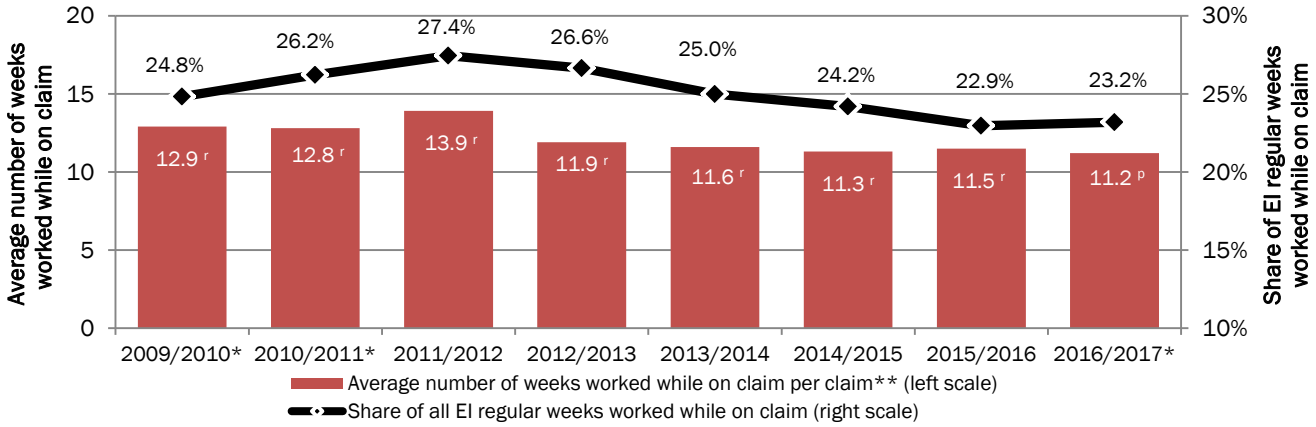
This section analyzes the WWC provision from the perspective of weeks worked while on claim. It focuses on EI regular weeks. It examines whether or not employment income was reported during a week in which a claimant was entitled to receive EI regular benefits during the fiscal year, regardless of when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

The proportion of weeks of EI regular benefits worked while on claim increased for the first time in five years to 23.2% during the reporting fiscal year (see Chart 25). The average number of weeks worked while on claim has been on a downward trend. It reached 11.2 weeks for claims completed in FY1617, down from the peak of 13.9 weeks five years earlier. Of those weeks worked while on claim, a little more than half (6.0 weeks on average) were deferred.

The declines in the proportion of and the average number of weeks worked while on claim over the past years are partly attributable to changes in the WWC pilot projects and labour market conditions. The lower share of seasonal claimants among EI regular claimants (see subsection 2.2.8 Employment Insurance regular benefits and

Chart 25

Employment Insurance (EI) weeks worked while on claim by EI regular claimants, Canada, 2009/2010 to 2016/2017



Note: Includes all claims for which at least $1 of regular benefits was paid.
r Revised data.
p Preliminary data.
* Coincides with the Employment Insurance (EI) temporary measures that increased the maximum number of weeks for which regular benefits could be paid.
** Based on claims completed during the fiscal year.
Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. ESDC data are based on a 10% sample of EI administrative

seasonal claimants) also contributed to the decreases. The higher proportion of EI regular claimants based in Western provinces, who have historically been less likely to work while on claim, also partly explains these declining trends.

An analysis by demographic characteristics shows that a greater proportion of seasonal claimants, women, claimants between 45 years old and 54 years old and those living in Atlantic Canada or Quebec generally were WWC (see Table 27). The proportion of weeks worked while on claim is also usually higher for these claimants. However, over time, the share of weeks worked while on claim has trended down in most regions and demographic groups (see Table 28).

Adjustments to WWC pilot projects over the years, combined with shifting economic conditions, have likely contributed to changing patterns in weeks worked while on claim. Under prior WWC provisions, EI benefits were not reduced below a certain threshold (25% of the claimant's weekly benefits or $50 under the legislation and 40% of the claimant's weekly benefits or $75 under Pilot Projects 12 and 17). However, they were reduced dollar-for-dollar thereafter and provided little incentive for EI claimants to work additional hours. Conversely, under the provisions of pilots in effect during the reporting fiscal year—Pilot Projects 19 and 20[66]—a claimant's total income (from EI benefits and employment earnings) increases with hours worked, until it reaches 90% of their weekly insurable earnings, strengthening labour market attachment.

[66] Provisions of Pilot Project 18, which were in effect between August 5, 2012 and August 1, 2015, were identical to those of Pilot Project 19.

Table 28

Share of Employment Insurance regular weeks worked while on claim by region, gender, age and seasonality, Canada, 2012/2013 to 2016/2017*

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017
Region					
Newfoundland and Labrador	30.7%	28.2%	27.0%	25.8%	27.4%
Prince Edward Island	30.3%	27.9%	25.9%	25.1%	26.0%
Nova Scotia	31.0%	29.4%	27.8%	26.7%	26.7%
New Brunswick	34.6%	33.3%	32.4%	31.2%	31.7%
Quebec	33.6%	32.2%	31.2%	31.2%	32.5%
Ontario	19.5%	18.0%	17.7%	17.1%	17.1%
Manitoba	14.5%	14.1%	12.7%	12.1%	12.4%
Saskatchewan	15.1%	13.5%	12.9%	12.6%	13.3%
Alberta	15.2%	13.8%	11.8%	10.7%	13.5%
British Columbia	22.2%	20.5%	19.9%	18.7%	19.4%
Territories	13.0%	11.1%	11.1%	12.5%	11.4%
Gender					
Men	25.4%	23.7%	23.1%	21.5%	22.0%
Women	28.6%	27.0%	26.1%	25.6%	25.4%
Age category					
24 years old and under	24.1%	22.9%	22.7%	21.1%	21.4%
25 to 44 years old	27.2%	25.6%	25.0%	23.7%	24.3%
45 to 54 years old	32.1%	30.6%	29.5%	28.2%	28.3%
55 years old and over	20.3%	18.4%	17.7%	16.9%	17.0%
Seasonality**					
Seasonal	34.2%	32.9%	32.1%	31.1%	31.7%
Non-seasonal	23.3%	21.3%	20.5%	19.4%	19.8%
Canada	**26.6%**	**25.0%**	**24.2%**	**22.9%**	**23.2%**

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

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

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

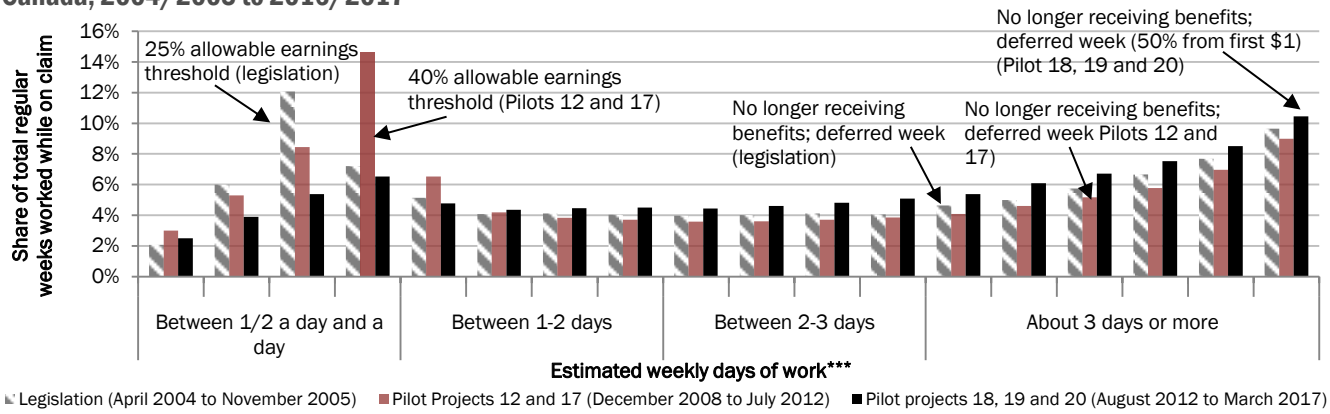
Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

As a result, the provisions of the most recent pilots in effect have likely smoothed the distribution of hours worked by EI claimants relative to the provision of previous pilot projects or the legislation, and increased work intensity (see Chart 26).[67]

[67] The distribution of weeks worked while on claim presented on Chart 26 excludes the majority of weeks where EI regular benefits were deferred.

Chart 26

Estimated distribution of Employment Insurance regular weeks worked while on claim by pilot projects and legislation, Canada, 2004/2005 to 2016/2017*,**



* Data are based on the weeks worked while on claim during the specified period, regardless of when the claim was established.
** Excludes weeks worked while on claim with missing data, claims with weekly earnings as a share of weekly EI regular benefits above 180% and claims that reverted to Pilot Project 17.
*** Days worked are estimated by calculating the proportion of their full-time wage worked and converting it to days. For example, if a claimant worked for 20% of his/her benefit rate, recalling that the benefit rate is 55% of the full-time wage, then the claimant is working 11% (20% x 55%) of his/her full-time wage, or approximately 1/2 day (11%x 5 days). This assumes that working claimants are earning approximately the same hourly wage as in their preivous employment with which they qualified for benefits, that they had been working full time prior to establishing a claim and that they had earned the maximum insurable earnings or below.
Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. ESDC data are based on a 10% sample of EI administrative data.

This increase in work intensity since the implementation of WWC Pilot Project 18 is also reflected in the average weekly income—weekly EI regular benefits and employment earnings—of EI regular claimants WWC. Table 29 shows that the difference between the total weekly income of claimants WWC and those not WWC is higher since the provisions of Pilot Project 18 came into force in August 2012. This increase is primarily attributable to higher real average weekly employment earnings during weeks worked while on claim under the provisions of Pilot Projects 18, 19 and 20 ($584 during the reporting period)[68]. Table 29 also shows that while claimants working while on claim had, over the course of the entire claim, a higher average total weekly income than those who did not work while on claim, they received on average less EI benefits ($248 per week against $329 for those not working while on claim).[69]

[68] Adjusted in real 2002 dollars using the All Items Consumer Price Index, from Statistics Canada, CANSIM table 326-0020.
[69] Adjusted in real 2002 dollars using the All Items Consumer Price Index, from Statistics Canada, CANSIM table 326-0020.

Table 29

Average real weekly income associated with completed Employment Insurance regular claims by working while on claim status, Canada, 2010/2011 to 2016/2017*

	2010/2011	2011/2012	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017
	Pilot 12	Pilots 12 and 17	Pilots 12, 17 and 18	Pilots 17 and 18	Pilot 18	Pilots 18 and 19	Pilots 18, 19 and 20
Claims without Working While on Claim							
Average real weekly income (EI regular benefits only)	$298	$298	$302	$311	$320	$327	$329
Claims with Working While on Claim (all weeks)**							
Average real weekly EI regular benefits	$229	$225	$224	$227	$234	$243	$248
Average real weekly employment earnings	$198	$209	$228	$234	$236	$232	$229
Average real weekly income (EI regular benefits and employment earnings)	$427	$434	$452	$461	$470	$475	$478
Difference in real average weekly income between claims with WWC and claims without WWC							
Difference	+$129	+$136	+$150	+$150	+$150	+$149	+$148
Employment earnings during weeks worked only***							
Average real weekly employment earnings	$487	$491	$511	$559	$573	$585	$584

Note: Based on claims that were terminated or were dormant and remained inactive as of August the following fiscal year, no matter when they were established.
* Earnings and EI benefits are adjusted in real 2002 dollars using the All Items Consumer Price Index.
** Claims working while on claim in this report includes claims with deferred weeks of EI benefits (that have thus $0 of EI benefits paid and high amount of employment earnings). The figures presented are the sum of all regular benefits and/or employment earnings divided by the number of weeks the claim was active. As a consequence, when compared with statistics presented in the FY1516 report, which did not consider claims with deferred weeks, the average real weekly EI benefits paid are lower and the average real weekly employment earnings are higher.
*** The average real weekly employment earnings are total employment earnings divided by the number of weeks worked while on claim.
Sources: Employment and Social Development Canada, Employment Insurance (EI) administrative data (for data on claims with WWC) and Statistics Canada, CANSIM table 326-0020 (for data on the consumer price index). Data are based on a 10% sample of EI administrative data

Factors associated with Working While on Claim

A 2015 study* looking at claimants who only received EI regular benefits and worked while on claim in 2010 found that the longer the duration of a claim, the more likely the claimant was to work while on claim and to work for more than one employer. Specifically, for claims lasting 14 weeks or less, 48% worked while on claim and 14% worked for more than one employer. Those claims lasting 45 weeks or more had 67% of claimants Working While on Claim (WWC), with 30% working for more than one employer. The number of weeks worked as well as the number of "full-time" weeks (defined as a claimant having their benefits reduced to zero and therefore deferring the week) also increased with the duration of the claim. Also, 74% of these claimants who only received EI regular benefits and worked while on claim did so for a single employer. The average working claimant worked over a period of approximately 12.5 weeks.

According to this study, 79% of working claimants had worked for the same employer previous to their claim. Also, following the termination of their claim, 82% stayed with the same employer they worked for on claim. In total, 95% of working claimants worked at least one week for the same employer before or after their claim. A subset of these claimants worked both before and after the claim, which made up 65% of working claimants. While not put forward by the study itself, these statistics could suggest that many claimants are being laid-off during a temporary work-shortage, with the possibility of returning intermittently during their EI claim as required, and returning full-time when the work-shortage subsides. This could explain the high correlation of WWC with seasonal industries and claims which produce and follow work-shortage trends.

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

2.2.8 Employment Insurance regular benefits and seasonal claimants

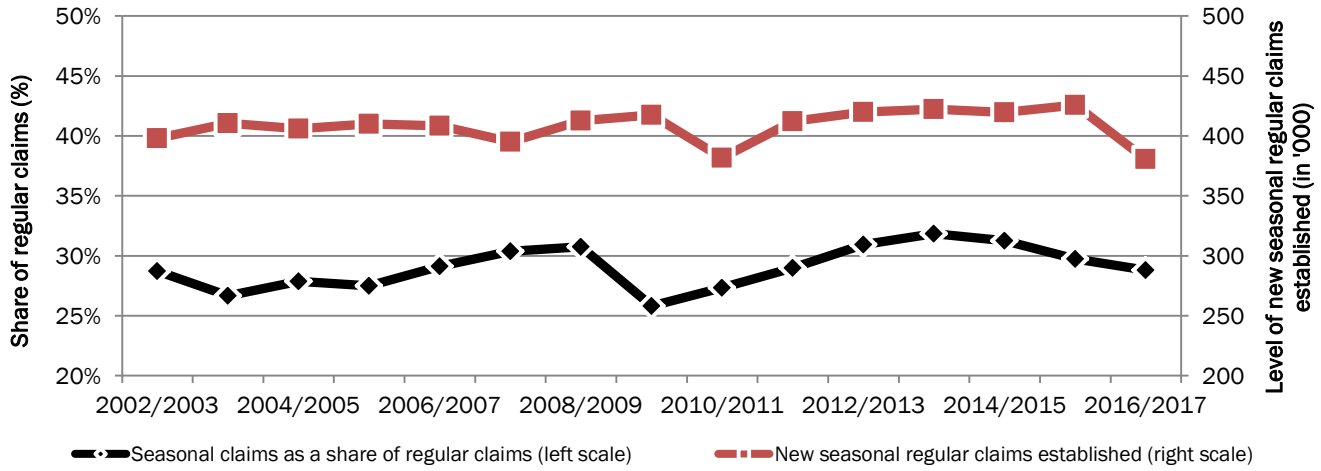
EI claimants who established at least three regular or fishing claims in the previous five years from the reference year, with at least two of these claims having started during the same period of the year as the current claim, are referred to as seasonal claimants.[70] By definition, seasonal claimants overlap with the frequent, occasional and long-tenured claimant categories.[71]

The total number of seasonal claims in FY1617 was 408,400, down from 452,400 claims in FY1516. This represents a decline of 44,000 (-9.7%) claims in FY1617 compared to the previous fiscal year. Among these seasonal claims, 380,700 claims (93.2%) were EI regular claims and the remaining 27,700 claims (6.8%) were for EI fishing benefits. The analysis presented in the following subsections is focused on seasonal regular claims.[72]

The share of seasonal regular claims among all regular claims was 28.8% in FY1617, representing a decline for the third consecutive year, and below the 10 year average of 29.1% (see Chart 27). The declining share of seasonal claims can be attributed to the increase in the share of non-seasonal regular claims associated with the persisting downturn in commodity prices, combined with the forest fires in Alberta (see Chapter 1 for detailed discussion). This is because non-seasonal regular claims are generally more responsive to business cycle fluctuations than seasonal regular claims.

Table 30 outlines the number of regular claims and the number of seasonal regular claims, along with the share of seasonal regular claims as a percentage of total regular claims by province and territory, gender, age category and industry in FY1617. It can be seen that the share of seasonal regular claims is highest in the Atlantic provinces, especially in Prince Edward Island (49.9%) and New Brunswick (47.9%). In Quebec, the likelihood of an EI regular claim being established by a seasonal claimant was also fairly high (38.5%). This share is much lower in the Western provinces and the Territories.

Chart 27
Employment Insurance seasonal regular claims*, Canada, 2002/2003 to 2016/2017



Note: Includes claims for which at least $1 of regular benefits was paid.
* See Annex 2.1 for definitions of seasonal claims references in this chart.
Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

[70] This period is defined as the 8 weeks before and 8 weeks after the week the current claim is established, for a total window of 17 weeks.
[71] See Annex 2.1 for definitions of frequent, occasional and long-tenured claimants.
[72] See Section 2.4 for more information on fishing claims.

The share of seasonal regular claims is similar for men and women. In terms of age groups, the largest share is observed for claimants aged 55 years and over (41.2%), followed by those in the 45 to 54 age group (34.6%). The share of seasonal regular claims is noticeably low for younger claimants aged 24 years and under (6.4%). This is partly because although a greater proportion of younger individuals work in seasonal jobs relative to other age groups, they are more likely to quit jobs to return to school—which is an invalid reason for separation and does not qualify to receive EI benefits (see subsection 2.2.2 for detailed discussion on coverage, eligibility and access).

Table 30
Employment Insurance (EI) regular claims* and EI seasonal regular claims, by region, gender, age and industry, Canada, 2016/2017**

	Regular claims (number)	Seasonal regular claims (number)	Seasonal regular claims as a % of regular claims
Region			
Newfoundland and Labrador	55,590	17,130	30.8%
Prince Edward Island	16,910	8,430	49.9%
Nova Scotia	62,610	24,630	39.3%
New Brunswick	70,120	33,620	47.9%
Quebec	405,460	156,020	38.5%
Ontario	366,810	92,340	25.2%
Manitoba	39,310	9,970	25.4%
Saskatchewan	34,090	4,800	14.1%
Alberta	141,140	8,650	6.1%
British Columbia	124,830	24,410	19.6%
Territories	4,260	680	16.0%
Gender			
Men	806,660	232,770	28.9%
Women	514,470	147,910	28.7%
Age category			
24 years old and under	126,880	8,130	6.4%
25 to 44 years old	588,420	142,730	24.3%
45 to 54 years old	298,500	103,330	34.6%
55 years old and over	307,330	126,490	41.2%
Industry			
Goods-producing industries	484,720	159,220	32.8%
Services-producing industries	762,630	207,540	27.2%
Unclassified	73,780	13,920	18.9%
Canada	**1,321,130**	**380,680**	**28.8%**

* Includes claims for which at least $1 of regular benefits was paid.
** Seasonal regular claims are those claims, for which at least $1 of regular benefits was paid, by claimants who have established at least three regular or fishing claims in the last five years, two of which had to have started during the same period of year as the current claim. This period is defined as the 8 weeks before and 8 weeks after the current claim commenced, for a total window of 17 weeks.
Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data

Seasonal workers in the Labour Force Survey

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

According to the LFS, there were 440,000 seasonal workers in FY1617,* increasing 1.3% from FY1516. Seasonal workers represented 2.9% of all employees and 21.5% of all temporary workers in FY1617, showing no change in shares from the previous fiscal year. These rates are slightly below the average share of seasonal workers among all employees (3.0%), and the average share of seasonal workers among all temporary employees (22.5%) over the last 10 years.

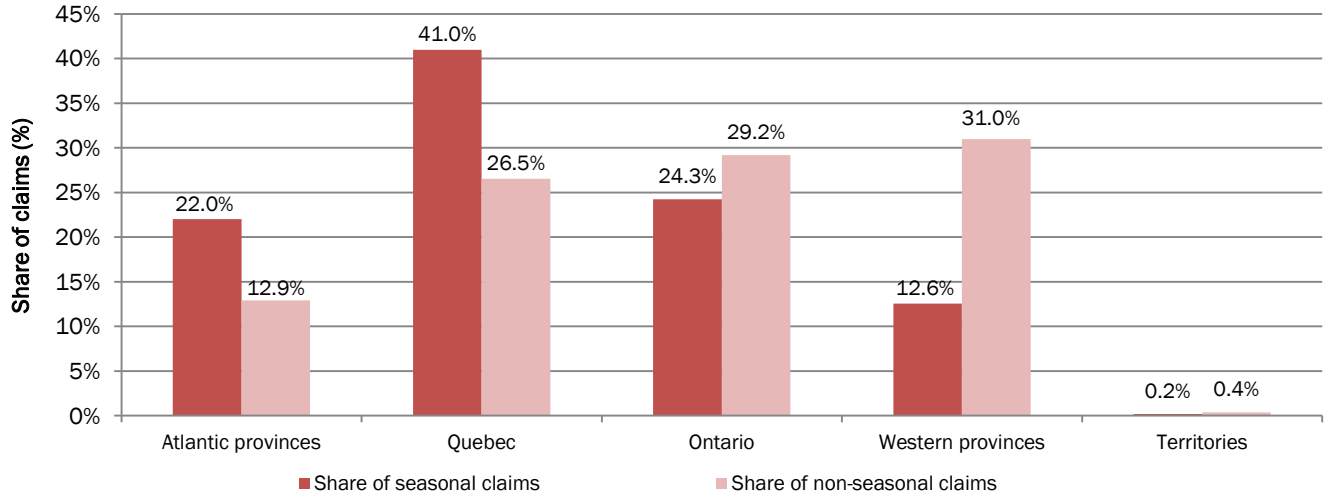
Historically, men aged between 15 and 24 years are more likely to work in seasonal jobs (which is mostly attributable to summer employment patterns for students). According to the LFS, men represented 63.0% of all seasonal employees in FY1617. Workers who were 15 to 24 years old represented 40.5% of all seasonal employees in FY1617.

* Statistics Canada, Labour Force Survey, CANSIM table 282-0079.

In terms of industry sectors, the share of seasonal regular claims is higher in the goods-producing industries (32.8%) than in the services-producing industries (27.2%). As outlined in Table 30, the high frequency of seasonal claimants in the Atlantic provinces may be attributed to the composition of its industries, which contains a larger share of goods-producing industries, leading to a much higher proportion of seasonal employment in this sector (16.6% in FY1617) relative to the rest of the country (4.0% in FY1617). Chart 28 shows the distribution of regular seasonal and non-seasonal claims in FY1617. It can be seen that the share of seasonal claims in the Atlantic provinces and Quebec is higher than the share of non-seasonal claims, whereas in Ontario, the Western provinces and the Territories, the share of non-seasonal claims is higher than the share of seasonal claims. The Atlantic

Chart 28

Distribution of Employment Insurance regular seasonal and non-seasonal claims* by region, Canada, 2016/2017



Note: Includes all claims for which at least $1 of regular benefits was paid.
*See Annex 2.1 for definitions of seasonal claims referenced in this chart.
Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

provinces and Quebec, respectively, accounted for 22.0% and 41.0% of all seasonal regular claims in FY1617, compared to, respectively, 12.9% and 26.5% of all non-seasonal regular claims established.

Table 31 outlines the distribution of EI seasonal regular claims established by quarter during the FY1617. It can be seen that close to half (45.5%) of all seasonal regular claims were established in the third quarter (October to December) of the fiscal year, as production slows down in many seasonal industries during that quarter. Some variations are also notable across industries and gender. For example, while seasonal regular claims established by men and workers in the goods-producing industries tend to be concentrated in the third quarter of the fiscal year (58.3% and 60.4%, respectively), those established by women and workers in the services-producing industries are more concentrated in the second quarter (July to September) of the fiscal year (45.1% and 35.7%, respectively). This is likely related to the summer "off-season" in the Educational services industry, reflecting the closure of elementary and high schools during that period of the year.

Table 31

Employment Insurance seasonal regular claims* established by region, gender and industry, Canada, 2016/2017

	Total seasonal regular claims	Distribution of seasonal regular claims by quarter (%)			
		Q1 (April to June)	Q2 (July to September)	Q3 (October to December)	Q4 (January to March)
Region					
Atlantic provinces	83,810	18.3%	18.8%	45.5%	17.5%
Quebec	156,020	13.9%	20.0%	53.3%	12.7%
Ontario	92,340	12.6%	35.5%	38.7%	13.1%
Western provinces	47,830	20.4%	36.5%	33.0%	10.2%
Territories	680	14.7%	11.8%	63.2%	10.3%
Gender					
Men	232,770	10.9%	13.2%	58.3%	17.7%
Women	147,910	22.5%	45.1%	25.3%	7.1%
Industry					
Goods-producing industries	159,220	8.1%	13.6%	60.4%	17.9%
Services-producing industries	207,540	21.4%	35.7%	33.2%	9.7%
Unclassified	13,920	9.8%	12.6%	57.3%	20.3%
Canada	**380,680**	**15.4%**	**25.6%**	**45.5%**	**13.5%**

Note: Includes claims for which at least $1 of EI regular benefits was paid.
* See Annex 2.1 for definitions of seasonal claims referenced in this table.
Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Eligibility for Employment Insurance regular benefits among seasonal claimants

The annually published Employment Insurance Coverage Survey (EICS) by Statistics Canada for 2016 shows that the eligibility rate for regular benefits among temporary seasonal workers was higher than that for temporary non-seasonal workers,[73] but lower than that for permanent full-time workers. In 2016, 87.5% of unemployed seasonal workers who had paid EI premiums and had a valid job separation (that is, were laid off or quit with just cause) were eligible for regular benefits, compared to 66.4% of other temporary non-seasonal workers who were eligible.

[73] Temporary non-seasonal workers (or other non-standard workers) are defined as people in non-permanent paid jobs that were temporary, term, contractual, casual or other non-permanent (but not seasonal) jobs in the EICS. These unemployed people were not self-employed.

This eligibility rate for unemployed seasonal workers in 2016 was higher than their eligibility rate in the previous year (82.6%).

Duration of Employment Insurance regular benefits among seasonal claimants

The average maximum duration[74] of seasonal regular claims completed in FY1617 was 29.9 weeks, decreasing by 1.3 weeks from the previous year (31.2 weeks). The average maximum duration of completed non-seasonal regular claims was 34.3 weeks in FY1617 and 35.2 weeks in FY1516.

> Methodological note:
>
> Starting in FY1617, the average maximum duration and the average actual duration of seasonal claims are estimated based on completed claims, whereas previously they were calculated based on total claims established during the fiscal year. Completed claims include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year. Statistics for the fiscal year analyzed in this report are preliminary and will be revised in the next report.

The average actual duration[75] of EI regular benefits for seasonal claims completed in FY1617 was 18.6 weeks, compared to 17.9 weeks in the previous fiscal year. For non-seasonal regular claimants, the average actual duration was 21.2 weeks for claims completed in FY1617 and 19.9 weeks in FY1516. Both the average maximum duration and the average actual duration of regular benefits are generally shorter among seasonal regular claimants than for non-seasonal regular claimants, reflecting the fact that the seasonal claimants generally accumulate fewer hours of insurable employment prior to establishing a claim than the non-seasonal claimants.

Overlapping definitions of seasonal and frequent claimants: internal analysis

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

While both seasonal and frequent claimants must have established three or more claims in the past five years, they differ on two criteria: 1) frequent claimants have received a total of more than 60 weeks on EI regular or fishing benefits, while seasonal claimants do not need to receive EI benefits for a set number of weeks; and 2) the timing of establishing claims determines a claimant's status as seasonal, while there is no such requirement for defining frequent claimants.

As outlined in Table 32, it can be seen that a greater number of EI regular claimants qualify as seasonal claimants relative to frequent claimants (380,680 seasonal claims compared to 285,690 frequent claims in FY1617). This suggests many seasonal regular claimants collect less than 60 weeks of regular benefits over a

[74] The average maximum duration refers to the maximum number of weeks during which EI benefits can be paid, as specified under sections 12 and 152.14 of the *Employment Insurance Act* and section 8 of the Employment Insurance (Fishing) Regulations.
[75] See Annex 2.1 for definition of the average actual duration.

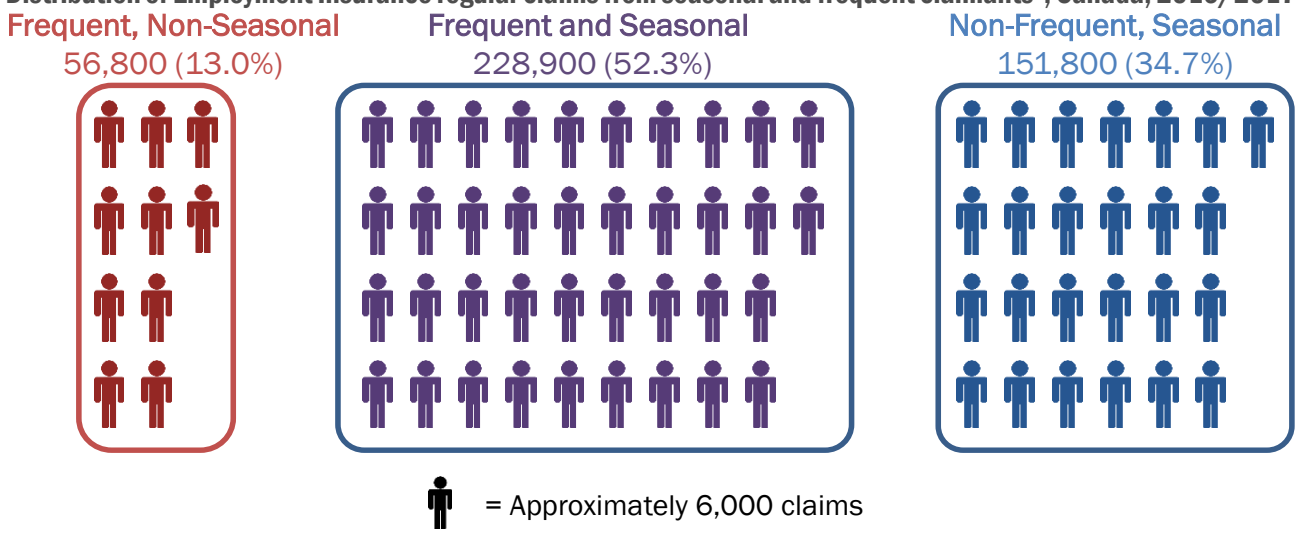
five-year period. At the same time, a large proportion of frequent claimants can be considered to be seasonal claimants as shown in Chart 29.

Table 32
Number of Employment Insurance regular claims from frequent* and seasonal* claimants, Canada, 2010/2011 to 2016/2017

	2010/2011	2011/2012	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017
Frequent	309,230	321,040	319,580	309,780	304,700	307,790	285,690
Seasonal	381,810	412,230	419,930	422,410	419,720	425,690	380,680

* See Annex 2.1 for definitions of frequent and seasonal claims referenced in this table.
Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Chart 29
Distribution of Employment Insurance regular claims from seasonal and frequent claimants*, Canada, 2016/2017



*See Annex 2.1 for definitions of frequent and seasonal claims referenced in this chart.
Source: ESDC, Employment Insurance (EI) Administrative data. Data are based on a 10% sample of EI administrative data.

Table 33 shows the comparison among EI regular claims completed in FY1617 among frequent seasonal, frequent non-seasonal and non-frequent seasonal claimants. There is not much difference between the frequent seasonal and frequent non-seasonal claimants in the average duration and the proportion of regular benefits paid. However, between the two non-overlapping populations, it can been seen that the non-seasonal frequent claimants had much longer average duration of regular benefits, used a greater proportion of regular weeks of benefits, and were more likely to exhaust their regular entitlement relative to the non-frequent seasonal claimants.

Table 33
Completed Employment Insurance frequent* and seasonal* regular claims, Canada, 2016/2017

	Average duration of EI regular benefits (in weeks) p	Proportion of regular benefits paid p	Exhaustion rate p
Frequent non-seasonal claims	22.9	76.4%	46.3%
Frequent and seasonal claims	22.7	77.2%	40.4%
Non-frequent seasonal claims	12.2	41.2%	12.8%

Note: Completed claims include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year.
* See Annex 2.1 for definitions of frequent and seasonal claims referenced in this table.
p Preliminary data.
Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

2.3 Employment Insurance support for apprentices

For many skilled trades, apprenticeship is the path by which individuals gain the skills and experience necessary for certification and to fully participate in the labour market. In Canada, the apprenticeship system is an industry-driven learning system that combines on-the-job and technical training. On-the-job training (during which the apprentice is an employee and earns a wage) is under the direction of a journeyperson. Technical training is the instruction, at a college or other training institution, to support what is learned in the workplace.

To help Canadians continue their apprenticeship and become certified journeypersons, the Employment Insurance program offers income support to those who stop working for the sole purpose of attending full-time technical training (sometimes referred to as block-release training). To qualify for the benefits, their respective province or territory must have referred them under section 25 of the *Employment Insurance Act* and they must meet the other EI regular benefits eligibility requirements (for instance have sufficient hours of insurable employment during their qualifying period). Employers may also choose to offer their apprentices Supplemental Unemployment Benefit (SUB) plans to increase their weekly earnings during their periods of technical training, up to 95% of the apprentice's normal weekly earnings.[76]

The EI program also enables apprenticeship training by reducing the income gap experienced by eligible apprentices in other ways: 1) they can apply for EI benefits up to seven days before their last day of work; 2) they can elect to be exempt from bi-weekly reporting requirements while receiving EI benefits during full-time technical training and 3) they are required to serve only one waiting period for the full duration of their apprenticeship, even if it involves multiple blocks of full-time technical training, as long as they remain in the same apprenticeship program.

Apprenticeship training in Canada

Each province or territory is responsible for apprenticeship training within its jurisdiction. As a result, apprenticeship programs in Canada, including the duration and delivery method of technical training, vary across trades and across provinces and territories.

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

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

While attending full-time technical training, apprentices also receive a special reference code issued by their province or territory or their training institution that facilitates faster processing of their EI claims and is issued for each block of full-time technical training. A recent study showed that 84.5% of EI apprentices in the reporting fiscal year received their first benefits payment within 28 days of filling compared with 78.5% for all regular claimants.[77]

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

[77] ESDC, *Employment Insurance Support for Apprenticeship Training* (Ottawa: ESDC, Employment Insurance Policy Directorate and Service Canada, Employment Insurance Benefits Processing Directorate, 2018).

Moreover, apprentices may be entitled to receive financial support under Part II of the *Employment Insurance Act*,[78] which is delivered by the provinces and territories under the Labour Market Development Agreements. These EI benefits help cover accommodation, child care, transportation and other costs incurred while attending technical training. Other financial support from the Government of Canada is also available through programs such as the Canada Apprentice Loan and various apprenticeship grants.

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

2.3.1 Employment Insurance claims from apprentices and amount paid

In FY1617, the number of EI claims established from apprentices declined sharply (-20.5% or -11,500). This is the first decrease in six years and its lowest level (44,500 claims) over the same period. The decline was concentrated in the regions the most impacted by the downturn in commodity prices. Alberta alone accounted for 63.4% of the decline (-7,300). As a result, the amount paid in EI benefits to apprentices nationally also went down by 17.8% to $283.5 million.

Outside of periods of full-time training and during the benefit period of an open claim, an apprentice may experience a loss of employment income due to circumstances that may require the apprentice to access other types of EI benefits (for instance, lack of available work or care for a new born child). The claimant may claim those benefits if he or she meets the eligibility requirements for the relevant EI benefit. Of all claims established from apprentices in the reporting fiscal year, 41.0% (or 18,200 claims) contained at least one week of regular benefits paid outside of periods of full-time training. Meanwhile, 3.1% (or 1,400 claims) included at least one week of special benefits.

EI regular benefits while on full-time technical training made up the bulk of the total EI benefits amount paid to apprentices in FY1617 (180.6 million or 63.7% of the total benefits paid to apprentices). Regular benefits outside of periods of full-time training accounted for most of the remaining benefits paid (34.2%), with a small fraction paid in special benefits (2.0%).

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

As Table 34 shows, the majority of EI claims from apprentices in the reporting fiscal year were established in Ontario (29.5%), Alberta (29.0%), and British Columbia (18.1%). Over the same period, total benefits paid to apprentices have followed a pattern very similar to the one for EI claims established.

The majority of EI claimants in apprenticeship programs and attending full-time technical training are men (95.7% of claims established in FY1617). Men also received the bulk of all EI benefits paid to apprentices ($269.7 million or 95.2%). The low proportion of claims by women and benefits paid to them is largely due to the low share of women amongst all apprenticeship training registrations (13.4% in 2015).[79]

[78] EI benefits received under Part II of the *Employment Insurance Act* are not considered in this section. See Chapter III for more information.
[79] Statistics Canada, Registered Apprenticeship Information System, CANSIM table 477-0053.

Table 34
Employment Insurance claims from apprentices and amount paid by region, gender and age, Canada, 2015/2016 to 2016/2017

	Number of claims established			Amount paid ($ millions)		
	2015/2016	2016/2017	Change (%)	2015/2016	2016/2017	Change (%)
Region*						
Newfoundland and Labrador	1,740 r	1,140	-34.5%	$15.4 r	$11.8	-23.0%
Prince Edward Island	310	210	-32.3%	$2.0	$1.2	-38.1%
Nova Scotia	1,380 r	1,210	-12.3%	$9.1 r	$7.0	-23.2%
New Brunswick	1,670	1,450	-13.2%	$11.5 r	$9.8	-14.9%
Quebec	200	170	-15.0%	$1.5	$1.4	-3.3%
Ontario	13,020 r	13,110	+0.7%	$69.3 r	$68.8	-0.7%
Manitoba	3,360 r	2,930	-12.8%	$19.5 r	$17.5	-10.0%
Saskatchewan	4,680 r	3,110	-33.5%	$26.8 r	$21.4	-20.3%
Alberta	20,140 r	12,880	-36.0%	$136.2 r	$99.8	-26.7%
British Columbia	9,210 r	8,070	-12.4%	$52.5 r	$43.6	-17.0%
Territories	220 r	190	-13.6%	$1.3 r	$1.1	-19.2%
Gender						
Men	53,470 r	42,550	-20.4%	$328.4 r	$269.7	-17.9%
Women	2,460	1,920	-22.0%	$16.7	$13.7	-17.6%
Age category						
24 years old and under	25,250 r	19,750	-21.8%	$143.4 r	$110.6	-22.8%
25 to 44 years old	29,000 r	23,140	-20.2%	$188.1 r	$160.8	-14.5%
45 years old and over	1,680	1,580	-6.0%	$13.5	$12.0	-10.7%
Canada	**55,930 r**	**44,470**	**-20.5%**	**$345.0 r**	**$283.5**	**-17.8%**

Note: Totals may not add up due to rounding. Percentage change is based on unrounded numbers. Includes all claims from apprentices referred under Section 25 of the *Employment Insurance Act* for which at least $1 of EI benefits was paid while the claimant was on training.
* The low number of EI apprentices in Quebec, is due to the unique program design in which apprentices complete all of the technical training prior to beginning on-the-job training.
Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Those aged 25 to 44 years old established the largest share of EI claims associated with apprenticeship programs and full-time technical training (52.0% in the reporting fiscal year). Claimants aged 15 to 24 years old accounted for a much larger share of EI apprenticeship claims (44.4%) relative to their share of EI regular benefit claims overall (9.6%). Finally, claimants aged 45 years and over were underrepresented (3.6% of EI apprenticeship claims versus 45.9% of all EI regular claims). This is to be expected as the incidence of job-related training declines with age, though the gap between older and younger workers appears to be shrinking over time.[80]

Employment Insurance claims from apprentices and amount paid, by sector and occupation

Similar to previous years, more than half (59.4%) of the apprentice claims in the reference period were from the Construction sector (see Table 35). EI claimants previously employed in the Manufacturing,

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

Table 35
Employment Insurance claims from apprentices and amount paid, by sector and occupational grouping, Canada, 2015/2016 to 2016/2017

	Number of claims established			Amount paid ($ millions)		
	2015/2016	2016/2017	Change (%)	2015/2016	2016/2017	Change (%)
Sector						
Construction	33,930 r	26,430	-22.1%	$220.4 r	$180.6	-18.0%
Manufacturing	4,310	3,310	-23.2%	$27.1	$23.3	-14.1%
Other services (excluding public administration)	3,760	2,840	-24.5%	$19.3	$13.6	-29.2%
Other sectors	13,930 r	11,890	-14.6%	$78.2 r	$65.9	-15.7%
Occupational grouping						
Trades and skilled transport and equipment operators	50,310 r	40,280	-19.9%	$310.6 r	$255.8	-17.6%
Other occupations	5,620 r	4,190	-25.4%	$34.4	$27.7	-19.6%
Canada	**55,930 r**	**44,470**	**-20.5%**	**$345.0 r**	**$283.5**	**-17.8%**

Note: Totals may not add up to the total due to rounding. Percentage change is based on unrounded numbers. Includes all claims from apprentices referred under Section 25 of the *Employment Insurance Act* for which at least $1 of EI benefits was paid while the claimant was on training.
Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Other services (excluding Public administration)[81] and Retail trade sectors also accounted for a greater proportion of apprentice claims compared with those from other sectors.

In terms of amount paid in benefits, claimants employed in Construction (63.7%), Manufacturing (8.2%) and Other services (excluding Public administration)—4.8% received over three-fourths of the total benefits paid to apprentices during the reporting fiscal year.

The majority of EI claimants participating in apprenticeship programs and full-time technical training are associated with the Trades and skilled transport and equipment operators occupational group[82] (90.6% during the reporting fiscal year). These claimants also received 90.2% of total benefits paid to apprentices. While apprentice claimants from this occupational group were mainly employed in the Construction sector, they were also found in Manufacturing, Other services (excluding Public administration) and Retail trade sectors.

2.3.2 Level and duration[83] of Employment Insurance benefits for apprentices

During the reference period, the average weekly benefit rate payable to apprentices increased by 0.8% to $484. Consistent with previous years, the average weekly benefit rate for apprentices was higher than the average for EI regular claims ($449) overall.

Apprentice claimants from Alberta and the Territories received the highest average weekly benefit rate during the reporting period ($507). Those from Prince Edward Island, despite recording the most

[81] Other services sector (code 81 of the North American Industry Classification System) includes the following industries: Repair and maintenance; Personal and laundry services; Religious, grant-making, civic and professional and similar organizations; and Private households.
[82] Trades and Skilled Transport and Equipment Operators comprise the following occupational subgroups: Contractors and Supervisors, Trades and Related Workers; Supervisors, Railway and Motor Transportation Occupations; Machinists and Related Occupations; Electrical Trades and Telecommunication Occupations; Plumbers, Pipefitters and Gas Fitters; Metal Forming, Shaping and Erecting Trades; Carpenters and Cabinetmakers; Masonry and Plastering Trades; Other Construction Trades.
[83] All duration numbers in this section are based on preliminary estimates. They all represent the actual duration.

important increase in the average weekly EI benefit rate (+4.6%) posted the lowest average weekly benefit rate ($435). On average, the weekly benefit rate received was higher among men ($485) than women ($468) and among claimants aged 45 years old or more ($503) compared to claimants under 25 years old ($468).

The average duration of EI regular benefits received by EI claimants while on full-time technical training was 9.4 weeks for claims completed during the reporting fiscal year. Claims established in Nova Scotia and New Brunswick, completed during the reference period posted the lowest average duration (7.1 weeks and 7.6 weeks, respectively). Conversely, those from Alberta and the Territories posted the highest ones (10.2 and 10.0 weeks, respectively). The average duration of EI regular benefits received while on full-time technical training was somewhat higher for men (9.4 weeks) relative to women (8.9 weeks). Claimants aged 55 years or older received somewhat fewer weeks of benefits (9.0 weeks) relative to claimants from other age groups.

In addition to regular benefits paid while on full-time training, apprentices qualifying for EI regular benefits outside of periods of full-time training received an average of 12.7 weeks of EI regular benefits. As observed with the duration of EI regular benefits—see subsection 2.2.5—the duration was usually higher in Atlantic Canada (ranging between 11.0 weeks in Prince Edward Island to 19.3 weeks in Newfoundland and Labrador). Alberta and Saskatchewan, regions in which many claimants were eligible for the additional weeks of EI regular benefits also presented above average durations. Women (15.5 weeks) and claimants aged 45 years old and over (16.4 weeks) also claimed, on average, more weeks of EI regular benefits relative to, respectively, men and claimants from other age groups.

In addition to changes in economic cycles and regulations, training can also affect future use of EI regular benefits. A recent study[84] found that participation in job-related training in a given year reduces the probability of receiving EI regular benefits in the following year and that it was due to employer-sponsored and workplace-based job-related training rather than self-sponsored or classroom-based training.

Employment Insurance apprentices and reason for job separation

While the majority of EI apprentices temporarily leave their job in order to attend full-time technical training, some others will register in an apprenticeship program following the termination of their job. The circumstances leading an individual to become an EI apprentice may have an impact on their interaction with the EI program.

For instance, the use of EI regular benefits is much more frequent and important for EI apprentices that were laid-off compared with those that had a block-release for full-time technical training. In the reporting fiscal year, 89.1% of all completed claims from EI apprentices whose last job ended with a layoff received EI regular benefit during their claim for an average duration of 16.3 weeks. In comparison, 37.5% of EI apprentices that temporarily stopped working for the sole purpose of attending full-time technical training received EI regular benefits for an average of 10.4 weeks.

On average, laid-off EI apprentices received a total of 23.8 weeks of EI benefits (all types of benefits considered) in the reference period, almost twice as much as block-released EI apprentices (13.7 weeks). This difference is also reflected in total EI benefits paid to each type of EI apprentices, as laid-off apprentices received on average $11,497 compared with $6,575 for those on block-release training.

In addition, a much greater share of laid-off EI apprentices served the waiting period (83.8%) relative to EI apprentices on block-release training (51.7%).

[84] ESDC, *Training and the Duration of Employment Insurance Benefits* (Ottawa: ESDC, Economic Policy Directorate, 2016).

2.4 Employment Insurance fishing benefits

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

- making a catch;
- any work incidental to making or handling catch, whether the work consists of loading, unloading, transporting or curing the catch made by the crew of which the person is a member, or of preparing, repairing, dismantling or laying up the fishing vessel or fishing gear used by that crew in making or handling the catch, where the person engaged in any such incidental work is also engaged in making the catch; or
- the construction of a fishing vessel for his or her own use or for the use of a crew of which the person is a member in making a catch.

To be entitled to receive fishing benefits, applicants must meet the definition of self-employed fishers, must be unemployed and available for work with respect to their fishing activities, and must pay EI premiums during their qualifying period (defined as either the 31 weeks prior to the new claim's establishment or since the establishment of a previous claim, whichever is shorter). In addition, they must not qualify for regular benefits and must have earned $2,500 to $4,200 in insurable earnings from fishing activities, depending upon the regional employment rate in the EI region where they live, as shown in Table 36[85,86]. These income thresholds have not changed since 1996.

Any claimant who qualifies for fishing benefits may receive a maximum entitlement of 26 weeks of EI benefits per claim within the fixed benefit period, with the possibility of establishing two claims per year.

Indeed there are two separate benefit periods for fishing benefits: a winter qualifying period for which a claim can be established from the week of April 1 to December 15, and a summer qualifying period for which a claim can be

Table 36
Minimum threshold of insurable earnings and earnings divisor for fishing benefits by regional unemployment rate

	Required insurable earnings	Earnings divisor
0.1% to 6.0%	$4,200	22
6.1% to 7.0%	$4,000	21
7.1% to 8.0%	$3,800	20
8.1% to 9.0%	$3,600	19
9.1% to 10.0%	$3,400	18
10.1% to 11.0%	$3,200	17
11.1% to 12.0%	$2,900	16
12.1% to 13.0%	$2,700	15
13.1% or higher	$2,500	14

Note: Divisor is applied to the insurable earnings during the qualifying period to determine the equivalent weekly earnings that will be subject to the standard 55% replacement rate.

[85] To determine weekly insurable earnings from self-employed fishing activities, the earnings from fishing activities during the qualifying period are divided by the applicable divisor.
[86] Eligibility for fishing benefits is based on claimants' insurable earnings from self-employment in fishing rather than on insurable hours, as in the case of EI regular benefits.

established from October 1 to the week of June 15. These weeks of benefits may be received consecutively or intermittently, but are limited by the fixed starting and ending dates of the benefit period.

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

2.4.1 Employment Insurance fishing claims and amount paid

The number of new fishing claims increased to 28,900 during the reporting period, up 2.3% from the previous year (see Chart 30). This was the third consecutive year-over-year increase since the 14-year low registered in FY1314 (27,200 new claims). However, it should be noted that since 2004 there is a general downward trend in the number of new fishing claims established. This trend is correlated with the overall decrease in the number of commercial fishing licences issued, which has consistently decreased between 2004 (28,800) and 2014 (21,400), followed by the first increase of 6.9% in 2015 (22,900).[87]

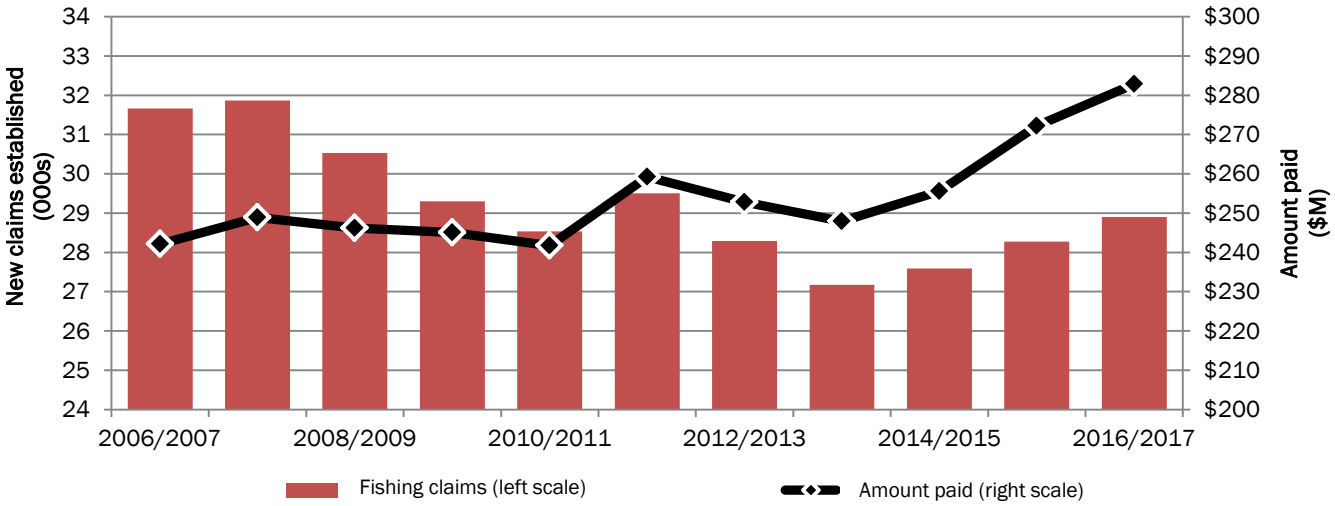
During each month of FY1617, there were on average 11,600 beneficiaries receiving fishing benefits,[88] slightly up from the previous year (+1.5%). They represented 1.4% of EI beneficiaries during the reporting period.

Along with the increase in the number of fishing claims, the amount paid in fishing benefits grew by 3.9% to $282.9 million in FY1617. Both new fishing claims and the amount paid in fishing benefits represent around 1.5% of the total for all EI benefits types.

During the reporting period, the number of new fishing claims increased in all provinces with a significant fishing industry[89] except British Columbia, which witnessed a slight decrease of 0.7% over the previous year (see Table 37). Similar to the previous year, claimants in the Atlantic provinces accounted for the largest share of new claims

Chart 30

Employment Insurance fishing claims established and amount paid, Canada, 2006/2007 to 2016/2017



Note: Includes all claims for which at least 1$ of fishing benefits was paid.
Sources: Employment and Social Development Canada, Employment Insurance (EI) adminitrative data. Data are based on a 100% sample of EI administrative data (on claims established) and on a sample of 10% of EI administrative data (data on amount).

[87] 2015 was the latest year of data available from Fisheries and Oceans Canada at the time of preparing this report.
[88] The number of claimants is the number who received at least one dollar in fishing benefits during the one-month qualifying period (usually the week that includes the 15th of the month). This is affected by the number of claimants who receive fishing benefits for the first time and who stop receiving benefits mainly because they have exhausted their benefits or found a job.
[89] Newfoundland and Labrador, Prince Edward Island, Nova Scotia, New Brunswick, Quebec and British Columbia.

established (81.0%), with Newfoundland and Labrador leading with 40.8%, followed by Nova Scotia (18.8%), Prince Edward Island (10.7%), and New Brunswick (10.6%). They were followed by British Columbia (10.1%) and Quebec (4.9%). Claimants in the Atlantic provinces received roughly 80.6% of fishing benefits paid to self-employed fishers in Canada, with Newfoundland and Labrador accounting for around 39.4%. The amount of fishing benefits paid increased in all provinces with a significant fishing industry, except British Columbia and Quebec which witnessed decreases of -4.1% and -4.6%, respectively.

During the reporting period, the number of new fishing claims for both male (+1.6%) and for female (+5.5%) self-employed fishers increased, as well as the amount of fishing benefits they collected (see Table 37). As in the previous year, fishing claims were predominantly established by men (81.2%), who also received the largest share of benefits paid (81.1%).

The number of new claims established increased for every age category except claimants aged 45 to 54 years, who witnessed a slight decrease of 0.2% over the previous year. Youth (24 years old and under) experienced the

Table 37

Employment Insurance fishing claims and amount paid by region, gender, age and claimant category, Canada, 2015/2016 to 2016/2017

	Claims established			Amount paid ($ millions)		
	2015/2016	2016/2017	Change (%)	2015/2016	2016/2017	Change (%)
Region						
Newfoundland and Labrador	11,469	11,819	+3.1%	$108.1	$111.4	+3.0%
Prince Edward Island	2,981	3,108	+4.3%	$26.2	$28.4	+8.5%
Nova Scotia	5,327	5,448	+2.3%	$53.0	$57.2	+8.0%
New Brunswick	2,977	3,066	+3.0%	$29.3	$31.1	+6.2%
Quebec	1,409	1,425	+1.1%	$12.5	$12.0	-4.1%
British Columbia	2,940	2,919	-0.7%	$31.3	$29. 9	-4.6%
Other provinces and Territories	1,168	1,149	-1.6%	$11.8	$12.9	+8.6%
Gender						
Men	23,121	23,502	+1.6%	$223.9	$229.5	+2.5%
Women	5,150	5,432	+5.5%	$48.4	$53.4	+10.3%
Age category						
24 years old and under	1,380	1,460	+5.8%	$11.6	$14.0	+21.5%
25 to 44 years old	8,327	8,335	+0.1%	$78.6	$82.1	+4.5%
45 to 54 years old	8,184	8,171	-0.2%	$81.4	$79.9	-1.8%
55 years old and over	10,380	10,968	+5.7%	$100.7	$106.9	+6.1%
EI claimant category *						
Long-tenured worker	254	279	+9.8%	$1.8	$2.0	+8.4%
Occasional claimant	3,277	3,543	+8.1%	$29.6	$35.3	+19.1%
Frequent claimant	24,740	25,112	+1.5%	$240.8	$245.7	+2.0%
Canada	**28,271**	**28,934**	**+2.3%**	**$272.3**	**$282.9**	**+3.9%**

Note: Data may not add up to the total due to rounding. Percentage change is based on unrounded numbers. Includes all claims for which at least $1 in EI fishing benefits was paid.
* See Annex 2.1 for definitions of claimant categories.
Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data, except for amount paid, which is based on a 10% sample.

greatest increase in new fishing claims compared to the previous year (+5.8%), followed closely by older fishers (55 years old and over) with 5.7% of growth. Since the early 2000s, the share of fishing claims established by older fishers has consistently increased every year, which reflects the aging labour force in regions where the fishing industry is more important. As for fishing claims established by fishers aged 25 to 54 years old, they remained unchanged from the previous year. They accounted for the greatest share (57.0%) of new fishing claims established, followed by older fishers (55 years old and over) and younger fishers (24 years old and under) with 37.9% and 5.1% of all new fishing claims, respectively.

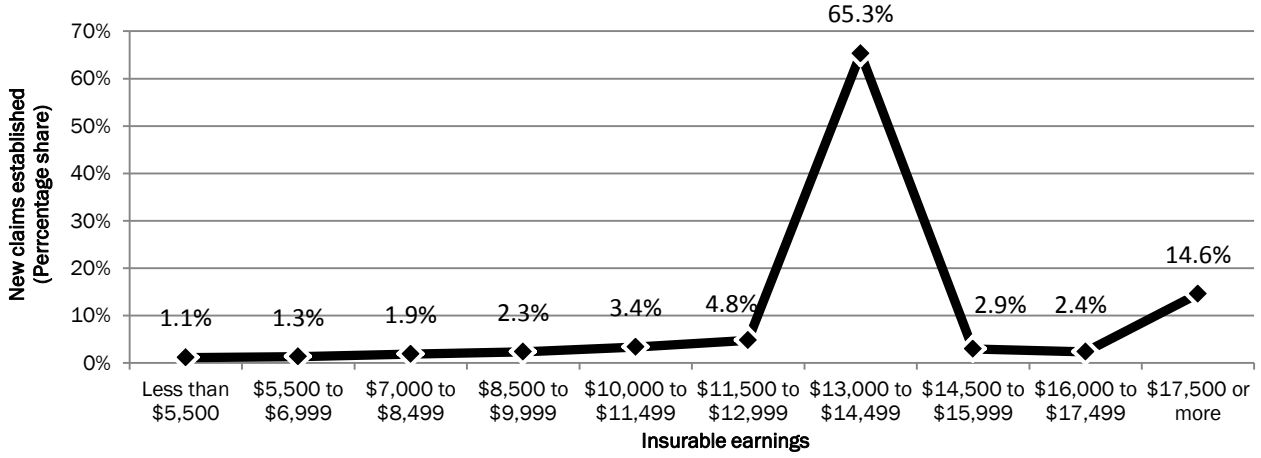
The distribution of fishing benefits paid to fishers by age groups shows a pattern similar to new claims. Younger fishers (24 years old and under) witnessed the greatest increase in fishing benefits paid (21.5%), followed by older fishers (55 years old and over) with 6.1%. These latter accounted for the largest share of fishing benefits paid with 37.9%, followed by claimants aged between 25 to 44 years (29.0%), 45 to 54 years (28.2%), and less than 25 years (5.0%). Similar to new fishing claims established, since the beginning of 2000s, the share of benefits paid collected by older fishers has consistently increased every year.

The number of new fishing claims increased in each claimant category. Almost 9 out of 10 claims (86.8 %) in FY1617 were established by frequent claimants, whereas 12.2% of claims were by occasional claimants and only 1.0% by long-tenured workers. The distribution of amounts paid in benefits was similar to that for new claims. Frequent claimants collected 86.8% of fishing benefits, whereas occasional claimants and long-tenured workers received 12.0 % and 0.7%, respectively.

The average weekly fishing benefit rate increased by 2.1%, from $494 in the previous year to $505 during the reporting period (see Annex2.10.3) and continues to be well above the average weekly regular benefit rate ($449). The average weekly fishing benefit rate increased in every province with an important fishing industry. The rate tends to be the highest in Prince Edward Island, Quebec, Nova Scotia and New Brunswick. The proportion of fishing claimants who received the maximum weekly benefit decreased slightly from 76.6% in the previous year to 75.5% during the prevailing reporting period, but remained much higher than the proportion of regular claimants who received the maximum benefit rate (46.1% in FY1617). This is partly attributable to the fact that 75.3% of fishers who established a fishing claim resided in an economic region with an unemployment rate higher than 13% (minimum divisor of 14) and only needed $13,822 in insurable earnings over their qualifying period to receive the maximum weekly benefit rate of $543. Similarly to the previous year, almost six out of seven fishing claims were established with insurable earnings of $13,000 or more (see Chart 31).

Chart 31

Employment Insurance fishing claims*, by insurable earnings, Canada, 2016/2017



* Includes claims for which at least $1 of fishing benefits was paid.
Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

Table 38
Number of fishers by season of establishment, Canada, 2012/2013 to 2016/2017

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017
One Season	11,873	11,460	11,880	11,996	12,398
Winter	2,763	2,559	2,596	2,605	2,720
Summer	9,110	8,901	9,284	9,391	9,678
Two Season	8,207	7,856	7,852	8,132	8,267
Canada	20,080	19,316	19,732	20,128	20,665

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

2.4.2 Seasonal component of Employment Insurance fishing benefits

The 28,900 new fishing claims established during the reporting period originated from only 20,700 fishers, reflecting the fact that fishing benefits are available for two fishing seasons a year (winter and summer). The number of fishers that established at least one claim during the reporting period increased for a third year in a row (+537 or +2.7%), compared to a low of 19,300 fishers in FY1314.

Most self-employed fishers who established only one claim in FY1617 did so for earnings during the summer qualifying period (9,700) compared to those in the winter qualifying period (2,700) (see Table 38). Around 40.0% of fishers (8,300 fishers) established a fishing claim for each season in FY1617. The Atlantic provinces and Quebec accounted for 98.2% of all fishers who established multiple fishing claims. Fishers from Newfoundland and Labrador (55.2%) and Quebec (67.6%) were the most likely to be active in both seasons.

In FY1617, fishers who established a claim received an average of $10,961 in fishing benefits, while fishers who established two claims during the previous year received an average of $10,140 for the first claim and of $9,556 for the second claim, averaging a total of $19,696. This compares to $7,253 in EI regular benefits to the average EI regular benefit claimant.

2.4.3 Duration of Employment Insurance fishing benefits

Regardless of a claimant's region of residence (or local labour market conditions), the maximum duration for fishing benefits is 26 weeks per claim. Actual duration of fishing benefit periods varies very little over time. During the reporting period, it was 20.8 weeks, an increase of 0.3 week over the previous year. Among provinces with an important fishing industry, British Columbia historically had the most fishing benefit weeks used on average, with 23.0 weeks. The average weeks of fishing benefits used for the Atlantic provinces and Quebec varied between 19.7 and 21.2 weeks per claim.

Fishers who established a single claim in FY1617 received an average of 22.9 weeks of fishing benefits, unchanged from the previous year. As for fishers who established two claims, they received fishing benefits for an average of 19.9 weeks for their first claim and 18.5 weeks for the second claim, which represents a combined average of 38.4 weeks.

Table 39
Average duration of fishing benefits by fishers, 2015/2016 to 2016/2017

	Average duration (weeks)	
	2015/2016	2016/2017
One season / one claim	22.9	22.9
Two seasons / two claims	37.3	38.4
First claim	19.9	19.9
Second claim	17.4	18.5

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

2.5 Employment Insurance Work-Sharing benefits

During the period of an economic slowdown, some employers are faced with temporary reductions in the normal level of economic activities as a result of factors beyond their control. The Work-Sharing program is designed to provide support for both employers and workers facing such temporary reductions in economic activities, by helping them to avoid layoffs. Eligible employees who agree to work in a temporarily reduced work week while the business recovers can receive income support in the form of Employment Insurance (EI) Work-Sharing benefits, with the goal that all participating employees return to normal working levels when the Work-Sharing agreement ends. By participating in the Work-Sharing program, employers are able to retain skilled employees and thus can avoid the costly process of recruiting and training new employees once the business activities return to normal level. At the same time, participating workers can maintain their employment and skills by supplementing the reduced wages with Work-Sharing benefits for the days they are not working.

Normally, Work-Sharing agreements are signed for a duration period of between 6 to 26 weeks, which can be extended for up to 12 additional weeks (up to 38 weeks total) under exceptional circumstances, such as an unanticipated and prolonged period of economic contraction. In Budget 2016, the Government of Canada extended the maximum duration of Work-Sharing agreements from 38 weeks to 76 weeks, for agreements that began or ended between April 1, 2016 and March 31, 2017. This temporary special measure was put in place to assist employers and workers affected by the downturn in the commodities sector. To be eligible for Work-Sharing benefits, an affected group of employees in a particular work unit must experience a minimum 10% reduction in their normal weekly earnings, and available work is to be redistributed through a reduction in the hours worked by all employees within one or more work units of a company. Affected workers must be year-round employees, meet the eligibility criteria to receive EI regular benefits and must agree to a reduction in their normal amount of working hours in order to participate in a Work-Sharing agreement.

Example:

Receiving Employment Insurance Work-Sharing benefits

Samantha works as a full-time employee at an engineering firm in the Mining and oil and gas extraction industry in Edmonton, Alberta, and earns $40,000 per year (weekly earnings of $769). Due to the global downturn in commodity prices, the firm faces significant reduction in workload because of decline in sales, and the possibility of laying off a quarter of its employees. The firm decides to enter into a Work-Sharing agreement with Service Canada, where all eligible employees in Samantha's work unit agree to reduce their work hours per week by 35% and receive EI Work-Sharing benefits for days where they do not work as a result of the agreement.

If Samantha and her co-workers did not agree to voluntarily reduce their work hours to participate in the Work-Sharing program and were laid off, each of them would have been entitled to receive 55% of their weekly income ($423), by applying for EI regular benefits. By participating in the Work-Sharing program, Samantha and her co-workers receive 35% less of their regular weekly income (earning $500 per week); and collect EI benefits for that 35% of their average hours worked per week (equal to 55% of the value of the insurable earnings she would have received from the firm, which is $148).

By participating in the Work-Sharing program, Samantha and her co-workers are able to earn a total of $648 per week ($500 worth of income from working at the firm plus $148 from Work-Sharing benefits), compared to $423 if they had been on EI regular benefits following a layoff. By participating in the Work-Sharing program, Samantha and her co-workers are able to earn more and keep their jobs, and keep their skills up to date. At the same time, the firm is able to retain its skilled and experienced workforce.

For an employer to be eligible to participate, it must be a publicly-held company, private business or non-profit organization experiencing reductions in business activity that are beyond its control, and must be in operation year-round in Canada for at least two years prior to application. The employer is also required to implement a recovery plan to return affected work units to normal staffing levels and hours of work by the end of the agreement period. The employer must also employ a minimum of two EI-eligible employees within the affected work unit, and agreements must be signed by the employer, the affected employees and Service Canada. Employers who are experiencing a reduced-level of business activity attributable to a predictable seasonal shortage or any other recurring production slowdown are not eligible to participate in the Work-Sharing program. Those who are involved in work stoppages from a labour dispute are also not eligible to participate.

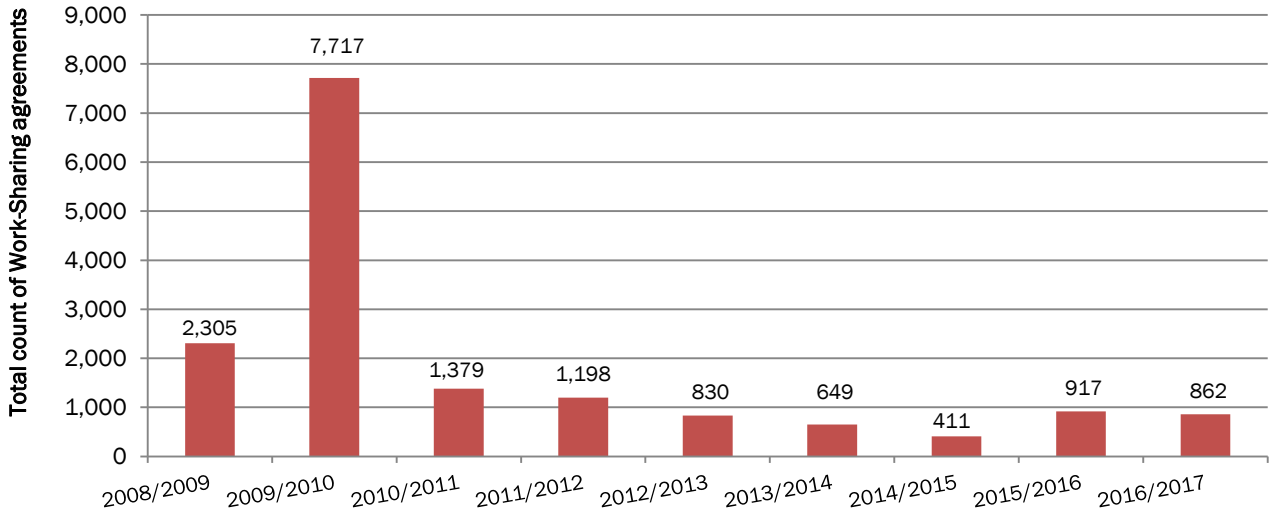
For the purpose of this section, EI Work-Sharing claims refers to any claims for which at least one dollar of Work-Sharing benefit was paid.

2.5.1 Employment Insurance Work-Sharing agreements

The number of Work-Sharing agreements established in a given fiscal year increases during periods of economic shocks and uncertainty, and decreases during periods of economic growth and stability. This countercyclical pattern can be observed by looking at the number of Work-Sharing agreements established in Canada in past few years (see Chart 32).

The total number of Work-Sharing agreements decreased slightly from 917 agreements established in FY1516 to 862 agreements in FY1617, which is consistent with the recovery of the Canadian economy that was observed in the reporting period examined (see Chapter 1). The number of agreements decreased in Central and Western provinces except Alberta, with the largest decrease reported in Quebec (-26 agreements) and British Columbia (-21 agreements). On the other hand, among the Atlantic provinces, Nova Scotia reported the largest increase (+8 agreements) followed by Newfoundland and Labrador (+2 agreements). There was no change in the number of Work-Sharing agreements in Prince Edward Island and New Brunswick in FY1617 compared to the previous fiscal

Chart 32
Total count of Work-Sharing agreements, Canada, 2008/2009 to 2016/2017



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

year. Same as the previous fiscal year, the highest number of Work-Sharing agreements was established in Alberta (458 agreements), representing 53.1% of the all agreements.

Continuing with the trend observed in previous years, the goods-producing industries represented the majority of all Work-Sharing agreements established in FY1617 (see Table 40). The share of Work-Sharing agreements in the goods-producing increased from 69.6% in FY1516 to 70.3% in FY1617. Consistent with previous years, the Manufacturing industry reported the largest number of Work-Sharing agreements (426 agreements), equivalent to 49.4% of all agreements established in the fiscal year examined. The Mining, quarrying, and oil and gas extractions industry, and the Construction industry reported significant increase in the number of agreements established in FY1617 compared to the previous fiscal year (+34 agreements for both industries). The total number of Work-Sharing agreements in the services-producing industries decreased from 279 agreements in FY1516 to 256 agreements in FY1617. The Wholesale trade industry and the Professional, scientific, and technical services industry had a decrease in the number of agreements established (-15 agreements and -18 agreements, respectively) while the Retail trade industry had small increase (+5 agreements).

When assessed by firm size, small-sized enterprises (with fewer than 50 employees) comprised 78.4% of all Work-Sharing agreements in the fiscal year examined, up from 76.6% reported in the previous fiscal year. Combined, small and medium sized enterprises (SMEs) with fewer than 500 employees accounted for 99.4% of all Work-Sharing agreements in FY1617, which is similar to the level in the previous fiscal year (99.2%). The number of Work-Sharing agreements involving large-sized enterprise (with 500 employees or more) dropped from seven agreements in FY1516 to only five agreements in FY1617. This was consistent with the general trend observed since the 2008 recession, as Work-Sharing agreements have been primarily initiated to assist SMEs in recovering from economic shocks to their normal levels of business activity.

Table 40
Number and percentage share of Work-Sharing agreements by industry, Canada, 2011/2012 to 2016/2017

	2011/2012	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017
Goods-producing industries	**810 (67.6%)**	**569 (68.5%)**	**446 (68.7%)**	**267 (65.0%)**	**638 (69.6%)**	**606 (70.3%)**
Mining, quarrying, and oil and gas extract	3 (0.3%)	7 (0.8%)	20 (3.1%)	6 (1.5%)	56 (5.8%)	90 (10.4%)
Construction	67 (5.6%)	41 (4.9%)	36 (5.5%)	28 (6.8%)	52 (5.7%)	86 (10.0%)
Manufacturing	727 (60.7%)	512 (61.7%)	382 (58.9%)	227 (55.2%)	526 (57.4%)	426 (49.4%)
Services-producing industries	**388 (32.4%)**	**261 (31.4%)**	**203 (31.3%)**	**144 (35.0%)**	**279 (30.4%)**	**256 (29.7%)**
Wholesale trade	88 (7.3%)	43 (5.2%)	44 (6.8%)	34 (8.3%)	80 (8.7%)	65 (7.5%)
Retail trade	75 (6.3%)	47 (5.7%)	24 (3.7%)	17 (4.1%)	21 (2.3%)	26 (3.0%)
Professional, scientific and technical services	93 (7.8%)	76 (9.2%)	79 (12.2%)	55 (13.4%)	84 (9.2%)	66 (7.7%)
Rest of services-producing industries	132 (11.0%)	95 (11.4%)	56 (8.6%)	38 (9.2%)	94 (10.3%)	99 (11.5%)
Canada	**1,198 (100.0%)**	**830 (100.0%)**	**649 (100.0%)**	**411 (100.0%)**	**917 (100.0%)**	**862 (100.0%)**

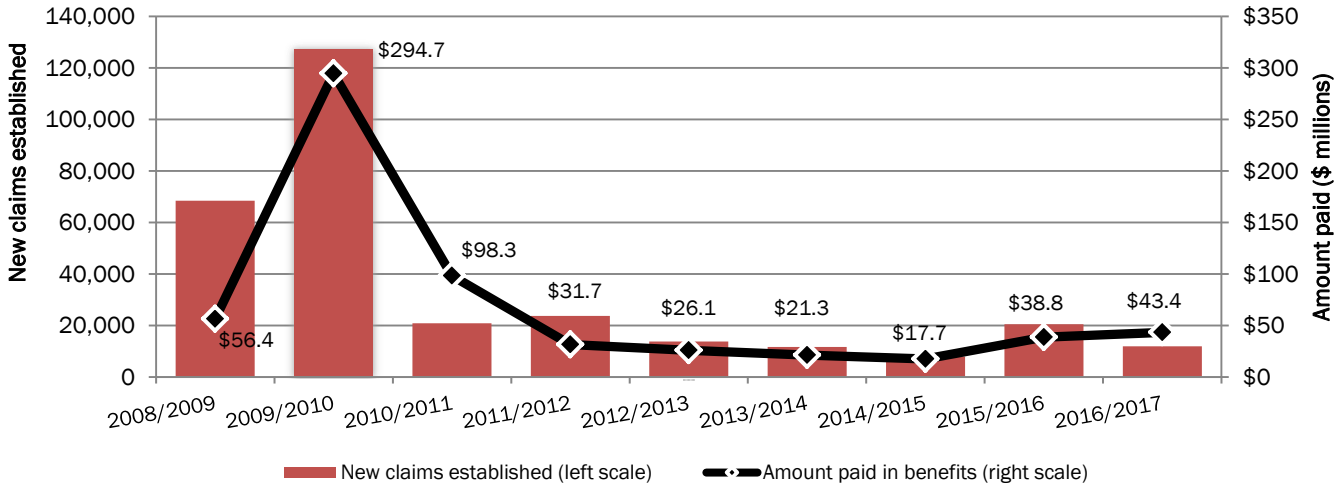
Source: Employment and Social Development Canada, Common System of Grants and Contributions.

2.5.2 Employment Insurance Work-Sharing claims and amount paid

The use of Work-Sharing benefits is linked to the trends observed in Work-Sharing agreements, and is countercyclical to economic conditions (similar to the number of new claims established and amounts paid under EI regular benefits). As with the number of Work-Sharing agreements, the total number of Work-Sharing claims established and the total amounts paid in Work-Sharing benefits increase during labour market contraction and economic uncertainties, and decrease during periods of economic expansion.

Chart 33 illustrates the number of Work-Sharing claims and benefits paid from FY0809 to FY1617. The number of Work-Sharing claims and benefits paid peaked to just over 127,000 claims and $294.7 million paid in FY0910, corresponding to the recession in 2008 and the temporary Employment Insurance changes introduced in response, such as extending agreement duration, streamlining the administrative process and easing eligibility requirements for employers.[90] The number of Work-Sharing claims has declined significantly since then as the economy began to recover after the recession, before increasing once again in FY1516 when the number of Work-Sharing claims (20,500 claims) more than doubled from the previous fiscal year (8,000 claims). This was attributable to the downturn in global commodity prices which represented an external economic shock impacting many firms in affected industries and commodity-based regions that experienced sudden and unexpected declines in business activity. In FY1617, the total number of Work-Sharing claims established declined significantly (-41.8%) from the previous fiscal year to 11,900 claims, reflecting the improved economic conditions observed in the fiscal year examined.

Chart 33
Employment Insurance Work-Sharing claims and benefits, Canada, 2008/2009 to 2016/2017



Note: Includes all claims for which at least $1 of Work-Sharing benefits was paid.
Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

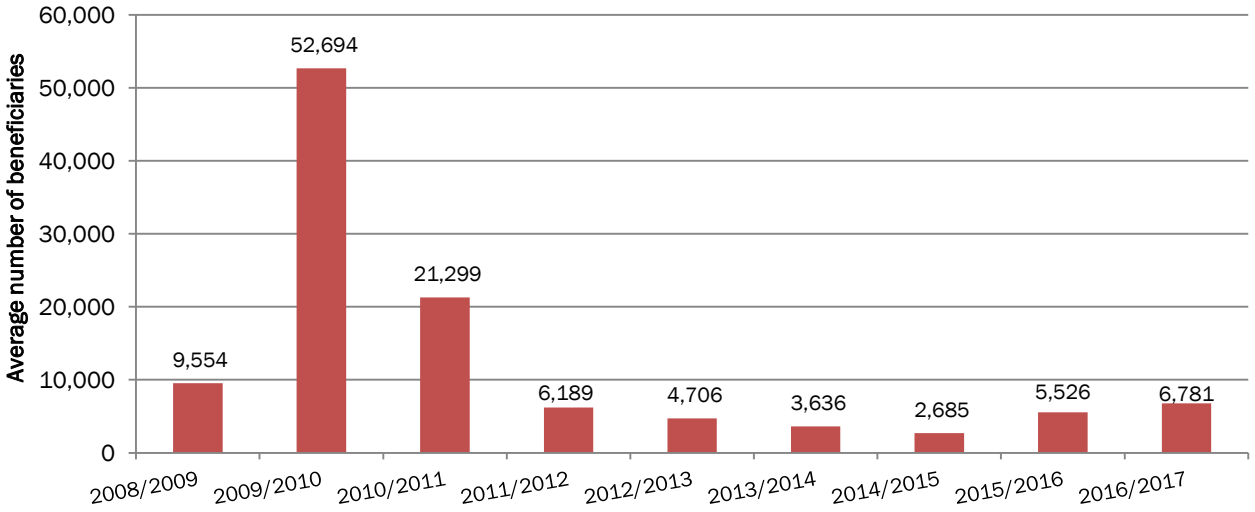
The total amount paid in Work-Sharing benefits increased from $38.8 million in FY1516 to $43.4 million in FY1617, representing an increase of 11.9%. While the total amount paid in Work-Sharing benefits increased for the second consecutive year, it was still well below the peak of $294.7 million observed in FY0910.

[90] In addition to the temporary measures introduced in Budget 2009, temporary measures were also introduced in Budgets 2010, 2011, and the Economic and Fiscal Update 2011. All temporary Work-Sharing measures concluded in October 2012. See Annex 7 for more detailed information on some of these temporary changes.

The average number of beneficiaries[91] receiving Work-Sharing benefits each month increased from 5,530 in FY1516 to 6,780 in FY1617, even though the total number of new claims established had declined during the same time period. This explains the increase in the total amount paid in Work-Sharing benefits in FY1617 compared to the previous fiscal year. Chart 34 outlines the average number of beneficiaries receiving Work-Sharing benefits over the last decade. The increase in the average number of Work-Sharing beneficiaries in FY1617 represents the second consecutive yearly increase, after declining for five years since FY1011.

Chart 34

Average monthly number of beneficiaries receiving Work-Sharing benefits, Canada, 2008/2009 to 2016/2017



Source: Statistics Canada, Employment Insurance Program, CANSIM table 276-0020.

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

In FY1617, all regions reported a decrease in the number of Work-Sharing claims established, compared to the previous fiscal year. This reflects the economic rebound that was observed in Canada in FY1617 after the downturn in commodity prices in the previous year. As outlined in Table 41, the most notable decline was in Alberta (-3,067 claims), where the number of new claims had peaked to 7,939 claims in FY1516 from only 631 claims in FY1415.

[91] The count of beneficiaries represents the number of claimants who receive at least $1 of EI Work-Sharing benefits during the reference period for the month (usually the week of the 15th day) and is affected by the inflow of new claimants and the outflow of claimants who have stopped receiving Work-Sharing benefits.

Table 41

Number and percentage share of Employment Insurance Work-Sharing claims and amount paid by region, gender, age and industry, Canada, 2015/2016 to 2016/2017

	New claims established		Amount paid ($ millions)	
	2015/2016	2016/2017	2015/2016	2016/2017
Region				
Atlantic provinces	302[r] (1.5%)	212 (1.8%)	$0.5 (1.2%)	$0.9 (2.2%)
Quebec	4,451 (21.7%)	2,737 (22.9%)	$6.0 (15.3%)	$6.5 (15.0%)
Ontario	2,849 (13.9%)	2,017 (16.9%)	$5.3 (13.6%)	$4.7 (10.9%)
Manitoba and Saskatchewan	3,517 (17.1%)	1,492 (12.5%)	$6.3 (16.2%)	$5.3 (12.3%)
Alberta	7,939 (38.7%)	4,872 (40.8%)	$17.1 (43.9%)	$23.5 (54.1%)
British Columbia	1,463 (7.1%)	606 (5.1%)	$3.8 (9.7%)	$2.4 (5.4%)
Gender				
Men	15,933 (77.6%)	8,883 (74.4%)	$30.5 (78.6%)	$32.3 (74.4%)
Women	4,588 (22.4%)	3,053 (25.6%)	$8.3 (21.4%)	$11.1 (25.6%)
Age category				
24 years old and under	1,425 (6.9%)	718 (6.0%)	$2.4 (6.2%)	$2.3 (5.3%)
25 to 54 years old	15,002 (73.1%)	8,691 (72.8%)	$29.1 (75.0%)	$32.5 (74.9%)
55 years old and over	4,094 (20.0%)	2,527 (21.2%)	$7.3 (18.8%)	$8.6 (19.8%)
Industry				
Goods-producing industries	**15,612 (76.1%)**	**9,315 (78.0%)**	**$27.6 (71.1%)**	**$30.1 (69.3%)**
Manufacturing	14,431 (70.3%)	8,474 (71.0%)	$25.1 (64.7%)	$27.4 (63.1%)
Rest of goods-producing industries	1,181 (5.8%)	841 (7.0%)	$2.5 (6.4%)	$2.7 (6.2%)
Service-producing industries	**4,869 (23.7%)**	**2,439 (20.4%)**	**$11.2 (28.8%)**	**$12.8 (29.4%)**
Wholesale trade	2,026 (9.9%)	1,017 (8.5%)	$3.9 (9.9%)	$3.8 (8.7%)
Professional, scientific and technical services	1,069 (5.2%)	543 (4.5%)	$2.7 (6.9%)	$2.6 (5.9%)
Rest of service-producing industries	1,774 (8.6%)	879 (7.4%)	$4.6 (11.9%)	$6.5 (14.9%)
Canada	**20,521 (100.0%)**	**11,936 (100.0%)**	**$38.8 (100.0%)**	**$43.4 (100.0%)**

Note: Data may not add up to the total due to rounding. Percentage share is based on unrounded numbers. Includes claims for which at least $1 of EI Work-Sharing benefits was paid. No Work-Sharing claim was established in the Northwest Territories, Yukon or Nunavut in FY1516 or FY1617.

[r] Revised data.

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

Quebec (-1,714 claims) and Manitoba (-1,567 claims) were two other provinces that also reported significant declines in new claims established. However, Alberta continued to represent the largest share of total new claims established (40.8%) and of total amount paid (54.1%) in FY1617.

Men continue to be more likely to make use of the Work-Sharing program—a trend that has been persistent over the years. In FY1617 men accounted for 74.4% of new Work-Sharing claims and total benefits paid, down from 77.6% of claims and 78.6% of benefits paid in the previous fiscal year. Workers aged 25 to 54 years accounted for 72.8% of all new Work-Sharing claims and 74.9% of Work-Sharing benefits paid. Same as the previous fiscal year, youth were under-represented among new Work-Sharing claims established (6.0%) and benefits paid (5.3%) compared with their total share of employment (14.3%) in FY1617.[92]

From the industry perspective, the Work-Sharing program was most frequently used by workers in the Manufacturing industry, which is consistent with historical patterns. Employees in the Manufacturing industry accounted for 71.0% of new EI Work-Sharing claims in FY1617, up from 70.3% in the previous fiscal year. These workers accounted for 63.1% of the total EI Work-Sharing benefits paid, down from 64.7% FY1516 (see Table 41), which was disproportionate to their share of total employment (9.5% in FY1516 and 9.3% in FY1617).[93] Among the services-producing industries, workers in the Wholesale trade industry accounted for the largest share of Work-Sharing claims (8.5%) and total Work-Sharing benefits paid (8.7%) in FY1617. This was closely followed by workers in the Professional, scientific and technical services industry, who accounted for 4.5% of new Work-Sharing claims and 5.9% of total Work-Sharing benefits paid in FY1617. See Annex 2.21.1 for detailed information on new claims established and Annex 2.21.4 for amount paid by industry.

2.5.3 Level and duration of Employment Insurance Work-Sharing benefits

The Work-Sharing program is designed to provide income support for workers in firms that experience temporary reductions in demand for reasons beyond the employer's control. As such, the program provides partial income stabilization to offset reductions in hours that is agreed upon by the employees participating in the program, but is not meant to provide full coverage of insurable hours or insurable earnings. As a result, the data reported on Work-Sharing claims are not directly comparable to other types of EI benefits. This is particularly true of the weekly benefit rates paid to claimants, which are meant to only cover up to 60% of a regular work weeks for affected employees in a work unit subject to a Work-Sharing agreement depending on the agreed upon decrease in work levels. Because of this, the weekly benefit rates for Work-Sharing claimants are lower on average than for other types of EI benefits. Because the weekly Work-Sharing benefit rate is determined by the employees wage and the degree of reductions in the hours worked, significant variability is also observed across industries in the reported weekly benefit rates.

[92] Source: Statistics Canada, Labour Force Survey, CANSIM table 282-0087.
[93] Source: Statistics Canada, Labour Force Survey, CANSIM table 282-0088.

In FY1617, the average weekly Work-Sharing benefit rate was $125, down from the average weekly benefit rate of $131 in the previous fiscal year (see Table 42). This represents a decrease of 4.6% in the average weekly benefit rate after increasing for four previous consecutive years. Similar to the previous years, a high degree of variability can be observed among the average weekly benefit paid in each province in the fiscal year examined; for example, the highest average weekly benefit rate was in Prince Edward Island ($211) while the lowest was in Manitoba ($101). The average weekly Work-Sharing benefit rate for both men and women decreased in FY1617 compared to the previous fiscal year. Men received an average weekly benefit rate of $131 in FY1617, down from $136 in FY1516; while women received an average weekly benefit rate of $107 in FY1617, down from $115 in FY1516. The average weekly benefit was $126 for workers who were aged 25 to 54 years, a little higher than for workers aged 24 years and under ($120) and those aged 55 years and older ($124).

Table 42
Employment Insurance Work-Sharing average weekly benefit rate, by province, gender, age and industry, Canada, 2015/2016 to 2016/2017

	2015/2016	2016/2017	Change (%)
Region			
Atlantic provinces	$142	$153	+7.7%
Quebec	$116	$113	-2.6%
Ontario	$117	$118	+0.9%
Manitoba and Saskatchewan	$126	$116	-7.9%
Alberta	$142 [r]	$137	-3.5%
British Columbia	$150 [r]	$114	-24.0%
Gender			
Male	$136	$131	-3.7%
Female	$115	$107	-7.0%
Age category			
24 years old and under	$133	$120	-9.8%
25 to 54 years old	$131	$126	-3.8
55 years old and over	$129	$124	-3.9%
Industry			
Goods-producing industries	**$132**	**$124**	**-6.1%**
Agriculture, forestry, fishing and hunting	$142	$116	-18.3%
Mining and oil and gas extraction	$152	$126	-17.1%
Manufacturing	$130	$122	-6.2%
Average of other goods-producing industries	$153	$148	-3.3%
Services-producing industries	**$129**	**$129**	**0.0%**
Wholesale trade	$109	$111	+1.8%
Accommodation and food services	$211	$125	-40.8%
Other services (excl. public administration)	$158	$151	-4.4%
Average of other services-producing industries	$134	$140	+4.5%
Canada	**$131**	**$125**	**-4.6%**

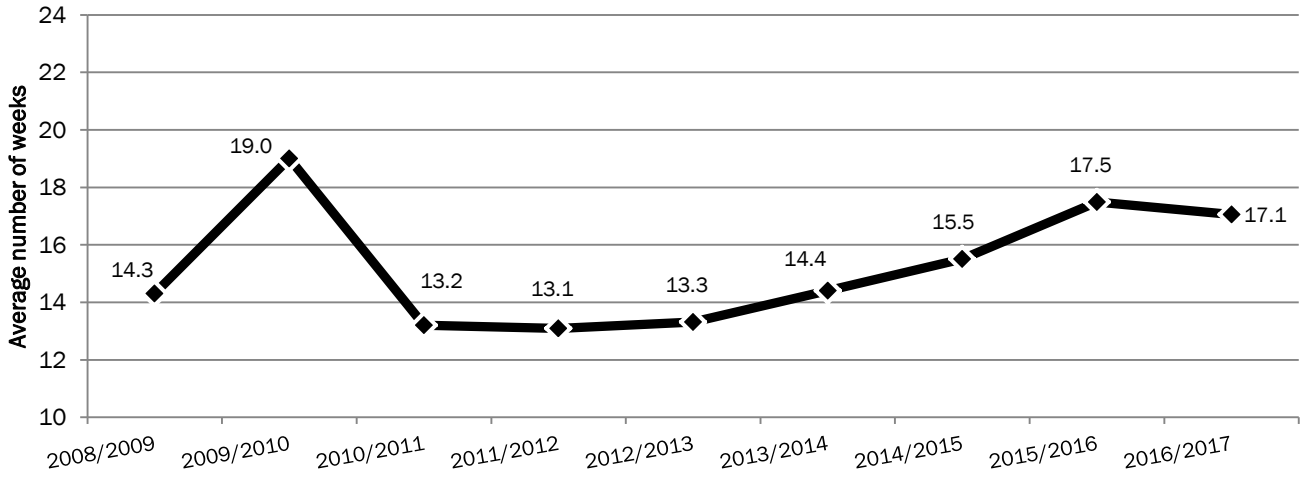
Note: Percentage change is based on unrounded numbers. Includes claims for which at least $1 of Work-Sharing benefits was paid. No Work-Sharing claim was established in the Northwest Territories, Yukon or Nunavut in FY1516 or FY1617.
[r] Revised data.
Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

The average weekly Work-Sharing benefit rate in the goods-producing industries declined by 6.1% to $124 in FY1617, from $132 reported in the previous fiscal year (see Table 42). Workers in the Construction industry received the highest amount of average weekly benefits ($148) in the goods-producing sector. On the other hand, the average weekly Work-Sharing benefit rate remained unchanged in FY1617 from the previous fiscal year at $129 in the service-producing industries. The largest decline in the average weekly benefit rate in FY1617 was observed in the Accommodation and food services industry (-40.8%). See Annex 2.21.3 for detailed information on average Work-Sharing weekly benefit rate by industry.

The average duration[94] of Work-Sharing claims established in FY1617 was 17.1 weeks, a decrease of 0.4 weeks from FY1516 (17.5 weeks). This represents a decline in the average duration of Work-Sharing claims after steadily rising since FY1112 (see Chart 35).

Chart 35

Average duration of Employment Insurance Work-Sharing claims, Canada, 2008/2009 to 2016/2017



Note: Includes all claims for which at least $1 of EI Work-Sharing benefits was paid.
Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

2.5.4 Employment Insurance Work-Sharing agreements subject to early termination

When a firm returns to normal levels of business activity ahead of recovery plan timelines, or withdraws from the Work-Sharing agreement for other reasons (such as it is closing down or deciding to go ahead with layoffs), the Work-Sharing agreements end before the anticipated end date of the agreement—this is referred to as early termination. Of the 862 Work-Sharing agreements established in FY1617 by firms across Canada, a total of 110 agreements were terminated earlier than their scheduled end date (12.8% of all agreements). This proportion increased from FY1516 (6.3%) and was the highest in the past five fiscal years, but was still much lower than the proportion reported in FY1011 (38.1%). Of the 110 early terminated agreements in FY1617, 82 agreements (9.5% of total Work-Sharing agreements) concluded because these firms returned to their normal level of employment, while the other 28 agreements (3.2% of total Work-Sharing agreements) concluded because the firms did not return to normal levels of employment (see Table 43).

[94] The average duration of Work-Sharing benefits are estimated using claims established during the fiscal year. A multiplier of 1.1 is integrated in the calculation of the average duration.

Table 43
Employment Insurance Work-Sharing agreements, by early termination, 2016/2017

	Count	Share of all Work-Sharing agreements
Agreements terminated on schedule	752	87.2%
Agreements terminated earlier than scheduled end date	110	12.8%
Early termination because level of employment returned to normal levels	82	9.5%
Early termination with employment not returning to normal levels	28	3.2%
Canada	**862**	**100.0%**

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

Effectiveness of the Work-Sharing program over the years

A recent study* looked at the usage of the Work-Sharing program since 2000 and estimated the number and distribution of layoffs averted by the Work-Sharing program, and the number of employers' shutdowns who participated in the program. The study found that Work-Sharing claims that started at the beginning of a recession and that ended during it were most likely associated with a layoff after the agreement had terminated, whereas claims that started once the recession was already underway and ended as the economy recovered were less likely associated with a subsequent layoff. For example, during the economic slowdown in 2001, the proportion of net layoffs averted** improved from 34% in FY0001 to 67% in FY0102. Again during the 2008 recession, the proportion of net layoffs averted improved from 26% in FY0708 to 51% in FY0809, and 69% in FY0910. Following the economic slowdown because of the decline in commodity prices in FY1415, the proportion of net layoffs averted improved from 42% in FY1415 to 58% in FY1516.

The study also looked at the incidence of shutdowns among employers who participated in the Work-Sharing program and those who did not. It was found that in the short to medium term, the cumulative shutdown rate among non-Work-Sharing employers was about six percentage points higher than for employers who participated in the program. The shutdown rate for non-Work-sharing employers was almost 20 percentage points higher than for participating employers in the longer term.

* ESDC, *Usage of the Work-Sharing Program: 2000/2001 to 2016/2017* (Ottawa: ESDC, Evaluation Directorate, 2018).
** The methodology used to estimate the number of layoffs averted assumes a perfect substitution between one hour of work reduction with the Work-Sharing program and one hour of work reduction through the layoff alternative (a conversion rate of 1.0). The number of layoffs that occurred subsequent to the program was subtracted from the estimated number of layoffs averted to calculate the net layoffs averted.

2.6 Employment Insurance special benefits

EI special benefits provide temporary income support to eligible insured employees or self-employed persons (including fishers) who are unable to work due to specific life circumstances. These circumstances include sickness; pregnancy; and caregiving for a newborn, a newly adopted child, a critically ill child, and a gravely ill family member with a significant risk of death.

To qualify for EI special benefits, insured employees must have accumulated a minimum of 600 hours of insurable employment during their qualifying period, meet the eligibility criteria of the specific special benefits being claimed, and experience a reduction in their normal weekly earnings by over 40%. Self-employed persons may qualify if they opted into the EI program at least one full year prior to claiming benefits, have self-employment earnings that meet the minimum self-employment eligibility threshold[95] in the calendar year preceding the claim, and—as with insured employees—meet the other eligibility criteria specific to the special benefits being claimed.

Subsection 2.6.1 provides a summary overview of special benefits in terms of the number of new claims established, the amount paid and the level of benefits. The following subsections examine the EI special benefits one by one. Subsection 2.6.2 discusses maternity and parental benefits. Sickness benefits are introduced in subsection 2.6.3. Subsections 2.6.4 and 2.6.5 examine compassionate care benefits[96] and benefits for parents of critically ill children (PCIC), respectively. Finally, subsection 2.6.6 looks at the use of special benefits by self-employed persons who have opted into the EI program.

For the purpose of this section, EI special benefit claims refer to EI claims for which at least one dollar of special benefits was paid.[97]

2.6.1 Employment Insurance special benefit claims overview

Over the period assessed, there were about 563,400 new special benefit claims established, which represents a 2.3% increase over the previous fiscal year and the sixth consecutive year-over-year increase. Of this number, two thirds of special benefit claims included sickness benefits (67.2%), while 34.8% and 30.2% included parental and maternity benefits respectively. The two other types of special benefits were paid less frequently. About 1.8% of all special benefit claims included compassionate care benefits and 0.7% included PCIC benefits (see Table 44).

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[95] This threshold was $6,820 (2015 earnings) for claims established in 2016 and $6,888 (2016 earnings) for claims established in 2017. For claims established in 2016 and 2017, self-employed fishers could also qualify for special benefits with fishing earnings of at least $3,760 in their qualifying period.

[96] In French version of past *Employment Insurance Monitoring and Assessment Reports,* this type of special benefit was called "prestations pour soignants". To distinguish between this type of benefit and the new EI Family Caregiver Benefit for Adults introduced in the *Budget Implementation Act, 2017, No. 1,* the French terminology was changed to "prestations de compassion". The English terminology "compassionate care benefits" has not changed.

[97] The EI administrative data used are those as of August 2017 and are based on a 10% sample of claims for maternity benefits, parental benefits and sickness benefits; and on a 100% sample of EI compassionate care benefit claims. Data on PCIC benefits are based on a 100% sample of claims as of December 2017.

Table 44

Employment Insurance special benefit claims and amount paid according to type of benefit, Canada, 2015/2016 to 2016/2017

	Number of claims			Amount paid ($ millions)		
	2015/2016	2016/2017	Change (%)	2015/2016	2016/2017	Change (%)
Maternity	174,510	170,330	-2.4%	$1,110.9	$1,137.3	+2.4%
Parental	196,660	195,960	-0.4%	$2,643.5	$2,705.1	+2.3%
Sickness	365,480	378,700	+3.6%	$1,456.0	$1,567.4	+7.7%
Compassionate care	7,871	10,193	+29.5%	$18.3	$54.1	+195.4%
PCIC	3,740 r	4,211	+12.6%	$23.8 r	$26.5	+11.3%
Canada	**550,810**	**563,380**	**+2.3%**	**$5,252.5 r**	**$5,490.4**	**+4.5%**

Note: Data may not add up to the total due to rounding. Percentage change is based on unrounded numbers. Includes all claims for which at least $1 in EI special benefits was paid. New claims established by benefit type may not sum as claimants can receive multiple benefit types on a single claim.
r Revised data.
Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data on maternity, parental and sickness benefits are based on a 10% sample of EI administrative data, whereas data on compassionate care benefits and PCIC claims are based on a 100% sample.

The number of sickness claims established increased by 3.6% in comparison to the previous year, whereas maternity and parental claims recorded decreases of 2.4% and 0.4%, respectively. Compassionate care benefits experienced the largest percentage change with a 29.5% hike in new claims, followed by PCIC claims which increased by 12.6%.

The total amount of special benefits paid increased by 4.5% over the previous year, totaling $5.5 billion for FY1617. Amounts paid went up for all types of special benefits. As in the previous fiscal year, the largest percentage increase was registered for compassionate care benefits (+195.4%), followed by PCIC benefits (+11.3%).

Like previous years, almost two thirds of special benefit claims (65.3%) were established by women, and they received the majority of the amount paid in special benefits (81.8%). The largest proportion of special benefits received by women can be explained in particular by maternity benefits, and the fact that women received 91.4% of the total amount paid in parental benefits and 68.9% of the compassionate care benefits. Women also received the majority of special benefits for self-employed persons (97.7%).

By age, claimants between the ages of 25 and 39 years old established almost half (48.7%) of new special benefit claims and most claims for maternity (87.3%) and parental (86.1%) benefits. They also received the largest share of total special benefits paid (71.2%) and received 89.5% and 88.3% of the total amounts paid for maternity and parental benefits respectively. Claimants aged 40 and older represented the largest proportion of people claiming sickness benefits (60.9%) and compassionate care benefits (76.6%) and received 64.0% and 78.0% of the amounts paid in sickness benefits and compassionate care benefits, respectively.

The average weekly benefit rate for new special benefit claims established jumped 2.0% to reach $432. The share of special benefit claims for which the maximum weekly benefit rate was paid was 40.7%, a slight dip of 0.8 percentage points compared to the previous year.

More flexible and inclusive Employment Insurance benefits and leaves for Canadian families

In Budget 2017, the government committed to offering more flexible and inclusive EI benefits to Canadian families. The *Budget Implementation Act, 2017, No. 1* modified all current EI special benefits, and measures were implemented on December 3, 2017. Consequently, these measures were not in effect during the reporting period examined in this report. These measures include the following:

- Allow pregnant workers to begin receiving the 15 weeks of EI maternity benefits up to 12 weeks before the expected delivery date rather than the current eight weeks.
- Allow parents to choose between receiving the regular duration of EI parental benefits for 35 weeks at 55% of their average weekly insurable earnings, or to receive the new extended duration of parental benefits for 61 weeks at a reduced rate of 33% of their average weekly insurable earnings, up to a maximum amount depending on the selected option.
- Introduce a new EI Family Caregiver Benefit for Adults that gives eligible caregivers access to a maximum of 15 weeks of benefits to provide care or support to an adult family member who is critically ill or injured.
- Expand the definition of caregiver to family members eligible for PCIC benefits (renamed EI Family Caregiver Benefit for Children) and the new Family Caregiver Benefit for Adults.
- Allow doctors and nurse practitioners, and not only doctors, to issue the medical certificates required for compassionate care benefits and Family Caregiver benefits to take care of a critically ill adult or child.

Employment Insurance special benefits and firms

According to 2015 tax data[98]—the most recent microdata available when writing this report—there were just over 190,400 firms[99] (15.9% of all firms in 2015) associated with the establishment of an EI special benefit claim as a claimant's current or most recent employer (see Table 45). This is a slight increase of 0.8% from the previous year.

The distribution of the workforce and EI special benefit claimants is roughly similar by size of employer, unlike EI regular benefits for which larger firms are under-represented (see section 2.2 Employment Insurance regular benefits). In the case of special benefits, the largest difference between employee and claimant distributions was observed in small-sized firms (1 to 19 employees), but only at a difference of 3.1 percentage points. In regards to large firms (500 employees or more), the share of EI special benefit claimants (42.3%) was very similar to the presence of their employees in the workforce (43.1%). In contrast, the share of regular benefit claims established by their employees was less (32.0%). Whereas workforce adjustment issues during a difficult business or economic context may offer some explanation of the higher relative use of EI regular benefits among small firms, the use of EI special benefits more likely relates to the demographic profile of the workforce, individual circumstances, and the nature of the work in the industry.

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[98] The data sources for this firm analysis are Employment Insurance (EI) administrative data and Canada Revenue Agency (CRA) administrative data. The 2015 CRA data is subject to change.

[99] A firm is an organization that has a Payroll Deduction Account Number at the nine-digit level assigned by the Canada Revenue Agency (CRA) and has at least one employee with employment income, as indicated on a T4 form. This definition includes public and private sector enterprises, as well as small businesses, fishers and a portion of the self-employed. Note that this definition includes some firms that did not contribute EI premiums.

Table 45
Firms, employment and Employment Insurance special benefit claimants by size of firms*, Canada, 2015

	Number of firms		Employment distribution** (% Share)	EI claimant*** (% Share)
	All firms	Firms with at least one employee receiving EI special benefits		
Small	1,083,684	109,630	21.6%	18.5%
Small-medium	92,694	62,746	19.5%	21.1%
Medium-large	15,646	14,856	15.8%	18.0%
Large	3,215	3,192	43.1%	42.3%
Canada	**1,195,239**	**190,424**	**100.0%**	**100.0%**

* The categories of firm size reflect those found in Business Dynamics in Canada, a Statistics Canada publication. Small-sized firms are defined as those that employ 1 to 19 employees. Small-to-medium-sized firms employ 20 to 99 employees. Medium-to-large sized firms employ 100 to 499 employees. Large-sized firms employ 500 employees or more.
**The number of workers in a firm is the number of individuals with employment income in that firm, as indicated on a T4 form. The number of workers is adjusted so that each individual in the labour force is only counted once and individuals who work for more than one firm are taken into account. For example, if an employee earned $25,000 in firm 1 and $25,000 in firm 2, then he or she was recorded as 0.5 employees at the first firm and 0.5 employees at the second firm.
*** These are based on the number of people receiving EI special benefits in 2015.
Sources: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI data. Canada Revenue Agency (CRA) administrative data. CRA data are based on a 100% sample.

2.6.2 Employment Insurance maternity and parental benefits

EI maternity benefits are available to eligible biological mothers who cannot work because they are pregnant or have recently given birth. EI maternity claimants need to meet the eligibility requirements for EI special benefits in terms of insurable hours of employment or earnings (see section 2.6 Employment Insurance special benefits), and provide the Commission with a signed statement attesting to their pregnancy and their expected or actual date of delivery.[100] Qualified claimants may receive up to 15 weeks of maternity benefits per benefit period. Benefits can begin to be paid eight weeks prior to the expected date of birth and can last up to 17 weeks after the child's actual birth date.[101]

EI parental benefits are available to parents who take a leave from work to care for a newborn or recently adopted child or children. To be eligible for parental benefits, applicants must meet the eligibility requirements for EI special benefits in terms of hours of insurable employment or earnings and provide a signed certificate certifying the child's date of birth or the date of the child's placement in their home for an adoption. Up to 35 weeks of parental benefits are available to qualified claimants and can be shared between parents for a combined maximum total of 35 weeks of benefits.[102]

For the purpose of these sections, EI maternity claims refer to claims for which at least one dollar of maternity benefits was paid, and EI parental claims refer to claims for which at least one dollar of parental benefits was

[100] Maternity benefits are also payable to fishers who are pregnant or have given birth if they have $3,760 or more in insurable earnings from the fishery over the qualifying period.
[101] As of December 3, 2017, pregnant workers can start to receive 15 weeks of EI maternity benefits up to 12 weeks before the expected delivery date under the *Budget Implementation Act, 2017, No.1*. This modification was not in effect during this report's reporting period.
[102] As of December 3, 2017, the *Budget Implementation Act, 2017, No.1* allows parents with a child born or put up for adoption after this date who make a parental claim to choose between the regular duration of 35 weeks of benefits paid over 12 months or the extended duration of 61 weeks of benefits paid over 18 months. The weekly benefit rates associated with the 35 and 61 weeks of benefits are 55% and 33% of weekly insurable earnings respectively. This new option of extended length of parental benefits was not in effect during the reporting period of this report.

paid. It should be noted that the maternity and parental benefits offered under the EI program only apply to parents who reside outside of Quebec as the Quebec Parental Insurance Plan (QPIP) has provided benefits to salaried workers and self-employed persons in Quebec who are eligible to take maternity, paternity, parental, or adoption leave since January 1, 2006.

Employment Insurance maternity and parental benefits: coverage and accessibility

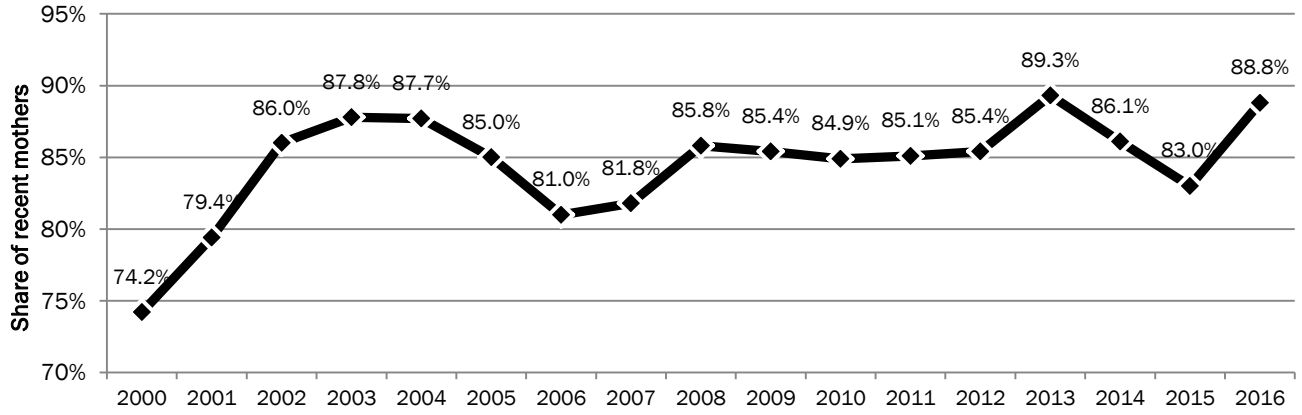
According to the 2016 Employment Insurance Coverage Survey (EICS), 209,800 recent mothers (those with a child aged 12 months or less) living outside Quebec had insurable employment in 2016, which represents 72.0% of all recent mothers.

Among those 209,800 recent mothers, 88.8% reported having received maternity or parental benefits in 2016, which represents an increase of 5.8 percentage points from the previous year (83.0%) and the second-highest share since the year 2000 when the survey began collecting data (see Chart 36).

According to EICS data, the proportion of spouses of recent mothers living outside Quebec who received or intended to claim EI parental benefits increased to 12.9% in 2016 compared to 11.9% in 2015. In Quebec, a larger share of recent fathers received parental benefits or intended to receive them (80.1%), which may be largely due to the paternity benefits paid specifically to fathers as part of QPIP.

Chart 36

Share of recent mothers with insurable employment outside of Quebec who receive Employment Insurance maternity or parental benefits (%), 2000 to 2016



Source: Statistics Canada, Employment Insurance Coverage Survey, 2000 to 2016.

Access to maternity and parental benefits and coverage

According to 2016 EICS data, the share of recent mothers with insurable employment in Quebec who received maternity or parental benefits under QPIP (96.9%) is greater than that of persons having received EI maternity or parental benefits in other regions of Canada (88.8%). This situation can be explained by several factors, most notably the mandatory participation of self-employed persons under QPIP in comparison to the voluntary participation in the EI program and the lower eligibility requirement based on earnings under QPIP ($2,000).

Employment Insurance maternity claims, amount paid and level of benefits

The total number of new maternity claims established dropped by 2.4% over the previous year to nearly 170,300 in FY1617 (see Table 46). The number of maternity claims fell in almost all provinces and territories, except in Nunavut (+10.0%) and British Columbia (+0.2%) where the number of new claims stayed virtually the same.

Women between 25 and 39 years old established 87.3% of new maternity claims while women aged 24 years old and younger represented 9.1% of new claims. While the number of new claims established by mothers aged 24 years old and under and by mothers between 25 and 39 years old dropped compared to the previous year, the number for mothers aged 40 years and older reported an increase.

Despite the observed decrease in the number of maternity claims established, the amount paid in EI maternity benefits increased by 2.4% from the previous year to $1.1 billion in FY1617. All provinces and territories, except Prince Edward Island, Nova Scotia and Manitoba, recorded greater amounts paid compared to the previous year.

Women between 25 and 39 years old received 89.5% of the total amount paid in maternity benefits, while women aged 24 years old and younger and those aged 40 years and older received 6.8% and 3.7% of the total amount paid, respectively.

Table 46

Employment Insurance maternity claims and amount paid by province or territory and age, Canada, 2015/2016 to 2016/2017

	Number of claims			Amount paid ($ millions)		
	2015/2016	2016/2017	Change (%)	2015/2016	2016/2017	Change (%)
Province or territory						
Newfoundland and Labrador	2,970	2,750	-7.4%	$17.7	$18.5	+4.1%
Prince Edward Island	1,050	1,030	-1.9%	$6.5	$6.2	-3.6%
Nova Scotia	5,680	5,000	-12.0%	$33.1	$32.0	-3.6%
New Brunswick	4,410	4,130	-6.3%	$25.6	$27.9	+9.0%
Quebec	—	—	—	—	—	—
Ontario	84,190	83,770	-0.5%	$542.6	$556.9	+2.6%
Manitoba	8,870	8,150	-8.1%	$53.1	$51.5	-3.1%
Saskatchewan	8,330	7,760	-6.8%	$52.3	$53.0	+1.3%
Alberta	31,860	30,580	-4.0%	$209.5	$212.9	+1.6%
British Columbia	26,300	26,340	+0.2%	$165.2	$172.6	+4.5%
Yukon	290	280	-3.4%	$1.9	$2.0	+7.2%
Northwest Territories	360	320	-11.1%	$2.1	$2.5	+19.3%
Nunavut	200	220	+10.0%	$1.3	$1.3	+3.0%
Age category						
24 years old and under	16,990	15,470	-8.9%	$81.9	$77.4	-5.5%
25 to 39 years old	151,630	148,720	-1.9%	$988.3	$1,017.9	+3.0%
40 years old and over	5,890	6,140	+4.2%	$40.6	$41.9	+3.1%
Canada	**174,510**	**170,330**	**-2.4%**	**$1,110.9**	**$1,137.3**	**+2.4%**

Note: Data may not add up to the total due to rounding. Percentage change is based on unrounded numbers. Includes claims for which at least $1 of EI maternity benefits was paid.
Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Maternity benefits are frequently combined in the same claim with other types of benefits, particularly parental and sickness benefits, with 98.4% of all EI maternity claims completed during the reporting fiscal year including some other type of EI benefits (see subsection 2.1.2 Combined Employment Insurance claims).

The average weekly maternity benefit rate increased by 2.3% to $447. A little less than half (49.4%) of claimants received the maximum weekly benefit rate. On average, the highest weekly maternity benefit rate was for claims established in the Northwest Territories ($499) and the Yukon ($493), and by mothers aged 40 years old and over ($475).

Employment Insurance parental benefits, amount paid and level of benefits

Over FY1617, almost 196,000 new EI parental claims were established, which represented a slight dip of 0.4% from the previous year (see Table 47). Less than 1.0% of these parental claims came from adoptive parents (about 1,800). The number of new claims dropped in almost all provinces and territories, except Ontario and British Columbia.

Although women established the vast majority of parental claims (85.0%), their number fell by 2.1% compared to the previous year. Conversely, the number of parental claims established by men grew 10.5%.

As in the past, individuals aged between 25 and 39 years old established the largest share of new parental claims (86.1%), while those aged 24 years old and younger and 40 years and older represented 8.1% and 5.8% of new claims, respectively.

The total amount paid in parental benefits jumped by 2.3% compared to the previous year, totaling $2.7 billion for the reporting period. At the provincial and territorial levels, only Prince Edward Island and Nunavut observed a decrease in their respective amounts paid in parental benefits.

As with new claims, the majority of the total amount of parental benefits was paid to women (91.4%). Men and women experienced an annual increase in their total amount paid in parental benefits—by 9.5% and 1.7%, respectively. Claimants aged between 25 and 39 years old received the greatest share of paid benefits (88.3%), while claimants aged 24 years old and under and those aged 40 years old and over received 6.6% and 5.1% of the total amount paid, respectively.

The average weekly parental benefit rate reached $457, a 2.4% increase in comparison to the previous year. More than half (53.3%) of claimants received the maximum weekly benefit rate. On average, the weekly benefit rate was higher for claims established in the Northwest Territories ($513), by men ($503) and by claimants aged 40 years old and over ($489).

Table 47
Employment Insurance parental claims and amount paid by province or territory, gender and age, Canada, 2015/2016 to 2016/2017

	Number of claims			Amount paid ($ millions)		
	2015/2016	2016/2017	Change (%)	2015/2016	2016/2017	Change (%)
Province or territory						
Newfoundland and Labrador	2,960	2,930	-1.0%	$39.9	$42.0	+5.3%
Prince Edward Island	1,140	1,130	-0.9%	$15.4	$14.4	-6.8%
Nova Scotia	6,470	5,970	-7.7%	$77.0	$79.4	+3.0%
New Brunswick	4,940	4,580	-7.3%	$61.8	$62.5	+1.2%
Quebec	—	—	—	—	—	—
Ontario	96,390	98,370	+2.1%	$1,297.7	$1,328.0	+2.3%
Manitoba	9,970	9,440	-5.3%	$125.0	$126.1	+0.9%
Saskatchewan	9,140	8,720	-4.6%	$121.1	$127.8	+5.5%
Alberta	34,830	33,480	-3.9%	$497.7	$501.7	+0.8%
British Columbia	29,670	30,340	+2.3%	$395.9	$409.5	+3.4%
Yukon	340	330	-2.9%	$3.4	$4.2	+22.3%
Northwest Territories	480	390	-18.8%	$4.6	$6.6	+43.3%
Nunavut	330	280	-15.2%	$3.9	$2.8	-29.0%
Gender						
Men	26,690	29,490	+10.5%	$213.5	$233.7	+9.5%
Women	169,970	166,470	-2.1%	$2,430.0	$2,471.4	+1.7%
Age category						
24 years old and under	17,030	15,840	-7.0%	$191.9	$177.8	-7.3%
25 to 39 years old	168,720	168,670	0.0%	$2,316.5	$2,389.0	+3.1%
40 years old and over	10,910	11,450	+4.9%	$135.1	$138.3	+2.3%
Canada	**196,660**	**195,960**	**-0.4%**	**$2,643.5**	**$2,705.1**	**+2.3%**

Note: Data may not add up to the total due to rounding. Percentage change is based on unrounded numbers. Includes claims for which at least $1 of EI parental benefits was paid.
Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Duration[103] of Employment Insurance maternity and parental benefits

As observed during previous fiscal years, claimants used almost all of the EI maternity and parental weeks to which they were entitled. For the vast majority (91.5%) of maternity claims completed over FY1617, mothers

[103] In the *2015/2016 Employment Insurance Monitoring and Assessment Report*, the average duration of maternity and parental benefits was calculated using data on claims established in the first half of the fiscal year studied. A new method calculating statistics on duration was adopted in this year's report. This methodology is based on data from claims completed during the fiscal year. Completed claims include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year. Statistics for the fiscal year analyzed in this report are preliminary and will be revised in the next report. For more information, see the methodological note in 2.6.2 Employment Insurance maternity and parental benefits.

received benefits during the 15 weeks available to them. The average duration of completed maternity claims remained at 14.6 weeks.

Methodological note:

Change made to the method of calculating the duration of special benefit claims *

In the *2015/2016 Employment Insurance Monitoring and Assessment Report*, statistics on the duration of special benefits were calculated using various periods to produce the most accurate statistics possible. For example, statistics on the actual duration of maternity, parental, and sickness benefits were based on the claims established over the first two quarters of the fiscal year. This ensured that data was based on as many completed claims as possible.

A new method of calculating the duration of special benefits based on claims completed during the fiscal year was adopted in this year's *Employment Insurance Monitoring and Assessment Report*. Analyses done with this new method show more precise estimations of the actual duration than the method using only claims established during the first two quarters. Moreover, the new method better reflects the EI program changes that could impact the duration of special benefit claims.

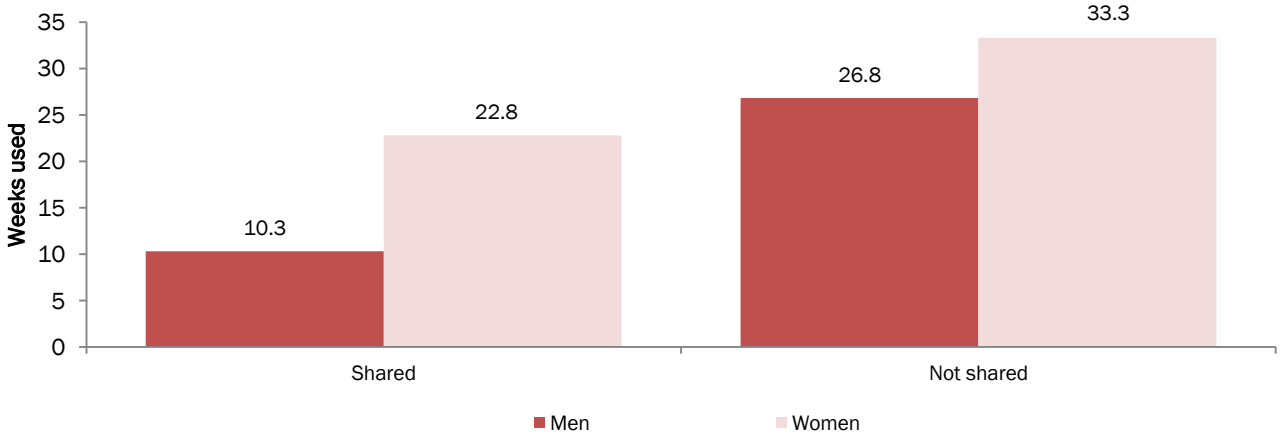
Statistics on the proportion of claims for special benefits that used the maximum number of weeks were already calculated using completed claims in the *2015/2016 Employment Insurance Monitoring and Assessment Report*. This calculation method based on completed claims continues to be used in this year's report.

* Except EI PCIC benefits. Claims for this type of benefit are processed manually. Therefore, information concerning the completed claims is not available.

In the case of parental claims, eligible parents can choose to share the 35 weeks of benefits available. Statistics on parental claims completed during the reporting period show that when weeks of benefits were shared, women received an average of 22.8 weeks, whereas men received 10.3 weeks (see Chart 37). The average duration of parental claims on a family basis was 33.1 weeks for parents who decided to share the benefits. For parents who did not share the available weeks of benefits, the average duration of parental benefits was 32.9 weeks for claims that were completed in FY1617.

Chart 37

Average parental weeks used per claim by parents who shared and did not share entitlement by gender, Canada, 2016/2017



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

Based on completed claims, the combined number of weeks of EI maternity and parental benefits used by families was an average of 47.6 weeks on a family basis or 95.2% of the 50 weeks of maternity and parental benefits to which they were entitled (see Table 48). Of these 47.6 weeks, 33.0 were paid in parental benefits and 14.6 were paid in maternity benefits.

Low-income claimants receiving the Family Supplement collected an average of 47.7 weeks of maternity and parental benefits for completed claims over the reporting fiscal year. These claimants received an average of 33.0 weeks of parental benefits and 14.7 weeks of maternity benefits (see subsection 2.1.1 for more information on the Family Supplement).

Table 48
Duration of Employment Insurance maternity and parental benefits for completed claims, Canada, 2012/2013 to 2016/2017

	2012/2013 r	2013/2014 r	2014/2015 r	2015/2016 r	2016/2017 p
Maternity	14.6	14.6	14.6	14.6	14.6
Parental, per family					
Shared	33.7	32.9	33.5	33.2	33.1
Not shared	32.8	32.9	33.0	32.9	32.9
Combined maternity and parental benefits, per family (Share of total entitlement used)	**47.6** (95.1%)	**47.5** (95.0%)	**47.7** (95.4%)	**47.6** (95.1%)	**47.6** (95.2%)

Note: Completed claims include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year. Shares of entitlement used are based on unrounded numbers.
p Preliminary estimates.
r Data revised on account of the new duration calculation method based on claims completed during the fiscal year.
Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

2.6.3 Employment Insurance sickness benefits

EI sickness benefits are paid over a maximum period of 15 weeks to qualified people who are unable to work because of illness, injury or quarantine, but would otherwise be available to work. The exact maximum duration of benefits to which a sickness claimant is entitled depends on the recommendations from their physician or an approved medical practitioner. With job protection through the *Canada Labour Code* and the provincial and territorial statutes under labour law, EI sickness benefits allow claimants to recover while conserving their attachment to the labour market.

Premium Reduction Program

Employers who offer short-term disability plans to their employees that are at least equivalent to the EI sickness benefits and that meet certain requirements stipulated in the *Employment Insurance Act* and *Employment Insurance Regulations* can register their plans with the Employment Insurance Commission to obtain a lower EI premium rate than the regular employer rate through the Premium Reduction Program (PRP).

More information on the effect on premiums and number of firms affected can be found in section 2.7 Employment Insurance financial information.

To be eligible for EI sickness benefits, claimants need to meet the eligibility requirements for EI special benefits in terms of hours of insurable employment or earnings (see section 2.6 Employment Insurance special benefits) and provide the Commission with a medical certificate signed by an attending doctor or approved medical practitioner.

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

Employment Insurance sickness claims, amount paid and level of benefits

Over FY1617, there were 378,700 new sickness claims established, which represented a 3.6% hike over the previous year and the fourth consecutive annual increase. The number of sickness claims established went up in British Columbia and provinces in Central and Eastern Canada, except Newfoundland and Labrador, while the number of claims decreased in the Prairies and in the Northwest Territories (see Table 49).

Table 49
Employment Insurance sickness claims and amount paid by province or territory, gender and age, Canada, 2015/2016 to 2016/2017

	Number of claims			Amount paid ($ millions)		
	2015/2016	2016/2017	Change (%)	2015/2016	2016/2017	Change (%)
Province or territory						
Newfoundland and Labrador	10,170	10,140	-0.3%	$43.0	$45.1	+4.8%
Prince Edward Island	5,780	6,000	+3.8%	$17.3	$20.2	+16.2%
Nova Scotia	18,500	19,070	+3.1%	$65.8	$74.0	+12.4%
New Brunswick	22,800	24,830	+8.9%	$74.3	$92.7	+24.8%
Quebec	111,420	119,210	+7.0%	$400.0	$428.8	+7.2%
Ontario	99,060	105,010	+6.0%	$424.3	$461.8	+8.8%
Manitoba	10,590	9,970	-5.9%	$44.9	$43.7	-2.7%
Saskatchewan	7,640	7,060	-7.6%	$33.6	$35.4	+5.3%
Alberta	29,240	26,520	-9.3%	$136.1	$138.2	+1.6%
British Columbia	49,490	50,170	+1.4%	$212.9	$223.9	+5.2%
Yukon	430	420	-2.3%	$1.8	$2.1	+14.2%
Northwest Territories	250	200	-20.0%	$1.3	$0.9	-29.6%
Nunavut	110	100	-9.1%	$0.5	$0.7	+33.1%
Gender						
Men	160,580	163,870	+2.0%	$684.5	$745.5	+8.9%
Women	204,900	214,830	+4.8%	$771.5	$821.9	+6.5%
Age category						
24 years old and under	27,730	28,710	+3.5%	$81.9	$91.5	+11.7%
25 to 44 years old	151,890	156,530	+3.1%	$592.1	$635.0	+7.3%
45 to 54 years old	89,420	90,600	+1.3%	$375.7	$396.9	+5.6%
55 years old and over	96,440	102,860	+6.7%	$406.3	$444.0	+9.3%
Canada	**365,480**	**378,700**	**+3.6%**	**$1,456.0**	**$1,567.4**	**+7.7%**

Note: Data may not add up to the total due to rounding. Percentage change is based on unrounded numbers. Includes claims for which at least $1 of EI sickness benefits was paid.
Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

A larger share of new EI sickness claims were established by women (56.7%) than men (43.3%). However, both men and women recorded annual increases in the number of sickness claims of +2.0% and +4.8%, respectively.

By age, claimants aged 55 years old and over established 27.2% of new sickness claims, which is a bit higher than their representation in the Canadian labour force in FY1617 (20.6%).[104] Claimants aged 24 years old and under represented 7.6% of established sickness claims while they formed 14.3% of the labour force in Canada (see Chart 38). In comparison to the year before, claimants of all age groups experienced a boost in the number of claims, but the biggest hike was observed among claimants aged 55 years old and over.

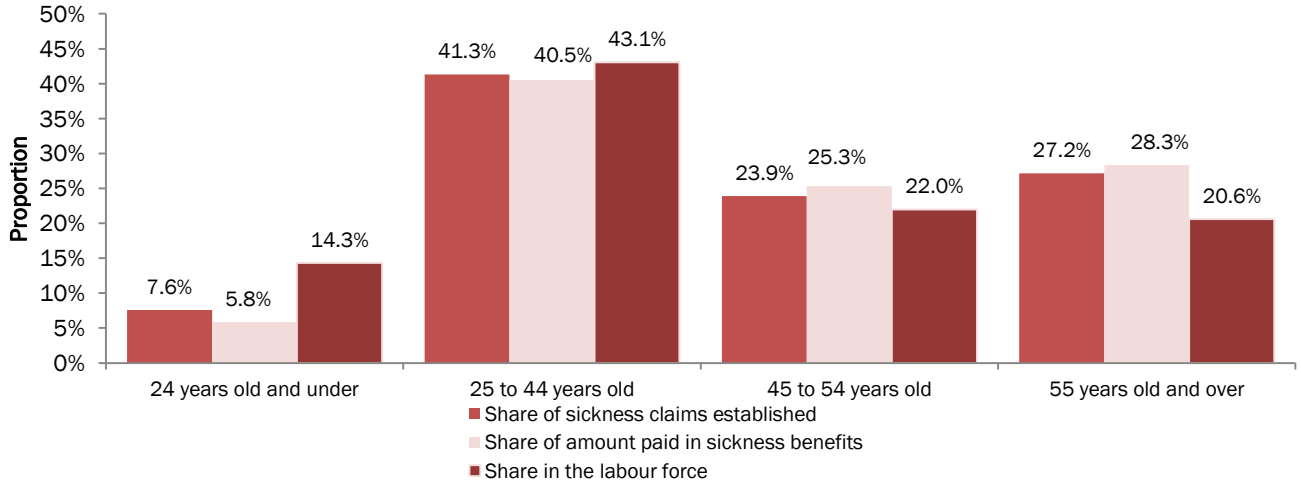
The total amount paid in sickness benefits went up 7.7% compared to the previous year to $1.6 billion during the reporting period. The majority of provinces and territories, with the exception of Manitoba and the Northwest Territories, recorded an increase in their total amount paid in sickness benefits (see Table 49).

While women received a slighter larger share of the amount paid in sickness benefits than men, 52.4% compared to 47.6%, men experienced a bigger annual increase in the amount received than women, +8.9% versus +6.5%.

As with new claims, claimants aged 55 years and older received a larger share of the total amount of payments for sickness benefits (28.3%) than their weight in the labour force (20.6%), while claimants aged 24 years old and younger received a smaller share (5.8%) compared to their presence in labour force (14.3%) (see Chart 38). All age groups reported a hike in the total amount of sickness benefits received compared to the previous year.

Chart 38

Proportions of Employment Insurance sickness claims, amount paid and labour force, by age, Canada, 2016/2017



Note: Includes claims for which at least $1 of EI sickness benefits was paid.
Sources: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data. Statistics Canada, Labour Force Survey, CANSIM table 282-0001.

[104] Statistics Canada, Labour Force Survey, CANSIM table 282-0001.

By industry, the goods-producing industries were overrepresented among EI sickness claims and total benefits paid as they accounted for 25.6% of new EI sickness claims and 27.8% of sickness benefits paid while they represented 21.1% of workers (see Table 50). In contrast, workers from the services-producing industries were underrepresented among EI sickness claims and EI sickness benefits paid, with some exceptions at the industry-level (for example, Business, building and other support services).

Table 50
Employment, Employment Insurance sickness claims and amount paid by industry, Canada, 2016/2017

	Employment '000s (Percentage share)	Number of claims '000s (Percentage share)	Amount paid ($ millions) (Percentage share)
Goods-producing industries	**3,823.1 (21.1%)**	**96.9 (25.6%)**	**$435.0 (27.8%)**
Agriculture, forestry, fishing, hunting, mining and oil and gas extraction	610.3 (3.4%)	17.2 (4.5%)	$68.0 (4.3%)
Utilities	137.0 (0.8%)	0.4 (0.1%)	$1.6 (0.1%)
Construction	1,389.9 (7.7%)	35.5 (9.4%)	$179.6 (11.5%)
Manufacturing	1,685.9 (9.3%)	43.9 (11.6%)	$185.8 (11.9%)
Services-producing industries	**14,330.2 (78.9%)**	**262.4 (69.3%)**	**$1,066.1 (68.0%)**
Wholesale and retail trade	2,756.2 (15.2%)	59.3 (15.7%)	$220.4 (14.1%)
Transportation and warehousing	913.1 (5.0%)	20.1 (5.3%)	$94.1 (6.0%)
Finance, insurance, real estate, rental and leasing	1,141.4 (6.3%)	11.9 (3.2%)	$51.4 (3.3%)
Professional, scientific and technical services	1,398.8 (7.7%)	9.8 (2.6%)	$42.1 (2.7%)
Business, building and other support services*	767.0 (4.2%)	29.2 (7.7%)	$118.7 (7.6%)
Educational services	1,274.8 (7.0%)	10.9 (2.9%)	$39.7 (2.5%)
Health care and social assistance	2,346.7 (12.9%)	44.9 (11.8%)	$192.9 (12.3%)
Information, culture and recreation**	788.6 (4.3%)	7.5 (2.0%)	$28.5 (1.8%)
Accommodation and food services	1,218.5 (6.7%)	27.7 (7.3%)	$87.5 (5.6%)
Other services (excluding public administration)	781.7 (4.3%)	16.2 (4.3%)	$67.5 (4.3%)
Public administration	943.4 (5.2%)	25.1 (6.6%)	$123.2 (7.9%)
Unclassified	**N/A**	**19.4 (5.1%)**	**$66.3 (4.2%)**
Canada	**18,153.4 (100.0%)**	**378.7 (100.0%)**	**$1,567.4 (100.0%)**

Note: Data may not add up to the total due to rounding. Percentage shares are based on unrounded numbers. Includes claims for which at least $1 of EI sickness benefits was paid.
* Includes management of companies and enterprises and administrative and support, waste management and remediation services.
** Includes information and cultural industries and arts, entertainment and recreation industries.
Sources: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data. Statistics Canada, Labour Force Survey, CANSIM table 282-0007 (for employment).

The average weekly sickness benefit rate was $417, a 1.8% increase compared to the previous year. Almost a third (33.1%) of claimants received the maximum weekly benefit rate, which represented a decrease of 1.3 percentage points compared to the previous year. On average, the highest weekly sickness benefit rate was paid for claims established in the Northwest Territories ($517), by men ($455), and by claimants aged between 45 and 54 years old ($428).

Duration[105] of Employment Insurance sickness benefits

A maximum of 15 weeks of EI sickness benefits may be paid to qualified individuals because of illness, injury or quarantine, though this number could be less depending on their physician's recommendation.

The actual average duration of sickness benefits completed during the reporting period was 9.8 weeks. On average, men and women received 9.5 and 10.1 weeks of sickness benefits respectively for completed claims.

As in previous years, the average number of weeks of sickness benefits paid increased with the age of claimants. In fact, claimants aged 24 years old and younger experienced, on average, the shortest duration (8.9 weeks of benefits), while claimants aged 55 years and older registered, on average, the longest duration (10.5 weeks of benefits) among completed EI sickness claims.

A little more than a third (35.7%) of completed sickness claims had used the maximum number of 15 weeks of sickness benefits[106], which is a similar proportion as the year before (see Table 51). Women (37.3%) were more likely to use the maximum number of weeks than men (33.7%).

Table 51
Share of completed Employment Insurance sickness claims that used the maximum period of 15 weeks of benefits by age, Canada, 2012/2013 to 2016/2017

	2012/2013 r	2013/2014 r	2014/2015 r	2015/2016 r	2016/2017 p
24 years old and under	23.3%	25.3%	29.4%	27.0%	27.7%
25 to 44 years old	30.9%	31.9%	32.6%	32.8%	31.7%
44 to 54 years old	37.2%	38.8%	38.2%	37.6%	38.3%
55 years old and over	39.8%	41.7%	41.7%	41.9%	42.0%
Canada	**34.1%**	**35.6%**	**36.1%**	**35.9%**	**35.7%**

Note: Includes all claims for which at least $1 in EI sickness benefits was paid. Completed claims include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year.
p Preliminary data.
r Revised data.
Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

[105] In the *2015/2016 Employment Insurance Monitoring and Assessment Report*, the average duration of sickness benefits was calculated using data on claims established in the first half of the fiscal year studied. A new method of calculating statistics on duration was adopted in this year's report. This methodology is based on data from claims completed during the fiscal year. Completed claims include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year. Statistics for the fiscal year analyzed in this report are preliminary and will be revised in the next report. For more information, see the methodological note in subsection 2.6.2 Employment Insurance maternity and parental benefits.

[106] The concept of exhausting sickness benefits introduced in previous *Employment Insurance Monitoring and Assessment Reports* is not used in this year's report and was replaced by an equivalent measure of the proportion of claims that used the maximum of 15 weeks of sickness benefits. The concept of entitlement exhaustion is widely used in analyzing EI regular benefits. However, the way the concept is used for regular benefits does not always apply to sickness benefits. Moreover, the circumstances for which sickness benefits are received are different than those associated with regular benefits.

As observed for the average duration of benefits, the use of all 15 weeks of benefits available also appears to be correlated with the age of claimants. In total, the share of completed sickness claims that used all 15 eligible weeks was 27.7% for claimants aged 24 years old and younger, and climbed to 42.0% for claimants aged 55 years and older (see Table 51).

2.6.4 Employment Insurance compassionate care benefits

EI compassionate care benefits[107] offer temporary income support for up to 26 weeks[108] to eligible claimants who need to take time away from work to provide care or support to family members who have a serious medical condition with a significant risk of death within 26 weeks.[109] The benefits may be paid to one family member or shared between family members, and only one family member needs to serve the waiting period.

To be eligible for EI compassionate care benefits, claimants need to meet the eligibility requirements for EI special benefits in terms of hours of insurable of employment or earnings (see section 2.6 Employment Insurance special benefits) and must submit a medical certificate issued by the family member's medical doctor[110] to the Commission.

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

Compassionate care recipients

Family members for whom claimants can claim EI compassionate care benefits include, but are not limited to, the following individuals: spouse, including common-law partner; child or child of the claimant's spouse; parent or the spouse of the claimant's parent; other family members (such as siblings, step-siblings, grandparents, grandchildren, nieces, nephews and in-laws); and any other individual considered as a close relative, whether or not he or she is related by blood, adoption, marriage or common-law partnership.

A supplemental study[111] using data on compassionate care applicants during FY1516 showed that 58.1% of people filed a claim to take care of a parent, 27.5% a common-law partner or spouse, 4.3% a brother or sister, 3.5% a child, and 6.6% another type of recipient. According to the same study, the number of compassionate care claims increased with the care recipient's age. In 16.9% of cases, applicants who filed a claim did so to take care

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[107] In French version of past *Employment Insurance Monitoring and Assessment Reports*, this type of special benefit was called "prestations pour soignants". To distinguish between this type of benefit and the new EI Family Caregiver Benefit for Adults introduced in the *Budget Implementation Act, 2017, No. 1*, the French terminology was changed to "prestations de compassion". The English terminology "compassionate care benefits" has not changed.

[108] As of January 3, 2016, the maximum duration of compassionate care benefits went from 6 to 26 weeks and the period during which claimants could receive weeks of benefits went from 26 to 52 weeks. Compassionate care claims with an open benefit window at implementation could receive up to 26 weeks of entitlement despite establishing their claim prior to implementation.

[109] For more information on the term "family members" in relation to individuals who are gravely ill, please visit the Service Canada's website at: https://www.canada.ca/en/employment-social-development/programs/ei/ei-list/reports/digest/chapter-23/compassionate-care-benefits.html#a23_2_1.

[110] As of December 3, 2017, under the *Budget Implementation Act, 2017, No. 1*, the list of health professionals authorized to sign medical certificates for EI compassionate care benefits was extended to physicians and nurse practitioners. This change to the list of professionals able to issue a medical certificate was not in effect during this report's reporting period.

[111] ESDC, *Compassionate Care Benefits: Update (2004/2005 to 2015/2016)*. (Ottawa: ESDC, Evaluation Directorate, 2018).

of a recipient aged between 18 and 54 years old, while in 34.8% of cases, applicants wanted to take care of a recipient aged 75 years and older.

Employment Insurance compassionate care claims, amount paid and level of benefits

The total number of new claims established for EI compassionate care benefits grew by 29.5% compared with the previous year, to 10,200 in FY1617. This is the second consecutive substantial annual increase as the number of claims went up by 26.1% the year before (see Chart 39). This is in part due to the increase in maximum entitlement, which went from 6 to 26 weeks in January 2016. This increase might make periods of interrupted employment for caregiving responsibilities less of a financial burden than the shorter entitlement of six weeks.

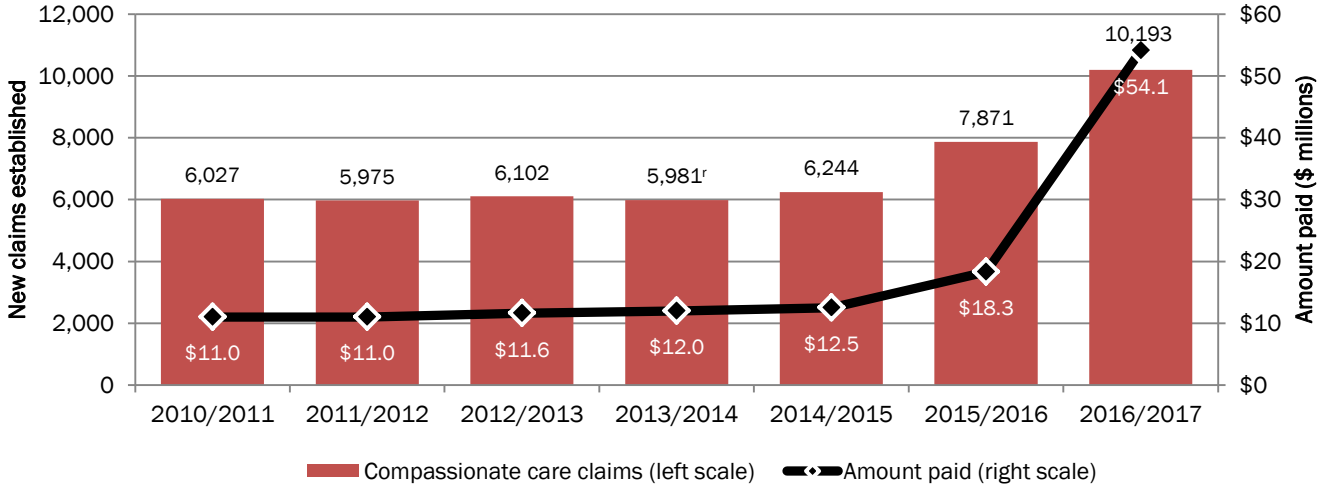
The number of new compassionate care claims went up in all regions with the largest percentage changes having been registered in the Territories (+75.0%) and Nova Scotia (+51.0) (see Table 52).

As in the past, women established the majority of compassionate care claims (72.4%). There was an annual increase in new claims of 24.4% for men and 31.5% for women.

By age group, individuals aged between 25 and 44 years old had established a smaller share of compassionate care claims (32.0%) than their relative weight in the Canadian labour force[112] (43.1%). Conversely, people aged between 45 and 54 years old and those aged 55 years and older had established a larger share of claims for compassionate care benefits (34.0% and 32.3% respectively) than their presence in the Canadian labour force (22.0% and 20.6% respectively).

Chart 39

Employment Insurance compassionate care claims and amount paid, Canada, 2010/2011 to 2016/2017



Note: Includes claims for which at least $1 of EI compassionate care benefits was paid.
r Revised data.
Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

[112] Statistics Canada, Labour Force Survey, CANSIM table 282-0001.

Table 52

Employment Insurance compassionate care claims and amount paid by region, gender and age, Canada, 2015/2016 to 2016/2017

	Number of claims			Amount paid ($ millions)		
	2015/2016	2016/2017	Change (%)	2015/2016	2016/2017	Change (%)
Region						
Newfoundland and Labrador	92	106	+15.2%	$0.2	$0.6	+176.5%
Prince Edward Island	51	55	+7.8%	$0.1	$0.3	+182.7%
Nova Scotia	243	367	+51.0%	$0.6	$2.1	+277.8%
New Brunswick	205	245	+19.5%	$0.5	$1.4	+220.9%
Quebec	1,319	1,759	+33.4%	$2.8	$7.7	+170.8%
Ontario	3,465	4,452	+28.5%	$8.0	$23.0	+189.1%
Manitoba	297	391	+31.6%	$0.7	$2.2	+198.3%
Saskatchewan	200	258	+29.0%	$0.5	$1.7	+230.0%
Alberta	741	1,002	+35.2%	$2.0	$6.1	+209.6%
British Columbia	1,238	1,523	+23.0%	$2.9	$8.8	+201.5%
Territories	20	35	+75.0%	$0.1	$0.2	+251.1%
Gender						
Men	2,260	2,812	+24.4%	$5.9	$16.8	+186.1%
Women	5,611	7,381	+31.5%	$12.4	$37.3	+199.8%
Age category						
24 years old and under	138	176	+27.5%	$0.3	$0.7	+190.5%
25 to 44 years old	2,450 r	3,259	+33.0%	$5.8 r	$17.0	+194.0%
45 to 54 years old	2,758 r	3,461	+25.5%	$6.4 r	$18.5	+187.2%
55 years old and over	2,525	3,297	+30.6%	$5.9	$17.9	+206.0%
Canada	**7,871**	**10,193**	**+29.5%**	**$18.3**	**$54.1**	**+195.4%**

Note: Data may not add up to the total due to rounding. Percentage change is based on unrounded numbers. Includes claims for which at least $1 of EI compassionate care benefits was paid.
r Revised data.
Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

The total amount paid in compassionate care benefits almost tripled compared to the previous fiscal year, registering a growth of 195.4% to $54.1 million for the reporting period. This hike is partly due to the increased number of new claims established for compassionate care benefits and the extended maximum duration, effective since January 3, 2016, of benefits payable and of the benefit period within which benefits can be received. Therefore, the new compassionate care claims established during the reporting fiscal year were eligible to receive a higher maximum number of weeks of benefits than most claims established during the previous fiscal year (FY1516). Moreover, the FY1516 claims established on or after January 3, 2016, as well as those established before January 3, 2016, with an open benefit window when the extension was implemented, could have also received a higher number of weeks of compassionate care benefits and a longer benefit period, and consequently could have been extended in the reporting fiscal year.

The amounts paid in compassionate care benefits went up in all regions. The majority of the total amount of compassionate care benefits was paid to women (68.9%). Men and women experienced an annual increase in their amounts received for compassionate care benefits, +186.1% and +199.8% respectively.

As with new claims, claimants aged between 25 and 44 years old received a smaller share of the amount paid in compassionate care benefits than their demographic weight in the Canadian labour force: 31.4% of all benefits paid versus 43.1% of the labour force. Conversely, claimants aged between 45 and 54 years old and those aged 55 years old and over received 34.1% and 33.1% of the total amount of payments for compassionate care benefits, while they represent 22.0% and 20.6% of the labour force respectively. All age groups recorded a hike in the amounts received compared to the previous year.

The average weekly benefit rate for compassionate care benefits grew by 2.4% to $444. A little less than half (43.6%) of claimants received the maximum weekly benefit rate. On average, the highest weekly benefit rate for compassionate care benefits was paid for claims established in the Territories ($498), by men ($478), and by claimants aged between 25 and 44 years old ($457).

There were around 650 claims established during the reporting period for which the weeks of benefits were shared among qualifying family members, which represented 6.4% claims. This is an increase compared to the previous year, when 3.7% of claims were shared between family members.

Duration[113] of Employment Insurance compassionate care benefits

Since January 3, 2016, the number of weeks of compassionate care benefits that may be paid to qualified claimants was raised to 26 weeks per claim. This represents a sizeable increase from the previous six weeks of entitlement. The weeks of benefits can be shared with other family members if they are also entitled to these benefits.

The average duration of EI compassionate care claims completed during FY1617 was 9.7 weeks. This is an increase of 4.9 weeks in comparison to the previous year, which can be attributed to the growth in the maximum number of weeks of compassionate care benefits available since January 3, 2016 (see Table 53). The average duration of compassionate care claims completed during FY1516 remained similar to those of previous fiscal years even if several claims established at the end of the period could have received six weeks or more of benefits. This is explained by the methodological change in calculating statistics on duration, which is now based on completed claims. Several claims established during FY1516 entitled to up to 26 weeks of benefits were extended and completed over the next fiscal year and are therefore not included in the calculation of the duration of completed claims over FY1516.

Men and women received, on average, a similar number of weeks of compassionate care benefits for claims completed during FY1617 (about 9.7 weeks). Claimants aged 24 years old and under, between 25 and 44 years old, and between 45 and 54 years old received, on average, close to 9.4 weeks of compassionate care benefits for completed claims, while claimants aged 55 years and over received an average of 10.4 weeks.

Among completed compassionate care claims, 64.0% used six weeks of benefits or more. This proportion, which is slightly higher than those recorded over previous years (see Table 53), appears to show that despite an

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[113] In the *2015/2016 Employment Insurance Monitoring and Assessment Report*, the average duration of compassionate care benefits was calculated using data from all claims established over the studied fiscal year. A new calculation method for statistics on duration was adopted in this year's report. This method is based on data from claims completed during the fiscal year. Completed claims include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year. Statistics for the fiscal year analyzed in this report are preliminary and will be revised in the next report. For more information, see the methodological note in subsection 2.6.2 Employment Insurance maternity and parental benefits.

Table 53
Duration and share of claims that used six weeks of benefits or more for completed Employment Insurance compassionate care claims, Canada, 2012/2013 to 2016/2017

	2012/2013 r	2013/2014 r	2014/2015 r	2015/2016 r	2016/2017 p
Share in percentage of compassionate care claims using six weeks of benefits or more	58.7%	58.6%	58.5%	54.2%	64.0%
Average duration	**4.8**	**4.7**	**4.7**	**4.8**	**9.7**

Note: Includes claims for which at least $1 of EI compassionate care benefits was paid. Completed claims include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year
p Preliminary data.
r Data revised to take into account the new duration calculation method, which is based on completed claims during the fiscal year.
Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

increase in the maximum number of weeks of compassionate care benefits available, a large share of claims did not receive any extra available weeks, which may in part be due to the death of a care recipient. In total, 13.4% of completed compassionate care claims received the maximum number of 26 weeks of benefits.

A recent study[114] updating research results on the use and duration of compassionate care benefits confirmed that the death of a care recipient is one of the main reasons for not receiving or claiming the maximum number of weeks of benefits. Moreover, claimants who took care of their spouse or lived with the care recipient are most likely to use the entire benefit entitlement.

A similar proportion of men and women used six weeks or more of compassionate care benefits among the claims completed during the reporting fiscal year. However, claimants aged 55 years and over were more likely to receive six weeks or more of compassionate care benefits (68.2%) than claimants aged 24 years old and under (56.4%).

2.6.5 Parents of Critically Ill Children benefits

Parents of Critically Ill Children (PCIC) benefits[115] offer temporary income support for a maximum period of 35 weeks to eligible workers and self-employed persons who take a leave from work to provide care for or support to a critically ill or injured child. Benefits can be shared between parents, who may receive them simultaneously or separately, up to the maximum number of weeks of eligibility.

To receive PCIC benefits, claimants need to meet the eligibility requirements for EI special benefits in terms of hours of insurable employment or earnings (see section 2.6 Employment Insurance special benefits) and must be able to demonstrate that they are the parent of a child who is critically ill or injured[116], demonstrate that their child is under 18 years of age at the time the 52-week benefit window is opened, and provide a signed medical

[114] ESDC, *Compassionate Care Benefits: Update (2004/2005 to 2015/2016)*. (Ottawa: ESDC: Evaluation Directorate, 2018).
[115] As of December 3, 2017, EI Parents of Critically Ill Children benefits were renamed Family Caregiver Benefit for Children as part of the *Budget Implementation Act, 2017, No. 1*. This name change was not in effect over this report's reporting period.
[116] As of December 3, 2017, in addition to the child's parents, qualifying members of the immediate and extended family can claim the Family Caregiver Benefit for Children (previously named Parents of Critically Ill Children benefits) as set out in the *Budget Implementation Act, 2017, No. 1*. This expanded definition of qualifying family caregivers was not in effect during this report's reporting period.

certificate by a specialist medical doctor.[117] To be considered critically ill, a child's life must be at risk as a result of illness or injury, there must have been a significant change in the child's baseline state of health and the child must require the care or support of his/her parent(s).

For the purpose of this section, PCIC claims refers to claims for which at least one dollar of PCIC benefits was paid.

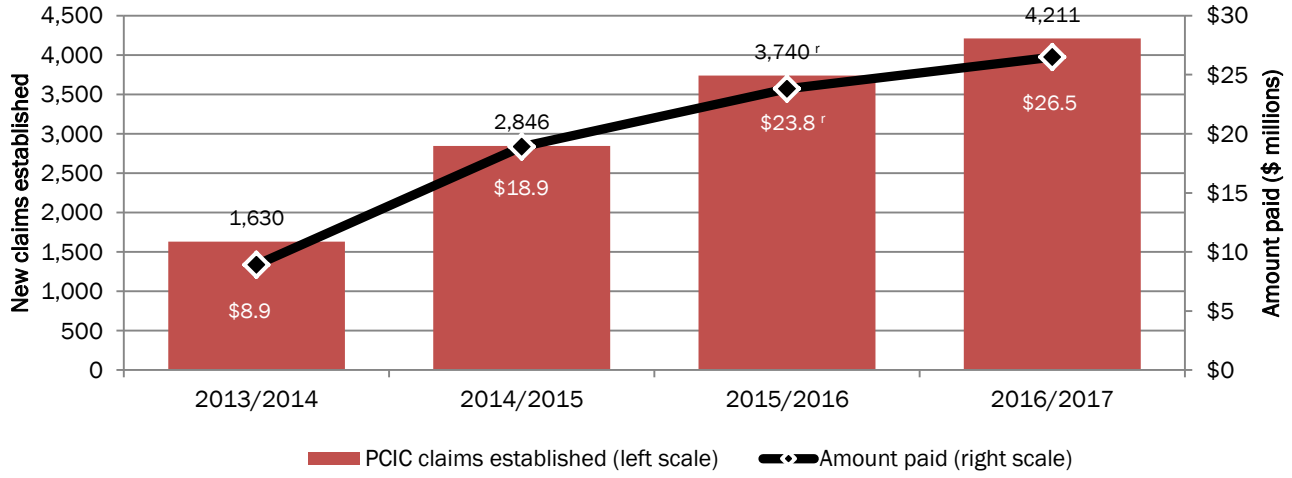
Employment Insurance Parents of Critically Ill Children claims, amount paid, and level of benefits

Over FY1617, there were close to 4,200 new PCIC claims established, which represented a 12.6% increase compared to the previous year (see Chart 40). More PCIC claims were established by women (80.6%) than men (19.4%). Yet, men and women alike recorded an annual increase in the number of new claims, +8.9% and +13.5% respectively (see Table 54).

By age, claimants aged between 25 and 44 years old established the largest share of new PCIC claims (88.8%), while those aged 24 years old and under and those aged 45 years old and over represented 5.3% and 5.9% of new claims respectively.

The amount paid in PCIC benefits reached $26.5 million during the reporting period, which is an increase of 11.3% compared to the previous fiscal year. As with established claims, women received most of the benefits paid (80.1%), while by age, claimants aged between 25 and 44 years old received the majority of benefits paid for this type of benefit (87.9%).

Chart 40
Employment Insurance Parents of Critically Ill Children claims and amount paid, Canada, 2013/2014 to 2016/2017



Note: Includes claims for which at least $1 of EI PCIC benefits was paid.
r Revised data.
Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

[117] As of December 3, 2017, under the *Budget Implementation Act, 2017, No. 1*, the list of health professionals authorized to sign medical certificates for the Family Caregiver Benefit for Children (previously named Parents of Critically Ill Children benefits) was extended to physicians and nurse practitioners. This change to the list of professionals able to issue a medical certificate was not in effect during this report's reporting period.

Table 54
Employment Insurance Parents of Critically Ill Children claims and amount paid by gender and age, Canada, 2015/2016 to 2016/2017

	Number of claims			Amount paid ($ millions)		
	2015/2016 r	2016/2017	Change (%)	2015/2016 r	2016/2017	Change (%)
Gender						
Men	751	818	+8.9%	$5.2	$5.3	+0.6%
Women	2,989	3,393	+13.5%	$18.6	$21.2	+14.3%
Age category						
24 years old and under	216	222	+2.8%	$1.1	$1.1	-2.9%
25 to 44 years old	3,276	3,740	+14.2%	$20.5	$23.3	+13.2%
45 to 54 years old	226	229	+1.3%	$2.0	$2.0	+1.3%
55 years old and over	22	20	-9.1%	$0.1	$0.1	-13.3%
Canada	**3,740**	**4,211**	**+12.6%**	**$23.8**	**$26.5**	**+11.3%**

Note: Data may not add up to the total due to rounding. Percentage change is based on unrounded numbers. Includes claims for which at least $1 of EI PCIC benefits was paid.
r Revised data.
Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

For the reporting fiscal year, the average weekly PCIC benefit rate was $447, which represents a growth of 1.5% compared to the previous year. On average, the highest weekly PCIC benefit rate was paid for claims established by men ($481) and for claimants aged 55 years and older ($455).

Duration[118] of Employment Insurance PCIC benefits

Under PCIC benefits, claimants are provided with up to 35 weeks of benefits that can be shared among eligible parents and split into segments over a claimant's 52-week benefit period.

Individuals receiving PCIC benefits used, on average, 17.2 weeks of benefits over the reporting period, a decrease of 0.3 weeks compared to the previous fiscal year. On average, women received more weeks of benefits than men, 18.7 weeks compared to 14.3 weeks respectively. The average number of weeks used was higher for claimants aged 55 years old and over (21.9 weeks) and for those aged between 45 and 54 years old (21.7 weeks).

2.6.6 Employment Insurance special benefits for self-employed persons

Self-employed persons may make a claim for EI special benefits after signing up for the EI Program. The special benefits available to self-employed persons are the same as those offered to salaried employees.

[118] The average duration of PCIC benefits is calculated using data from all claims established over the reporting fiscal year. PCIC claims are processed manually. Therefore, it is not possible to estimate the duration using the new methodology based on completed claims that is used for other types of special benefits.

To be eligible for EI special benefits for self-employed persons, an individual must:

- register with the Canada Employment Insurance Commission (CEIC);
- wait for 12 months from the date of his or her confirmed registration before claiming EI special benefits;
- have reduced the amount of time devoted to his or her business by more than 40%;
- have earned the minimum number of self-employed earnings during the calendar year preceding the year he or she applies for benefits;[119]
- pay EI premiums at the same rate as salaried employees for at least one year before he or she may claim benefits; and
- meet the eligibility criteria specific to the special benefits being claimed.[120]

During FY1617, there were 1,800 additional self-employed persons who entered into a voluntary agreement with the CEIC in order to be eligible for EI special benefits, bringing the total number of self-employed persons who are enrolled in the EI Program to almost 19,400 participants. This represents a growth of 10.4% compared to the previous year (see Table 55).

Table 55
Self-employed persons enrolled in the Employment Insurance program, Canada, 2012/2013 to 2016/2017

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017
Net enrolments	2,389	1,530	1,448	1,704	1,820
New participants to the program (opted in)	3,315	2,063	1,946	2,338	2,547
Registrants who cancelled or terminated participation (opted out)	-926	-533	-498	-634	-727
Cumulative total, at the end of the fiscal year	**12,864**	**14,394**	**15,842**	**17,546**	**19,366**

Source: Employment and Social Development Canada, Service Canada administrative data, 100% sample.

Employment Insurance special benefits for self-employed persons, claims, amount paid and level of benefits

A total of 749 special benefit claims were established by self-employed persons in FY1617, a 3.6% increase compared with the previous fiscal year and the same number of claims recorded as two years ago. The benefit types most frequently received by self-employed EI claimants were maternity benefits and parental benefits (see Table 56).

Ontario is the region that established the largest number of claims. However, unlike other regions and Canada as a whole, it experienced a slight dip in the number of claims relative to the previous fiscal year (-0.9%). Quebec's under-representation in terms of new claims established (3.2%) reflects the fact that the province offers maternity, parental, adoption, and paternity benefits outside the EI program with mandatory participation of self-employed persons (see 2.6.2 Employment Insurance maternity and parental benefits).

[119] This threshold was $6,820 (2015 earnings) for claims established in 2016 and $6,888 (2016 earnings) for claims established in 2017.
[120] For more information on special benefits for self-employed persons, please visit: https://www.canada.ca/en/services/benefits/ei/ei-self-employed-workers.html.

As in the past, women made up the vast majority (96.7%) of new claims established for self-employed persons. By age, claimants between 30 and 39 years old accounted for the largest share of new claims (69.7%). Claimants in this age group as well as those aged 40 years old and over reported an annual increase in the number of new claims, +6.7% and +5.0% respectively, while claimants aged 29 years old and under recorded a decrease of 7.1% compared to the previous fiscal year.

The total amount paid in EI special benefits to self-employed persons reached $7.7 million for the reporting period. This 1.9% decrease compared to last year is due to the reduction of payments in parental benefits. These benefits represented 61.2% of the total special benefits received by self-employed persons, while maternity benefits accounted for 32.1% (see Table 56).

There were large regional differences in terms of annual changes in amounts received in special benefits for self-employed persons. The Atlantic provinces, Quebec, and the Prairies recorded an increase in their respective amount paid, while Ontario, British Columbia and the Territories saw a drop.

As observed with claims, women received the largest share of the total special benefits paid to self-employed persons. Men and women saw an annual decrease in their total amount received in benefits, -13.3% and -1.6% respectively.

Table 56

Employment Insurance special claims for self-employed persons and amount paid by type of benefit, region, gender and age, Canada, 2015/2016 to 2016/2017

	Number of claims			Amount paid ($ millions)		
	2015/2016	2016/2017	Change (%)	2015/2016	2016/2017	Change (%)
Benefit type						
Maternity	569	579	+1.8%	$1.9	$2.5	+27.4%
Parental	584	578	-1.0%	$5.7	$4.7	-18.1%
Other EI special benefits	136	156	+14.7%	$0.1	$0.5	+242.2%
Region						
Atlantic	46	55	+19.6%	$0.3	$0.6	+156.5%
Quebec	22	24	+9.1%	$0.0	$0.1	+345.8%
Ontario	331	328	-0.9%	$3.6	$3.3	-7.8%
Prairies	155	156	+0.6%	$1.9	$2.3	+24.3%
British Columbia and the Territories	169	186	+10.1%	$2.1	$1.3	-37.1%
Gender						
Men	27	25	-7.4%	$0.2	$0.2	-13.3%
Women	696	724	+4.0%	$7.6	$7.5	-1.6%
Age category						
29 years old and under	154	143	-7.1%	$1.3	$1.5	+17.0%
30 to 39 years old	489	522	+6.7%	$6.0	$5.4	-9.6%
40 years old and over	80	84	+5.0 %	$0.5	$0.8	+39.8%
Canada	**723**	**749**	**+3.6%**	**$7.8**	**$7.7**	**-1.9%**

Note: Data may not add up to the total due to rounding. Percentage change is based on unrounded numbers. Includes all claims to self-employed persons for which at least $1 in EI special benefits was paid. New claims established by benefit type may not sum as claimants can receive multiple benefit types on a single claim.
Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

Even though persons aged between 30 and 39 years old received the largest proportion of special benefit payments for self-employed persons, they recorded an annual decrease of 9.6% in benefits paid. Persons aged 29 years old and under and those aged 40 years old and over each posted an increase in benefits paid (+17.0% and +39.8% respectively).

The average weekly benefit rate[121] for special benefits paid to self-employed persons increased by 2.0% to $335 per claim. On average, the highest weekly benefit rate was for claims established in British Columbia and the Territories ($380), by women ($335), and by claimants aged between 30 and 39 years old ($354).

[121] Calculated as 55% of the claimant's average weekly earnings over the preceding tax year where average weekly earnings are total self-employment income minus any losses, as calculated according to the *Income Tax Act*, divided by 52.

2.7 Employment Insurance financial information

The Employment Insurance (EI) program is financed through mandatory premium contributions paid by both employees and their employers based on the employees' insurable earnings up to the annual Maximum Insurable Earnings (MIE). Since January 2010, self-employed persons that have opted into the EI program are also required to pay EI premiums in order to be eligible for EI special benefits.

EI premiums and all program-related revenues, collected for the purposes of administering the EI program, are deposited into the Consolidated Revenue Fund (CRF)[122] and credited to the EI Operating Account (Account), while all EI benefits paid and administrative costs provided for under the *Employment Insurance Act* are paid out of the CRF and debited from the Account.

The following section provides information on EI premium rates and recent trends in revenues and expenditures recorded for the Account.

2.7.1 Employment Insurance premium rate

Pursuant to Section 66(1) of the *Employment Insurance Act*, beginning with the 2017 EI premium rate, the Canada Employment Insurance Commission (Commission) assumes responsibility for setting the annual EI premium rate according to a seven-year break-even mechanism, as forecasted by the EI Chief Actuary. The forecasted seven-year break-even EI premium rate is the rate that is expected to generate sufficient premium revenue to cover expected EI expenditures over the following seven years and eliminate any existing surplus or deficit in the Account. Annual changes to the EI premium rate are legislatively limited to increases or decreases of no more than five cents each year, excluding 2017, the first year under the seven-year mechanism when there was no limit on how much the rate could decline.

The main indicator used to calculate the EI premiums that employees, employers, and self-employed persons, who have opted into the EI program, are required to pay each year, is the forecasted insurable earnings. EI premiums are paid for every $100 of insurable earnings, up to the annual MIE threshold. Under the *Employment Insurance Act,* the MIE is indexed annually based on average industrial earnings in Canada, as published by Statistics Canada. In 2017, the MIE was $51,300, an increase of 1.0% from the 2016 MIE of $50,800.

Example:

Employment Insurance premium contributions

Bernard is an employee working at a telecom company in Kelowna, British Columbia, and earns $45,000 per year.

Based on his income level and assuming Bernard remained employed throughout the year, he will contribute $733.50 in EI premiums for the year with the 2017 premium rate of $1.63 for every $100 of insurable earnings.

Bernard's employer will contribute $1,027 in EI premiums on Bernard's earnings, for a combined total of $1,760.5 in contributions made to the EI Operating Account in 2017.

In 2017, the EI premium rate for employees (who were not covered by a provincial parental insurance plan) was set by the Commission at $1.63 per $100 of insurable earnings, a reduction of $0.25 from the 2016 rate of

[122] The Consolidated Revenue Fund is the financial account used by the Government of Canada to deposit all revenues from taxes and other federal revenues once they are collected, and also the account from which the Government withdraws funds to cover its expenditures. Source: "Financial Procedures." Edited by Robert Marleau and Camille Montpetit, House of Commons Procedure and Practice, Parliament of Canada, 2000. http://www.parl.gc.ca/marleaumontpetit/DocumentViewer.aspx?DocId=1001&Language=E&Sec=Ch18&Seq=0.

$1.88, to an annual maximum of $836 based on the MIE. Employers pay premiums that are 1.4 times the employee rate. This means that, in 2017, employers paid $2.28 for every $100 of insurable earnings to a maximum of $1,170. Self-employed persons who have opted into the program pay the same EI premium rate as employees, and also pay premiums up to the annual MIE[123].

The EI program provides for a reduction in the premium rate of employees who are covered by a provincial parental insurance plan. Quebec is the only province in Canada that administers its own parental insurance plan, known as the Quebec Parental Insurance Plan (QPIP), which provides paid parental, adoption, maternity and paternity benefits. These benefits replace maternity and parental benefits provided by the EI program and, as such, EI premiums in Quebec are lower to reflect the fact that the EI program does not provide maternity and parental benefits to Quebec residents. QPIP is financed by Quebec workers and their employers. The EI premium rate for residents of Quebec in 2017 was established at $1.27 per $100 of insurable earnings. For employers, the premium rate per $100 of insurable earnings was therefore $1.78 in 2017.

Table 57
Employment Insurance maximum insurable earnings and premium rates for employees and employers, Canada, 2015 to 2017
EI premium rate per $100 of insurable earnings

		2015	2016	2017
Residents of a province without a provincial parental insurance plan	Employees	$1.88	$1.88	$1.63
	Employers	$2.63	$2.63	$2.28
Residents of a province with a provincial parental insurance plan	Employees	$1.54	$1.52	$1.27
	Employers	$2.16	$2.13	$1.78
Maximum Insurable Earnings		$49,500	$50,800	$51,300

Source: Government of Canada, Public Accounts of Canada 2017, Volume I: Summary Report and Consolidated Financial Statements (Ottawa: Receiver General for Canada, October 2017).

2.7.2 Premium Refund Provision

There are also circumstances in which a share or all of EI premiums paid can be rebated to contributors if certain conditions are met.

The EI program includes a provision that grants premium refunds to employees with insurable earnings equal to or less than $2,000, as they have not worked enough hours to be eligible for EI benefits. Employees who have paid premiums on earnings that exceed the MIE and the maximum contribution in a given tax year are also entitled to a refund of their excess contributions. Under these two circumstances, when the employees file their income tax returns they are entitled to receive a refund of all or a portion of their EI premiums paid in the year. Employers do not receive a corresponding refund.

According to Canada Revenue Agency (CRA) data on T4 slips from employers, there were 929,600 individuals eligible for the full EI premium refund in 2015, representing 5.3% of those with insurable earnings. Of this number, almost 690,000 filed an income tax return in 2015. There was an estimated total of 607,500 tax filers with insurable earnings worth $2,000 or less who paid EI premiums and received a full premium refund based on

[123] Self-employed individuals who have opted into the EI program in order to access EI special benefits may qualify providing they meet prescribed requirements, which include a minimum amount of self-employed earnings. For claims established in 2017, the prescribed amount of self-employed earnings is $6,888.

CRA T1 tax filer data, and a total of $10.8 million in EI premiums were refunded in 2015, relatively unchanged from the $10.7 million in premiums refunded in 2014. Those who received the full premium refund reported an average refund amount of $17.80, an increase of $0.30 from an average rebate of $17.50 in 2014.

2.7.3 Premium Reduction Program

The EI program also supports the delivery of sickness benefits through private sector employers through the Premium Reduction Program (PRP). The PRP grants employers EI premium reductions when their employees are covered under the employer's qualified wage-loss plans, also known as short-term disability plans. The plan must meet or exceed certain requirements stipulated in the *Employment Insurance Act and Regulations* and at least 5/12 of the employer premium reduction must be passed on to the employees covered.

To be considered for a premium reduction, the plan that provides short-term disability benefits to employees must also:

- provide at least 15 weeks of benefits for short-term disability;
- match or exceed the level of benefits provided under EI;
- pay benefit to employees within eight days of illness or injury (the elimination period cannot exceed seven consecutive days[124]);
- be accessible to employees within three months of hiring; and
- cover employees on a 24-hour-a-day basis.

Given that these employer-sponsored plans reduce the amount of EI special benefits otherwise payable, qualified employers under the PRP pay premiums at a rate that is lower than 1.4 times those of their employees.

For each calendar year, the rates of premium reduction are established based on four categories of qualified plans, with a distinct rate for each category.

- Category 1: Cumulative paid sick leave plans that allow for a minimum monthly accumulation of at least one day and for a maximum accumulation of at least 75 days.
- Category 2: Enhanced cumulative paid sick leave plans that allow for a minimum monthly accumulation of at least one day and two thirds and for a maximum accumulation of at least 125 days.
- Category 3: Weekly indemnity plans with a maximum benefit period of at least 15 weeks.
- Category 4: Weekly indemnity plans with a maximum benefit period of at least 52 weeks. (This reduction is available only to public and para-public employers of a province).

Rates of premium reduction are expressed as a percentage of employee insurable earnings. In 2017, the rates of reduction were 0.21%, 0.36%, 0.35% and 0.39% of insurable earnings for categories 1 through 4, respectively[125]. Table 58 presents the total value of the premium reductions for the period 2011 to 2015, the most recent year available at the time of preparing this report.

Based on the findings of the most recent departmental supplemental study on the PRP, there were approximately 26,700 employers receiving EI premium reductions through the PRP in 2013. Larger firms were most likely to participate in the PRP, with 59.3% of firms with more than 500 employees participating in 2013, compared to 31.7% of firms with 200-499 employees, 17.1% of firms with 100-199 employees and less than 10.0% of firms

[124] To align with the EI one-week waiting period and effective January 1, 2017, a regulatory amendment was made to reduce the elimination period standard for short-term disability plans to a maximum of 7 consecutive days (from 14 days). To mitigate the impact on employers whose plans no longer meet the new requirements, a four-year transitional period was put in place (until January 2021) to provide employers time to make adjustments to their short-term disability plans to meet the new PRP requirements.
[125] Office of the Chief Actuary – Office of the Superintendent of Financial Institutions Canada, 2017 Actuarial Report on the Employment Insurance Premium Rate.

with fewer than 50 employees. As of 2013, 7.1 million workers had employment in firms receiving a premium reduction.[126]

Table 58
Premium reductions generated by wage-loss plans, 2011 to 2015
$ millions

	2011	2012	2013	2014	2015
Premium reductions	$877	$920	$909	$854	$837

Source: Office of the Chief Actuary – Office of the Superintendent of Financial Institutions Canada, 2018 Actuarial Report on the Employment Insurance Premium Rate.

2.7.4 Small Business Job Credit

On September 11, 2014, the Government of Canada announced the introduction of the new Small Business Job Credit, a two-year measure (2015 and 2016) to help small businesses create jobs and growth and support Canada's economic recovery, by reducing 15% (18% in Quebec) of their EI premiums from the legislated rate of $1.88 per $100 to $1.60 per $100 of insurable earnings (or from $2.63 to $2.24 in employer premiums per $100 of insurable earnings). Any business that paid employer EI premiums equal to or less than $15,000 in those two years would be eligible for the credit.

In 2016, approximately 766,900 businesses received the Small Business Job Credit with an average refund of $416, resulting in a total reduction of EI premium revenues by $319 million.

Assessing the Hiring Credit for Small Business

The Hiring Credit for Small Business (HCSB) was an EI premium rebate in effect for three years, from 2011 to 2013. This measure intended to encourage hiring among small businesses by providing up to a $1,000 credit to offset any year-over-year increase in employer EI premiums. To be eligible in 2011 and 2012, prior-year employer premiums needed to be no more than $10,000 while in 2013 this threshold was $15,000.

A supplemental study* of the HCSB found that the credit provided annually on average about $220 million in employer premium reductions to approximately 550,000 firms. This meant benefitting firms received on average approximately $400 each year, or about 0.6% of their combined total of payrolls and EI premiums.

The same supplemental study also assessed the HCSB's impact in encouraging hiring, with a secondary objective to explore if it promoted firm performance more broadly in areas such as productivity, revenues, and investment. The HCSB did not seem to have encouraged hiring except among unincorporated start-ups. The study also notes that the maximum credit of $1,000 is small as a broader share of labour costs, on average less than one per cent. The supplemental study provides more detailed analysis of the credit and literature review of the impact of similar measures.

* ESDC and Finance Canada, *Assessing the Hiring Credit for Small Business* (Ottawa: ESDC, Employment Insurance Policy Directorate and Finance Canada, 2018).

[126] ESDC, *EI Payroll Tax Refunds: The Characteristics of Firms Benefiting from the EI Premium Reduction Program 2000—2013* (Ottawa: ESDC, Evaluation Directorate, 2016).

2.7.5 Recent trends in revenues and expenditures

According to the Public Accounts of Canada, total EI revenues fell by 4.2% to $22.6 billion, while EI expenditures increased by 6.3% to $22.5 billion over the previous year. This has generated an approximate net surplus of $84.4 million in FY1617. By comparison, surpluses of $3.2 billion, $3.3 billion, and $2.4 billion were recorded in FY1314, FY1415 and FY1516, respectively (see Table 59).

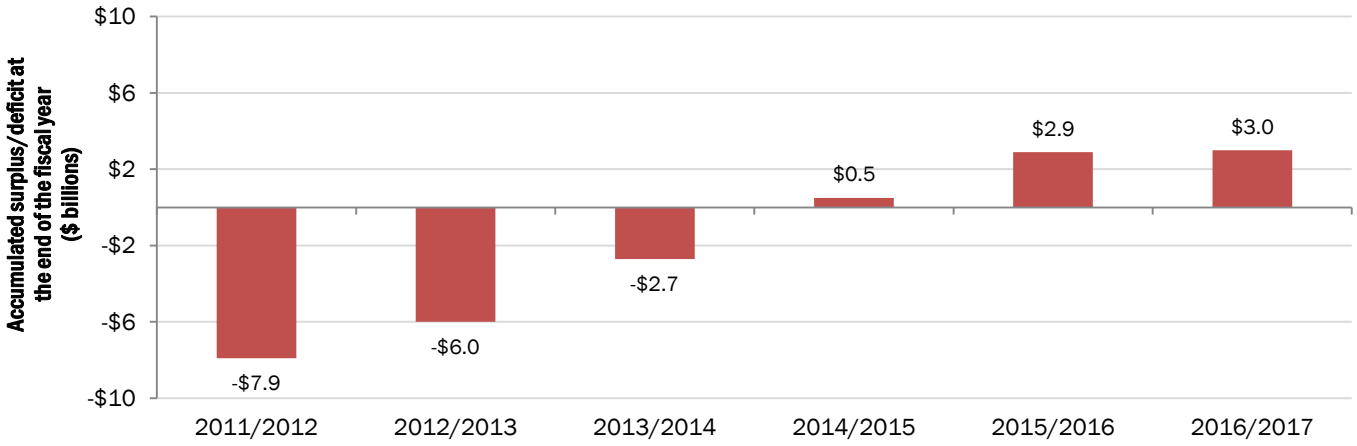
Table 59
Employment Insurance Operating Account revenues and expenditures, 2012/2013 to 2016/2017
$ millions

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017
Revenues *	$20,871.9	$22,226.9	$23,014.8	$23,586.1	$22,603.3
Expenditures **	$18,887.2	$18,997.2	$19,759.3	$21,192.9	$22,518.9
Annual surplus (deficit)	**$1,984.7**	**$3,229.7**	**$3,255.4**	**$2,393.2**	**$84.4**

* Includes all revenues and funding from EI premiums; interest owed on accounts receivable; penalties applied to claimants for violations of terms and conditions of the EI program, and for some years additional funding measures introduced for Employment Insurance under the federal budget.
** Includes all expenses related to funding and operations of the EI program including benefit payments under Part I of the EI program; Employment Benefit and Support Measure expenditures under Part II; EI benefit repayments; administrative costs of the EI program; and outstanding debts counted as liabilities against the EI Operating Account.
Source: Government of Canada, Public Accounts of Canada 2017, Volume I: Summary Report and Consolidated Financial Statements (Ottawa: Receiver General for Canada, October 2017).

On March 31, 2017, the accumulated surplus in the EI Operating Account was approximately $3.0 billion, up from an accumulated surplus of $2.9 billion and $0.5 billion on March 31, 2016 and March 31, 2015, respectively, and an accumulated deficit of $2.7 billion on March 31, 2014 (see Chart 41). This increase of the accumulated surplus is mainly a result of the decline in the number of claims established, which can be attributed in part to the growth in the employment observed in FY1617. Annex 5 summarizes EI revenue and expenditure trends for the past three fiscal years and the amount of expenditures across all benefit types.

Chart 41
Changes to Employment Insurance Operating Account financial position, 2011/2012 to 2016/2017



Source: Government of Canada, Public Accounts of Canada 2017, Volume I: Summary Report and Consolidated Financial Statements (Ottawa: Receiver General for Canada, October 2017).

Chapter III

Impact and effectiveness of Employment Benefits and Support Measures (EBSMs-Part II of the *Employment Insurance Act*)

Activities delivered under Part II of the Employment Insurance (EI) Act help unemployed individuals in Canada prepare for, find and maintain suitable employment. Under the umbrella of Employment Benefits and Support Measures (EBSMs), these activities include programs delivered by provinces and territories under Labour Market Development Agreements (LMDAs), as well as the Government of Canada's pan-Canadian programming and functions of the National Employment Service (NES).

This chapter presents EBSM program results achieved under Part II of the EI Act during the fiscal year beginning on April 1, 2016 and ending on March 31, 2017 (FY1617). A national overview of EBSM-similar programming delivered under the LMDAs and by Aboriginal Skills and Employment Training Strategy (ASETS) agreement holders is provided in Section I, entitled "National Overview." Provincial and territorial employment programming activities are presented in Section II, "Provincial and Territorial Summaries," with a description of each jurisdiction's labour market and employment priorities. Section III presents consolidated findings and conclusions as part of the 2012-2017 second cycle of LMDA evaluations and an overview of effects of LMDAs on the well-being of active EI claimants in Part II programming. Section IV discusses the results of Employment and Social Development Canada's (ESDC) delivery of pan-Canadian activities, and the administration of certain NES functions.

Notes to readers

i. The data used to analyze EBSM activities were collected from provinces, territories and ASETS agreement holders. Governments continue to improve data quality and collection to ensure accurate, reliable and consistent information. While all data sets are verified before publication, systems and operational changes may affect the comparability of data from year to year.

ii. Throughout this chapter, references to average levels of activity and to highs and lows generally use the 10-year period from FY0607 to FY1617 as a frame of reference.

iii. Statistics Canada's Labour Force Survey (LFS) is the source of labour market data reported. Data for Canada and the provinces are fiscal-year averages, calculated using seasonally unadjusted monthly data, while monthly references are seasonally adjusted. Data for the Northwest Territories, Yukon and Nunavut are calculated using unadjusted three-month moving averages of monthly data. In discussions of employment trends by industry, standard industry titles are taken from the North American Industry Classification System (NAICS).

iv. Real GDP data and other non LFS macroeconomic indicators are from Statistics Canada's Economic accounts. Forecasts are based on published analysis from the Bank of Canada, the Conference Board of Canada, Canadian banks, OECD and Statistics Canada, as well as on internal analysis, using information available as of February 2018.

3.1 National overview

3.1.1 Economic and labour market context

In FY1617, Canada's labour force grew by 0.8% to a total of 19.6 million, compared to FY1516. Over the same period, total employment grew at a faster pace (+1.0%), with 174,000 additional workers year over year, to a total of 18.2 million. Women accounted for nearly two-thirds of the employment increases, mostly in full-time work. Among men, part-time jobs grew by 6.6%, whereas their full-time employment edged down by 0.2%.

In FY1617, Canada's unemployment rate was 6.9%, sliding down by 0.1 percentage points over the previous year. The unemployment rate for youth (aged 15-24 years old) was 13%, which was considerably higher than among core-age workers (25-54 years old) and workers aged 55 and older, whose unemployment rates were 5.8% and 6.0%, respectively.

Canada's labour market participation rate in FY1617 was 65.7%, a decline of 0.2 percentage points compared to FY1516. In the context of an aging population, Canada's labour market participation rate steadily declined over the last decade, with proportionally fewer new workers to replace retirees.

According to Statistics Canada's Business Payroll Survey, Canadian businesses reported an average of 218,000 job vacancies in FY1617, a 2.6% drop compared to the previous year[1]. The number of unemployed workers across Canada dropped to 1.35 million (-0.3%) in the current year, compared to 1.36 million in FY1516[2]. Labour market tightness is often assessed using the unemployment-to-job vacancies (U/V) ratio (number of unemployed people for every vacant position). In FY1617, for every job vacancy, 6.2 individuals sought

2016/2017 Employment Benefits and Support Measures key facts

Total clients served: 751,872

EI active & former clients (LMDA)		Non-insured clients (LMDA)		Pan-Canadian[1]	
429,382	↓	304,927	↑	17,563	↑
Active		**Former**		**Non-insured**	
46.7%	↓	12.7%	↑	40.6%	↑
Youth (15–24)[2]		**Core Age (25–54)[2]**		**Older Workers (55+)[2]**	
20.4%	↓	66.7%	↓	12.9%	↑

Interventions: 1,178,642

	FY1617	Year-over-year change	
Employment Benefits	147,054	+0.4%	↑
Support Measures: EAS	999,844	+1.0%	↑
Pan-Canadian	31,744	+0.8%	↑

Relative share

	FY1617	Year-over-year change (p.p.)	
Employment Benefits	12.8%	0.1	↓
Support Measures: EAS	87.1%	0.1	↑

Expenditures[3]

	FY1617 ($ million)	Year-over-year change	
Employment Benefits	$1,071	-4.9	↓
Support Measures: EAS	$714.5	+22.3%	↑
LMPs and R&I	$282.4	+21.9%	↑
Pan-Canadian	$114.1	+1.4%	↑
Total expenditures	$2,181.7	+6.2%	↑

Managing for results

Indicator	Total	Year-over-year change	
Active claimants served	351,362	-1.5%	↓
Returns to employment	187,172	+4.8%	↑
estimated unpaid benefits ($ million)	$1,345.00	+16.6%	↑

[1] EI Part II Pan-Canadian services to individuals are through the Aboriginal Skills and Employment Training Strategy.
[2] Age distribution does not equal 100%, as the "unknown" category is not reported here. Date of birth is not collected for clients in SD-Apprentices and Group Services.
[3] Totals may not add up exactly due to rounding; accounting adjustments are not included.

[1] Statistics Canada also collects job vacancy data using the Job Vacancy and Wage Survey (JVWS). Due to JVWS' methodological differences, job vacancy estimates will vary across the two surveys.
[2] Based on the unemployment numbers used to derive job vacancy related statistics. The total unemployment numbers reported in the Labour Force Survey are likely to differ.

employment, compared to 6.1 a year earlier. This suggests labour market tightness in FY1617 remained unchanged year-over-year.

In 2016, Canada's real GDP expanded by 1.4%, with growth in most regions of the country. Strong growth in Yukon (+8.0%), British Columbia (+3.5%), Ontario (+2.6%), Prince Edward Island (+2.3%), and Manitoba (+2.2%) were offset by real GDP declines in Alberta (-3.7%) and Saskatchewan (-0.5%), where low oil and commodity prices continued to negatively impact the economy of the two provinces.

In 2017, Canada's real GDP is estimated to have grown by 3.0%, largely driven by increased consumption and business fixed investments[3]. The OECD estimates that Canada's real GDP growth in 2017 was the strongest among G-7 countries for the year.

3.1.2 Main results[4]

Increase in the number of clients and interventions[5]

Under the LMDAs, provinces and territories served 734,309 clients, increasing by 2.3% compared to the previous year. Corresponding with the increase in clients served, LMDA interventions totalled 1,146,898, edging up by 0.9% year-over-year. Overall, Employment Benefit interventions remained stable (+0.4%), while Support Measures interventions, jumped by 1.0% year-over-year. In the context of improving economic and labour market conditions, the additional $125 million in LMDA funding in FY1617 (see Section 3.1.6 for expenditures details), enabled provinces and territories to deliver more programming to clients.

> **Terminology guide**
>
> A **client** is a person who has participated in programs or services that are funded by the LMDAs or by Indigenous organizations. *See section 3.1.3 for details for client types.*
>
> An **intervention** is a discrete program or service that a client participates in. *See Section 3.1.4 for the type of interventions available to clients.*
>
> Any reference to **participants** in this chapter is equal to the number of interventions, particularly in Section 3.1.3 where information on designated groups is only collected at the intervention level.

With the extra funding for LMDAs and strong growth of the national economy, provinces and territories were able to improve their outcomes for clients, as the number of EI clients[6] returning to employment after participation (187,172), increased by 4.8%, year-over-year. Stronger returns to work contributed to higher unpaid EI Part I benefits ($1.345 billion), which increased by 16.6%, year-over-year.

Combined with labour market programming delivered by Indigenous organizations (details below), a total of 751,872 clients were served (+2.4%), and 1,117,642 EBSM interventions (+0.9%) were delivered in FY1617.

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[3] Bank of Canada, 2018.

[4] In 2013/2014, Newfoundland and Labrador implemented a new case management system. In the context of the transition to this new system, FY1617 administrative data counts for the province on clients and interventions presented in this year's report are estimates, based on partial counts and other sources of information, such as the audited financial statements and temporary transitional data capturing processes for that period. As such, Newfoundland and Labrador's estimates should be interpreted with caution in the context of national results.

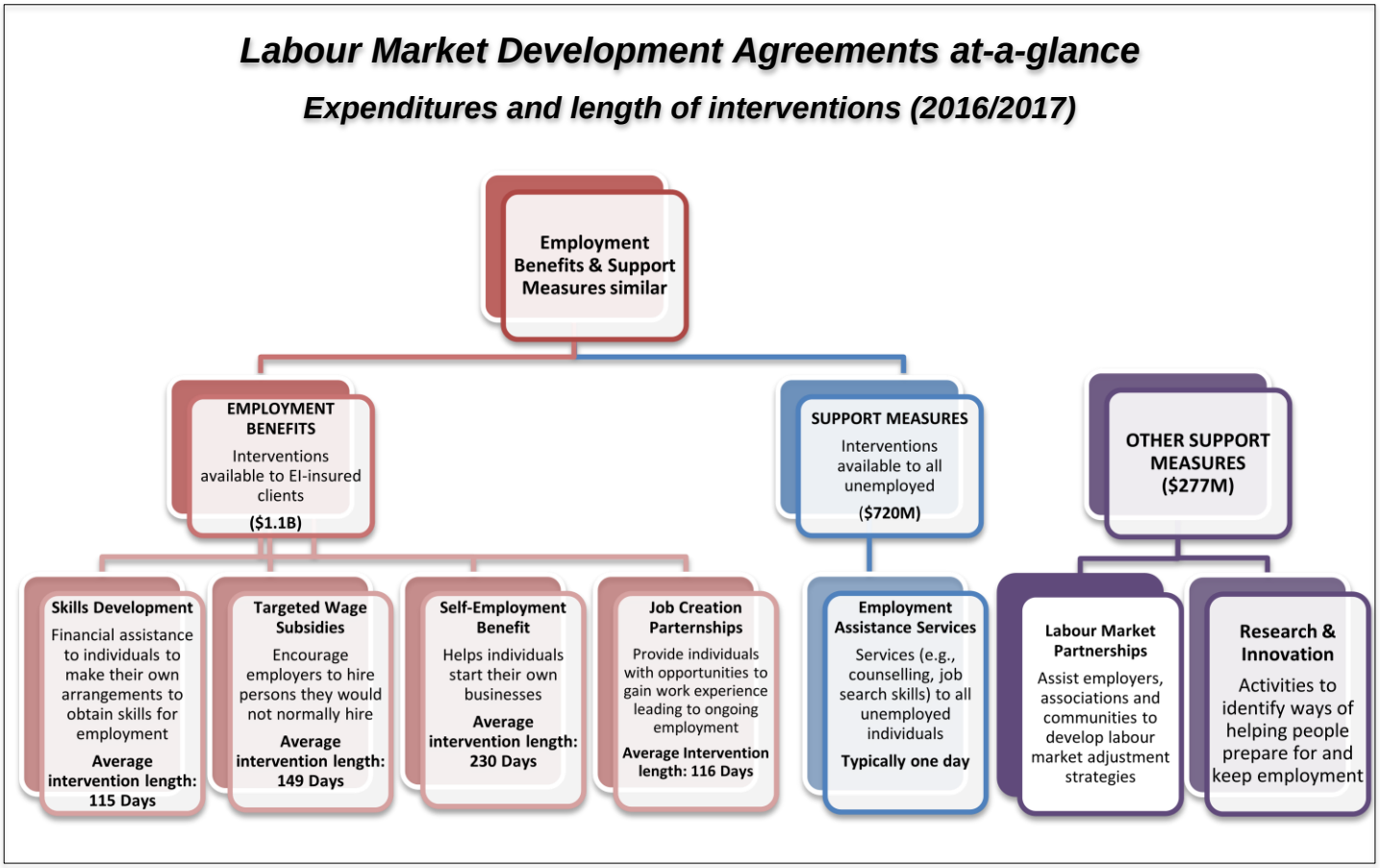
[5] Note that the Employment Benefit and Support Measure (EBSM) client and intervention references capture data collected by provinces, territories and Indigenous organizations. References to LMDA clients and interventions include provincial and territorial data only.

[6] EI clients include both active claimants and former claimants.

Programming for Indigenous clients continues to grow

In FY1617, Indigenous organizations served 17,563 clients under Pan-Canadian programming, compared to 16,228 clients in the previous year, increasing by 8.2%. The number of interventions increased as well; edging up slightly by 0.8% year-over-year, to a total of 31,744.

Over the last ten years, the number of clients served by Indigenous organizations rose by 9.5%, and the number of interventions being delivered jumped significantly, by 74.1%. The increase in the number of interventions, coupled with the slower increase in the number of clients, suggests that Indigenous clients receive longer-term interventions, usually through training services and various interventions, compared to FY0607. For every client in FY1617, there were 1.80 interventions, compared to 1.1 interventions ten years ago.



3.1.3 Client profile and participation

Client types

EI active claimants declined and former claimants and non-insured clients increased in FY1617

The overall number of clients increased in FY1617, with former claimants and non-insured clients edging up by 3.1% and 7.1%, respectively. At the same time, active claimants dropped by 1.5%.

Active claimants are those who had an active EI Part I regular claim when they requested assistance under Part II of the Employment Insurance Act. Typically, they have stronger and more recent job attachment. They tend to be able to return to work more quickly than those with weaker ties to employment. Active claimants who are considered job-ready from an analytical point of view often seek out short-term interventions under EI Part II to find their next employment opportunity. Others require longer-term Employment Benefits to upgrade their skills, establish certification or refine their job search strategies.

In FY1617, the number of active claimants served by provinces, territories and Indigenous organizations dropped by 1.5%, to a total of 351,362. Active claimants represented 46.7% of all clients, compared to 48.6% of all clients in FY1516.

Former claimants are those who completed an EI claim in the previous three years[7], or who began a parental or maternity claim in the last five years when they requested assistance under Part II. They are no longer eligible for EI Part I; however, they remain eligible for EI Part II under certain criteria.[8] Former claimants do not receive income support under Part I of the Employment Insurance Act while they complete an Employment Benefit intervention; however, they may receive Part II support while completing their return-to-work action plan.

In FY1617, the number of former claimants increased to a total of 95,583 clients (+3.1%). Coinciding with this increase, the share of former claimants edged up to 12.7%, compared to 12.6% in the previous year.

Non-insured clients are unemployed individuals who are neither active nor former EI clients. Non-insured clients usually have little substantive or recent job attachment. They include new labour force participants and individuals who were formerly self-employed without paid employment earnings. While these clients are not eligible for Employment Benefits under EI Part II, they may access interventions similar to Employment Assistance Services.

In FY1617, the numbers of non-insured clients increased sharply by 7.1%, to a total 304,927 from 284,607 a year earlier. In turn, the share of non-insured clients edged down from 38.8% to 40.6% in the current year.

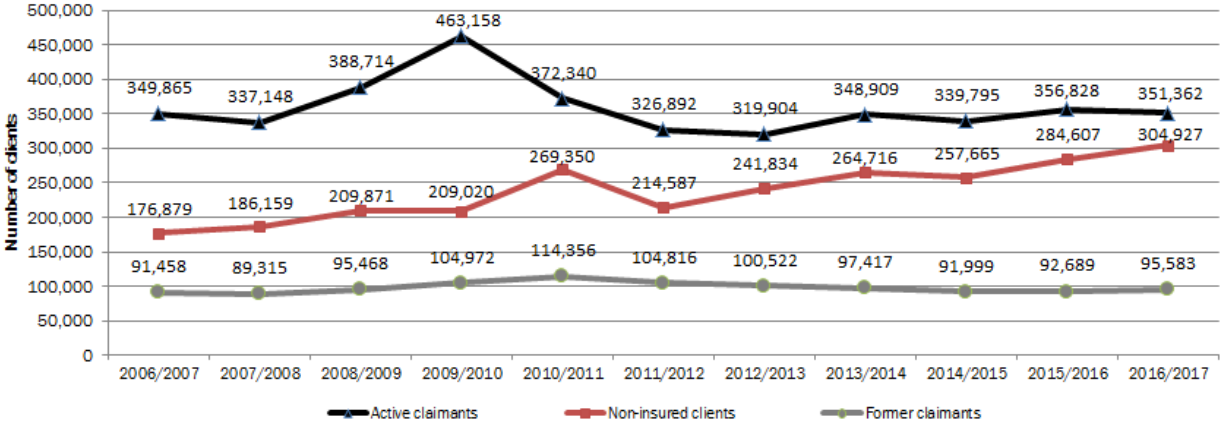
Total non-insured clients increased in the last decade

Overall, provinces, territories and Indigenous organizations have been serving more clients (+21.6%) since FY0607, with a pronounced growth in the number of non-insured clients (+72.4%), while active (+0.4%) and former EI claimant counts (+4.5%) increased at a slower pace.

[7] In July 2016, new provisions were introduced, changing the definition of former claimants to cover those who completed an EI claim in the past five years.

[8] A detailed definition of former claimants can be found in section 58 of the *Employment Insurance Act*.

Chart 1
Volumes by EBSM client type, Canada (2006/2007 - 2016/2017)



In turn, the growing number of total non-insured clients served by provinces, territories, and Indigenous organizations means their share among all EBSM client-types has jumped from 28.6% in FY0607, to 40.6% in the current year. Active claimants, who represented 56.6% of all clients a decade ago, now represent 46.7% of all clients in FY1617.

In the years prior to the 2008-2009 recession, the number of unemployed Canadians and active EI clients served by provinces and territories moved in similar patterns. Following the recession, provinces and territories increasingly reached out to all unemployed individuals, resulting in a spike of non-insured clients (see chart 2). Coming out of the recession, these individuals were probably less likely to qualify for EI regular benefits and entered LMDA programming as non-insured clients. Since then, the number of non-insured clients continues to steadily increase, while active clients have dropped. In the context of static LMDA funding over the years, up until 2015/2016, provinces and territories shifted towards serving non-insured clients, a group that is eligible only for Employment Assistance Services. These interventions are less expensive and focus on maximizing returns to work.

Patterns of working Canadians evolving alongside social and economic changes

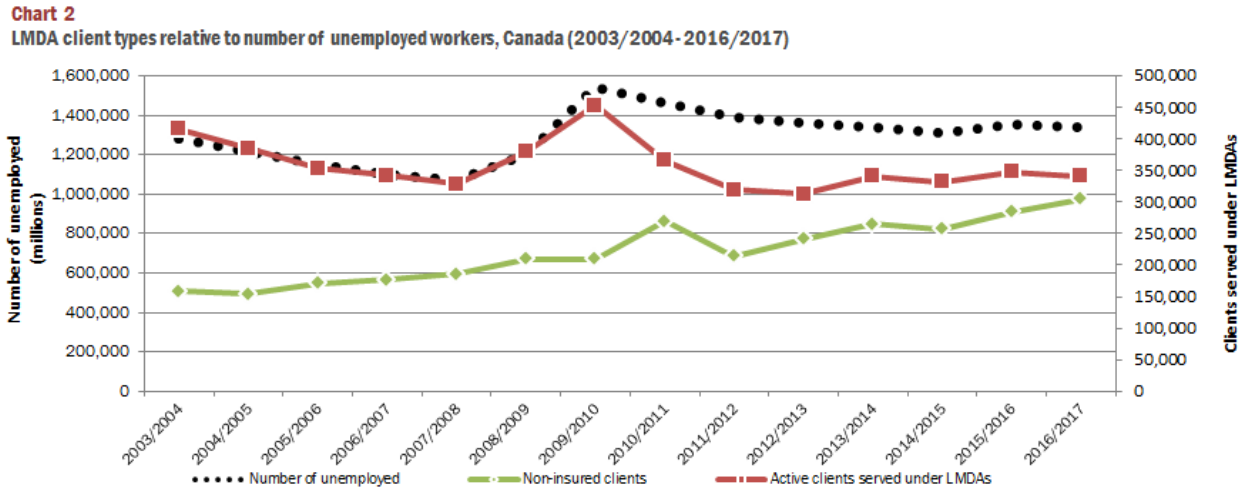
According to the 2016 Census results, the period from 2005 to 2015 saw a shift from full-time, full-year employment toward part-time or part-year work. The shift is related to a combination of social and economic changes, such as the 2008-2009 financial crisis and automation technologies.

From 2006 to 2016, the employment rate fell from 62.6% to 60.2%.

Fewer men aged 25 to 54 are now working full-time all year. In 2015, 56.2% of men aged 25 to 54 years old worked full-time all year, down from 63.3% a decade earlier. The 2015 proportion is the lowest since 1980. The proportion of women in this age group who worked full-time all year has also declined: 43.7% in 2015 compared to 46.4% in 2005.

Source: http://www.statcan.gc.ca/daily-quotidien/171129/dq171129b-eng.htm

The growing number of non-insured clients reflects changing labour market conditions, where temporary, non-standard, and part-time employment is more prevalent (see box for details). These changing employment patterns impact the types of clients that provinces and territories serve, as evidenced by the growth in non-insured clients.



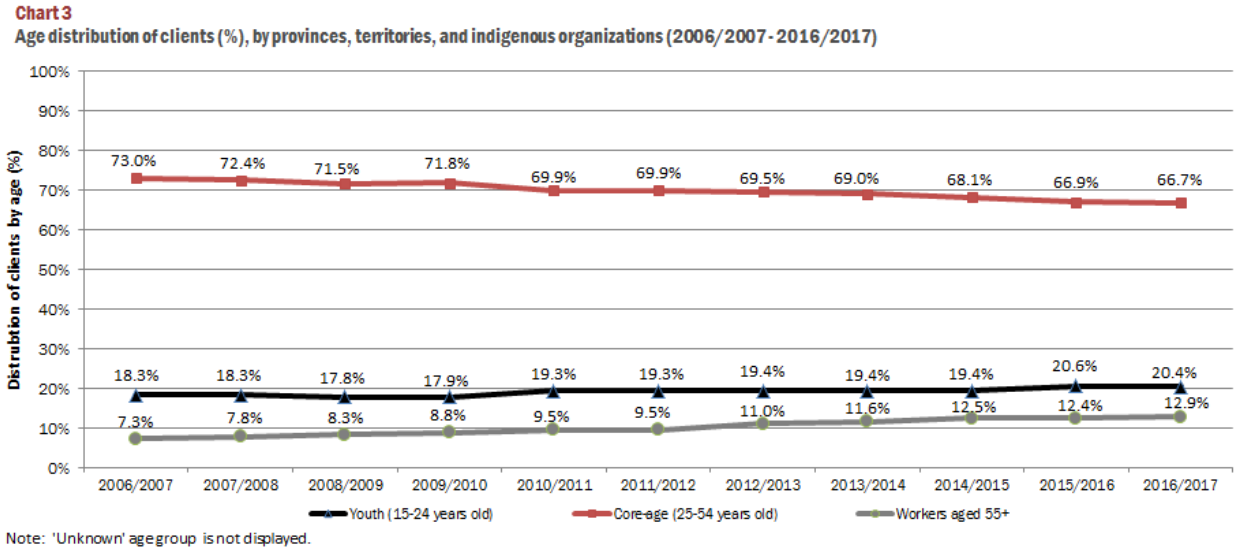
Age distribution[9]

The majority (66.7%) of EBSM clients in FY1617 were core age workers (aged 25 to 54 years old) for a total of 440,176 individuals in this age group. The share of core age workers among all age groups dropped slightly, despite the number of core age workers increasing by 17,127 clients (+4.0%), from FY1516 results. Over ten years, the proportion of core age workers fell by 6.3 percentage points, as their growth has slowed down, especially after FY1213.

About one in five (20.4%) of EBSM clients in FY1617 were youth (aged 15 to 24), or a total of 134,465, increasing by 3.0% compared to FY1516. Their use of EBSM programming grew by 42.4% over the last ten years. Historically, youth have higher unemployment rates than core age workers and older workers. Youth were more impacted by the 2008-2009 recession and experienced slower recovery afterwards. This increase in EBSM usage could be attributed to provinces and territories increasingly focussing on labour market programming for youth.

In FY1617, the number of EBSM clients over the age of 55 increased by 8.1%, to a total of 85,056, compared to the previous year. This group represented 12.9% of all EBSM participants. Similar to young Canadians, more older workers have been participating in active labour market programs and services in the last ten years, spiking by 124.8%. This corresponds with the growing number of older workers in the labour force, which increased by 60.6% since FY0607. In turn, this growth fuelled the demand for labour market services for this age group.

[9] Date of birth is not collected for clients in Skills Development-Apprentices and Group Services. As a result, client data in Chart 3 does not match the client total in Annex 3.5.



Note: 'Unknown' age group is not displayed.

Designated groups[10]

ESDC collects information on the EBSM participation of women, Indigenous peoples, members of visible minorities and persons with disabilities, in support of employment equity principles. Participants[11] voluntarily self-identify, as such, fluctuations from year to year may be due to changes in self-identification.

- Women participated in a total of 494,054 EBSM interventions in FY1617, a 1.3% increase year-over-year (43.3% of all interventions delivered to Canadians). By way of context, women represented 42.6% of the unemployed workers in FY1617. Women accessed EAS interventions (92.1%) at a higher rate than men (82.7%). Overall, 50.5% of women clients were non-insured, compared to 38.8% for men. (See box for details on women's EBSM participation).
- A total of 138,969 participants self-identified as persons with a disability in FY1617, an increase of 9.4% year-over-year. Over ten years, the proportion of participants with a disability has increased by 191.5%. Among several factors, this can be attributed to workers ageing into disability[12]. Persons with disabilities participated in 12.2% of all interventions delivered in FY1617. The vast majority (94.2%) participated in an EAS-only intervention, compared to 5.8% who participated in Employment Benefits. The majority were non-insured (55.6%), a slight drop of 0.1 percentage points, compared to FY1516.
- Indigenous peoples participated in 86,726 interventions in FY1617, a slight decrease of 2.1% year-over-year. Indigenous people participated in 7.6% of all EBSM interventions, including programming delivered through ASETS. Employment Benefits delivered to Indigenous peoples, decreased from 4.1% to 3.9% year-over-year, while EAS-only represented the remaining 96.1% of interventions. In the last ten years, EAS use among Indigenous peoples has increased by 30.9%, whereas Employment Benefit use has dropped by 42.9%.

[10] This information is collected at the intervention level and comes from the participant dataset for EBSM programming.

[11] Note that the number of *participants* equals the number of *interventions* for this section.

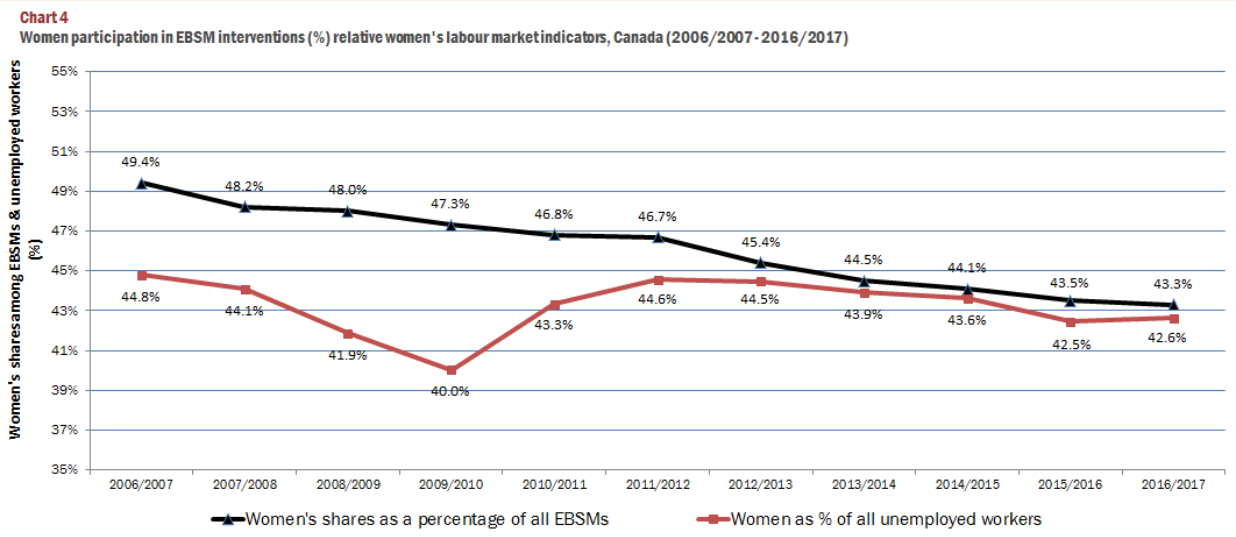
[12] Government of Canada, (2016-07-20). Older Workers At Risk of Withdrawing from the Labour Force or Becoming Unemployed: Employers' views on how to retain and attract older workers. Retrieved from https://www.canada.ca/en/national-seniors-council/programs/publications-reports/2013/older-workers-risk/page05.html

- Members of visible minority groups participated in 70,649 interventions in FY1617, an increase of 35.4% from last year. As a result, visible minorities' share of total interventions increased from 4.6% to 6.2% compared to FY1516 results. The majority of interventions (95.3%) were EAS-only, compared to 4.7% for Employment Benefits. In the last ten years, the number of interventions delivered to members of visible minority groups have declined by 0.8%.

Women's participation in EBSMs

The number of EBSM interventions delivered to women increased from 446,824 in FY0607 to 494,054 in FY1617, an increase of 10.6%. Over this ten year period, women's share among all interventions decreased from 49.4% to 43.3%.

In the last ten years, women have fared relatively better than men on several labour market indicators. For example, employment growth among women has been higher (+11.4%) than that of men (+8.9%). In addition, women's share of unemployed Canadians has steadily declined, from 44.8% in FY0607, to 42.6% in FY1617. In particular, the 2008-2009 recession and the subsequent recovery period, was less severe for women than for men, as the industries that were the hardest hit by employment losses at that time were male-dominated. Women, however, are more likely to work in service industries such as health care, education and social assistance, where employment has continued to rise. As a result, the demand for active labour market programming among women in recent years has been less pronounced than for men.



Official languages

ESDC furthers the commitment of the Government of Canada to foster the full recognition and use of both English and French in Canadian society, by ensuring that labour market programs and services are delivered in both official languages. In this context, all LMDAs contain commitments by provinces and territories to have programs and services delivered in both official languages where there is sufficient demand.

3.1.4 Interventions: Employment Benefits

Historically, Employment Benefits have consisted of longer-term interventions focused on providing skills or work experience required to regain employment. Under LMDAs, provinces and territories provide employment benefits similar to the following six benefits types: *Skills Development-Regular (SD-R); Skills Development-Apprentices (SD-A); Targeted Wage Subsidies (TWS); Self-Employment (SE); Job Creation Partnerships (JCPs); and Targeted Earnings Supplements (TES)*[13].

Decline in Employment Benefits interventions and expenditures in FY1617

In FY1617, Employment Benefits interventions totalled 147,054 and remained relatively stable (+0.4%) year-over-year. The stability of Employment Benefits in FY1617 can be largely attributed to the decreasing number of active claimants, usually the main beneficiaries of these types of interventions. The average of length of an Employment Benefit intervention increased from 111 days in FY1516, to 117 days in the current year, suggesting provinces and territories provided longer and more intensive supports, facilitated through the additional funding under Budget 2016 (see section 1.6 for expenditure details). In the context of tightening labour market and fewer individuals relying on provincial and territorial supports and services, investments focussed on retraining and upskilling existing clients for improved employment outcomes. In FY1617, this was evident through increased returns to work among Employment Benefits, which increased from 72,788 to 76,593 (+5.3%) year over year. However, total spending shrank by almost $56 million year-over-year (-4.9%), to a total $1.07 billion.

Table 1
Employment Benefits, 2015/2016 to 2016/2017, provinces and territories

	Interventions	Share of Employment Benefits	Year-over-year change	Expenditures ($000s)	Estimated cost per intervention
Employment Benefits					
Skills Development-Regular	52,627	35.8%	+1.0%	855,300	$7,053
Skills Development-Apprentice	68,633	46.7%	-3.1%		
Targeted Wage Subsidies	16,404	11.2%	+11.6%	120,768	$7,281
Self-Employment	6,137	4.2%	-2.2%	59,752	$9,736
Job Creation Partnerships	3,253	2.2%	+26.2%	34,827	$10,706
Canada	**147,054**	**100%**	**+0.4%**	**1,070,647**	**$7,281**

SD-R interventions edged up (+1.0%) to a total of 52,627, while ***SD-A*** interventions dropped by 3.1%, to a total of 68,633 in FY1617. Combined, Skills Development interventions made up 82.5% of all Employment Benefits. Expenditures on Skills Development programming totalled $855.3 million, lower than the $887.8 million spent in FY1516. This is mainly attributable to the decline in apprentice training in FY1617, despite the addition of $125 million in LMDA funding for FY1617.

In FY1617, ***TWS*** interventions increased by 11.6% year-over-year, to 16,404. This type of intervention represented 11.6% of all Employment Benefit interventions. Expenditures on TWS programming totalled $120.8 million, an increase of $9 million in spending compared to the previous fiscal year. Atlantic

[13] Targeting Earning Supplements, which was used only in Quebec, were not delivered in 2016/2017. The Government of Quebec phased out the TES in July 2014, with existing clients concluding the use of this intervention throughout the 2014/2015 fiscal year.

Provinces and Quebec are the main jurisdictions delivering TWS programming accounting for almost 90% of total spending in Canada.

The number of ***SE*** interventions delivered decreased by 2.2%, to 6,137, with their shares among all Employment Benefits reaching 4.2%. Coinciding with this drop in interventions, SE expenditures contracted significantly in FY1617; going from $99 million in FY1516, to $59.8 million in the current reporting year. This sharp drop is mainly attributable to Ontario winding down its ***SE*** benefit in FY1516, resulting in an overall decline at the national level.

Among Employment Benefits, delivery of ***JCP*** interventions surged to a total of 3,253 interventions across Canada, increasing by 26.2%, compared to FY1516 results. In turn, JCPs' share among Employment Benefits edged up, from 1.8% to 2.2%, year-over-year. Reflecting this increase, JCP expenditures jumped to $34.8 million, compared to $28 million in the previous year. The increase was mainly driven by British Columbia, where JCP programming expanded significantly (+63% in the number of interventions), while spending increased by $4.6 million year-over-year.

Overall, Employment Benefits interventions have declined in the last decade, while apprentice training has grown

Since FY0607, total Employment Benefits delivered by provinces and territories has dropped by over 21%. However, ***SD-A*** programming is the only Employment Benefit that grew; increasing by 25.8% over this period. In many provinces and territories, apprentice training is used to address skills shortages and provides training for in-demand occupations. Over the last decade, provinces and territories delivered more than 700,000 apprentice training interventions to Canadians, while all other intervention types have dropped: SD-R (-40.1%); TWS (-13.6%), SE (-45.9%), and JCP (-50.2%). This contributes to an overall decline in the number of Employment Benefits interventions delivered throughout Canada.

3.1.5 Interventions: Support Measures

Part II of the Employment Insurance Act authorizes three support measures: Employment Assistance Services (EAS), Labour Market Partnerships (LMPs), and Research and Innovation (R&I). Through LMDAs, provinces and territories deliver these measures at regional and local levels, while ESDC retains responsibility for pan-Canadian delivery of LMPs and R&I (see section 4: Pan-Canadian Activities and the National Employment Services). Support Measures are available to all unemployed individuals in Canada, including non-insured clients. However, LMPs and R&I are generally not associated with direct client services and, therefore, counts on participants or interventions are not available. Delivered by the provinces and territories, the EAS component of the Support Measures provides a full range of self-help and assisted services, such as support in determining career objectives through employment counselling; improving job search techniques; completing a return-to-work action plan; and accessing labour market information in support of career choices.

Employment Assistance Services

Employment Assistance Services interventions declined in FY1617

Provinces and territories design and deliver interventions similar to Employment Assistance Services (EAS), which are available to all unemployed people in Canada. In addition to helping EI-insured clients, EAS interventions provide crucial support to those who have been absent from the labour market for an extensive period or who have low job attachment. They may also support new immigrants or young people who are entering the Canadian labour market for the first time. These interventions are reported in one of the three following categories: ***Employment Services, Group Services, and Individual Counselling.*** In FY1617, a total of 999,884 EAS interventions were delivered, increasing by 1.0% year-over-year. The rise in EAS usage coincided with the increase of non-insured clients. With additional LMDA funding, the average cost of an EAS intervention increased from $590 in FY1516 to $715 in the current reporting period.

Interventions similar to ***Employment Services*** continued to be the most common EAS intervention type, accounting for 60.1% of all EAS interventions in FY1617. A total of 601,159 Employment Services interventions were provided to unemployed individuals in Canada, a decrease of 3.6% year-over-year. Since FY0607, these interventions increased by 42.6%, attributable to a greater focus on delivering short-term interventions for quicker returns to work among unemployed Canadians.

Group Services dropped by 29.9%, for a total of 25,279 interventions delivered in FY1617. In turn, the share of Group Services among all EAS-type interventions dropped to 2.5%, compared to 3.6% in the previous year.

In addition to being the initial intervention for establishing action plans and potential access to Employment Benefits, ***Individual Counselling*** is particularly important when supporting clients who face multiple barriers to employment. A total of 373,406 interventions were delivered in FY1617 (an increase of 12.9% year-over-year). This accounted for 37.3% of all EAS interventions.

Table 2
Support Measures, 2015/2016 to 2016/2017, provinces and territories

	Interventions	Share of Support Measures	Year-over-year change	Expenditures ($000s)	Estimated cost per intervention
Employment Assistance Services*					
Employment Services	601,159	60.1%	-3.6%		
Group Services	25,279	2.5%	-29.9%		
Individual Counselling	373,406	37.3%	+12.9%		
Total Employment Assistance Services	999,884	100%	-1.0%	$714,544	$715
Other Support Measures					
Labour Market Partnerships	-	-	-	165,886	-
Research & Innovation	-	-	-	116,533	-
Canada	**999,884**	**100%**	**-1.0%**	**$996,963**	**$715**

*Expenditures for Employment Assistance Services are only reported at the aggregate level by most provinces and territories.

Other Support Measures

The ***Labour Market Partnership (LMP)*** initiative facilitates collaboration between employers, employees and employer associations, community groups and communities to develop solutions to labour force imbalances, such as persistent high unemployment or skill shortages. In FY1617, LMP expenditures totalled $165.9 million, an increase of 8.3% year-over-year.

Research and Innovation (R&I) initiatives identify better ways of helping people prepare for, return to or maintain employment and participate productively in the labour force. In FY1617, R&I expenditures increased to $116.5 million, which is 48.5% higher than in the previous year.

Research and Innovation in British Columbia

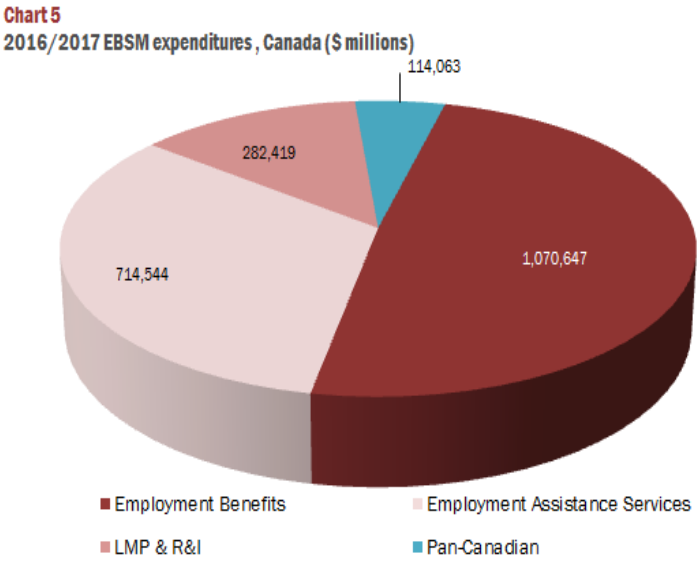
Since launching its R&I in 2014, British Columbia (BC) recently reshaped and enhanced delivery of its funding stream with greater focus on client opportunities to gain experience and attach to in-demand jobs. BC also introduced the Social Innovation stream under its R&I program to expand the scope of Community and Employer Partnerships program, and support innovative projects that address social challenges beyond employment.

With R&I funding, BC also invested in The Centre for Employment Excellence (CfEE). The CfEE acts as a coordination point for research, communication, training and employment in British Columbia; the first of its kind for employment services in Canada. The Centre's online resources, along with its popular webinar series are loaded with information and ideas for practitioners, employers and policy-makers to draw upon to improve employment outcomes for job seekers in the province. For more information, visit the *Centre for Employment Excellence Web site:* www.cfeebc.org

3.1.6 Expenditures

Increased spending on Employment Assistance Services, Labour Market Partnerships, and Research & Innovation

Total expenditures under Part II of the *Employment Insurance Act* were $2.18 billion in FY1617, which included EBSM programming, LMPs and R&I, as well as the pan-Canadian activities. As per Budget 2016, an additional $125 million in LMDA funding pushed overall spending by provinces and territories upwards by 6.2% (see box for examples of investments under the new funding).



Note: As per budget 2016, an additional $125 million in LMDA funding pushed overall spending to $2.07 billion.

Under the LMDAs, Employment Benefits remained the largest investment, at $1.071 billion, representing about half total expenditures by provinces and territories. Compared to FY1516, spending on Employment Benefits declined by nearly $56 million (-4.9%). This is attributable to decreasing interventions due to an improving

economy, and fewer active claimants being served by provinces and territories. Employment Assistance Services expenditures jumped by 22.3% year-over-year, as spending increased from $584.3 million in FY1516 to $714.5 million in FY1617. EAS spending accounted for 35% of all expenditures under the LMDAs. Expenditures towards LMPs and R&I measures jumped as well, going from $231.7 million in FY1516, to $282.4 million in FY1617 (+21.9%). Ontario's $44 million in new R&I spending was largely responsible for the increase. In Alberta, as well as in Newfoundland and Labrador, LMPs and R&I expenditures jumped by almost 300%, and 154%, respectively, which also contributed to significant rise in Canada's overall LMP and R&I investments.

Pan-Canadian expenditures edged up by 1.4%, increasing from $112.5 million in FY1516 to $114.1 million to FY1617. See Section 4 of this chapter for details on Pan-Canadian activities.

Additional LMDA funding for FY1617 from Budget 2016

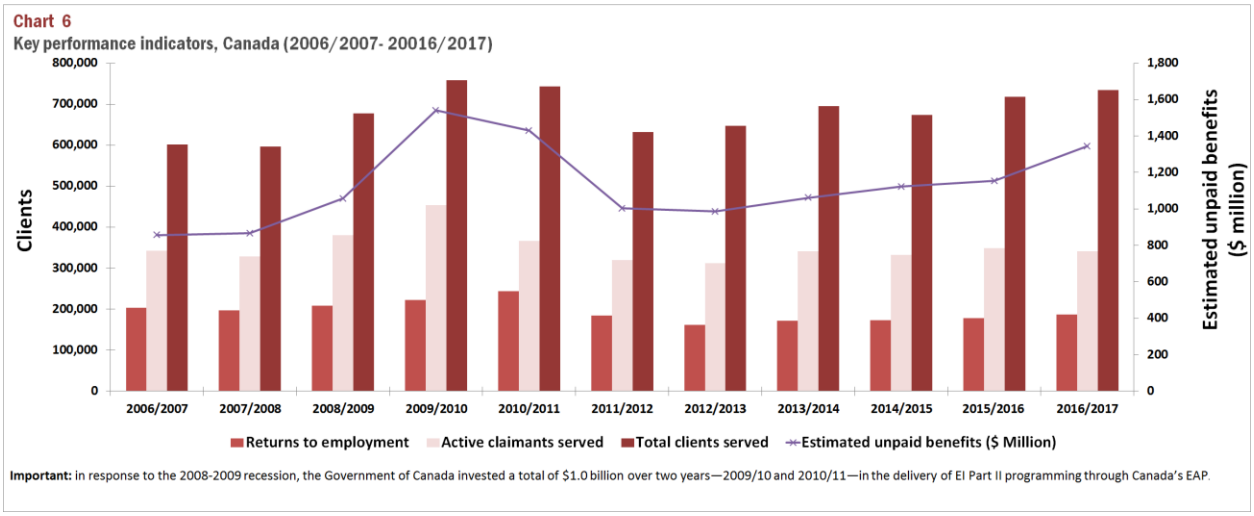
Under Budget 2016, an additional $125 million went towards the LMDAs for FY1617, giving provinces and territories additional flexibility to support Canadians access training and employment services. For example:

- Alberta increased its capacity to deliver Career and Employment Information Services to individuals negatively impacted by the economic downturn. This included events to connect Albertans with prospective employers, and regular information sessions for job seekers related to job search strategies, career planning, and networking. To enable greater success for individuals re-entering the labour market, the delivery of Job Placement services was expanded to rural Albertans, with a focus on one-to-one support. The province also increased investment in 25 communities across the Province in its Self-Employment and Workplace Training (TWS) programs. New Integrated Training (JCP) programs were also introduced to address local labour market demand for skills training, including agriculture, trades, truck driving, and child care development, among others.
- New Brunswick invested in its Training and Skills Development Program and the Experiential Learning Employment (ELE) Continuum initiative. This helps social assistance clients acquire classroom and on-the-job training through employment placement.
- British Columbia focused on supporting new clients as a result of changes to the EI program (elimination of new entrant and re-entering provisions and expanded 'reachback' eligibility for former claimants). The province also directed funding in support of Skills Development participants with associated training costs. Community and Employer Partnership projects were also expanded to focus on priority clients, like persons with disabilities, Indigenous, youth and immigrants.
- Prince Edward Island expanded its eligibility criteria for its employer sponsored training programming, like EmployPEI and the Graduate Mentorship Program, to include non-profit organization, municipalities and educational institutions. The province assisted more unemployed Islanders find jobs, and provided employers with workers with the right set of skills.
- Manitoba made policy changes to its Skills Development Program to increase financial supports for Manitobans living in rural and remote regions. In addition, Labour Market Partnerships were used to facilitate labour adjustments following business closures.
- Newfoundland and Labrador utilized the additional funding to meet the increased demand for Skills Development programming. This supported more individuals under the province's Self-Employment Assistance benefit. The province implemented a Research & Innovation support measure to test new ways of helping people find jobs.
- Saskatchewan supported increased demand for services offered through Rapid Response Teams, providing services to businesses and individuals impacted by layoffs and/or slowdowns.
- The Northwest Territories focused on developing tools to identify EI clients earlier in their claim to offer them relevant programming. The NWT government worked with regional partners to identify ways of improving employment opportunities for EI eligible clients.

3.1.7 Key performance indicators[14]

ESDC monitors the results of EBSM-similar programming delivered by provinces and territories through three key performance indicators:

- the number of active EI claimants served;[15]
- the number of EI clients who return to employment following an intervention;[16] and
- the amount of unpaid EI Part I benefits resulting from the returns to employment.



Lower number of active EI claimants with returns to work and unpaid EI benefits increasing

In the context of improving labour market and economic conditions in FY1617 throughout most parts of Canada, the number of active EI claimants served (351,362) dropped by 1.5% year-over-year. Improving labour market and economic conditions pushed up the returns to employment by 4.8% year-over-year, with a total of 187,172 clients finding work after their interventions. In turn, unpaid EI Part I benefits ($1.34 billion) jumped by 16.6%.

Compared to FY0607, unpaid EI Part I benefits increased by nearly $500 million (+57.1%). While several factors can influence the EI Part I benefits unpaid amount, a number of provinces and territories are reaching out to EI claimants earlier in their benefit period, to increase awareness of how LMDA programs and services can support their training and job search needs. By targeting clients earlier, which in turn contribute to speedier returns to work, LMDA participants are exiting the EI program sooner than they otherwise would have.

Recent LMDA evaluations demonstrate that providing EAS within the first four weeks of an EI claim facilitates faster returns to employment, and leads to increases in earnings after participation.[17] This evidence is encouraging a number of jurisdictions to target EI claimants with LMDA programs earlier. For example, a number of jurisdictions are already using the Targeting, Referral and Feedback (TRF) system

[14] Data completeness issues in newly implemented information management systems could affect year-over-year comparisons at the provincial, territorial and national levels.

[15] Quebec includes former claimants in its key performance indicator for clients served.

[16] EI clients include both active claimants and former claimants.

[17] See Chapter 2 of *Evaluation of the Labour Market Development Agreements* for more details and other evaluation findings: https://www.canada.ca/en/employment-social-development/corporate/reports/evaluations/labour-market-development-agreements.html.

to target EI applicants in order to direct them to relevant job opportunities or programs and services. Under the amended LMDA, the federal government will work with provinces and territories to implement a TRF system by March 2020 in all jurisdictions that do not already have a system in place.

Table 3 (see next page) presents supplementary performance indicators at the national and provincial/territorial level, contextualized with labour market indicators. Since multiple factors can influence results at the individual, jurisdictional, and national level, these indicators cannot be unequivocally attributed to LMDAs.

At the national level, close to 57% of active LMDA participants began their first LMDA-funded intervention within 12 weeks after their Benefit Commencement Period (BPC). Quebec exceeded the national average (72.6%), where the province's long-established TRF system helps Emploi-Québec to identify EI claimants at risk of prolonged unemployment for active employment supports. All other provinces and territories were below the national average, ranging from roughly 19% to 50% of active LMDA participants beginning EI Part II programming within 12 weeks of their BPC.

In terms of returns to work as a proportion of LMDA clients served, the national average was 25.5% in FY1617. Eight provinces and territories exceeded the national average, ranging from 26.6% in Quebec to 55% in Yukon. Whereas Ontario, Manitoba, Alberta, Northwest Territories, and Nunavut were below the national average.

In FY1617, Canada's returns to work from ESBM interventions among active clients, expressed as a proportion of Canada's labour force was 1.0%, with 8 provinces and territories exceeding the national average. Secondly, unpaid EI regular benefits stemming from returns to work, expressed as proportion of total EI regular benefits paid, was 10.6%. Quebec, Manitoba, Saskatchewan, Alberta, British Columbia and Northwest Territories posted higher proportions than the national figure.

In addition, Quebec, Manitoba, Saskatchewan and Alberta are above the national average for both ratios. This suggests an effective and efficient balance between returning clients to work as soon as possible, while ensuring they are provided with the necessary active employment services to succeed in the job market over a mid to long-term horizon.

Table 3:
Supplemental indicators for provinces, territories and Canada, FY1617

	Employment change & unemployment rate (FY1617)	Job vacancy rate (FY1617)	Percentage of EI active participants beginning EI Part II within 12 weeks following their Part I benefit period commencement * (2016/2017)	Returns to work as a proportions of LMDA clients served (FY1617)	Returns to work among active EI clients from EBSM interventions, as a proportion of the labour force (FY1617)	Estimated unpaid EI regular benefits resulting EBSM interventions, as a proportion of Part I regular benefits paid (FY1617)
Newfoundland & Labrador	-3,500 (-1.5%) 13.7%	0.8	19.2%	29.9%	1.4%	2.8%
Prince Edward Island	-800 (-1.1%) 8.4%	1.4	41.2%	38.5%	2.6%	4.4%
Nova Scotia	-300 (-0.1%) 8.1%	1.2	33.7%	31.2%	1.1%	4.0%
New Brunswick	+2,600 (+0.7%) 9.2%	1.3	49.4%	36.7%	2.1%	4.2%
Quebec	+55,100 (+1.3%) 6.8%	1.3	72.6%	26.5%	1.5%	11.0%
Ontario	+79,200 (+1.1%) 6.4%	1.4	42.5%	19.4%	0.5%	8.6%
Manitoba	+400 (+0.1%) 6.1%	1.4	47.4%	25.3%	1.0%	13.7%
Saskatchewan	-4,400 (-0.8%) 6.4%	1.4	35.9%	43.8%	1.1%	17.0%
Alberta	-32,600 (-1.4%) 8.3%	1.4	39.5%	25.1%	1.2%	17.2%
British Columbia	+78,500 (+3.4%) 5.7%	1.9	36.0%	28.0%	0.8%	12.6%
Northwest Territories	Unchanged 7.1%	1.8	38.0%	17.1%	0.8%	10.8%
Yukon	+1,000 (+5.5%) 5.4%	1.6	31.1%	55.0%	0.6%	7.9%
Nunavut	+1,000 (+6.6%) 14.5%	1.3	28.9%	8.9%	0.5%	10.1%
Canada	**+174,300 (+1.0%) 6.9%**	**1.4**	**56.7%**	**25.5%**	**1.0%**	**10.6%**

Source: Labour Force Survey, Business Payroll Survey, and EI Administrative Data.
*This includes a small percentage of clients who began EI Part II programming up to 2 weeks prior to their Part I Benefit Period Commencement. SD-A participants and those who were non-insured participants were excluded, if they had taken EAS in the previous year.

3.1.8 Additional LMDA funding and expanded eligibility to programs and services

Budget 2017 invested an additional $1.8 billion to support programs funded through LMDAs, and amended the EI Act to broaden worker eligibility for programs and services under the LMDAs. This allows even more Canadians, including underrepresented groups, to access EI-funded skills training and employment supports, including:

- Broaden current eligibility to Employment Benefits for unemployed individuals who have made minimum EI premium contributions (i.e., above the premium rebate threshold) in five of the previous ten years;
- Expand eligibility for Employment Assistance Services under Support Measures (e.g., employment counselling, job search assistance), currently available to unemployed Canadians, to also include employed Canadians; and
- Expand current eligibility for support measures, particularly to increase flexibility to support employer sponsored training under Labour Market Partnerships. This includes employers who need to upskill or retrain their employees to maintain their current employment (e.g., to adjust to technological or structural changes in the economy).

These changes are effective as of April 1, 2018.

3.2 Provincial and territorial EBSM activities

This section analyzes the provincial and territorial economic environment and *EBSM-similar activities in FY1617; linking trends in clients served, interventions, and expenditures to local labour market conditions, and employment programming priorities.*

3.2.1 Context

Under the LMDAs, provinces and territories received funding to support the delivery of programs and services, similar to the EBSMs established under Part II of the *Employment Insurance Act*.[18] To address unique labour market challenges, provinces and territories delivered employment programming under LMDAs, which were individually negotiated with the Government of Canada. Provinces and territories designed and delivered all EI-funded active employment programming, except for pan-Canadian activities, discussed in Section 4 of this chapter.

Expenditures for EBSM-similar activities increased in all provinces and one territory between FY1516 and FY1617, supported by the additional $125 million investment announced in Budget 2016. This additional funding further supports unemployed Canadians to access employment benefits and services that develop skills and workplace experience. Compared to the previous year, most provinces and territories served more clients, and delivered more EBSM-Similar interventions, while the number of clients who returned to work increased in all but two jurisdictions.

Overall, Canada's economy and labour market strengthened in FY1617. On average, regions, such as central Canada, the Territories, and British Columbia enjoyed comparatively healthier economic and labour market conditions, than the Prairies and eastern Canada. Despite varying economic and labour market outcomes, all jurisdictions prioritized improving the labour market attachment of underrepresented groups, such as persons with disabilities, Indigenous peoples, recent immigrants, youth, and older workers; as well as ensuring that employers can readily access a skilled workforce. To meet these objectives, and to address the impacts of new technologies on job types and skills, provinces and territories engaged with numerous stakeholders, including employers, to ensure that training programs remained relevant in a context of an aging workforce and a shifting labour market landscape.

Successful outcomes from the provinces and territories are highlighted in the Managing for Results section. These approaches include:

- Employer engagement in program priorities and design;
- Strategies to deliver active employment supports earlier for EI claimants; and,
- Approaches in the use of the Research and Innovation support measure in some jurisdictions.

[18] While data and analysis are presented according to the traditional EBSM intervention categories, provinces and territories may deliver EBSM-similar programming under different names. A list of these names, together with the corresponding EBSM intervention category, is included in the summary for each jurisdiction. In addition, inter-jurisdictional comparisons may be misleading due to differences in programming and labour market conditions. EBSM administrative data presented in this section do not include pan-Canadian activities.

3.2.2 Newfoundland and Labrador[19]

In 2016, Newfoundland and Labrador's real GDP growth expanded by 1.9%, after two years of decline due to weakened oil prices. The province benefitted from increased oil output and exports from 2015 to 2016. Real GDP growth is expected to contract again in 2017, as household spending eases due to weaker labour market conditions, and constrained government spending.

In line with the weak economic environment the province has been facing over the past few years, labour market conditions continued to soften in Newfoundland and Labrador in FY1617. Total employment declined for a fourth consecutive year by 3,500 (-1.5%). This loss was entirely in full-time work. As a result, the unemployment rate increased to 13.7%, the second highest in the country after Nunavut (14.3%). There were employment losses in:

Newfoundland and Labrador: EBSM key facts

Total clients served: 12,352

EI clients		Non-insured clients	
11,120	↑	1,232	↓

Total interventions: 26,438

Interventions type	2016/2017	Year-over-year change	
Employment Benefits	8,512	6.1%	↑
Support Measures: EAS	17,926	4.4%	↑

Relative share of interventions

Interventions type	2016/2017	Year-over-year change(pp)	
Employment Benefits	32.2%	0.4	↑
Support Measures: EAS	67.8%	0.4	↓

Total allocation: $130.5 million

Total expenditures	2016/2017 ($ million)	Year-over-year change	
Employment Benefits	$117.0	3.4%	↑
Support Measures: EAS	$6.3	18.8%	↑
LMPs and R&I	$3.2	153.5%	↑
Total expenditures[1]	$126.4	5.6%	↑

Estimated unpaid benefits ($ million)

2015/2016	2016/2017	Year-over-year change	
$22.25	$23.23	4.4%	↑

[1] Totals may not add up due to rounding; does not include accounting adjustments.

- Forestry, fishing, mining, quarrying, oil and gas (-2,000; -12.8%);
- Manufacturing (-2,000; -17.4%); and
- Finance, insurance, real estate, rental and leasing (-1,100; -12.4%).

These losses were partially offset by gains in health care and social assistance (+1,600; +4.3%).

Newfoundland and Labrador's main labour market challenges are demographic; an aging population, declining working-age population, and youth out-migration. Consequently, the province set forth a number of labour market priorities for FY1617 to ensure a sufficient labour supply for employers, and to enhance their economic competitiveness. This included providing responsive, relevant, and flexible labour market programming by assisting individuals impacted by changes in the local labour market landscape; especially underrepresented groups, such as youth, persons with disabilities, as well as older workers. In addition, the province will develop an adaptive workforce by investing in employment and skills training.

[19] In FY1617, Newfoundland and Labrador continued to make system improvements to capture client and intervention data and program outcomes. While data on Interventions represented actual counts, data on Clients Served are estimates, as individualized data was not available to match the EI database. Ongoing enhancements to performance measurements and systems support the renewal of the LMDA, and continue to improve reporting in this area.

In partnership with employers and other stakeholders workforce needs will be identified by building an informed and productive focus on human resource needs.

Managing for results

In FY1617, the Department of Advanced Education, Skills and Labour organized seven Provincial Roundtables on Labour Market Transfer Agreements across the province, with over 130 participants. The provincial roundtables provided an opportunity for individual residents, employers, academics, researchers, labour groups, and non-profit, community organizations to share their input on the four labour market transfer agreements. In particular, the roundtables served as a channel for members of the public to provide ideas on how employment and skills training programs can be more relevant, flexible and responsive.

Some key themes arising from the roundtables included:

- Requirements for accurate and timely labour market information to assist governments in their short and long-term planning;
- Engagement with stakeholders to improve information-sharing;
- Greater program flexibility for both Employment Insurance (EI) and non-EI eligible individuals;
- Increased research funding focused on finding opportunities for work creation and researching promising practices to improve labour market outcomes; and
- Increased supports to individuals transitioning to employment, especially for those in under-represented groups.

Clients, interventions and expenditures

In FY1617, the total number of clients served by Newfoundland and Labrador remained stable at 12,352 (+0.2%). Client types grew in opposite directions this fiscal:

- Active claimants grew by 4.1% to 9,308;
- Former claimants shrank by 13.5% to 1,812; and
- Non-insured clients shrank by 5.0% to 1,232.

Reflecting this variance, client shares mirrored changes in client types:

- Active clients' share accounted for the highest proportion of total clients served at 75.4%. This represented a year-over-year increase of 2.9 percentage points;
- Former clients' share declined by 2.3 percentage points, from 17.0% to 14.7%; and
- Non-insured clients' share edged down by 0.5 percentage point, from 10.5% to 10.0%.

Newfoundland and Labrador delivered 26,438 interventions in FY1617, a 5.0% growth compared to the previous year. The total number of interventions delivered in the province remained relatively stable, with Employment Benefits taking 32.2% of shares, while shares of EAS continued at 67.8%. Unpaid Benefits grew by 4.4% to $23.23 million. Total expenditures for EBSM reached $126.4 million, a 5.6% increase year-over-year. Of the extra $6.8 million expended on EBSMs in FY1617, $4.5 million came from the province's share of the additional $125 million LMDA investment announced in Budget 2016.

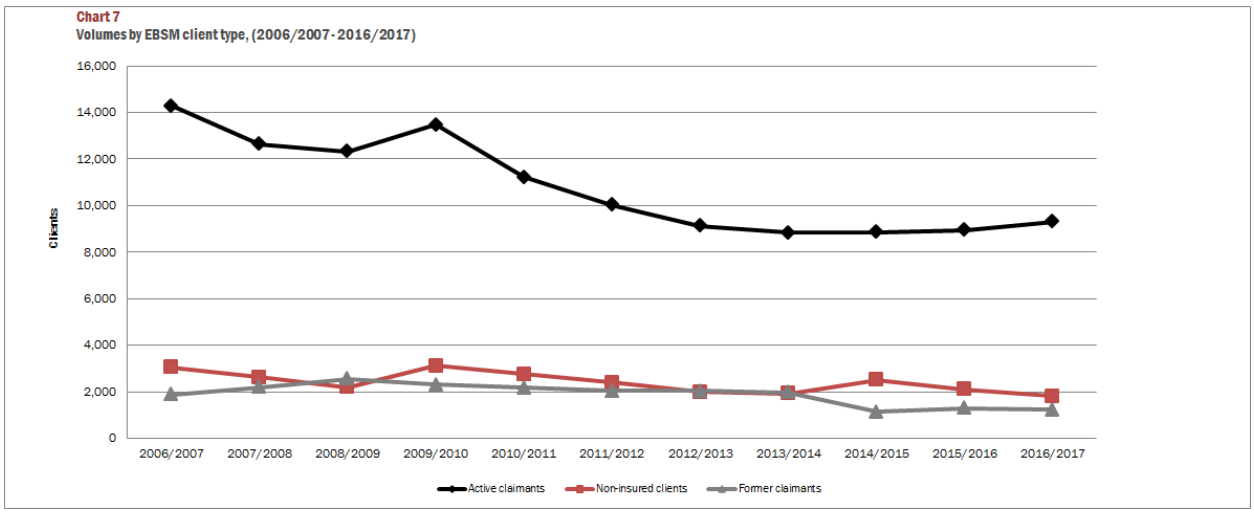


Chart 7
Volumes by EBSM client type, (2006/2007 - 2016/2017)
Clients
16,000
14,000
12,000
10,000
8,000
6,000
4,000
2,000
0
2006/2007
2007/2008
2008/2009
2009/2010
2010/2011
2011/2012
2012/2013
2013/2014
2014/2015
2015/2016
2016/2017
Active claimants
Non-insured clients
Former claimants

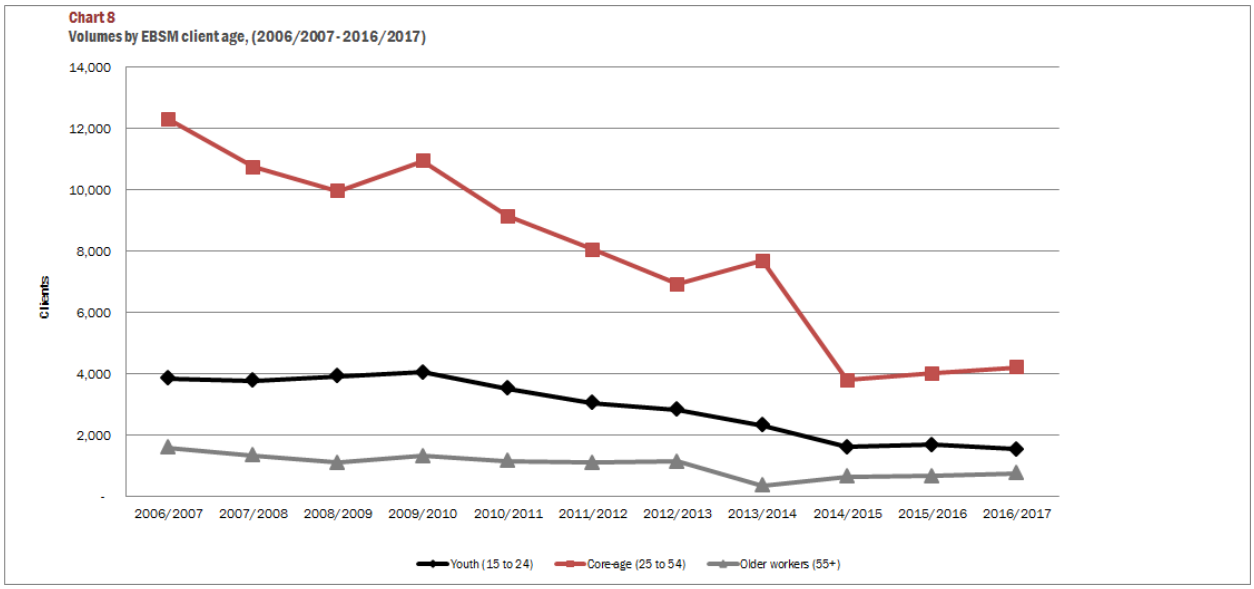


Chart 8
Volumes by EBSM client age, (2006/2007 - 2016/2017)
Clients
14,000
12,000
10,000
8,000
6,000
4,000
2,000
-
2006/2007
2007/2008
2008/2009
2009/2010
2010/2011
2011/2012
2012/2013
2013/2014
2014/2015
2015/2016
2016/2017
Youth (15 to 24)
Core-age (25 to 54)
Older workers (55+)

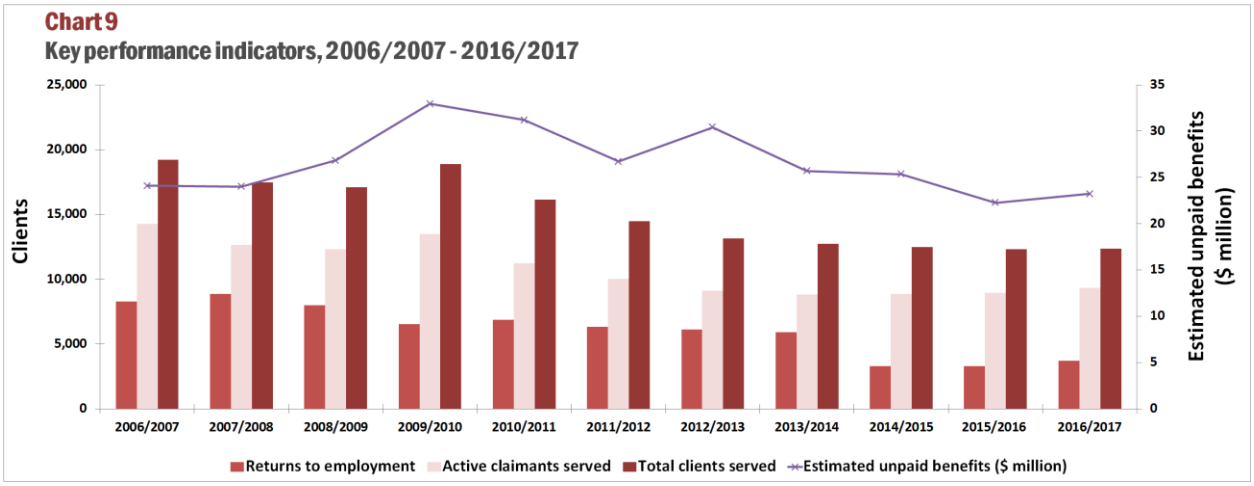


Chart 9
Key performance indicators, 2006/2007 - 2016/2017
Clients
25,000
20,000
15,000
10,000
5,000
0
35
30
25
20
15
10
5
0
Estimated unpaid benefits ($ million)
2006/2007
2007/2008
2008/2009
2009/2010
2010/2011
2011/2012
2012/2013
2013/2014
2014/2015
2015/2016
2016/2017
Returns to employment
Active claimants served
Total clients served
Estimated unpaid benefits ($ million)

Table 4
Newfoundland and Labrador : EBSM-similar programming , 2016/2017

		Interventions	Year-over-year change	Expenditures ($ 000s)
Employment Benefits				
SD-R	Newfoundland and Labrador Skills Development	3,206	-2.4%	95,211
SD-A	Newfoundland and Labrador Skills Development	2,734	14.2%	
TWS	Newfoundland and Labrador Wage Subsidies	812	-9.4%	5,804
SE	Newfoundland and Labrador Self-Employment Assistance	236	-2.9%	6,186
JCPs	Newfoundland and Labrador Job Creation Partnerships	1,524	+26.8%	9,734
Support Measures				
EAS	Newfoundland and Labrador Employment Assistance Services	17,926	+4.4%	6,252
LMPs	Newfoundland and Labrador Labour Market Partnerships	N/A	N/A	2,924
R&I	Research and Innovation	N/A	N/A	298

Employment Benefits

Newfoundland and Labrador implemented a total of 8,512 Employment Benefit interventions in FY1617, representing a year-over-year increase of 6.1%.

- JCP grew by 26.8% to 1,524 interventions;
- SD-A grew by 14.2% to 2,734 interventions;
- SE declined by 2.9% to 236 interventions;
- TWS declined by 9.4% to 812 interventions; and
- SD-R declined by 2.4% to 3,206 interventions.

Job Creation Partnership participation leads to seasonal employment for Tina

Tina lives in a small, rural community in Newfoundland and Labrador with high unemployment and limited employment prospects. A community organization in the area was approved under the JCP program to hire a Program Coordinator/Recreation Director to develop, coordinate and implement a community recreation plan with structured programming for children and youth in the community. The sponsor hired Tina and, during the 20 week program, Tina gained valuable skills with the organization. The project was so successful that Tina was employed for 20 weeks following the end of the JCP program and the organization now intends to rehire Tina for full-time seasonal employment.

Employment Benefits expenditures reached $117.0 million (+3.4%). The province utilized some of its supplemental investment in LMDA funding from Budget 2016 to increase SD and SE expenditures to support growing demand for individuals participating in these two benefit types.

Support Measures: EAS

In FY1617, EAS interventions rose by 4.4% to 17,926 in Newfoundland and Labrador. While Individual Counselling grew considerably by 70.1% to 6,006; Employment Service dropped by 2.3% to 8,014; and Group Services declined by 28.1% to 3,906. Total EAS expenditures rose for a third consecutive year, increasing by 18.8% in FY1617 to $6.3 million.

Other Support Measures

Compared to FY1516, LMPs expenditures increased significantly in FY1617 by 130.1% to $2.9 million. This was attributable to an increased effort in Newfoundland and Labrador to develop partnerships in implementing labour market strategies and activities for labour force adjustment and human resource requirements.

R&I was delivered for the first time in Newfoundland and Labrador, through start-up funding of $300,000 to establish a new Workforce Innovation Centre at the College of the North Atlantic's Corner Brook campus. The Centre will support and fund activities, research, designs and innovative projects to identify methods to better assist individuals prepare for, find, return to, or maintain sustainable employment.

3.2.3 Prince Edward Island

Prince Edward Island's real GDP expanded by 2.3% in 2016, supported by gains in construction, manufacturing, real estate, health care and social assistance, as well as retail trade. The province's real GDP is expected to advance at a similar pace in 2017.

In contrast to its resilient economy, Prince Edward Island's labour market conditions have been relatively soft over the past few years. In FY1617, the province's employment level declined by 800 (–1.1%), mostly in full-time work. The unemployment rate remained unchanged at 10.5%, the second highest among all provinces.

Prince Edward Island is addressing its growing population of ageing workers, to ensure that residents have the skills to meet the needs of an increasingly knowledge-based economy. Therefore, the province is providing relevant educational and work experience programs to prepare its workforce for the new opportunities brought on by the changing labour market landscape. As well, the province is developing strategies to retain its youth, and integrate highly skilled immigrants. The province will continue to promote entrepreneurship through investment supports for unemployed individuals who wish to launch a business.

Prince Edward Island : EBSM key facts

Total clients served: 5,400

EI clients		Non-insured clients	
3,507	↓	1,893	↑

Total interventions: 8,494

Interventions type	2016/2017	Year-over-year change	
Employment Benefits	2,435	14.3%	↑
Support Measures: EAS	6,059	3.4%	↓

Relative share of interventions

Interventions type	2016/2017	Year-over-year change (pp)	
Employment Benefits	28.7%	3.3	↑
Support Measures: EAS	71.3%	3.3	↓

Total allocation: $26.1 million

Total expenditures	2016/2017 ($ million)	Year-over-year change	
Employment Benefits	$21.1	12.4%	↑
Support Measures: EAS	$3.5	19.8%	↓
LMPs and R&I	$1.5	32.0%	↓
Total expenditures[1]	$26.1	3.1%	↑

Estimated unpaid benefits ($ million)

2015/2016	2016/2017	Year-over-year change	
$6.99	$7.14	2.1%	↑

[1] Totals may not add up due to rounding; does not include accounting adjustments.

Managing for results

Prince Edward Island engages and consults with employers, industry associations, educational institutions and other key partners on an ongoing basis to solicit input on matters related to active labour market programming. This engagement process ensures alignment between strategic priorities and the workforce development needs of the province. In July 2016, Prince Edward Island held a Stakeholder Roundtable Consultation on the Labour Market Transfer Agreements with approximately 50 stakeholders. In addition, through the Atlantic Workforce Partnership, the four Atlantic Provinces convened and hosted 10 sessions, primarily in the form of roundtable discussion workshops, with 275 individuals from 198 organizations across Atlantic Canada.

Clients, interventions and expenditures

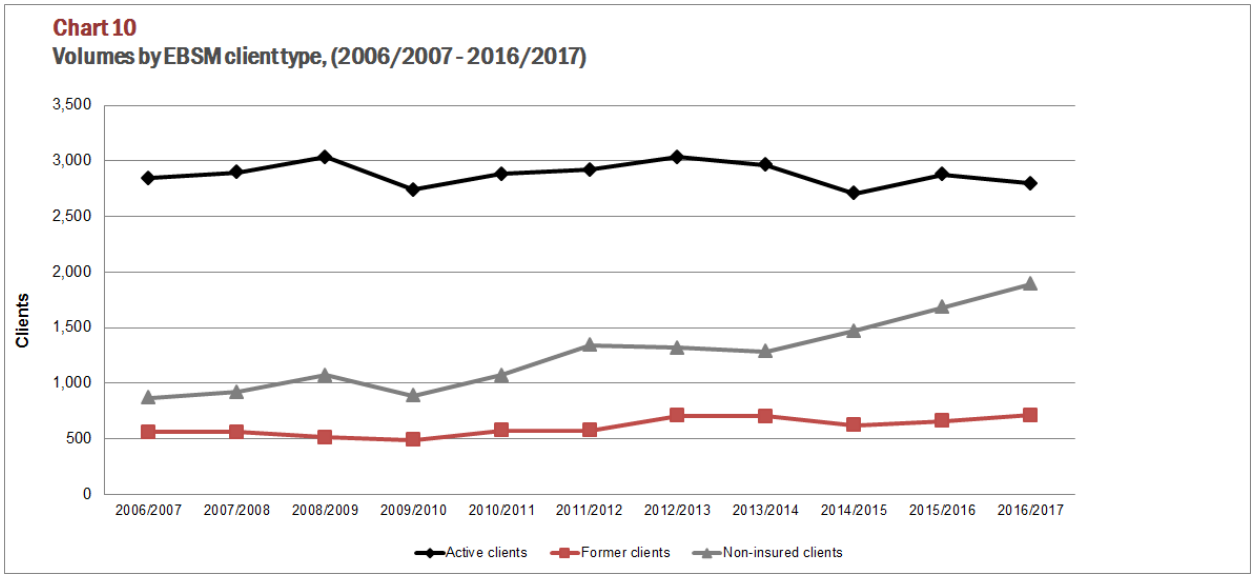
In FY1617, Prince Edward Island served 5,400 clients (+3.6%), compared to 5,214 in FY1516.

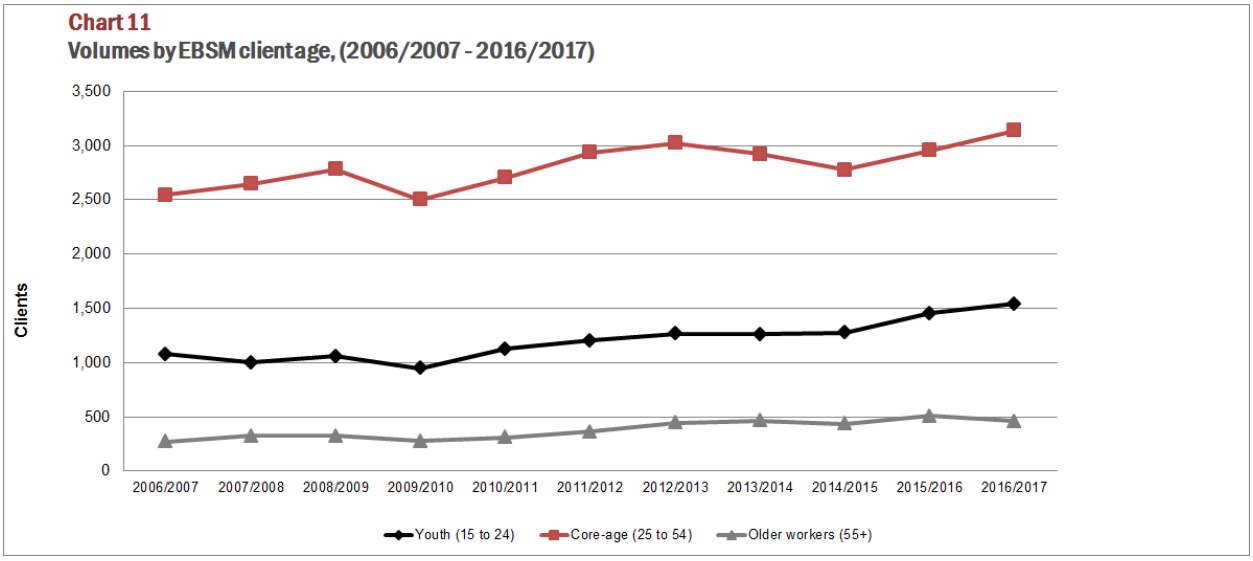
- Active claimants declined by 2.7% to 2,798 clients;
- Former claimants rose by 7.9% to 709 clients; and
- Non-insured clients rose by 12.6% to 1,893 clients.

The shares also shifted in the same direction as the absolute numbers,

- Active claimants' proportion declined by 3.3 percentage points to 51.8%;
- Former claimants edged up by 0.5 percentage points to 13.1%; and
- Non-insured clients climbed by 2.8 percentage points to 35.0%.

For a third consecutive year, the province delivered a growing number of interventions, reaching 8,494 (+1.1% year-over-year) in FY1617. Employment Benefits interventions accounted for 28.7% of all EBSM-similar interventions and EAS interventions reached 71.3%. Unpaid benefits jumped by 2.1% to $7.14 million. A total of 2,081 (+4.2%) clients were employed after participation in the program. Total expenditures for EBSM-similar programming jumped from $25.3 million in the previous year to $26.1 million in FY1617, this represented an increase of 3.1% year-over-year. About $1.2 million of total expenditures represented Prince Edward Island's share of the $125 million additional LMDA funding announced in Budget 2016. Most of this additional funding was invested in Employment Benefits.





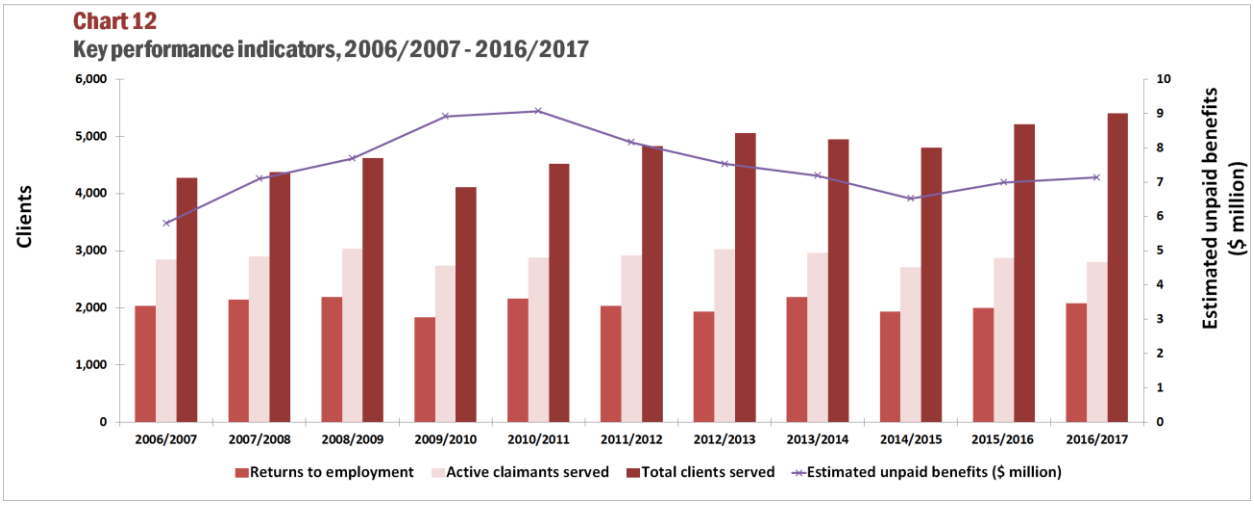


Table 5

Prince Edward Island: EBSM-similar programming, 2016/2017

		Interventions	Year-over-year change	Expenditures ($ 000s)
Employment Benefits				
SD-R	Training PEI—Individual	1,070	-3.2%	14,479
SD-A	Training PEI—Apprentice	295	-4.8%	
TWS	Employ PEI	832	+49.6%	4,060
SE	Self-Employ PEI	170	+23.2%	2,008
JCPs	Work Experience PEI	68	+209.1%	601
Support Measures				
EAS	Employment Assistance Services	6,059	-3.4%	3,461
LMPs	Labour Market Partnerships	N/A	N/A	1,344
R and I	Research & Innovation	N/A	N/A	124

Employment Benefits

Compared to the previous reporting period, Employment Benefits expanded by 14.3% to 2,435 interventions in FY1617. Participation in all types of interventions changed including,

- SD-R which slowed down by 3.2% to 1,070 interventions;
- SD-A which dropped by 4.8% to 295 interventions;
- TWS which increased by 49.6% to 832 interventions;
- SE which rose by 23.2% to 170; and
- JCP which climbed by 209.1% to 68.

Prince Edward Island spent a total of $21.1 million (+12.4%) on Employment Benefits, where TWS received the majority of the province's share of additional LMDA funding from Budget 2016. The rise of TWS interventions and expenditures fulfills the increased demand for employer-sponsored training, such as EmployPEI and the Graduate Mentorship Program.

Jenna's journey to sustainable employment

Jenna was interested in exploring new career options in trades and increasing her employability skills. She was able to find her dream job by progressing along a path to sustainable employment which included:

1) Career exploration via a program offered by the Women's Network PEI;

2) Training to develop skills needed to succeed in the workforce by enrolling in and graduating from the Heritage Retrofit Carpentry program; and

3) An opportunity to bridge education with work experience through the Graduate Mentorship program.

With a lot of perseverance and support from the province, Jenna developed new skills and abilities that will contribute to the success of the renovations at the historic Province House in Charlottetown.

Support Measures: EAS

Total EAS interventions fell from 6,271 in FY1516 to 6,059 in FY1617, a 3.4% year-over-year drop. This was a result of the 23.6% decrease in Individual Counselling interventions. On the other hand, Employment Services edged up by 3.1% to 4,897, while EAS expenditures reached $3.5 million, a decrease of 19.8%.

Other Support Measures: LMPs and R&I

In FY1617, LMPs and R&I funding dropped for a second consecutive year, by 32.0%, to $1.5 million. Both LMPs ($1.3 million) and R&I ($124,000) funding declined by 31.3% and 39.2%, respectively.

3.2.4 Nova Scotia

Nova Scotia's real GDP grew by 0.8% in 2016, slower than the 1.4% increase in 2015. This continued growth is supported by gains in real estate, construction, and manufacturing. Real GDP growth is projected to moderately strengthen in 2017, backed by increases in home starts, tourism and non-energy exports. However, this projected growth remains considerably below the expected national average of 3.0%.

Compared to FY1516, overall employment in FY1617 remained relatively unchanged (-300; -0.1%), the decline in full-time work (-5,600; -1.5%) was the largest recorded by the province since FY9293. A gain in the services-producing sector (+2,500; +0.7%), was more than offset by a loss in the goods-producing sector (-2,700; -3.3%). Employment growth was led by the following industries:

Nova Scotia : EBSM key facts

Total clients served: 16,509

EI clients		Non-insured clients	
11,792	↑	4,717	↑

Total interventions: 33,068

Interventions type	2016/2017	Year-over-year change	
Employment Benefits	4,450	7.8%	↑
Support Measures: EAS	28,618	2.1%	↑

Relative share of interventions

Interventions type	2016/2017	Year-over-year change (pp)	
Employment Benefits	13.5%	0.6	↑
Support Measures: EAS	86.5%	0.6	↓

Total allocation: $83.3 million

Total expenditures	2016/2017 ($ million)	Year-over-year change	
Employment Benefits	$48.3	2.7%	↓
Support Measures: EAS	$32.1	19.2%	↑
LMPs and R&I	$2.9	44.0%	↑
Total expenditures[1]	$83.3	6.0%	↑

Estimated unpaid benefits ($ million)

2015/2016	2016/2017	Year-over-year change	
$23.39	$24.02	2.7%	↑

[1] Totals may not add up due to rounding; does not include accounting adjustments.

- Trade increased by 4.0% (+2,800); and
- Health care and social assistance increased by 2.8% (+2,100).

The 0.5 percentage points decrease (from 8.6% in FY1516 to 8.1% in FY1617)in Nova Scotia's unemployment rate was due largely to an increased number of people exiting the labour force. The participation rate dropped from 62.3% in FY1516, to 61.6% in FY1617, the second lowest among Canadian provinces.

With an ageing workforce and changing economic environment, a well-trained and flexible labour force is increasingly in demand. Nova Scotia's labour market priorities ensure that both the current workforce and new entrants have the right skills to meet employers' expectations. To mitigate the ongoing shrinking labour force and to increase workplace productivity, the province will focus on raising the workforce participation of priority groups facing significant barriers; including older workers, Indigenous peoples, African Nova Scotians, persons with disabilities, and Acadian Nova Scotians. The province will also introduce the Nova Scotia Research and Innovation Measure, to identify new and innovative ways to deliver labour market programs and services to Nova Scotians. In July 2016, the province implemented the Nova Scotia Works program, transforming the previous Careers Nova Scotia (Employment Assistance Services) program to better meet program administration cost savings and service delivery reach goals.

Managing for results

In an effort to standardize employment services offered to Nova Scotians throughout the province, and increase the share of funding allocated to direct clients supports, the province adopted the Nova Scotia Works service system. Replacing Careers Nova Scotia Centres, the Nova Scotia Works platform was launched in FY1617 to provide consistent EAS employment services to Nova Scotians, in an innovative and efficient manner. With input from service providers, a more structured approach was developed for assessing client service needs and directing them to the proper service plan. The Client Pathway process utilizes common assessment tools to determine job readiness, by identifying employment barriers, and moving clients into the most relevant service stream. Preliminary performance results of this new service delivery platform, show an increase in clients served, clients employed, clients employed full-time, and clients employed in their preferred field. Nova Scotia Works also improves the collaboration with the employer community, through the new Employer Engagement Specialist located in each Nova Scotia Works service provider.

Clients, interventions and expenditures

The number of clients served in Nova Scotia rose from 16,329 in FY1516 to 16,509 in FY1617. This represented a year-over-year increase of 1.1%. All three client-types changed,

- Active clients grew by 0.8% to 9,651 claimants;
- Former clients grew by 0.3% to 2,141 claimants; while
- Non-insured clients shrank by 2.1% to 4,717 claimants.

The share of each client type remained relatively stable compared to the previous year.

- Active claimants' share decreased by 0.2 percentage points to 58.5%;
- Former claimants' share decreased by 0.1 percentage points to 13.0%, while
- Non-insured clients rose by 0.3 percentage points to 28.6%.

Nova Scotia delivered 33,068 EBSM-similar interventions in FY1617, a 2.9% increase from FY1516. Employment Benefits reached 13.5% of all interventions, while EAS declined to 86.5%. A total of 5,133 clients returned to employment after participating in an EBSM-similar programming, compared to 5,100 clients from the previous period. Unpaid benefits amounted to $24.02 million (+2.7%), while total EBSM expenditures reached $83.3 million (+6.0%). This included Nova Scotia's $4.9 million share of the $125 million LMDA additional funding announced in Budget 2016.

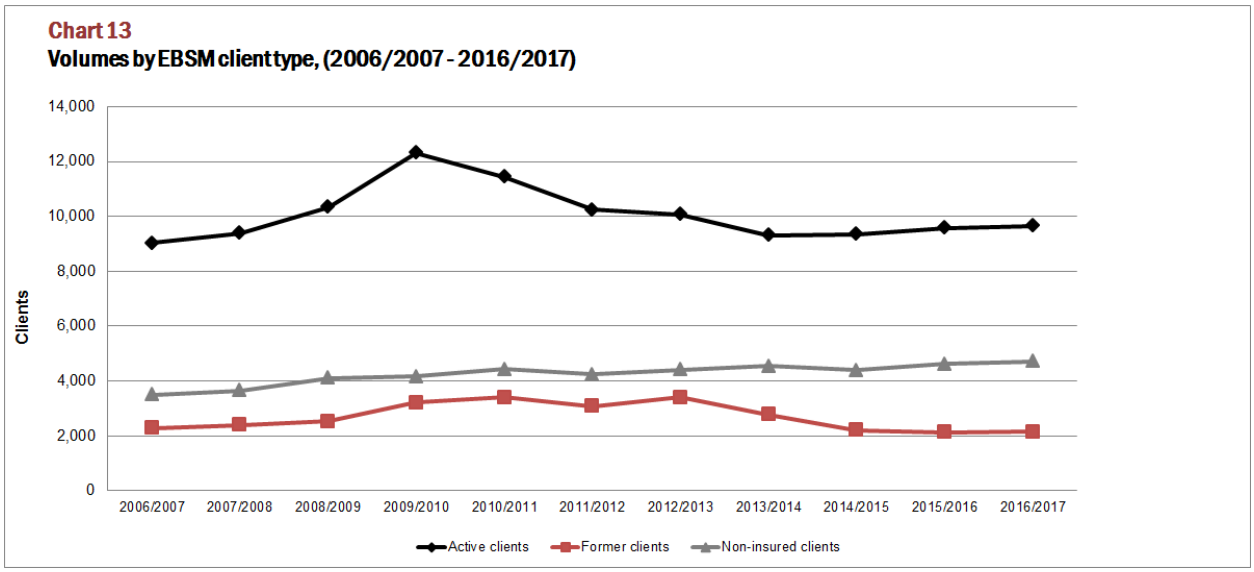


Chart 13
Volumes by EBSM client type, (2006/2007 - 2016/2017)
Clients
14,000
12,000
10,000
8,000
6,000
4,000
2,000
0
2006/2007
2007/2008
2008/2009
2009/2010
2010/2011
2011/2012
2012/2013
2013/2014
2014/2015
2015/2016
2016/2017
Active clients
Former clients
Non-insured clients

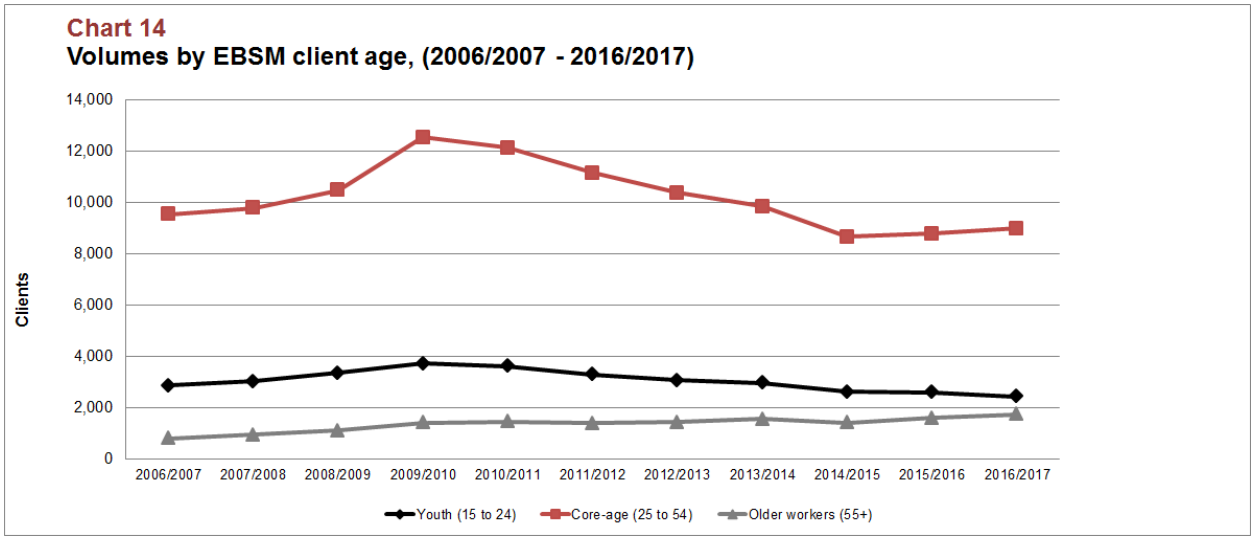


Chart 14
Volumes by EBSM client age, (2006/2007 - 2016/2017)
Clients
14,000
12,000
10,000
8,000
6,000
4,000
2,000
0
2006/2007
2007/2008
2008/2009
2009/2010
2010/2011
2011/2012
2012/2013
2013/2014
2014/2015
2015/2016
2016/2017
Youth (15 to 24)
Core-age (25 to 54)
Older workers (55+)

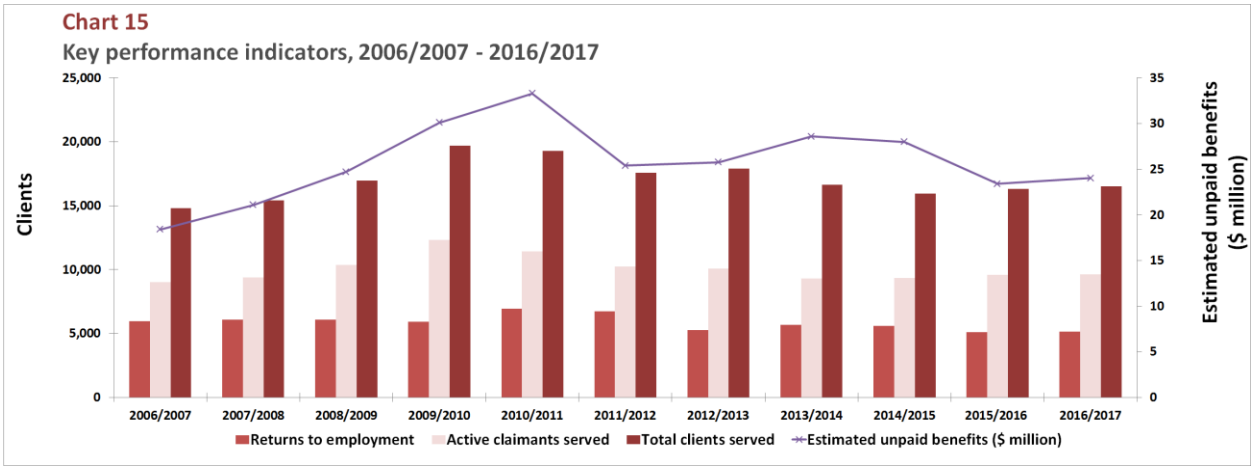


Chart 15
Key performance indicators, 2006/2007 - 2016/2017
Clients
25,000
20,000
15,000
10,000
5,000
0
35
30
25
20
15
10
5
0
Estimated unpaid benefits ($ million)
2006/2007
2007/2008
2008/2009
2009/2010
2010/2011
2011/2012
2012/2013
2013/2014
2014/2015
2015/2016
2016/2017
Returns to employment
Active claimants served
Total clients served
Estimated unpaid benefits ($ million)

Table 6

Nova Scotia: EBSM-similar programming, 2016/2017

		Interventions	Year-over-year change	Expenditures ($ 000s)
Employment Benefits				
SD-R	Nova Scotia Skills Development	1,432	-4.9%	37,409
SD-A	Nova Scotia Skills Development	1,477	-2.2%	
TWS	START	827	+76.3%	3,999
SE	Nova Scotia Self-Employment Benefit	568	+10.5%	5,518
JCPs	Nova Scotia Job Creation Partnerships	146	+13.2%	1,404
Support Measures				
EAS	Nova Scotia Employment Assistance Services	28,618	+2.1%	32,070
LMPs	Nova Scotia Labour Market Partnerships	N/A	N/A	1,987
R and I	Research and Innovation	N/A	N/A	894

Employment Benefits

After the previous year's decline, Employment Benefits interventions in Nova Scotia increased in FY1617, reaching 4,450 (+7.8%). A breakdown of interventions shows that:

- TWS increased by 76.3% to 827 interventions;
- SE increased by 10.5% to 568 interventions;
- JCP increased by 13.2% to 146 interventions; while
- SD-R declined by 4.9% to 1,432 interventions; and
- SD-A declined by 2.2%. to 1,477 interventions.

Employment Benefits expenditures amounted to $48.3 million, a 2.7% year-over-year decrease. A portion of Nova Scotia's additional funding announced in Budget 2016 was invested in improving program access for under-represented groups in apprenticeship training, including a diversity incentive for employers and a women-in-trades project.

Terry puts down roots in Cape Breton through the START Program

Terry had been a client of the YMCA of Cape Breton Nova Scotia Works Employment Services Centre in Sydney since 2015. As part of his on-going job search efforts Terry worked with a Career Practitioner for resume writing and job search assistance. At one of his visits to the centre, Terry noticed an advertisement for a training opportunity in Sydney for the Motor Vehicle Body Repair (MVBR) Trade. Terry attended the session, was interviewed and accepted for the 6-week 'Boot Camp' training session at Nova Scotia Community College Marconi Campus in Sydney. Upon completion of the program Terry was hired under the START program to work with one of the local MVBR project partners. At the conclusion of the START program, Terry was hired full-time with that partner as a MVBR Apprentice and is now working towards becoming a Red Seal MVBR. Through this training opportunity Terry was able to find career employment locally without having to relocate to another part of Canada.

Support Measures: EAS

EAS interventions delivered in Nova Scotia in FY1617 increased by 2.1% to 28,618. The breakdown of interventions includes:

- Employment Services which expanded by 5.2% to 22,532 interventions;
- Group Services which expanded by 3.3% to 2,077 interventions; while)
- Individual Counselling which shrank by 12.7% to 4,009 interventions.

At 78.7% of all EAS interventions, Employment Services remained the most frequently used Support Measure. EAS expenditures climbed by 19.2% to $32.1 million, in large part due to the $4.9 million additional funding from Budget 2016.

Other Support Measures: LMPs

Nova Scotia spent $2.9 million for LMPs and R&I, an increase of 44.0% from the previous year. LMPs expenditures edged down by 0.7% whereas R&I, delivered for the first time in the province in FY1617, cost $894,369. The key initiative under R&I, is a new partnership with St. Francis Xavier University to establish and develop the Nova Scotia Centre for Employment Innovation. This project is founded on four pillars: research and innovation, collaboration and engagement, capacity building, and training, and governance and leadership. The Centre will work closely with the Department of Labour and Advanced Education, the Nova Scotia Career Development Association, Nova Scotia EAS service providers, and community agencies. The goal is to provide coordinated leadership on innovative, evidence-based approaches, to inclusive employment service delivery and workflow, and increase the capacity and competencies of all service providers.

3.2.5 New Brunswick

New Brunswick's real GDP grew by 1.2% in 2016, down from 2.4% in 2015. This slower growth was in part due to contractions in the mining and quarrying industry, which saw the Piccadilly potash mine close early in the year. The province's economic growth is expected to slightly strengthen in 2017, due to rises in retail sales and housing starts. However, GDP growth rate is expected to ease again in 2018, as New Brunswick's construction activity is potentially affected by uncertainty around the United States' trade policy. Accounting for roughly 40.0% of its GDP, New Brunswick's exports to the United States as a share of total provincial GDP, is by far the largest among all provinces.

New Brunswick : EBSM key facts

Total clients served: 22,592

EI clients		Non-insured clients	
14,245	↑	8,347	↑

Total interventions: 44,801

Interventions Type	2016/2017	Year-over-year change	
Employment Benefits	11,117	19.9%	↑
Support Measures: EAS	33,684	5.4%	↑

Relative share of interventions

Interventions type	2016/2017	Year-over-year change (pp)	
Employment Benefits	24.8%	2.3	↑
Support Measures: EAS	75.2%	2.3	↓

Total allocation: $94.9 million

Total expenditures	2016/2017 ($ million)	Year-over-year change	
Employment Benefits	$75.3	5.9%	↑
Support Measures: EAS	$10.1	3.8%	↓
LMPs and R&I	$9.5	15.7%	↑
Total expenditures[1]	$94.9	5.7%	↑

Estimated unpaid benefits ($ million)

2015/2016	2016/2017	Year-over-year change	
$31.02	$30.01	3.3%	↓

[1] Totals may not add up due to rounding; does not include accounting adjustments.

Following two years of decline, employment in New Brunswick bounced back by 0.7% (+2,600), in FY1617. This was only the second year of employment growth since the province's pre-recession peak in FY0809. Most of the growth stemmed from the services-producing sector, which increased 0.8% (+2,300), with several sectors in particular seeing significant employment growth:

- Finance, insurance, real estate, rental and leasing rose by 17.4% (+2,600);
- Trade rose by 4.6% (+2,500); and
- Health care and social assistance rose by 3.7% (+2,000).

However, these gains were offset by contractions in the services-producing sector, primarily in,

- Business, building and other support services, which dropped by 12.3% (-2,200);
- Accommodation and food services, which dropped by 7.0% (-1,700); and
- Transportation and warehousing, which dropped by 6.4% (-1,300).

Employment in the goods-producing sector remained relatively unchanged (+300; +0.4%). Employment in agriculture grew by 31.3% (+1,300), and manufacturing increased by 2.9% (+900). However, these gains were offset by losses in forestry, fishing, mining, quarrying, oil and gas, which fell 13.5% (-1,500); and in construction, which contracted by 3.1% (-800). Between FY1516 and FY1617, the unemployment rate dropped by 0.6 percentage points to 9.2%, as the number of unemployed declined by 2,200 (-5.7%).

Similar to its Atlantic counterparts, New Brunswick's economic and labour market challenges include high unemployment rates, slow population growth, an aging workforce, and net out-migration of youth and

skilled workers. To alleviate these issues, the province will prioritise activities to attract, retain, and educate a highly skilled workforce that meet employers' needs. It will do so by engaging youth to partake in local post-secondary education; promoting upskilling opportunities to workers, and those who have not yet entered the labour market; and investing in innovative programs and services. These initiatives should contribute to ensure the province is responsive to labour market challenges.

Managing for results

New Brunswick acknowledges that valid, up-to-date labour market information, will assist its citizens in acquiring the right skills to secure and maintain employment. To roll-out concrete initiatives to address workforce issues, the province established Workforce Action Teams in three major centers, to pool resources and share Labour Market Information (LMI). As part of this initiative, New Brunswick developed valuable new LMI tools, including a *Careers in Demand* feature that highlights skills most commonly sought by employers. The province explored new approaches to support those who required additional interventions, to ensure they are ready to join the labour market. An example of new program design and delivery includes the *Experiential Learning and Employment (ELE) Continuum*. This initiative targets 400 Social Assistance clients over three years, with the goal of improving their labour market outcomes. The nine-month *ELE Continuum* includes pre-employability services, a job preparation skills and knowledge component, workplace essential skills training, and work experience.

Clients, interventions and expenditures

New Brunswick served 22,592 clients in FY1617, a 14.9% increase from FY1516 figures.

- Former claimants declined by 0.9% to 2,859,
- Active claimants rose by 9.4% to 11,386, and
- Non-insured clients grew by 31.1%, reaching 8,347.

As for their shares, the majority of clients were active claimants (50.4%), followed by non-insured claimants (36.9%) and former clients (12.7%).

The total number of EBSM-similar interventions delivered in New Brunswick in FY1617 increased for a fourth consecutive year by 8.7%, reaching 44,801. Employment Benefits represented 24.8% of the total EBSMs programming, an increase of 2.3 percentage points year-over-year. Accordingly, the share of EAS dropped from 77.5% in the previous year to 75.2% in FY1617. A total of 8,300 clients (+1.5%) returned to employment following an intervention. Additionally, unpaid benefits contracted by 3.3% to $30.01 million. Total expenditures in EBSMs amounted to $94.9 million (+5.7%), including $5.1 million of the $125 million additional LMDA funding, provided under Budget 2016.

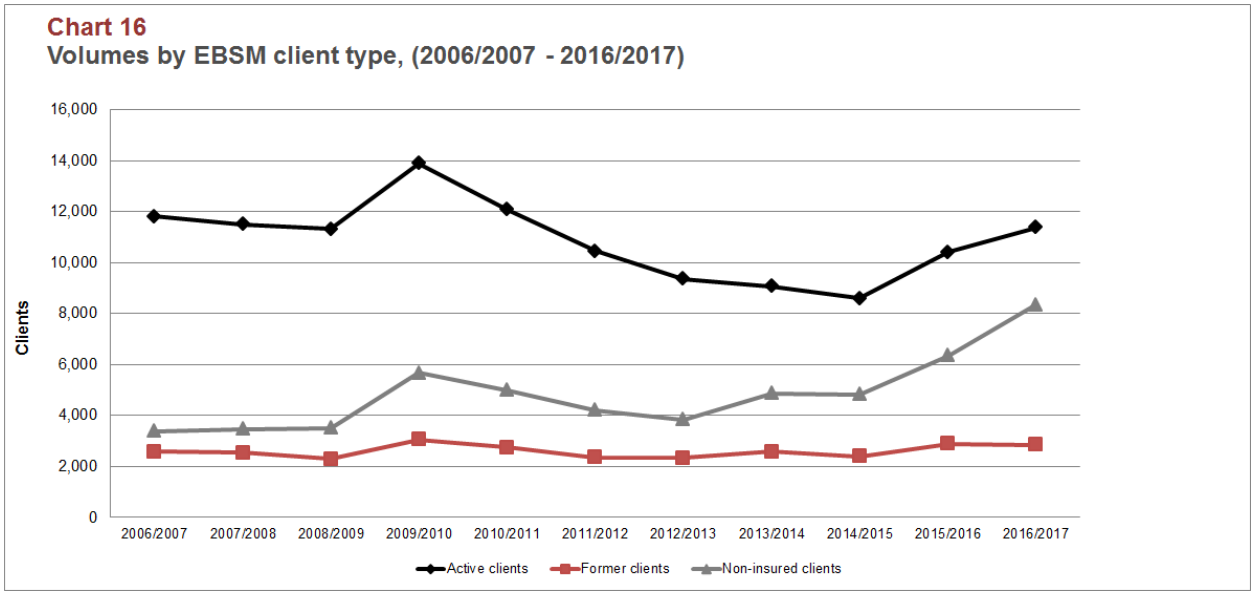


Chart 16
Volumes by EBSM client type, (2006/2007 - 2016/2017)
Clients
16,000
14,000
12,000
10,000
8,000
6,000
4,000
2,000
0
2006/2007
2007/2008
2008/2009
2009/2010
2010/2011
2011/2012
2012/2013
2013/2014
2014/2015
2015/2016
2016/2017
Active clients
Former clients
Non-insured clients

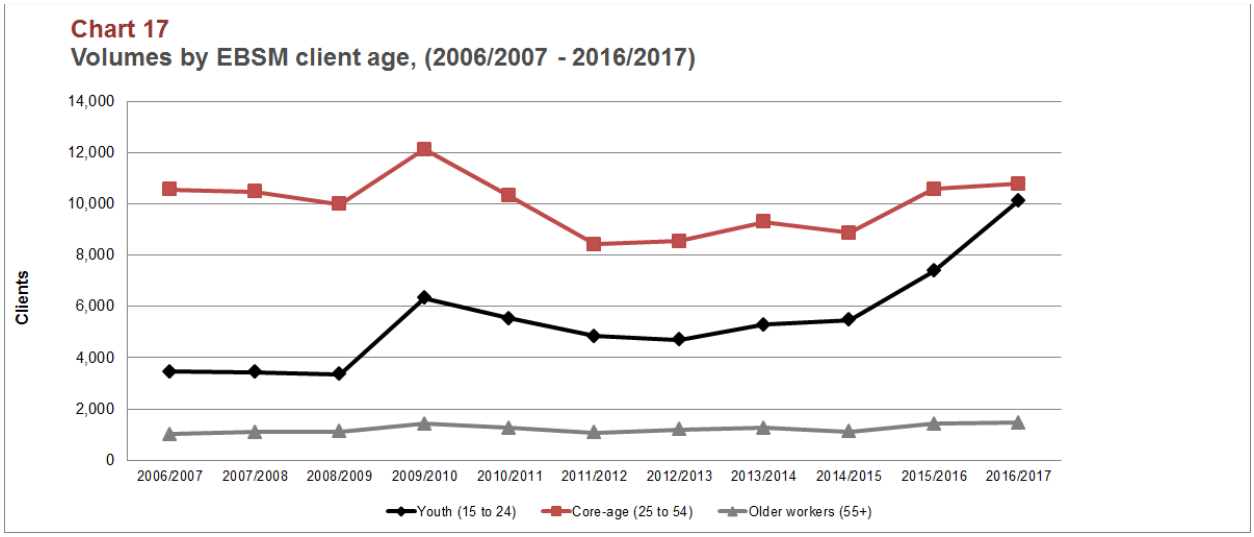


Chart 17
Volumes by EBSM client age, (2006/2007 - 2016/2017)
Clients
14,000
12,000
10,000
8,000
6,000
4,000
2,000
0
2006/2007
2007/2008
2008/2009
2009/2010
2010/2011
2011/2012
2012/2013
2013/2014
2014/2015
2015/2016
2016/2017
Youth (15 to 24)
Core-age (25 to 54)
Older workers (55+)

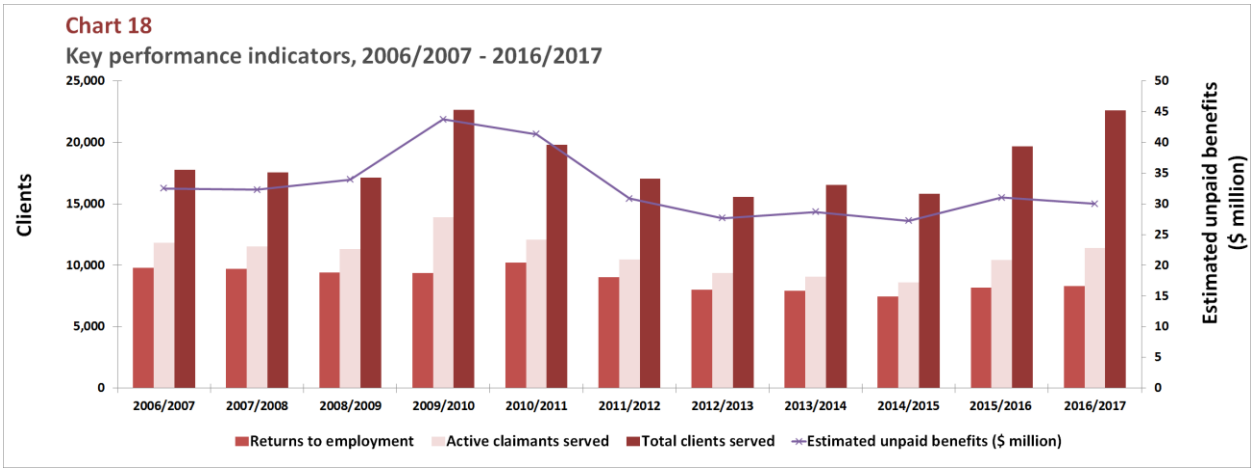


Chart 18
Key performance indicators, 2006/2007 - 2016/2017
Clients
25,000
20,000
15,000
10,000
5,000
0
Estimated unpaid benefits ($ million)
50
45
40
35
30
25
20
15
10
5
0
2006/2007
2007/2008
2008/2009
2009/2010
2010/2011
2011/2012
2012/2013
2013/2014
2014/2015
2015/2016
2016/2017
Returns to employment
Active claimants served
Total clients served
Estimated unpaid benefits ($ million)

Table 7
New Brunswick: EBSM-similar programming, 2016/2017

		Interventions	Year-over-year change	Expenditures ($ 000s)
Employment Benefits				
SD-R	Training and Skills Development Program	6,300	+50.3%	57,319
SD-A	Training and Skills Development Program	1,994	-14.2%	
TWS	Workforce Expansion—Employer Wage Subsidy	2,461	+0.7%	12,818
SE	Workforce Expansion—Self-Employment Benefit	362	+14.9%	5,153
Support Measures				
EAS	Employment Assistance Services	33,684	+5.4%	10,131
LMPs	Adjustment Services	N/A	N/A	8,685
R&I	Research and Innovation	N/A	N/A	832

Employment Benefits

For a third consecutive year, Employment Benefits interventions rose in New Brunswick, reaching 11,117 in FY1617, an increase of 19.9% year-over-year. SD-R (6,300; +50.3%) was the main contributor to this growth, which was made possible with the support from the additional funding provided through Budget 2016. Other contributors included TWS, which increased by 0.7% to 2,461, and SE, which increased by 14.9% to 362. Conversely, SD-A declined by 14.2% to 1,994. Employment Benefits expenditures increased by 5.9% to $75.3 million, almost entirely resulting from the additional $5.3 million invested in SD through the *Training and Skills Development Program*.

A suite of employment benefits help Todd land a job

After graduating from high school through the **Workplace Essential Skills** program in 2013, Todd wanted to gain additional skills that would allow him to find work in a field more closely aligned with his lifetime passion: cars.

In September 2015, he received **Training and Skills Development** funding to help him undertake an auto body and paint training program at the Collège communautaire du Nouveau-Brunswick (CCNB) in Bathurst. He successfully completed the training and graduated from the CCNB in June 2016. He then secured a job with a local employer funded under the **Employer Wage Incentive - Workforce Expansion** Program in October 2016.

This work opportunity gave him the experience he needed to continue his career path and maintain a job in a field he enjoys.

Support Measures: EAS

The total number of EAS interventions delivered in New Brunswick grew 5.4% year-over-year, from 31,954 in FY1516, to 33,684 in FY1617. Individual Counselling (2,106) rose moderately by 10.0%, representing a fifth consecutive year of growth for this EAS type. However, Employment Service dropped 3.5% to 10,428 in FY1617. Total EAS Expenditures shrank by 3.8% to $10.1 million.

Other Support Measures: LMPs and R&I

New Brunswick's LMPs expenditures rose 18.9% to $8.7 million in FY1617, while expenditures for R&I contracted by 9.2% to $832,000. Over half of R&I expenditures were allocated towards testing service delivery models for persons with disabilities. Total combined expenditures for both LMP and R&I accounted for 10.0% of EBSM total expenditures.

3.2.6 Quebec

In 2016, Quebec's real GDP grew by 1.4%, following a 1.0% increase in 2015. For 2017, Canadian chartered banks project Quebec's growth will grow by up to 2.5%.

Compared to FY1516, Quebec's labour force changed very little at 4,459,400 (+0.4%). In total, 55,100 (+1.3%) jobs were created in the province on a net basis. This is mainly due to the rise in full-time work (+1.6%), while part-time work remained relatively steady (+0.2%). A decrease of 0.8 percentage points in the unemployment rate (6.8%) was recorded in FY1617, while the participation rate (64.6%) dipped slightly (-0.2 percentage points).

Quebec: EBSM key facts

Total clients served: 250,343

EI clients		Non-insured clients	
165,627	↓	84,716	↑

Total interventions: 317,787

Interventions type	2016/2017	Year-over-year change	
Employment Benefits	34,464	3.7%	↑
Support Measures: EAS	283,322	0.5%	↑

Relative share of interventions

Interventions type	2016/2017	Year-over-year change (pp)	
Employment Benefits	10.8%	0.3	↑
Support Measures: EAS	89.2%	0.3	↓

Total allocation: $612.5 million

Total expenditures	2016/2017 ($ million)	Year-over-year change	
Employment Benefits	343.5$	1.5%	↑
Support Measures: EAS	156.4$	26.0%	↑
LMPs and R&I	112.5$	2.3%	↓
Total expenditures[1]	612.5$	6.0%	↑

Estimated unpaid benefits ($ million)

2015/2016	2016/2017	Year-over-year change	
332.31$	334.28$	0.6%	↑

[1] Totals may not add up due to rounding; does not include accounting adjustments.

During FY1617, employment grew by 6,700 (+0.8%) in the goods-producing industries on a net basis. This improvement is mainly a result of gains recorded in the following sectors: construction (+7,100, +3.1%); forestry, fishing, mining, oil and gas (+1,400, +4.5%); and agriculture (+1,100, +2.0%); however, employment dipped slightly in the manufacturing sector (-1,400, -0.3%), and in utilities (-1,500, -5.2%). With regards to service industries, 48,300 (+1.5%) jobs were created on a net basis, with strong growth in educational services (+11,200, +4.1%); information, culture and recreation (+10,000, +5.8%); business, building and other support services (+9,000, +5.2%); finance, insurance, real estate and leasing (+8,500, +4.0%); other services (+8,500, +5.2%); and public administration (+4,100, +1.7%). Only health care and social assistance (-2,800), and professional, scientific and technical services (-5,400) sectors recorded decreases of 0.5% and 1.7%, respectively.

The Quebec labour market is evolving along with the aging population. This could lead to declines in the long-term participation rate. In FY1617, Emploi-Québec highlighted the link between training and labour market needs. This priority complies with the governmental initiatives announced in FY1516's and FY1617's successive budgets. These initiatives were intended to boost the participation rate to effectively meet the labour market needs of employers. A further aim was to increase the number of available workers through better integration of underrepresented groups in the labour market. During FY1617, Emploi-Québec's objective was to enable 282,500 new participants to benefit from employment measures, and ensure the integration of 142,600 individuals into employment following participation in interventions. Quebec intended to reach its goals through the implementation of the following approaches

and strategies: transitioning individuals ready to enter the labour market; integrating clients of social assistance programs, and individuals from underrepresented labour market groups, into the workforce; managing human resources in companies effectively; and strengthening labour market skills.

Managing for results

Emploi-Québec proactively intervenes with regular EI claimants through the Targeting, Referral and Feedback (TRF) system. This tool, implemented in close collaboration with Service Canada, helps to identify claimants by targeting and referring them to Emploi-Québec as soon as their EI claim is submitted. It is designed to provide early interventions to both workers in high-demand occupations, and those likely to experience prolonged unemployment. Depending on their needs, specific measures such as job search assistance, resume writing, and training activities, are provided to candidates. Claimants can access these services through third parties specializing in job development, with agreements with either Emploi-Québec or regional Services Québec offices.

The TRF tool also acts as a channel for Emploi-Québec to update Service Canada on candidates' progress, especially in the event of a quick return to work. Given its proven effectiveness over the years, the TRF system has been, or will be, adopted by other provinces (British Columbia and Alberta).

Clients, interventions and expenditures

In FY1617, a total of 250,343 clients participated in EBSM-similar programs funded by LMDAs, in line with the number of clients served in FY1516 (253,119; -1.1%). FY1516 marked a historic peak in terms of people reached in a year. The composition of the claimants evolved to meet the needs of the labour market as much as possible, as shown in Chart 19. From one year to the next, the number of active claimants who received an intervention (138,682) fell by 5.2%, whereas the number of former claimants remained stable at 26,945. The number of non-insured clients increased to 84,716 (+6.1%) in FY1617. At 55.4%, active claimants still represent the majority of clients served, however, their share shrank for the third year in a row (-2.4 percentage points in FY1617). The shares of former claimants (10.8%) and non-insured clients (33.8%) climbed by 0.1 and 2.3 percentage points, respectively.

Clients participated in a total of 317,786 interventions (+0.8%). After declining for six years, the proportion of employment benefits among all EBSM interventions stabilized in FY1617 at 10.8%. EAS interventions remained unchanged at 89.2%.

In total, 66,468 clients (+2.7%) returned to work after participating in LMDA-funded programs. This number rose for the fourth consecutive year. The total amount of unpaid benefits ($334.3 million) from the EI Operating Account remained relatively steady (+0.6%). EBSM expenditures from the Employment Insurance Operating Account totalled $612.5 million, an increase of 6.0% (+$34.8 million) from FY1516. This is due to an additional $35.6 million from the federal government, allocated to Quebec as part of the Canada-Quebec Labour Market Agreement.

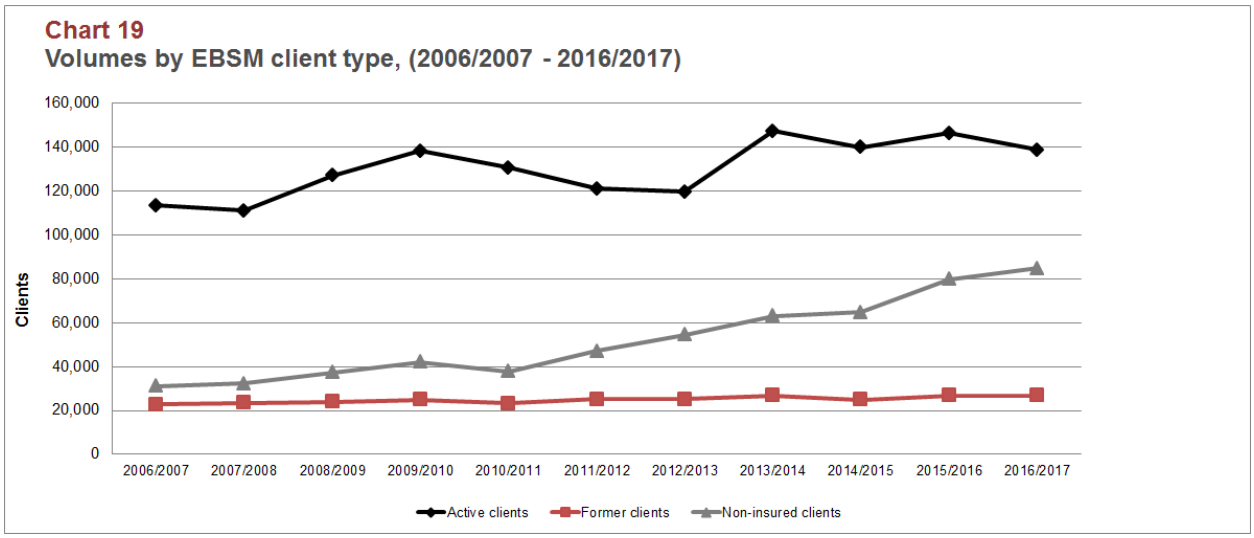


Chart 19
Volumes by EBSM client type, (2006/2007 - 2016/2017)
Clients
160,000
140,000
120,000
100,000
80,000
60,000
40,000
20,000
0
2006/2007
2007/2008
2008/2009
2009/2010
2010/2011
2011/2012
2012/2013
2013/2014
2014/2015
2015/2016
2016/2017
Active clients
Former clients
Non-insured clients

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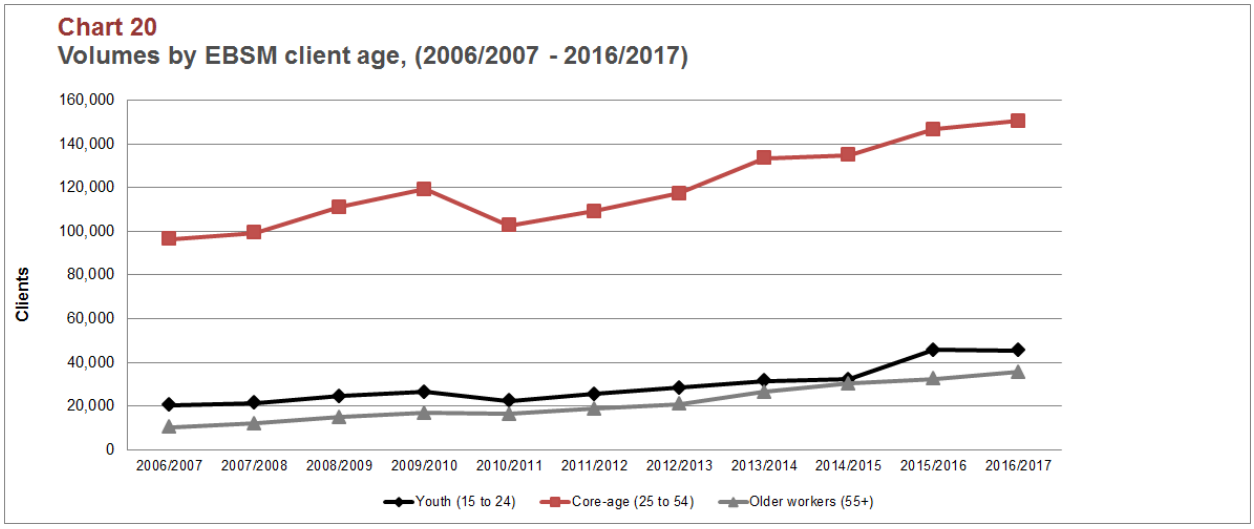


Chart 20
Volumes by EBSM client age, (2006/2007 - 2016/2017)
Clients
160,000
140,000
120,000
100,000
80,000
60,000
40,000
20,000
0
2006/2007
2007/2008
2008/2009
2009/2010
2010/2011
2011/2012
2012/2013
2013/2014
2014/2015
2015/2016
2016/2017
Youth (15 to 24)
Core-age (25 to 54)
Older workers (55+)

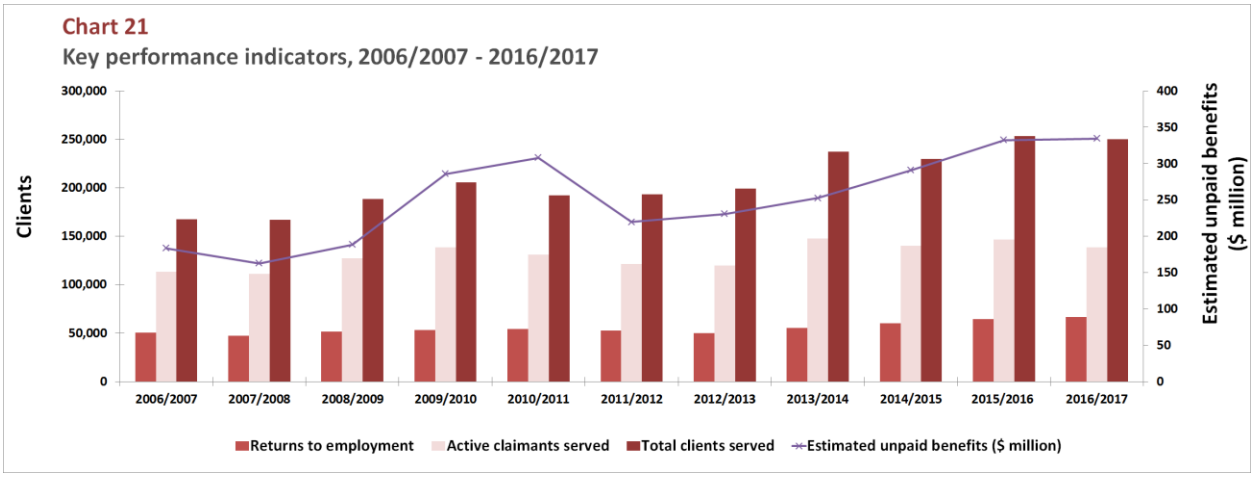


Chart 21
Key performance indicators, 2006/2007 - 2016/2017
Clients
300,000
250,000
200,000
150,000
100,000
50,000
0
Estimated unpaid benefits ($ million)
400
350
300
250
200
150
100
50
0
2006/2007
2007/2008
2008/2009
2009/2010
2010/2011
2011/2012
2012/2013
2013/2014
2014/2015
2015/2016
2016/2017
Returns to employment
Active claimants served
Total clients served
Estimated unpaid benefits ($ million)

Table 8
Quebec: EBSM-similar programming, 2016-2017

		Interventions	Year-over-year change	Expenditures ($ 000s)
Employment Benefits				
TWS	Wage Subsidies	6,657	+17.7%	81,153
SE	Support for Self-Employment Measure	1,774	-2.0%	24,536
TES	Return to Work Supplement	-	-	-
SD	Manpower Training Measure Job Readiness	26,033	+1.0%	237,845
Support Measures				
EAS	Labour Market Information Job Placement Job Research and Assistance Services	283,322	+0.5%	156,429
LMPs	Job Cooperation Services Manpower Training Measure for Enterprises	N/A	N/A	111,704
R&I	Research and Innovation Strategy	N/A	N/A	797

Employment Benefits

In FY1617, the number of Employment Benefits interventions rose by 3.7% to 34,464. This growth is a result of the Skills Development (SD) Regular stream (26,033) and Targeted Wage Subsidies (TWS) (6,657), which increased by 1.0% and 17.7%, respectively, as a result of the additional funding granted by the federal government in Budget 2016 ($125 million for all of Canada). Conversely, the number of Self-Employment Benefit (SE) interventions (1,774) dropped by 2.0%. Quebec invested a total of $343.5 million (+1.5%) on Employment Benefits.

Support Measures: Employment Assistance Services (EAS)

In FY1617, the number of EAS interventions increased to 283,323 (+0.5%), for claimants without employment barriers who are ready to return to work. Employment Services (196,739) and Individual Counselling (68,202) grew by 3.1% and 7.8%, respectively, while Group Services (18,382) fell by 34.0%. EAS expenditures increased from $124.1 million in FY1516 to $156.4 million in FY1617, a 26.0% increase year-over-year. The additional $125 million in funding from the federal government to all provinces and territories allowed Quebec to significantly increase assistance to Quebeckers who were not previously entitled to EI Part I in FY1516.

Other Support Measures: LMPs and R&I

Compared to the last year, total expenditures granted to LMPs and R&I by Quebec in FY1617 amounted to $112.5 million, with $111.7 million going to LMPs. The proportion of total LMP funding represented 18.2% of total EBSM expenditures, illustrating the importance placed on supporting the training of employed workers, and improving human resource management functions. This amount is similar to the $113.9 million in FY1516. The $797,000 invested in R&I supported projects to explore new ways to improve results.

Audrey is benefitting from the new specialized service for young people (EAS)

Audrey dropped out of high school after moving to another region, where she had trouble fitting into her new school environment (target of prejudice, learning challenges, anxiety, etc.). By talking with an agent from her local employment centre, she decided to meet with a Carrefour jeunesse-emploi (CJE) support worker. They then agreed to complete an orientation process to help her set a professional objective and gain a better understanding of job opportunities in her new region. To help herself on this fresh start, Audrey also participated in various volunteering activities, which enabled her to gain confidence while giving her the opportunity to experience the agrifood sector first-hand through an unpaid internship. Possessing all general training prerequisites, she began professional training in food processing with the support of Emploi-Québec. She continues to receive the necessary support from her CJE support worker.

3.2.7 Ontario

Ontario's real GDP grew by 2.6% in 2016, extending the province's ongoing economic expansion period to seven years. Main contributors to this growth were finance and insurance, real estate, information and communication, and trade. The province's real GDP is projected to increase by over 2.0% in both 2017 and 2018.

Ontario: EBSM key facts

Total clients served: 190,537

EI clients		Non-insured clients	
87,135	↑	103,402	↑

Total interventions: 213,686

Interventions type	2016/2017	Year-over-year Change	
Employment Benefits	25,615	8.4%	↓
Support Measures: EAS	188,071	23.4%	↑

Relative share of interventions

Interventions type	2016/2017	Year-over-year change (pp)	
Employment Benefits	12.0%	3.5	↓
Support Measures: EAS	88.0%	3.5	↑

Total allocation: 620.6 million

Total expenditures	2016/2017 ($ million)	Year-over-year change	
Employment Benefits	$170.8	25.2%	↓
Support Measures: EAS	$336.0	19.0%	↑
LMPs and R&I	$113.7	77.1%	↑
Total expenditures[1]	$620.6	8.0%	↑

Estimated unpaid benefits ($ million)

2015/2016	2016/2017	Year-over-year change	
$236.05	$262.66	11.3%	↑

[1] Totals may not add up due to rounding; does not include accounting adjustments.

Ontario's labour market conditions improved in FY1617 from the previous year, as employment grew by 79,100 (+1.1%) and the unemployment rate declined to 6.4%, in line with rates last seen before the 2008/2009 recession. However, both the employment rate and participation rate continued their long-term decline, as employment and labour force growth did not keep pace with the increase of the working-age population. Employment growth was almost entirely realized in the services-producing sector, which increased by 75,800 (+1.4%), led by gains in,

- Health care and social assistance (+31,200; +3.8%);
- Public administration (+18,000; +5.3%);
- Accommodation and food services (+13,900; 3.1%).

The largest losses in the services-producing sector were registered in,

- Educational services (-11,700; -2.3%);
- Business, building and other support services (-9,000; -2.7%).

In the goods-producing sector, employment increased by 3,300 (+0.2%). Gains in construction (+14,700; +3.0%) and utilities (+1,300; +2.6%) were partially offset by declines in forestry, fishing, mining, quarrying, oil and gas (-9,600; -21.8%) and agriculture (-3,200; -4.1%). Ontario's overall employment growth is forecasted to strengthen in FY1718.

Ontario's employment and skills training priorities reflect the needs of a growing economy and to ensure opportunities in training, the workforce and communities, including:

- Sustaining an adequate supply of highly-skilled workers to meet the needs of a growing economy and the jobs of the future workforce;

- Increasing the participation of underrepresented groups (e.g. Indigenous peoples and persons with disabilities) in training and workplaces and to address labour market needs and outcome differences.

The province used its additional LMDA funding from Budget 2016 to test new approaches to create a highly skilled workforce, including implementing recommendations from the Premier's Highly Skilled Workforce Expert Panel and other initiatives to transform Ontario's employment and training services to better address the needs of Ontarians. These efforts include increasing partnerships between employers, the education sector and governments, to support skills development and job-integrated learning opportunities, including to those who are distant from the labour market (e.g. Indigenous peoples, persons with disabilities and newcomers).

Managing for results

In 2016, Ontario's government released a report with recommendations led by the Premier's Highly Skilled Workforce expert panel. The goal of this panel is to develop a strategy allowing the province's current and future workforce to meet the demands of a technology-driven knowledge economy. The government accepted the recommendations and mandated the Minister of Advanced Education and Skills Development (MAESD) to lead their implementation.

As part of ongoing and continuous improvements to the province's programming, Ontario works collaboratively with a range of stakeholders. For example, in March and April 2016, MAESD undertook a series of employer engagement sessions on Ontario's apprenticeship programming and financial supports for employers of apprentices. The sessions were led by third-party consultants, in partnership with stakeholders. The results of the engagement sessions were used to inform the development of a strategy to modernize Ontario's apprenticeship system.

Also, in June 2016, Ontario held eight roundtables to engage with stakeholders, including employers, on improving the labour market transfer agreements. Together with the Pan-Canadian consultations, these roundtables informed the 2017-18 negotiations of a more flexible Labour Market Development Agreement to better respond to the changing labour market.

Clients, interventions and expenditures

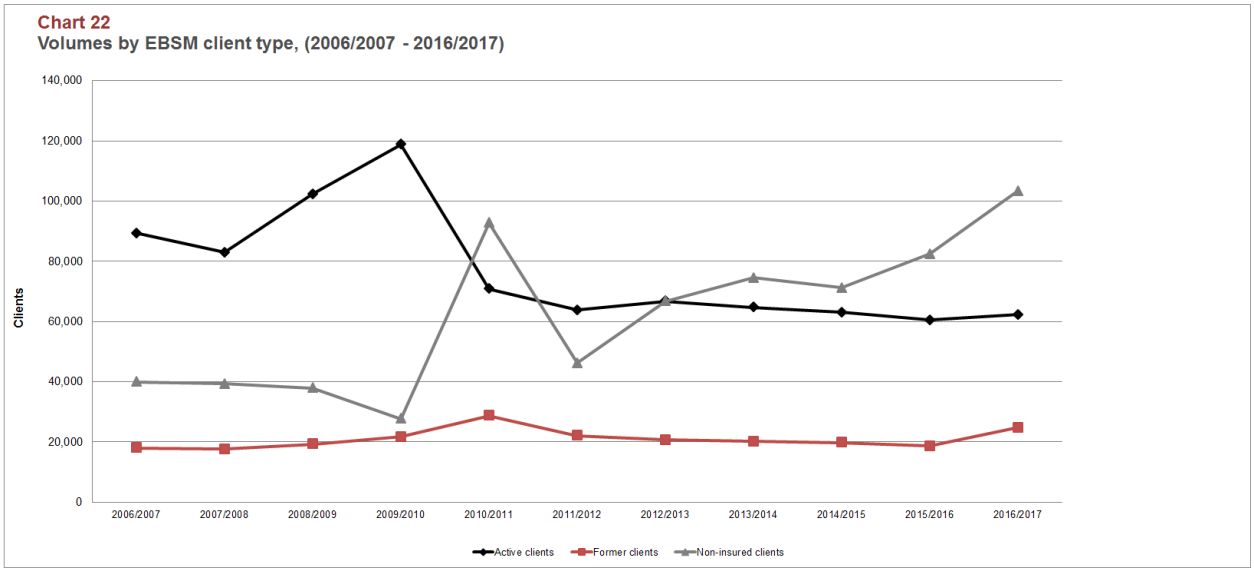
Ontario served 190,537 clients in FY1617, 17.9% greater than in FY1516. All client types increased:

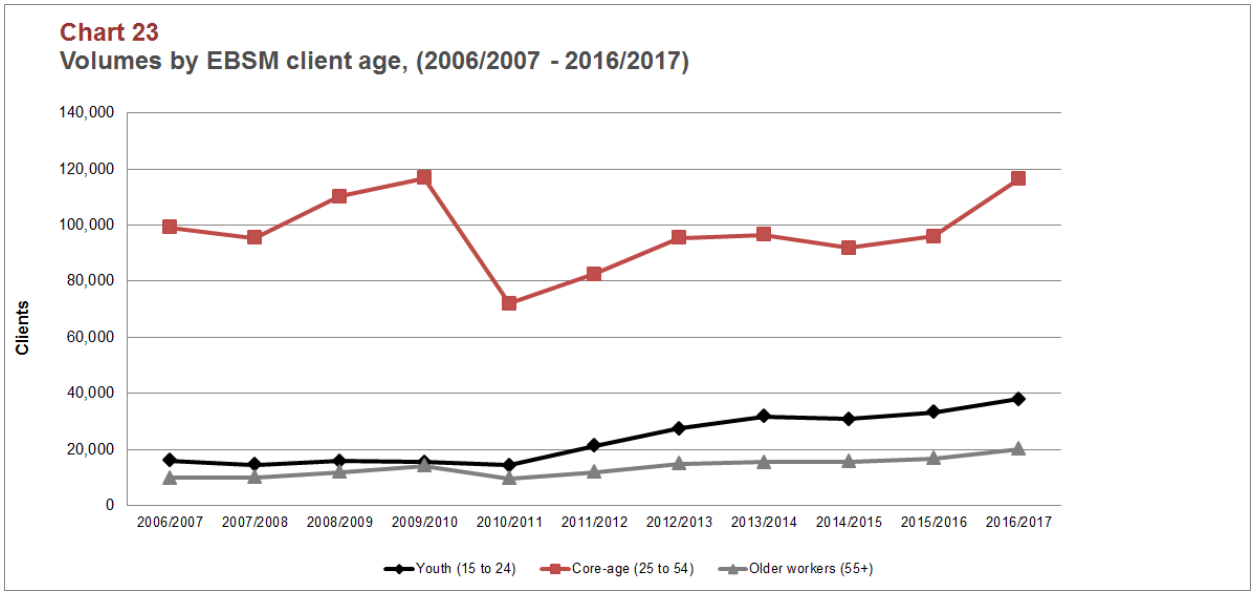
- Active clients increased by 3.1% to 62,339;
- Former clients increased by 33.2% to 24,796; and
- Non-insured clients increased by 25.4% to 103,402.

As for their shares, the proportion of non-insured clients grew, by 3.2 percentage points to 54.3%, followed by former clients (13.0%) which rose by 1.5 percentage points. The share of active clients diminished by 4.7 percentage points to 32.7%.

In FY1617, the province delivered a total of 213,686 (+18.5%) interventions, compared to 180,343 in FY1516. While the share of EAS accounted for 88.0% of all interventions, that of Employment benefits totalled 12.0%. In Ontario, 37,044 clients returned to work after participating in an EBSM-similar programming. Unpaid Benefits rose to $262.66 million (+11.3%). EBSMs expenditures amounted to

$620.6 million, including $43.4 million of the $125 million additional LMDA funding announced in Budget 2016.





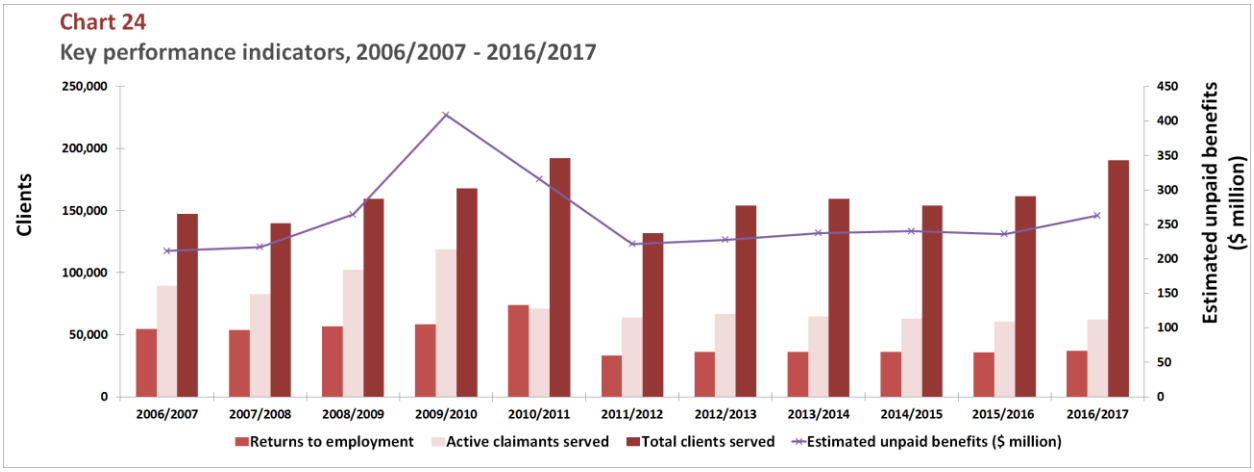


Table 9
Ontario: EBSM-similar programming, 2016/2017

		Interventions	Year-over-year change	Expenditures ($ 000s)
Employment Benefits				
SD-R	Second Career	6,337	-21.2%	165,709
SD-A	Skills Development–Apprenticeship	16,394	+1.3%	
TWS	Job Placement with Incentive	2,652	-0.9%	2,654
SE	Ontario Self-Employment Benefit	0	-100.0%	39
JCPs	Ontario Job Creation Partnerships	232	-4.1%	2,422
Support Measures				
EAS	Ontario Employment Assistance Services/ Employment Service	188,071	+23.4%	336,002
LMPs	Ontario Labour Market Partnerships	N/A	N/A	18,024
R and I	Research and Innovation	N/A	N/A	95,708

Employment Benefits

Employment Benefits interventions contracted to 25,615 in FY1617 (-8.4% year-over-year). Except for SD-A (16,394), which grew by 1.3%, all other Employment Benefits types dropped:

- SD-R fell by 21.2% to 6,337 interventions;
- TWS fell by 0.9% to 2,652 interventions;
- JCP fell by 4.1% to 232 interventions;

Ontario Self-Employment Benefit (OSEB) was not delivered in FY1617 following the province's decision to start winding down OSEB in FY1516. As part of Ontario's commitment to integrate employment and training services, Ontario wound-down OSEB, in part, to fund costs of the Canada-Ontario Job Grant. Expenditures for OSEB in FY16-17 represent residual/close-out activities for OSEB clients who began in FY1516. Following the wind-down of OSEB, responsibility for entrepreneurship training was placed with Ontario's Ministry of Economic Development and Growth (MEDG). Funding for MEDG programs are not claimed under the LMDA.

At 88.7%, the combined shares of SD-A and SD-R continued to account for the largest part of Employment Benefits interventions in the province.

Support Measures: EAS

In Ontario, the total number of EAS interventions delivered increased from 152,387 in FY1516 to 188,071 in FY1617, a 23.4% growth. Individual Counselling remained the sole delivered EAS type. The province spent $336.0 million (+19.0 %) for EAS interventions.

Other Support Measures

In FY1617, a significant share of the additional $43.4 million in LMDA funding from Budget 2016, was spent on LMP ($18.0 million; +39.8%) and R&I measures ($95.7 million; +86.5% over FY1516).

In February 2016, the Ontario Centre for Workforce Innovation (OCWI) was launched to drive innovation and evidence-based service delivery across the province. Ryerson University is operating the Centre, along with a consortium of partners. The Centre is currently testing new approaches to service delivery within the Employment Ontario network.

As part of new strategies and approaches developed by the province in the use of R&I, Ontario is also investing in the Ontario Human Capital Research and Innovation Fund (OHCRIF). The objective of the OHCRIF is to support research and innovation projects that identify better ways to help people prepare for, return to, or keep employment and become productive participants in the labour force. In FY1617, MAESD released a Call for Proposals for projects related to the following research priorities: skills and return on investment, postsecondary education (PSE), and training policies, as well as labour market programs, policy and service delivery. One project funded looked at the labour market outcomes of cooperative education programs.

Apprenticeship in-class training produces first female Sprinkler and Fire Protection Installer journeyperson.

In anticipation of the trade becoming compulsory in February 2017, there was an increase in registrations for in-class training. There were enough classes to support the increased enrolment and the continued growth of the trade. One of the people that benefitted from the in-class training was Kathryn. Thanks to her in-class training, she was well prepared to write her certificate of qualification and was successful on her first attempt. Kathryn became the first woman ever in Ontario to become licensed in the 427A - Sprinkler and Fire Protection Installer trade. She was celebrated by her fellow classmates and has become an inspiration for other women in the trades.

3.2.8 Manitoba

Manitoba's real GDP growth in 2016 was 2.2%, which surpassed the national average growth of 1.4% for a second consecutive year. This was supported by household spending and construction. Real GDP growth in 2017 is expected to follow similar trends, backed by a strong rebound in housing starts and manufacturing activity. The province's economic growth is projected to approach 2.0% in 2018.

Manitoba: EBSM key facts

Total clients served: 25,915

EI clients		Non-insured clients	
12,952	↓	12,963	↓

Total interventions: 58,343

Interventions type	2016/2017	Year-over-year change	
Employment Benefits	6,473	0.5%	↑
Support Measures: EAS	51,870	3.2%	↓

Relative share of interventions

Interventions type	2016/2017	Year-over-year change (pp)	
Employment Benefits	11.1%	0.4	↑
Support Measures: EAS	88.9%	0.4	↓

Total allocation: $46.2 million

Total expenditures	2016/2017 ($ million)	Year-over-year change	
Employment Benefits	$28.3	2.8%	↑
Support Measures: EAS	$11.6	45.5%	↑
LMPs and R&I	$6.4	16.4%	↓
Total Expenditures[1]	$46.2	7.3%	↑

Unpaid benefits ($ million)

2015/2016	2016/2017	Year-over-year change	
$44.14	$46.59	5.6%	↑

[1] Totals may not add up due to rounding; does not include accounting adjustments.

After a slow start, labour market conditions improved in Manitoba near the end of FY1617. The province's employment level remained relatively unchanged between FY1516 and FY1617, as losses incurred in 2016 were counterbalanced by a strong start in 2017. Gains in goods-producing industries (+3,800; +2.6%) were partially offset by losses in the services-producing sector (-3,500; -0.7%). The largest gains were recorded in finance, insurance, real estate, rental and leasing (+3,000; +9.4%); and in professional, scientific and technical services (+1,800; +6.8%). The number of unemployed increased by 2,400 (+6.3%), raising the province's unemployment rate to 6.1%, its highest level since FY9798.

To maintain a stable economic and labour market growth environment, Manitoba's priority is to address the small pool of work-ready individuals seeking employment. To do so, the province will continue to focus on supporting its young and growing population to acquire skills that are responsive to employers' needs, and on increasing the participation of those further removed from suitable employment such as Indigenous peoples, persons with disabilities, recent newcomers, and those at risk of long-term social assistance dependence.

Managing for results

In the summer of 2016, the Government of Manitoba hosted stakeholder consultations on labour market training, as part of the pan-Canadian consultations led by the Forum of Labour Market Ministers. The purpose was to gather information from a broad range of stakeholders, to ensure Manitoba's employment and training programs continue to be relevant and responsive to current and future labour market needs and priorities. Feedback included the need for: greater flexibility in program eligibility; recognition of the unique needs of Manitoba's diverse workforce; prioritizing investments in essential

skills training for Indigenous peoples; improved coordination across and within sectors to make programming more responsive and effective; and timely, reliable, and easily accessible labour market information (LMI). The consultations helped identify ways to improve labour market programming in Manitoba and inform future investments.

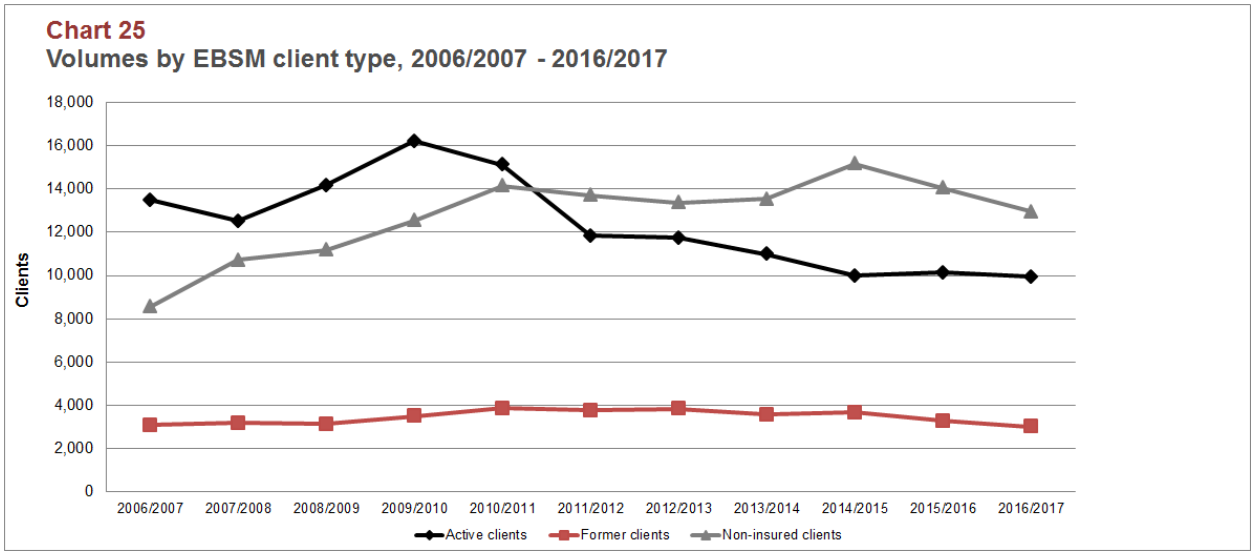
Clients, interventions and expenditures

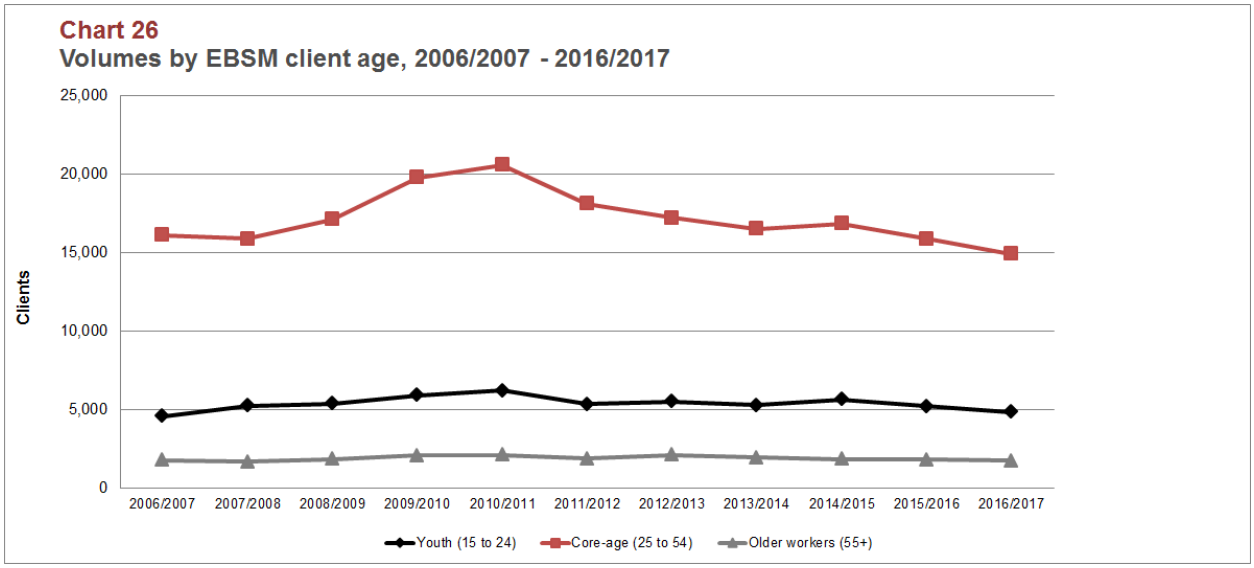
In Manitoba, the number of clients served in FY1617 declined for a second consecutive year, dropping by 5.7% to 25,915. All client types decreased year-over-year, with,

- Active claimants declining by 1.9%from 10,132 to 9,941;
- Former claimants decreasing 8.5% from 3,292 to 3,011; and
- Non-insured clients dropping 7.8% from 14,056 to 12,963.

With respect to their distribution, the share of active claimants (38.4%) increased by 1.5 percentage points year-over-year, whereas the share of former claimants (11.6%) dropped by 0.4 percentage points, and non-insured clients (50.0%) decreased by 1.1 percentage points, respectively.

Manitoba delivered 6,473 interventions in FY1617, a 0.5% increase from the 6,443 interventions delivered in FY1516. While Employment Benefits accounted for a growing part of the total EBMS-similar interventions (11.1%), the number of claimants employed after following program participation dropped by 5.6% year-over-year, to 6,565 claimants. Additionally, unpaid benefits amounted to $46.59 million, a 5.6% increase year-over-year. The province spent $46.2 million (+7.3%) for EBSM expenditures in FY1617, including $3.4 million of the $125 million in additional funding for the LMDA announced in Budget 2016.





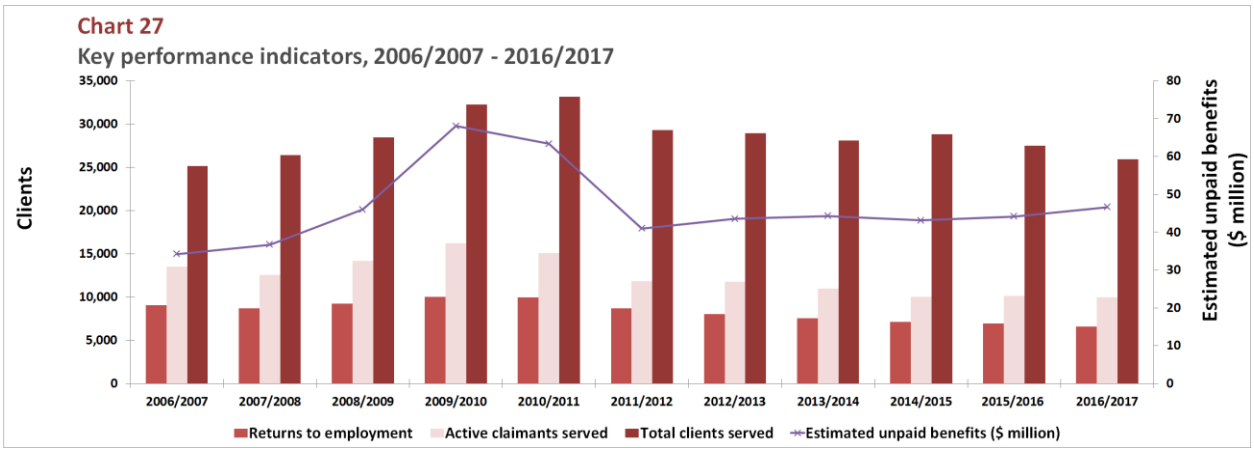


Table 10

Manitoba : EBSM-similar programming, 2016/2017

		Interventions	Year-over-year change	Expenditures ($ 000s)
Employment Benefits				
SD-R	Skills Development	2,043	+1.6%	26,020
SD-A	Skills Development-Apprenticeship	4,166	+2.0%	
TWS	Wage Subsidies	30	-67.7%	173
SE	Self-Employment	131	-15.5%	1,073
JCPs	Employment Partnerships	103	+2.0%	999
Support Measures				
EAS	Employment Assistance Services	51,870	-3.2%	11,618
LMPs	Labour Market Partnerships	N/A	N/A	5,247
R&I	Research and Innovation	N/A	N/A	1,117

Employment Benefits

Overall, Employment Benefits edged up by 0.5%, to 6,473 interventions. This is primarily a result of increases in,

- JCP by 2.0%, to 103 interventions;
- SD-R by 1.6%, to 2,043 interventions; and
- SD-A by 2.0%, to 4,166 interventions.

Offsetting this growth, however, were contractions in the following programs:

- TWS by 67.7%, to 30 interventions; and
- SE by 15.5% to 131 interventions.

At 64.4%, SD-A had the largest share of all delivered Employment Benefits interventions, followed by SD-R (31.6%). Total expenditures for Employment Benefits reached $28.3 million (+2.8%). Increased funding under Budget 2016 towards SD supported Manitobans living in rural and remote regions of the province.

Support Measures: EAS

For a second consecutive year, EAS interventions in Manitoba shrank by 3.2%, reaching 51,870 in FY1617. Compared to the previous year, Employment Service dropped by 7.7%, from 35,429 to 32,685 interventions; while Individual Counselling grew by 5.8% from 18,137 to 19,185 interventions. Employment Service accounted for 63.0% of shares of all EAS interventions. Total expenditures for EAS increased for a third consecutive year, by 45.5% to $11.6 million in FY1617.

Skills Development financial assistance helps Lori upskill and secure a full-time job

Lori is a single parent who could only find seasonal employment or part-time minimum wage positions, with little opportunity for advancement. Lori had an interest in the correctional service sector, so she applied to a correctional officer training program and was accepted. She received EI Part 1 and EI Part 2 benefits (living allowance, lodging, and transportation) while she attended training. Lori successfully completed the program and found work as a full-time Correctional Officer. She is very happy in her new career and is grateful for the support she received that enabled her to get there.

Other Support Measures: LMPs and R&I

The province's total funding for LMPs and R&I fell from $7.6 million in FY1516, to $6.4 million in FY1617. This represented a 16.4% year-over-year decrease. While LMPs funding jumped by 58.1% to $5.2 million, that of R&I went down by 74.0% to $1.1 million. Additional funding for LMPs facilitated labour adjustment activity resulting from business closures. Manitoba used R&I to support research of employment and training programs that directly advanced service delivery improvements. Findings from two initiatives, Manitoba Works! Co-operative Workplace Experience Program Evaluation and Motivational Interviewing Evaluation, both demonstrated that social assistance usage decreased significantly among program participants compared to non-participants.

3.2.9 Saskatchewan

Saskatchewan's real GDP contracted for a second consecutive year in 2016, by 0.5%. The province's real GDP is expected to increase in 2017 by close to 2.0%, during which improved oil output will likely offset a decline in agriculture.

Saskatchewan: EBSM key facts

Total clients served: 15,324

EI clients		Non-insured clients	
14,284	↑	1,040	↑

Total interventions: 20,118

Interventions type	2016/2017	Year-over-year change	
Employment Benefits	6,777	13.6%	↓
Support Measures: EAS	13,341	8.7%	↑

Relative share of interventions

Interventions type	2016/2017	Year-over-year change(pp)	
Employment Benefits	33.7%	5.3	↓
Support Measures: EAS	66.3%	5.3	↑

Total allocation: $37.6 million

Total expenditures	2016/2017 ($ million)	Year-over-year change	
Employment Benefits	$31.6	10.2%	↑
Support Measures: EAS	$4.3	7.7%	↑
LMPs and R&I	$1.6	36.7%	↓
Total Expenditures[1]	$37.6	6.6%	↑

Unpaid benefits ($ million)

2015/2016	2016/2017	Year-over-year change	
$61.55	$74.73	21.4%	↑

[1] Totals may not add up due to rounding; does not include accounting adjustments.

Weak Labour market conditions prevailed in Saskatchewan in FY1617. In FY1617, employment fell by 4,400 (-0.8%), all in full-time positions compared to FY1516. The unemployment rate increased by a full percentage point to 6.4%; the province's highest level since FY9596. Saskatchewan's employment drop in the goods-producing sector (-7,200; -4.6%), mostly in construction (-5,000; -9.0%), was partially offset by a gain in the services-producing sector (+2,800; +0.7%), led by the wholesale and retail trade industry (+5,200; +6.1%) and professional, scientific and technical services (+3,900; or +15.0%). Employment declined for both men and women, but increased for the off-reserve First Nation and Metis population (+2,200; or +5.0%) to a record of 46,300. The province's weak labour market conditions are expected to slightly improve in FY1718.

Despite a period of softer labour market demand, Saskatchewan still faced challenges in ensuring an adequate supply of skilled workers for employers who experienced labour shortages. Continued population growth will help grow the available pool of workers for when economic recovery takes hold. The province's labour market development priorities will focus primarily on upskilling existing workers, and increasing the workforce participation and skills development of Saskatchewan residents, with a particular focus on under-represented groups, such as Indigenous peoples, persons with disabilities, youth, older workers and newcomers. Priorities set out in the Ministry's labour market development strategy address these challenges and opportunities by, among other, improving access programs and services in youth, and First Nations and Métis workers, and increasing utilization of the Employability Assistance Program for Persons with Disabilities.

Managing for results

Saskatchewan conducted a citizen-centred service review to evaluate the effectiveness of a selection of programs and services that assist employers. The evaluation included an employer survey to gather information about satisfaction with programs and services, to better understand opportunities that support employers through labour market programming. In addition, an online public opinion poll was conducted to understand employer usage of various programs, and preferred methods of recruitment. Consultations were conducted in collaboration with the Chambers of Commerce, industry associations, and post-secondary education institutions. Additionally, staff who managed the programs were interviewed about service standards, uptake and other relevant data. The evaluation has informed program and policy changes, and is being to develop an employer engagement framework. A follow-up survey will be conducted to measure employer satisfaction with program and policy changes.

Clients, interventions and expenditures

In FY1617, Saskatchewan served 15,324 (+3.3%) clients. All three client-types contributed to this growth:

- Active claimants rose by 1.6% to 11,542;
- Former claimants rose by 2.8% to 2,742; and
- Non-insured clients rose by 30.2% to 1,040.

The share of active claimants (75.3%) among all clients served slowed down slightly by 1.3 percentage points, while shares of former claimants (17.9%) regressed slightly, by 0.1 percentage points. On the other hand, non-insured clients' share advanced by 1.4 percentage points, reaching 6.8% of all client types.

The total number of interventions delivered in Saskatchewan remained stable at 20,118. The share of Employment Benefits accounted for 33.7% of all interventions, while the proportion of services totalled 66.3%. Unpaid benefits jumped by 21.4% to $74.73 million. The province spent $37.6 million (+6.6%) for total EBSM-similar programming, including $2.6 million in additional LMDA funding from Budget 2016. Saskatchewan used the additional investment to increase the capacity of existing programs and services targeted toward individuals impacted by the slowdown in the economy.

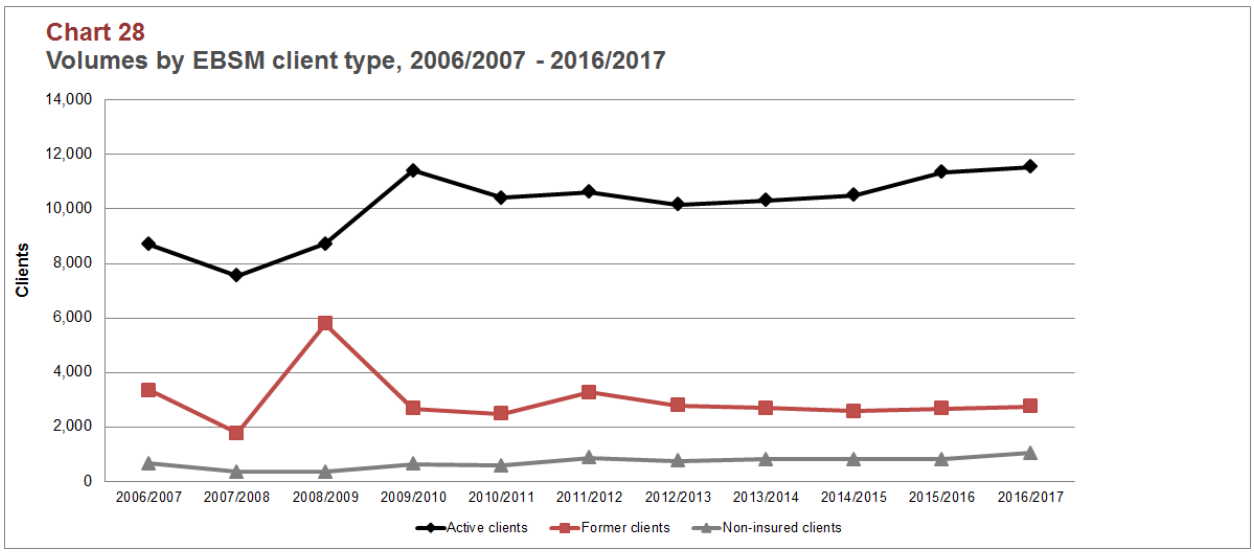


Chart 28
Volumes by EBSM client type, 2006/2007 - 2016/2017
Clients
14,000
12,000
10,000
8,000
6,000
4,000
2,000
0
2006/2007
2007/2008
2008/2009
2009/2010
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2016/2017
Active clients
Former clients
Non-insured clients

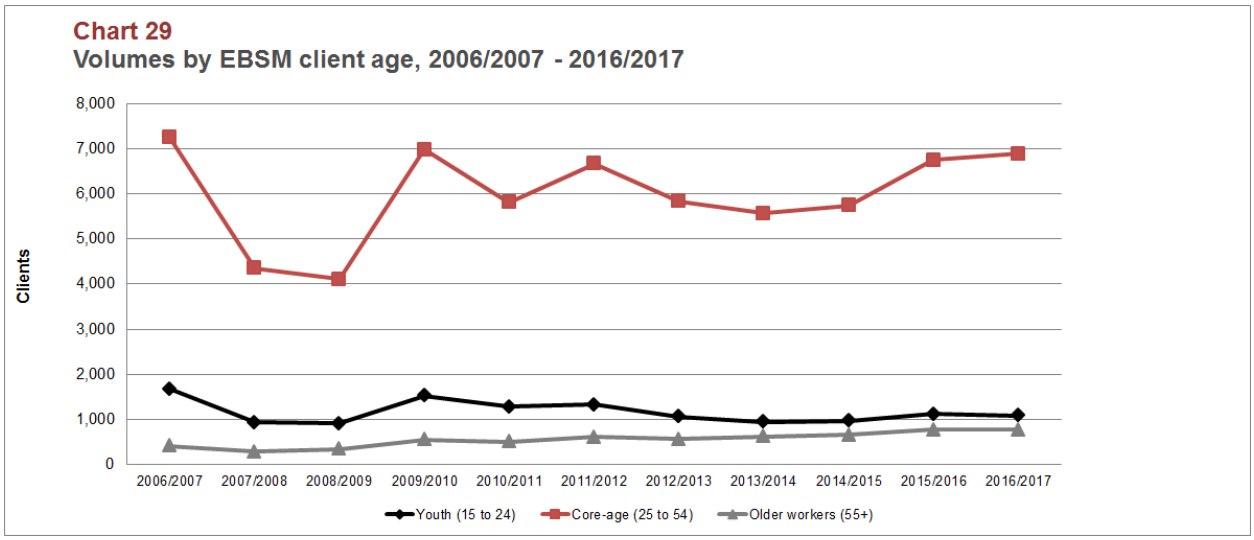


Chart 29
Volumes by EBSM client age, 2006/2007 - 2016/2017
Clients
8,000
7,000
6,000
5,000
4,000
3,000
2,000
1,000
0
2006/2007
2007/2008
2008/2009
2009/2010
2010/2011
2011/2012
2012/2013
2013/2014
2014/2015
2015/2016
2016/2017
Youth (15 to 24)
Core-age (25 to 54)
Older workers (55+)

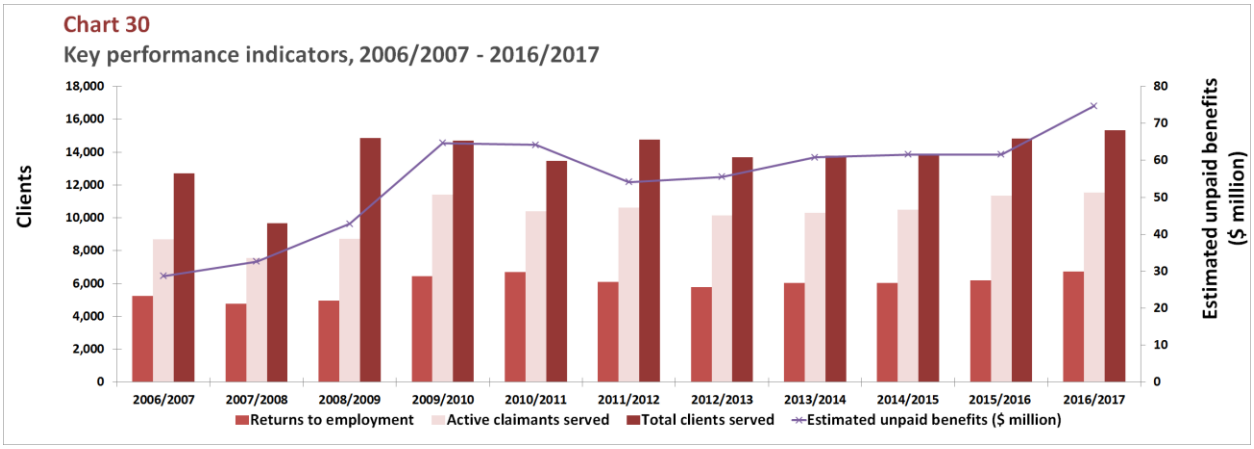


Chart 30
Key performance indicators, 2006/2007 - 2016/2017
Clients
18,000
16,000
14,000
12,000
10,000
8,000
6,000
4,000
2,000
0
Estimated unpaid benefits ($ million)
80
70
60
50
40
30
20
10
0
2006/2007
2007/2008
2008/2009
2009/2010
2010/2011
2011/2012
2012/2013
2013/2014
2014/2015
2015/2016
2016/2017
Returns to employment
Active claimants served
Total clients served
Estimated unpaid benefits ($ million)

Table 11
Saskatchewan: EBSM-similar programming, 2016/2017

		Interventions	Year-over-year change	Expenditures ($ 000s)
Employment Benefits				
SD-R	Skills Training Benefit Provincial Training Allowance	358	-67.7%	31,375
SD-A	Apprenticeship Training	6,344	-4.7%	
TWS	Skills Training Allocation	-	N/A	-
SE	Self-Employment Program	75	-8.5%	263
JCPs	Employment Programs	-	N/A	-
Support Measures				
EAS	Workforce Development	13,341	+8.7%	4,333
LMPs	Regional and Sectoral Partnerships	N/A	N/A	1,219
R and I	Research and Innovation	N/A	N/A	362

Employment Benefits

In FY1617, a total of 6,777 (-13.6%) Employment Benefits interventions were registered in Saskatchewan. All Employment Benefits types declined,

- SE decreased by 8.5% to 75 interventions;
- SD-A, which accounted for 93.6% of employment benefits, decreased by 4.7% to 6,344 interventions; while
- SD-R decreased by 67.7% to 358 interventions.

Total expenditures for Employment Benefits increased for a third consecutive year, totalling $31.6 million (+10.2%) in FY1617.

James' journey to becoming an apprentice

James is a 26-year-old First Nations man from Birch Narrows First Nation. At the age of 22, he completed his Adult Basic Education Level 4, through Northlands College's Buffalo Narrows Campus. Following completion of the program, he had no success in finding employment. Then, he heard about the Northern Career Quest Mining Project, a training program that leads to long-term employment in the resource-based sector. He was one of 30 applicants flown into McClean Lake to be interviewed by mining personnel, and he was accepted into the program. After successfully completing the four-month training program at the McClean Lake uranium mine, he was employed with the company for two years before deciding to pursue journeyperson status as a power engineer. The uranium company indentured him, supported his apprenticeship tuition, and continues to apprentice him on the job.

Support Measures (EAS)

In FY1617, Saskatchewan delivered 13,341 EAS interventions, an 8.7% increase compared to FY1516. Saskatchewan spent a total of $4.3 million (+7.7%) for EAS, and all EAS intervention types increased,

- Group Services increased by 371.6% to 731 interventions;
- Employment Service increased by 7.9% to 6,367 interventions;
- Individual Counselling increased by 0.5% to 6,243 interventions.

Saskatchewan's LMDA-funded Rapid Response teams provided services for employers and workers faced with production slow-downs and/or layoffs, due to the decline in the resource-based, and energy sectors. Rapid Response teams include federal and provincial representatives to inform employers about provincial and federal programs and services, such as Employment Insurance. Services can include

information sessions for workers, job fairs, re-employment and re-training options, immigration issues related to unemployment, as well as Employment Insurance and the Work Sharing program.

Other Support Measures: LMPs and R&I

For a third consecutive year, total LMPs and R&I funding declined, reaching $1.6 million (-36.7%) in FY1617. While LMPs funding ($1.2 million) fell slightly by 1.5%, that of R&I ($362,000) dropped considerably by 71.3%. The province is developing a Common Client Tool (CCT), to support clients navigate government programs in a more client-centred way.

3.2.10 Alberta

Alberta's economy contracted for a second consecutive year in 2016. Real GDP declined by 3.7%, due to ongoing low oil prices and forest fires in northern Alberta. Despite the slower than anticipated oil price recovery, real GDP growth bounced back solidly in 2017, with an estimated growth rate surpassing 4.0%. This growth rate is the highest among Canadian provinces, thanks to the strong increase in oil sands production and exports, as well as gains in manufacturing, retail sales and residential construction. Real GDP growth is forecasted to moderate in 2018, to fall below 3.0%. This still remains ahead of the projected national average growth of about 2.2%.

Alberta: EBSM key facts

Total clients served: 118,065

EI clients		Non-insured clients	
63,807	↓	54,258	↓

Total interventions: 215,461

Interventions type	2016/2017	Year-over-year change	
Employment Benefits	23,946	6.2%	↓
Support Measures: EAS	191,515	11.9%	↓

Relative share of interventions

Interventions type	2016/2017	Year-over-year change(pp)	
Employment Benefits	11.1%	0.6	↑
Support Measures: EAS	88.9%	0.6	↓

Total allocation: $121.2 million

Total expenditures	2016/2017 ($ million)	Year-over-year change	
Employment Benefits	$75.1	12.7%	↓
Support Measures: EAS	$42.7	89.6%	↑
LMPs and R&I	$3.4	293.5%	↑
Total Expenditures[1]	$121.2	10.7%	↑

Unpaid benefits ($ million)

2015/2016	2016/2017	Year-over-year change	
$267.88	$384.91	43.7%	↑

[1] Totals may not add up due to rounding; does not include accounting adjustments.

Reflecting the province's economic turbulences, Alberta's labour market conditions significantly deteriorated in FY1617. During that period, the province's employment level declined by 1.4% to 2,263,300. While losses occurred mainly in full-time employment (-61,100; -3.2%), part-time employment rose by 28,600 (+7.2%). Gains in the services-producing sector (+26,700; +1.6%), led by educational services (+10,000; +7.0%) and trade (+6,800; +2.1%) were more than offset by losses in all goods-producing industries (-59,200; -9.4%), with notable declines in manufacturing (-22,300; -16.6%); forestry, fishing, mining, oil and gas (-17,100; -11.0%); and, construction (-11,200; -4.3%). The unemployment rate rose for a fourth consecutive year to 8.4%, the highest since FY9495, as the number of unemployed workers increased by 42,800 (+26.2%). Aligned with the evolution of the overall economy, employment growth in Alberta resumed in the second half of 2016, and is projected to post a gain between FY1617 and FY1718.

Despite the increase in the number of job seekers in FY1617, due to ongoing depressed oil prices, Alberta's employers continued to post thousands of job vacancies. To better respond to rapid changes in the labour market, the province increased services to the recently unemployed, connecting job seekers with employers and employment opportunities. In previous years, Alberta focused more on developing targeted services to support Albertans with barriers to fully participate in the labour market. In FY1617, the province adjusted its LMDA investments to better meet the continuum of client and employer needs for a skilled workforce. In addition to continuing to support active training programs, Alberta increased investments in self-employment, to serve the growing number of unemployed Albertans interested in self-employment as a viable employment option. Alberta also increased investments in LMPs to identify, develop and support projects with stakeholders that share common labour market needs. Alberta also

saw increased demand for foundational learning to allow unemployed Albertans the opportunity to gain the necessary competences to find and maintain employment and/or enhance their skills by participating in further post-secondary education.

Managing for results

To better support rural communities, Alberta improved its delivery model for Employment Assistance Services. Key communication channels were created, including social media, videoconference, and web, helping provide rural and small communities in Alberta with access to labour market information. The province worked collaboratively with rural communities, to foster solutions for the unemployed.

Alberta's program priorities and designs also depend on joint agreements with employers and other stakeholders. This ensures that training and employment services meet the needs of local labour markets. Engagement and cooperation between employers and service providers is essential to delivering well-matched training for in-demand occupations and connecting Albertans with employment opportunities. Furthermore, the province improved its suite of Training for Work program policies, to better respond to the needs of those impacted by the recession.

Clients, interventions and expenditures

In Alberta, a total of 118,065 clients were served in FY1617, a year-over-year decline of 7.8%. The number of claimants in all three EBSM client types decreased;

- active clients dropped 3.8% to 49,720,
- former clients fell 13.1% to 14,087, and
- non-insured clients shrank 9.9% to 54,258.

While, the share of active claimants rose by 1.7 percentage points to 42.1%, shares of former (11.9%) and non-insured claimants (46.0%) diminished, by 0.7 and 1.0 percentage points, respectively.

The province provided 215,461 EBSM interventions in FY1617, a decrease of 11.3% year-over-year. The share of Employment Benefits grew for a sixth consecutive year, reaching 11.1% of all interventions in FY1617, while shares in EAS contracted to 88.9%. In total, 29,671 clients (+11.9%) returned to employment after participating in an EBSM-similar intervention. Unpaid benefits jumped significantly from $267.88 million in FY1516 to $384.91 million in FY1617, a 43.7% year-over-year increase. Total expenditures increased for a second consecutive year, reaching $121.2 million (+10.7%) in FY1617.

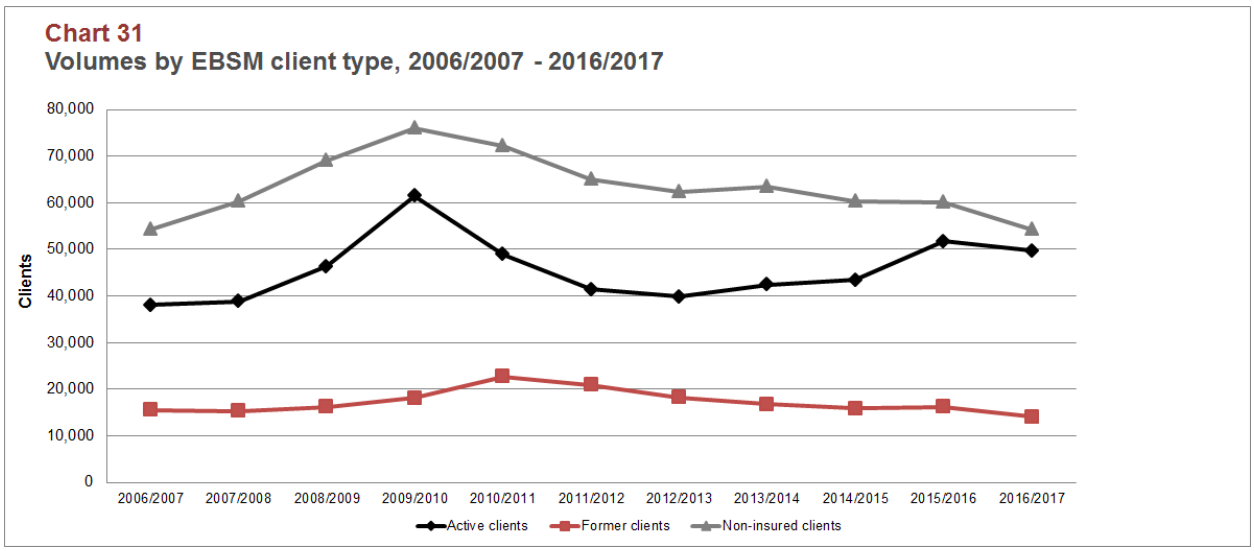


Chart 31
Volumes by EBSM client type, 2006/2007 - 2016/2017
Clients
80,000
70,000
60,000
50,000
40,000
30,000
20,000
10,000
0
2006/2007
2007/2008
2008/2009
2009/2010
2010/2011
2011/2012
2012/2013
2013/2014
2014/2015
2015/2016
2016/2017
Active clients
Former clients
Non-insured clients

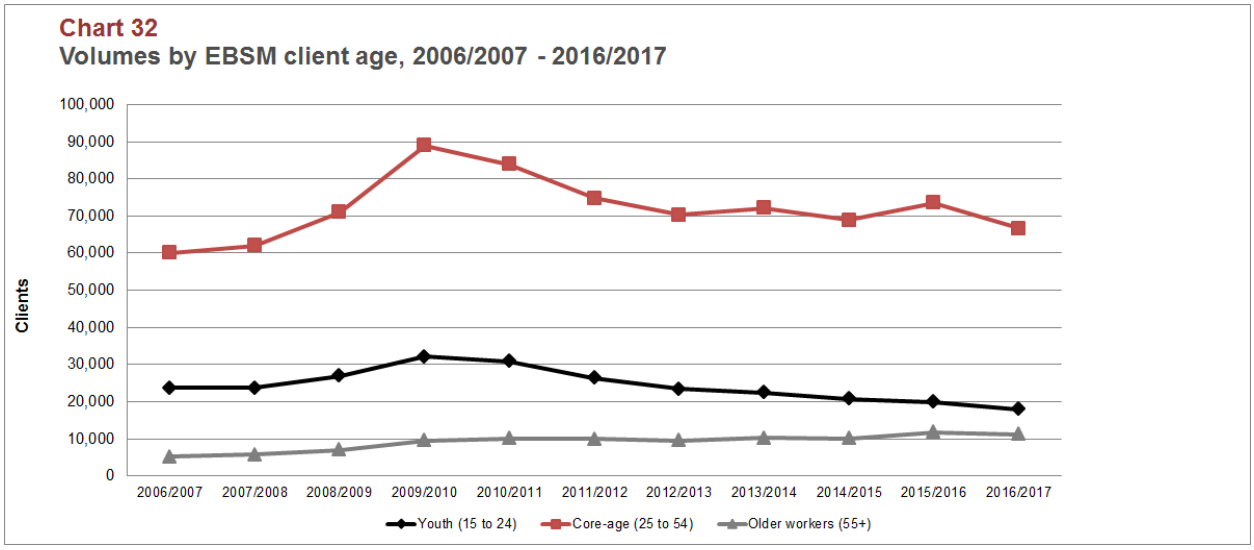


Chart 32
Volumes by EBSM client age, 2006/2007 - 2016/2017
Clients
100,000
90,000
80,000
70,000
60,000
50,000
40,000
30,000
20,000
10,000
0
2006/2007
2007/2008
2008/2009
2009/2010
2010/2011
2011/2012
2012/2013
2013/2014
2014/2015
2015/2016
2016/2017
Youth (15 to 24)
Core-age (25 to 54)
Older workers (55+)

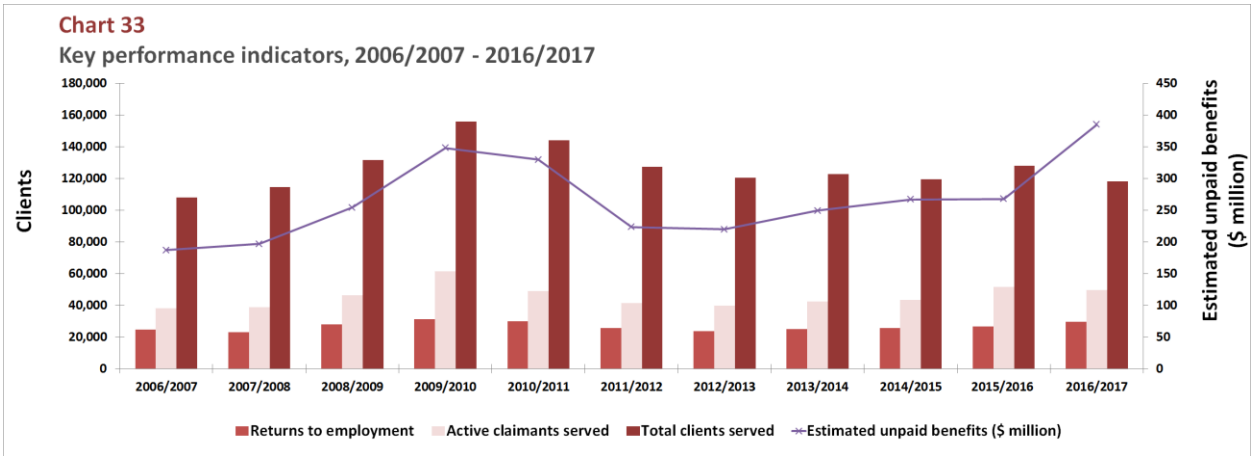


Chart 33
Key performance indicators, 2006/2007 - 2016/2017
Clients
180,000
160,000
140,000
120,000
100,000
80,000
60,000
40,000
20,000
0
Estimated unpaid benefits ($ million)
450
400
350
300
250
200
150
100
50
0
2006/2007
2007/2008
2008/2009
2009/2010
2010/2011
2011/2012
2012/2013
2013/2014
2014/2015
2015/2016
2016/2017
Returns to employment
Active claimants served
Total clients served
Estimated unpaid benefits ($ million)

Table 12
Alberta: EBSM-similar programming, 2016/2017

		Interventions	Year-over-year change	Expenditures ($ 000s)
Employment Benefits				
SD-R	Occupational Training Work Foundations	1,270	+48.7%	64,758
SD-A	Skills Development-Apprenticeship	21,554	-9.8%	
TWS	Workplace Training	39	+8.3%	465
SE	Self-Employment	226	+148.4%	1,230
JCPs	Integrated Training	857	+31.6%	8,599
Support Measures				
EAS	Career Information	191,515	-11.9%	42,737
LMPs	Workforce Partnerships	N/A	N/A	3,374

Employment Benefits

After four consecutive years of growth, the total number of interventions delivered by Employment Benefits fell in FY1617, by 6.2% to 23,946. This was primarily due to decreases in SD-A, falling 9.8% to 21,554. However, delivery of other interventions increased during the same period:

- TWS grew by 8.3% to 39,
- SE grew by 148.4% to 226,
- JCP grew by 31.6% to 857, and
- SD-R grew by 48.7% to 1,270.

As SD-A represents 90.0% of all employment benefits, the growth of the other interventions were not strong enough to offset the dampening effect of SD-A. Total Employment Benefits expenditures amounted to $75.1 million (-12.7%). The province recorded fewer registered apprentices and fewer new apprentices, resulting in lower technical training enrollments at publicly funded post-secondary institutions. This decline was expected, as there is a direct correlation between the apprenticeship system with the economy and labour market conditions. However, this does not negatively impact students who would like to enter the apprenticeship program.

Zara and Rashida run successful businesses after participation in the self-employment program

- After being laid off during the economic downturn, Zara was struggling to find work in Fort McMurray. She decided to start her own business, and enrolled in a Self-Employment program that included classes and individual coaching. While participating in the program, Zara's home was damaged in the 2016 wildfires. This confluence of events inspired Zara to relocate to a new community. In September 2016, she opened her own boutique in Banff. In her first month, she exceeded her sales target by 25%. Zara's boutique remains open.

- As a single mother, Rashida felt immense financial pressure to meet her family's needs. To realize her goal of starting her own insurance brokerage firm, Rashida enrolled in a Self-Employment training program in Edmonton. Rashida has since opened her own brokerage firm, employs four staff, and serves more than 200 direct clients.

Support Measures: EAS

Compared to the previous year, the total number of EAS interventions delivered in FY1617 decreased by 11.9% to 191,515. After four consecutive years of decline, total EAS expenditures grew by 89.6% to $42.7 million. This is due, in part, to an additional $10.5 million made available to Alberta through the LMDA as part of Budget 2016. The changes seen in Alberta's EAS activities reflect investments to increase the capacity to deliver Career and Employment Information Services to individuals negatively impacted by the economic downturn. With increased demand due to economic conditions in the province, these investments supported more agile and large-scale services intended to help clients quickly return to employment. As these services do not capture individual client and intervention counts, they are not represented in Alberta's EAS statistics. For example, Alberta supported events such as job and career fairs and information sessions to connect clients with prospective employers and to provide them with focused information on job search and career planning, insight into the labour market and specific industries, and networking. Alberta also invested more in career advice services and publications and resources on labour market information and career and workplace information to serve Albertans.

Other Support Measures: LMPs

Total LMP expenditure rose from $857,000 in the previous year to $3.4 million in FY1617, a year-over-year increase of 293.5%. This reached 2.8% of all EBSM-similar expenditures (+2.0 percentage points). Alberta utilizes LMPs to enhance workplace human resource development and labour market adjustment strategies through community partnerships. Through LMPs, LMDA funding supported the City of Fort McMurray, its employers, and its residents during both the economic downturn, and in the aftermath of the 2016 wildfires. For example, LMDA funding supported a Labour Market Study, which identified current and future labour demands in Fort McMurray, with a specific focus on the rebuilding of the city. The information collected in the study is being used in the creation of short- and long-term economic development plans for the region.

3.2.11 British Columbia

In 2016, British Columbia's economy outperformed all other provinces for a second consecutive year, with a real GDP growth rate of 3.5%. This ongoing healthy economic performance was supported by robust household consumption, business investments and housing starts. Strong provincial economic growth is expected to follow-through in 2017, with an estimated real GDP increase ranging from 3.0% to 4.0%, depending on the impact of the wildfires and softwood lumber trade dispute. Real GDP growth is projected to moderate in 2018, closer to the forecasted national average of around 2.2%.

British Columbia: EBSM key facts

Total clients served: 75,078

EI clients		Non-insured clients	
44,005	↓	31,073	↓

Total interventions: 205,347

Interventions type	2016/2017	Year-over-year change	
Employment Benefits	22,475	7.6%	↑
Support Measures: EAS	182,872	2.0%	↓

Relative share of interventions

Interventions type	2016/2017	Year-over-year change(pp)	
Employment Benefits	10.9%	0.9	↑
Support Measures: EAS	89.1%	0.9	↓

Total allocation: $292.3 million

Total expenditures	2016/2017 ($ million)	Year-over-year change	
Employment Benefits	$154.6	2.7%	↓
Support Measures: EAS	$108.6	15.9%	↑
LMPs and R&I	$27.1	1.1%	↓
Total Expenditures[1]	$290.3	3.7%	↑

Unpaid benefits ($ million)

2015/2016	2016/2017	Year-over-year change	
$125.29	$152.70	21.9%	↑

[1] Totals may not add up due to rounding; does not include accounting adjustments.

Mirroring its solid economic performance, British Columbia experienced its strongest year-over-year employment gain since FY8081, where employment in FY1617 grew by 78,600 (+3.4%). The majority of these gains were from full-time work (+51,700, +2.8%). Employment gains were realized in both services-producing sectors (+67,100; +3.6%), and goods-producing sectors (+11,400; +2.5%). The following industries experienced the highest employment gains:

- Construction (+13,600; +6.7%),
- Finance, insurance, real estate, rental and leasing (+12,900; +10.1%),
- Information, culture and recreation (+11,400; +9.7%),
- Business, building and other support services (+11,100; +11.6%).

For the first time since the 2008/2009 recession, British Columbia's unemployment rate fell below the 6.0% mark to 5.7% as the number of unemployed dropped by 7.0% (-11,100) from FY1516.

In a context of strong economic and employment growth, British Columbia's labour market priorities focus on addressing job shortages by ensuring British Columbians take part in training that meets employers' needs, as well as increasing the labour market participation of underrepresented priority client populations, including Indigenous Peoples, persons with disabilities, newcomers, youth, single parents and people with multiple barriers. To help identify in-demand skills requirements, and assist unemployed British Columbians find meaningful employment, the province invested in research projects on labour market issues, through the BC Centre for Employment Excellence. British Columbia also continues to improve the labour market information available on the province's job board website.

Managing for Results

In FY1617, British Columbia undertook extensive consultations with over 100 stakeholder organizations to gather feedback on desired improvements to Labour Market Transfer Agreements. The focus was to improve these agreements' responsiveness to the needs of British Columbia's skilled workforce, and further support a strong economy. The province also provided additional funding to social enterprises by expanding the Community and Employer Partnerships program, to include a Social Innovation stream aimed at supporting innovative projects that address social challenges beyond unemployment.

Clients, interventions and expenditures

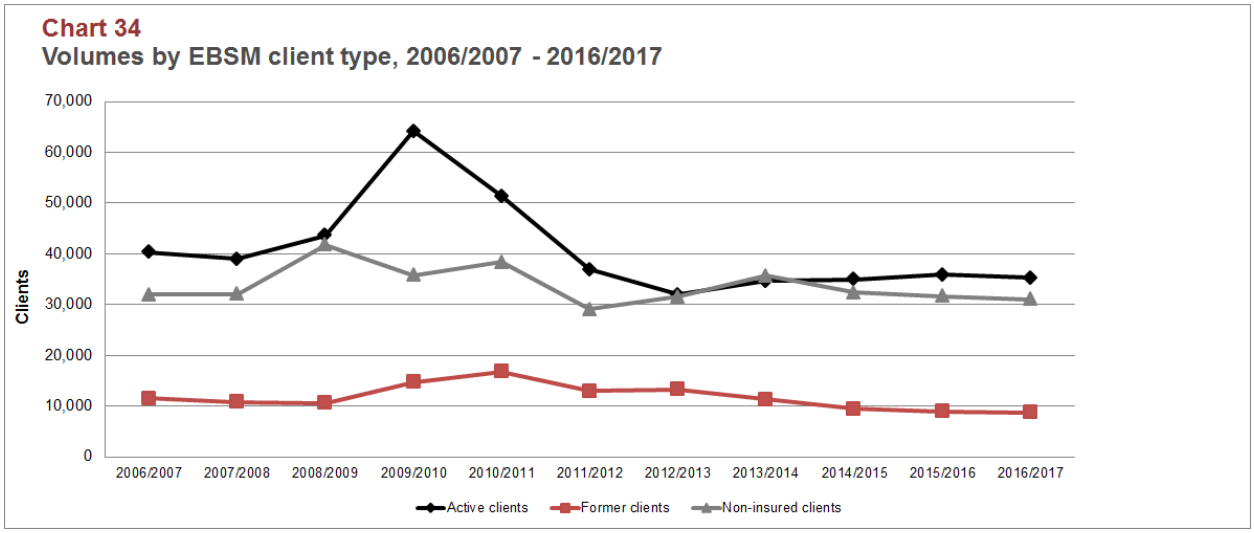
British Columbia served 75,078 clients in FY1617, a 2.0% decrease from 76,604 in FY1516. All client types diminished slightly this fiscal,

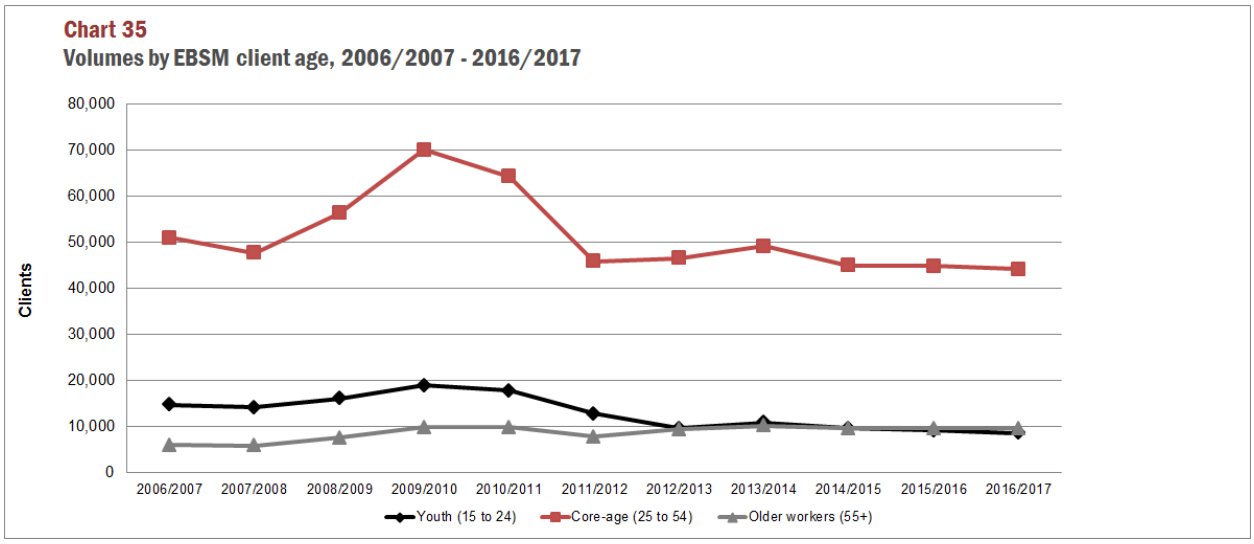
- Active claimants shrank by 1.7% to 35,272,
- Former claimants shrank by 3.0% to 8,733, and
- Non-insured clients shrank by 2.0% to 31,073.

The share of each client type remained stable year-over-year,

- Active claimants increased by 0.1 percentage points to 47.0%,
- Former claimants decreased by 0.1 percentage points to 11.6%, and
- Non-insured clients remain unchanged at 41.4%.

The number of interventions delivered in British Columbia decreased for the third consecutive year by 1.1% to 205,347 (FY1617). While Employment Benefits accounted for the smallest part of all interventions (10.9%), they generated a higher number of returns to employment. Over 12,200 active and former clients returned to employment following an Employment Benefits intervention, out of a total of 21,050 returns to employment. Unpaid benefits jumped by 21.9% year-over-year to $152.70 million. Of the $292.3 million allocation, British Columbia spent $290.3 million (+3.7%) in EBSM expenditures. This included $13.4 million of the $125 million additional LMDA funding announced in Budget 2016.





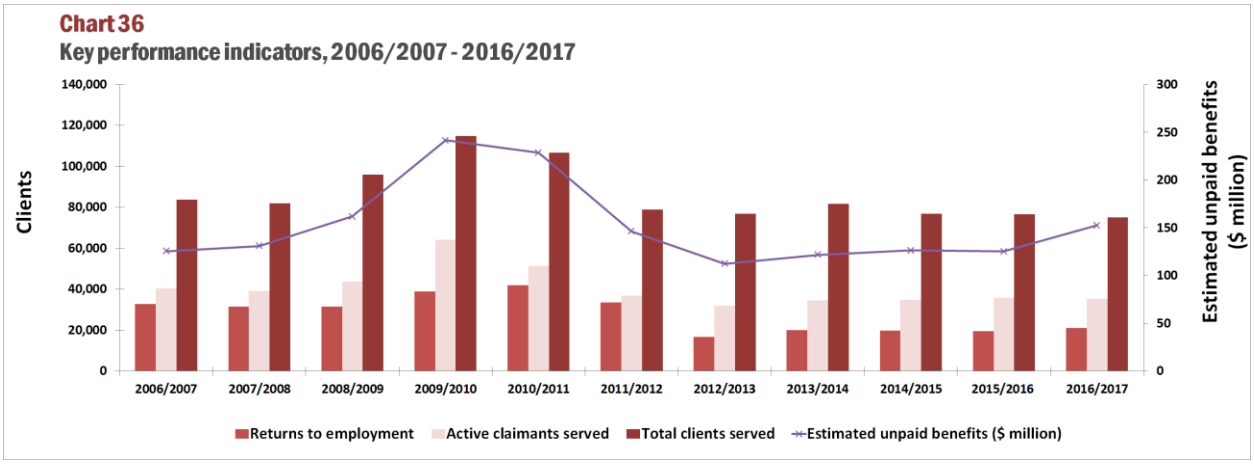


Table 13

British Columbia: EBSM-similar programming, 2016/2017

		Interventions	Year-over-year change	Expenditures ($ 000s)
Employment Benefits				
SD-R	Skills Development Employment Benefit	4,193	+13.4%	120,892
SD-A	Skills Development Employment Benefit - Apprenticeship	13,342	+1.6%	
TWS	Wage Subsidies	2,073	+16.8%	9,049
SE	Self-Employment	2,569	+22.5%	13,574
JCPs	Job Creation Partnerships	298	+62.8%	11,067
Support Measures				
EAS	Employment Assistance Services	126,937	-0.4%	108,592
LMPs	Labour Market Partnerships Employer-Sponsored Training	N/A	N/A	11,034
R and I	Research and Innovation	N/A	N/A	16,095

Employment Benefits

British Columbia delivered a growing number of Employment Benefits interventions for a fourth consecutive year, reaching 22,475 (+7.6%) in FY1617. Participation increased for all four types of interventions, including,

- SD-A, increased slightly by 1.6% to 13,342 interventions,
- SD-R increased by 13.4% to 4,193 interventions,
- TWS increased by 16.8% to 2,073 interventions, and
- SE increased by 22.5% to 2,569 interventions.
- Proportionally, the greatest increase was in JCP by 62.8%, to 298 interventions.

A portion of the additional funding received by the province under Budget 2016 was used to fund JCP interventions through Community and Employer Partnerships. These projects are directed at priority clients, including people with disabilities, Aboriginal people, youth and immigrants. Despite the additional $13.4 million in funding to the province under Budget 2016, total expenditures of Employment Benefits declined from $158.8 million in FY1516 to $154.6 million in FY1617, a year-over-year decrease of 2.7%.

Employment Assistance Services

While a total of 182,872 EAS interventions were delivered in FY1617, this represented a 2.0% drop from the previous year. Total EAS expenditures reached $108.6 million, which increased 15.9% from the previous year. Overall, all types of EAS interventions dropped, but at different paces:

- Employment Services continued its three years of decline, falling by 0.4% to 126,937 interventions.
- Individual Counselling decreased moderately, by 4.8% from the previous year to 55,751 interventions.
- Group Services experienced a large drop of 69.9% year-over-year, to 184 interventions.

Other Support Measures: LMPs and R&I

In FY1617, British Columbia spent $11.0 million for LMPs, 21.9% more than FY1516. Meanwhile expenditures for R&I shrank by 12.4% to $16.1 million. In total, LMPs and R&I funding amounted to $27.1 million, a 1.1% decrease year-over-year.

Daniel starts his own business after taking part in the Self-Employment program

Daniel had been working mostly in contract jobs with maintenance companies throughout the East Kootenays, in south-east British Columbia. After he was laid-off, he visited his local WorkBC Employment Services Centre. He was interested in starting his own business. With the assistance of the WorkBC Employment Services Centre, Daniel entered the Self-Employment (SE) program in July of 2016. He attended the required workshops and completed his business plan. He then successfully launched his own business in October, 2016. Dan is now building custom furniture and other household items out of his shop on the outskirts of Cranbrook.

3.2.12 Northwest Territories

In 2016, real GDP expanded in the Northwest Territories for a fourth consecutive year, increasing by 0.8%. Advances in non-residential construction, diamond mining and air transportation were partially counterbalanced by declines in the energy sector, retail trade and industrial production. The Territory expects real GDP to register strong growth in 2017, thanks to higher diamond mine production.

Northwest Territories: EBSM key facts

Total clients served: 1,035

EI clients		Non-insured clients	
462	↓	573	↓

Total interventions: 1,819

Interventions type	2016/2017	Year-over-year change	
Employment Benefits	298	15.1%	↓
Support Measures: EAS	1,521	14.9%	↑

Relative share of interventions

Interventions type	2016/2017	Year-over-year change(pp)	
Employment Benefits	16.4%	4.6	↓
Support Measures: EAS	83.6%	4.6	↑

Total Allocation: $3.2 million

Total expenditures	2016/2017 ($ million)	Year-over-year change	
Employment Benefits	$1.6	6.9%	↑
Support Measures: EAS	$1.2	5.9%	↓
LMPs and R&I	$0.3	11.6%	↓
Total Expenditures[1]	$3.0	0.4%	↓

Unpaid Benefits ($ million)

2015/2016	2016/2017	Year-over-year change	
$1.82	$2.04	12.1%	↑

[1] Totals may not add up due to rounding; does not include accounting adjustments.

Labour market outcomes remained stable for the Northwest Territories in FY1617. While the overall employment level was relatively unchanged, the unemployment rate declined to 7.1%, as the number of unemployed decreased by 300 (-15.0%). Labour Force Survey employment estimates by industry are not available for the Territories. However, employment figures from the Survey of Employment, Payrolls and Hours show that employment gains in FY1617 over FY1516 were registered mainly in health care and social assistance; public administration; as well as heavy and civil engineering construction. Notable losses were observed in transportation and warehousing; construction; professional, scientific and technical services; as well as retail trade.

In response to labour market challenges brought upon by the changing nature of work and growing skills mismatch, the Government of the Northwest Territories launched the Skills 4 Success Initiative in FY1617. The initiative is designed to improve employment outcomes of residents, close skills gaps for in-demand jobs, and more effectively respond to employer and industry needs. An outcome of the Skills 4 Success Initiative is the release of a study by the Conference Board of Canada, titled *Northwest Territories Labour Market Forecast and Needs Assessment*, on the in-demand jobs in Northwest Territories over the next 15 years. The report highlights the need to develop a skilled workforce to increase the Territory's competitiveness to realize its substantial economic growth potential. According to the report, between 2015 to 2030, about three quarters of job openings will require a post-secondary certificate, diploma, or degree, and/or extensive work experience and seniority. Under the base case scenario, total employment is expected to remain relatively stable over the 15-year period. The Conference Board's more optimistic scenarios, based on improved global outlooks for commodities, and a rise in government investments, forecast employment to expand by 16% to 25% over the forecast period.

Managing for results

In order to better support EI clients earlier in their claim, the Northwest Territories is working to implement the Targeting, Referral and Feedback (TRF) process, to enable clients to return to work sooner and further contribute to EI savings. The Northwest Territories is also engaged in the modernization of their data collection, reporting processes, and overall data integrity.

In addition, the Government of Northwest Territories, through the Department of Education, Culture and Employment, continues to implement its Skills 4 Success Initiative. This program is designed to improve employment outcomes for residents, by closing skill gaps for in-demand jobs, and effectively respond to employer, industry and community needs. It relies on the active participation and engagement of other governments and organizations, education and training partners, industry, business and non-governmental stakeholders. This initiative will ensure that both federal and territorial funding for skills training will be utilized in the most effective way.

Clients, interventions and expenditures

In the Northwest Territories, the total number of clients served declined from 1,369 in FY1516, to 1,035 in FY1617, a drop of 24.4%. All three client-type counts shrank,

- Non-insured clients dropped by 32.5% to 573 claimants;
- Former claimants dropped by 20.0% to 156 claimants; and
- Active clients dropped by 5.8% to 306 claimants.

The shares of each client type change in FY1617,

- Active claimants grew by 5.8 percentage points to 29.6%;
- Former grew by 0.8 percentage points to 15.1% claimants; while
- Non-insured clients shrank by 6.7 percentage points to 55.4%.

In FY1617, there were 1,819 EBMS-similar interventions in the Northwest Territories, a 8.6% year-over-year increase. EAS remains the most used intervention-type, with an 83.6% proportion of all interventions, an increase of 4.6 percentage points from the previous year. The share of Employment Benefits decreased from 21.0% in FY1516 to 16.4% in FY1617. A total of 177 individuals returned to employment following participation in the programs, representing a 2.3% year-over-year increase. Unpaid benefits grew by 12.1%, from $1.82 million in FY1516 to $2.04 million in FY1617. Total expenditures for EBSM-similar programming ($3.0 million) remained stable (-0.4%).

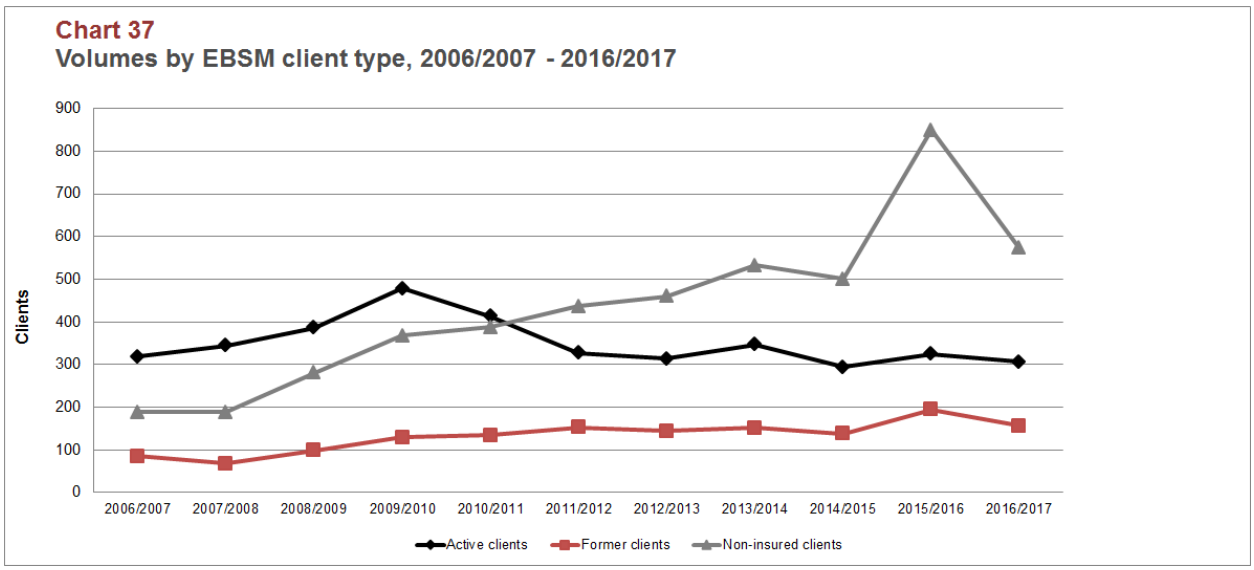


Chart 37
Volumes by EBSM client type, 2006/2007 - 2016/2017
Clients
900
800
700
600
500
400
300
200
100
0
2006/2007
2007/2008
2008/2009
2009/2010
2010/2011
2011/2012
2012/2013
2013/2014
2014/2015
2015/2016
2016/2017
Active clients
Former clients
Non-insured clients

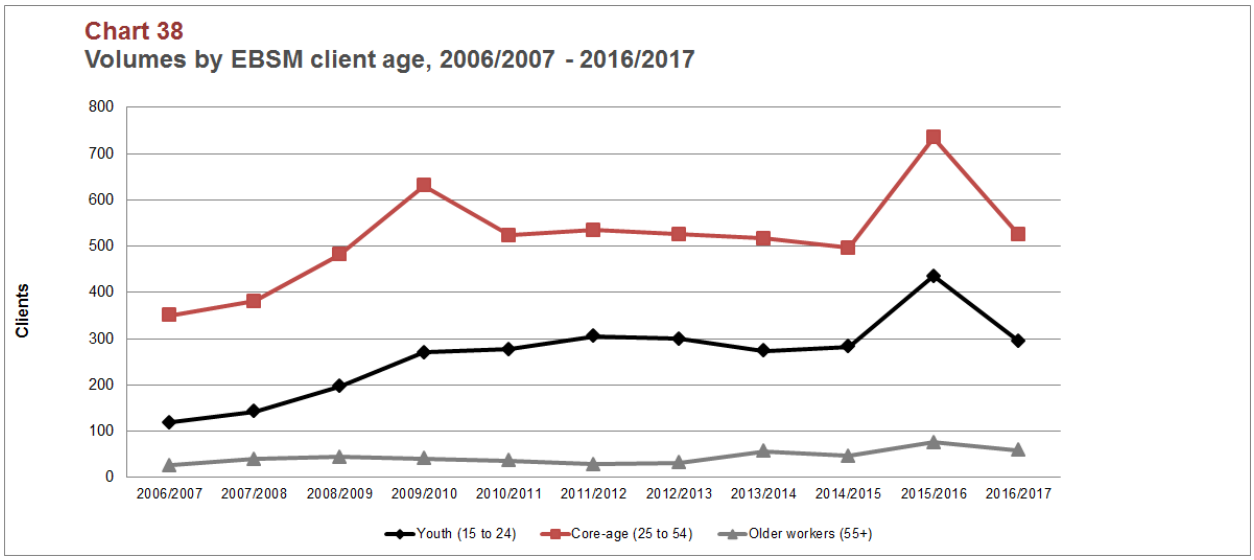


Chart 38
Volumes by EBSM client age, 2006/2007 - 2016/2017
Clients
800
700
600
500
400
300
200
100
0
2006/2007
2007/2008
2008/2009
2009/2010
2010/2011
2011/2012
2012/2013
2013/2014
2014/2015
2015/2016
2016/2017
Youth (15 to 24)
Core-age (25 to 54)
Older workers (55+)

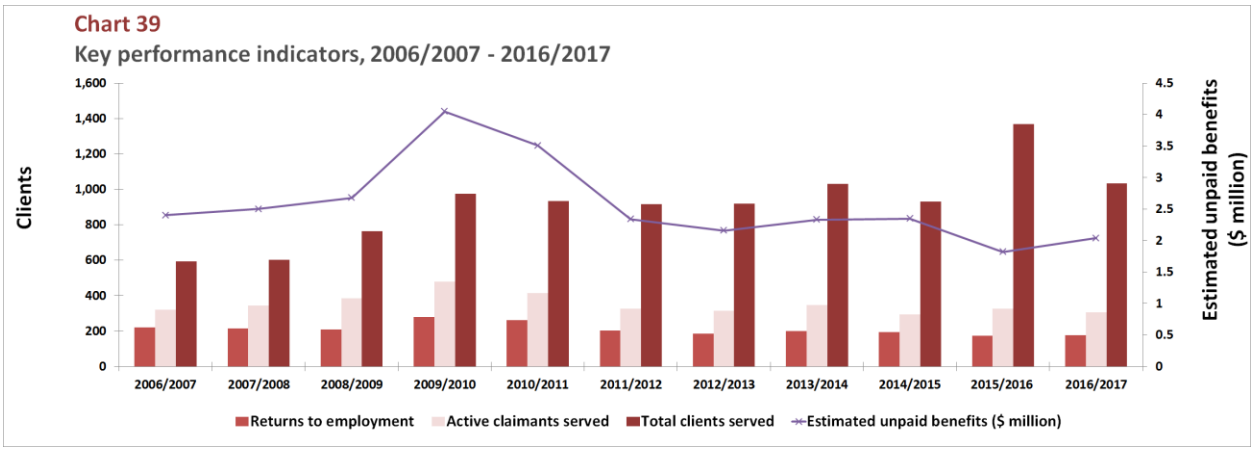


Chart 39
Key performance indicators, 2006/2007 - 2016/2017
Clients
1,600
1,400
1,200
1,000
800
600
400
200
0
Estimated unpaid benefits ($ million)
4.5
4
3.5
3
2.5
2
1.5
1
0.5
0
2006/2007
2007/2008
2008/2009
2009/2010
2010/2011
2011/2012
2012/2013
2013/2014
2014/2015
2015/2016
2016/2017
Returns to employment
Active claimants served
Total clients served
Estimated unpaid benefits ($ million)

Table 14
Northwest Territories: EBSM-similar programming, 2016/2017

		Interventions	Year-over-year change	Expenditures ($ 000s)
Employment Benefits				
SD-R	Building Essential Skills	82	+43.9%	1,190
SD-A	Building Essential Skills-Apprenticeship	154	+21.3%	
TWS	Wage Subsidies	16	-83.8%	203
SE	Self-Employment Option	21	+5.0%	160
JCPs	Job Creation Partnerships	25	-47.9%	-
Support Measures				
EAS	Northwest Territories Employment Assistance Services	1,521	14.9%	1,171
LMPs	Northwest TerritoriesLabour Market Partnerships	N/A	N/A	187
R and I	Research and Innovation	N/A	N/A	119

Employment Benefits

In FY1617, the territory delivered a total of 298 Employment Benefits interventions, compared to 351 in the previous year, a 15.1% decline.

- JCP dropped by 47.9% to 25 interventions;
- TWS dropped by 83.8% to 16 interventions; however,
- SE increased by 5.0% to 21 interventions;
- SD-R increased by 43.9% to 82 interventions; and
- SD-A increased by 21.3% to 154 interventions.

Total expenditures for Employment Benefits grew by 6.9% to $1.6 million, $170,319 of which represents Northwest Territories' share of the additional $125 million in LMDA funding announced in Budget 2016.

Support Measures: EAS

EAS interventions in the Northwest Territories are solely delivered through Individual Counselling. This support measure expanded from 1,324 in FY1516 to 1,521 in FY1617, an increase of 14.9%. A total of $1.2 million was spent for EAS expenditures, a 5.9% decrease from the previous year.

Other Support Measures: LMPs and R&Is

Compared to the previous year, total expenditures for LMPs and R&I fell by 11.6% to $307,000. While LMPs expenditures ($187,000) declined by 25.9%, that of R&I ($119,000) advanced by 27.2%.

Matthew's apprenticeship journey

Matthew started a Plumber/Gasfitter apprenticeship in 2014. Matthew's father was a journeyperson for many years, and Matthew's brother Colin became certified in the trade in 2014. Matthew was further inspired to enter the trade by seeing his brother Colin compete at the 2012 WorldSkills Americas competition in Sao Paolo, Brazil. Mathew is on track to completing his journeyperson certification in the four years it usually takes to complete an apprenticeship, thanks to the NWT Building Essential Skills fund. Matthew is looking forward to becoming the third person in his family certified in the Plumber/Gasfitter B trade in 2018. It seems this has become a family tradition.

3.2.13 Yukon

After registering the weakest real GDP growth in 2015 (-7.8%) among all provinces and territories, Yukon's real GDP bounced back solidly in 2016 to lead all jurisdictions, with a year-over-year surge of 8.0%. This was primarily a result of an increase in mineral production at the Minto mine.

In line with its strong economic performance, Yukon's labour market strengthened in FY1617 and was one of the most robust in Canada. Compared to the previous year, the territory's employment level increased by 1,300 (+6.8%), pushing the employment rate to 73.0%. This was Yukon's highest rate since Statistics Canada started publishing labour force survey estimates for the Territories in FY9293. The unemployment rate improved to 5.3%, from 6.2% in FY1516, the lowest among all provinces and territories.

Yukon: EBSM key facts

Total clients served: 320

EI clients		Non-insured clients	
235	↓	85	↑

Total interventions: 384

Interventions type	2016/2017	Year-over-year change	
Employment Benefits	165	10.3%	↓
Support Measures: EAS	219	16.5%	↑

Relative share of interventions

Interventions type	2016/2017	Year-over-year change(pp)	
Employment Benefits	43.0%	6.5	↓
Support Measures: EAS	57.0%	6.5	↑

Total allocation: $3.7 million

Total expenditures	2016/2017 ($ million)	Year-over-year change	
Employment Benefits	$1.6	23.7%	↓
Support Measures: EAS	$1.6	12.5%	↑
LMPs and R&I	$0.3	–	↑
Total Expenditures[1]	$3.5	0.1%	↓

Unpaid benefits ($ million)

2015/2016	2016/2017	Year-over-year change	
$1.27	1.50$	18.1%	↑

[1] Totals may not add up due to rounding; does not include accounting adjustments.

Facing an already tight labour market, Yukon's main challenge is to maintain the supply of qualified workers, to meet employers' growing needs. To achieve this, the territory prioritizes lifelong learning, and the increased workforce participation of groups facing multiple barriers to employment; such as Indigenous peoples, persons with disabilities, older workers, youth, women in trades, and newcomers.

Managing for results

Yukon is engaging employers and training providers on program design and delivery through the Labour Market Framework. These stakeholders meet several times each year, and work with the Yukon Government, to share ideas on how to best support job seekers and employers in the labour market. The Framework has three strategies: Comprehensive Skills and Trades Training, Recruitment and Employee Retention, and Labour Market Information.

To continuously improve program reporting and administration, Yukon has been working to develop a new reporting process that will reduce the administration required to manage these labour market programs, resulting in faster turnaround times for outcome reports.

Clients, interventions and expenditures

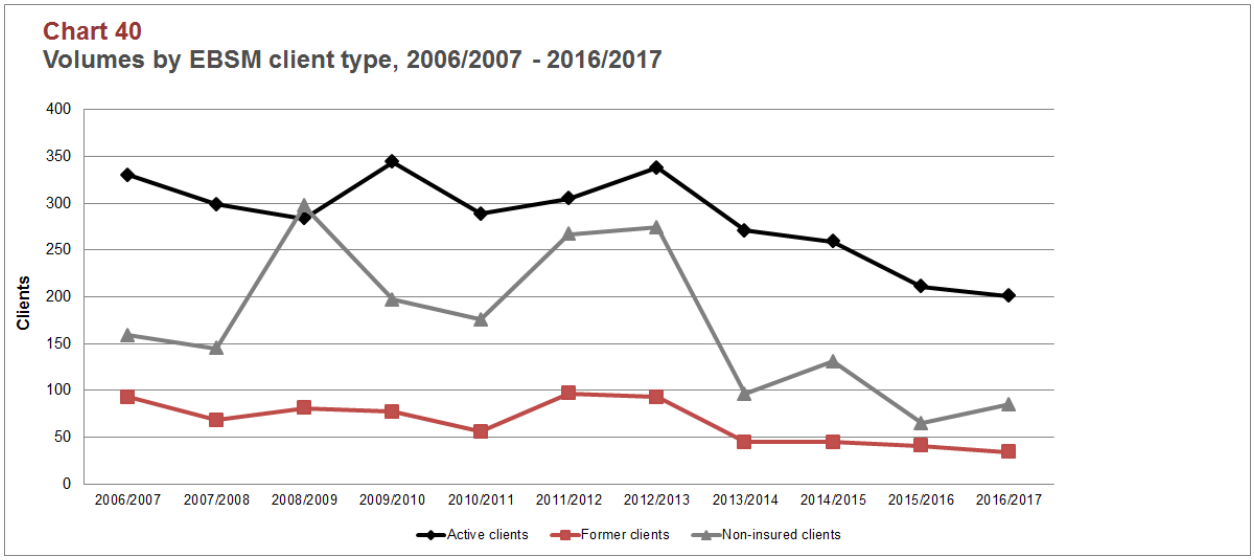
The total number of clients served in Yukon in FY1617 remained relatively stable at 320 (+0.9% year-over-year).

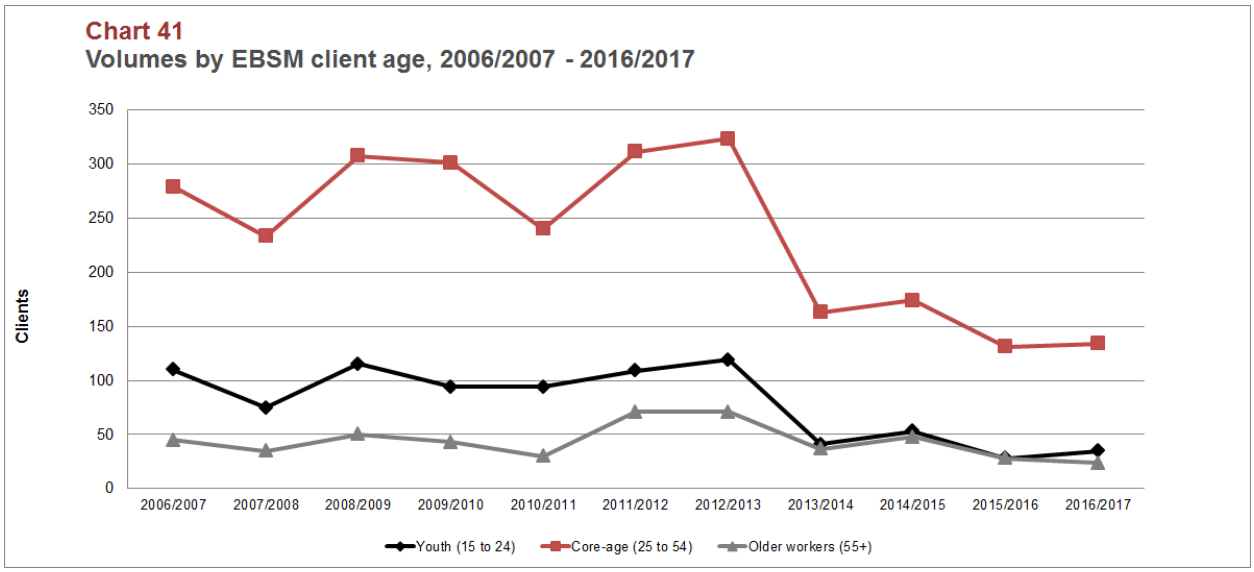
- Active claimants declined by 4.7% to 201 interventions;
- Former claimants declined by 17.1% to 34 interventions; while
- Non-insured clients more than offset the declines, by a 30.8% increase to 85 interventions.

Client types' shares shifted in the same direction as their numbers.

- Active claimants decreased by 3.7 percentage points to 62.8%;
- Former claimants dropped by 2.3 percentage points to 10.6%; while
- Non-insured clients increased by 6.1 percentage points to 26.6%.

Yukon delivered a total of 384 interventions in FY1617. The share of Employment Benefits declined by 6.5 percentage points year-over-year, reaching 43.0% of all EBSM-similar interventions, while the proportion of Services increased to 57.0%. Unpaid benefits increased from $1.27 million in FY1516 to $1.50 million in FY1617, an 18.1% year-over-year increase. A total of 176 clients (-6.4%) returned to employment after participation in an EBSM-similar programming. Total expenditures for EBSM-similar programming ($3.5 million) remained stable (-0.1%), despite Yukon's share ($129,817) of the additional $125 million in LMDA funding announced in Budget 2016.





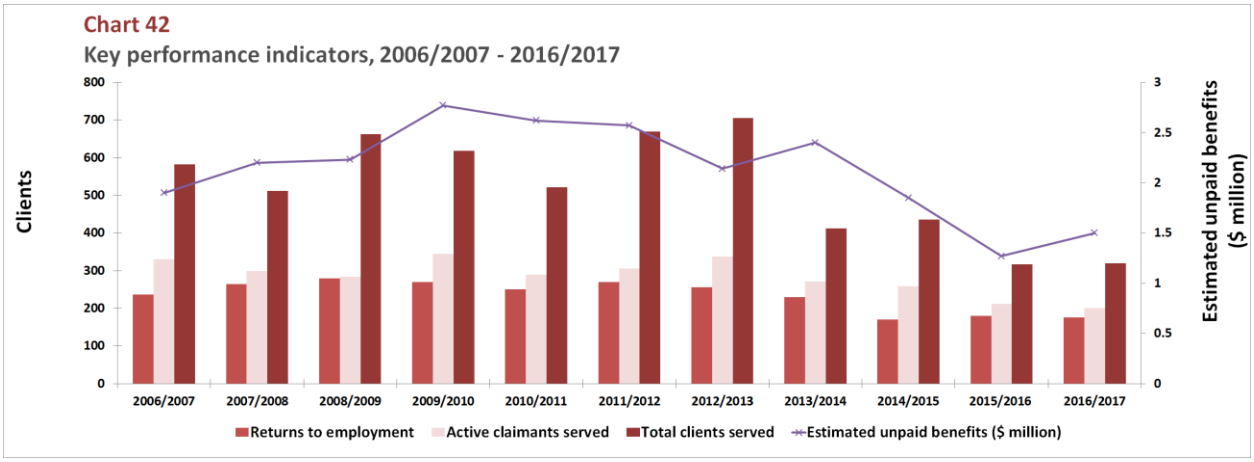


Table 15

Yukon: EBSM-similar programming, 2016/2017

		Interventions	Year-over-year change	Expenditures ($ 000s)
Employment Benefits				
SD-R	Skills Development Employment Benefit	23	-34.3%	1,513
SD-A	Skills Development Employment Benefit - Apprenticeship	137	-5.5%	
TWS	Targeted Wage Subsidies	5	+25.0%	38
SE	Self-Employment	0	N/A	0
JCPs	Employment Programs	-	N/A	-
Support Measures				
EAS	Employment Assistance Services	219	+16.5%	1,599
LMPs	Labour Market Partnerships Employer-Sponsored Training	N/A	N/A	114
R and I	Research and Innovation	N/A	N/A	187

Employment Benefits

For a fourth consecutive year, Employment Benefits interventions in Yukon decreased, reaching 165 in FY1617, a significant drop of 10.3% year-over-year.

- TWS expanded by 25.0% to 5 interventions;
- SD-R fell by 34.3% to 23 interventions; and
- SD-A fell by 5.5% to 137 interventions.

With a share of 83.0%, SD-A remained the most used Employment Benefits type. After rising the previous year, Employment Benefits expenditures declined by 23.7% to $1.6 million, in FY1617.

Support Measures: EAS

In FY1617, the total number of EAS interventions delivered in Yukon grew by 16.5% to 219. For a fourth consecutive year, Employment Services remained the only EAS-type delivered in Yukon. EAS expenditures grew from $1.4 million in FY1516 to $1.6 million (+12.5%) in FY1617, representing a fourth consecutive year of increase.

Sharlene's return to employment facilitated with EAS and SD assistance

Sharlene, a proud woman of Indigenous origins and mother of three, had only been able to secure low-paying, entry-level jobs. This meant that she was always first to experience layoffs due to work shortages. With the help of an EAS case manager, and two years of SD funding she obtained a double certification in Office Administration and Finance Administration at Yukon College. Upon completion and with additional job search assistance and resume development from the EAS service, she successfully obtained a full-time position with the Yukon Government.

Other Support Measures: LMPs and R&I

Following two years with no expenditures, the territory spent $114,000 for LMPs in FY1617.Moreover, R&I was funded for the first time, at $187,000, to support organizations whose applications demonstrated innovative approaches or applied research.

3.2.14 Nunavut

Nunavut's real GDP expanded by 1.8% in 2016. This growth was mostly supported by an increase in mining activity, particularly in iron ore. To a lesser degree, heightened activity in engineering construction, wholesale and retail trade, and health care and social assistance also contributed to this expansion. The territory's real GDP growth is expected to expand in 2017.

In FY1617, mirroring its healthy economic situation, labour market conditions continued to improve in Nunavut. Employment growth (+800; +5.9%) strengthened over the previous year, mainly in full-time positions, and has expanded in each but one of the past 12 years. The territory's unemployment rate dropped by 2.9 percentage points to 14.3%, as the number of unemployed declined.

Nunavut: EBSM key facts

Total clients served: 839

EI clients		Non-insured clients	
211	↓	628	↓

Total interventions: 1,153

Interventions type	2016/2017	Year-over-year change	
Employment Benefits	327	31.7%	↓
Support Measures: EAS	826	13.5%	↓

Relative share of interventions

Interventions type	2016/2017	Year-over-year change(pp)	
Employment Benefits	28.4%	5.0	↓
Support Measures: EAS	71.6%	5.0	↑

Total allocation: $2.9 million

Total expenditures	2016/2017 ($ million)	Year-over-year change	
Employment Benefits	$1.9	22.8%	↓
Support Measures: EAS	$0.2	-	-
LMPs and R&I	$0.4	-	-
Total Expenditures[1]	$2.1	15.2%	↓

Unpaid benefits ($ million)

2015/2016	2016/2017	Year-over-year change	
$0.62	$1.15	85.5%	↑

[1] Totals may not add up due to rounding; does not include accounting adjustments.

Despite improving economic conditions and growing employment opportunities, Nunavut still faces several labour market challenges. This includes adverse outcomes for residents outside of Iqaluit and Inuit population. As Nunuvut's brighter economic outlook is dampened by persistently high unemployment rates, the territory's main labour market priority will be to offer a steady supply of qualified workers over a mid-term horizon for employers. This will be achieved by ensuring that its current and future labour force acquire skills for in-demand jobs, in particular, increasing the workforce participation of underrepresented groups, such as the Inuit, youth, women, immigrants and persons with disabilities.

Managing for results

To increase client participation in its EBSM-similar programming, Nunavut improves client service by monitoring and adjusting its service delivery model on a regular basis. To ensure all clients receive the best results from EAS, the Territory recently adjusted the intake process employed by field staff, resulting in more comprehensive service for clients. Regular consultations with employers and other partners resulted in program adjustments and improved communications. The first-ever, wide-ranging survey of Nunavut employers was conducted to fill in significant gaps in labour market information. Apprenticeship remains a top priority for the Territory and a recently completed review will result in new opportunities for apprentices and improved services to client and employers.

Clients, interventions and expenditures

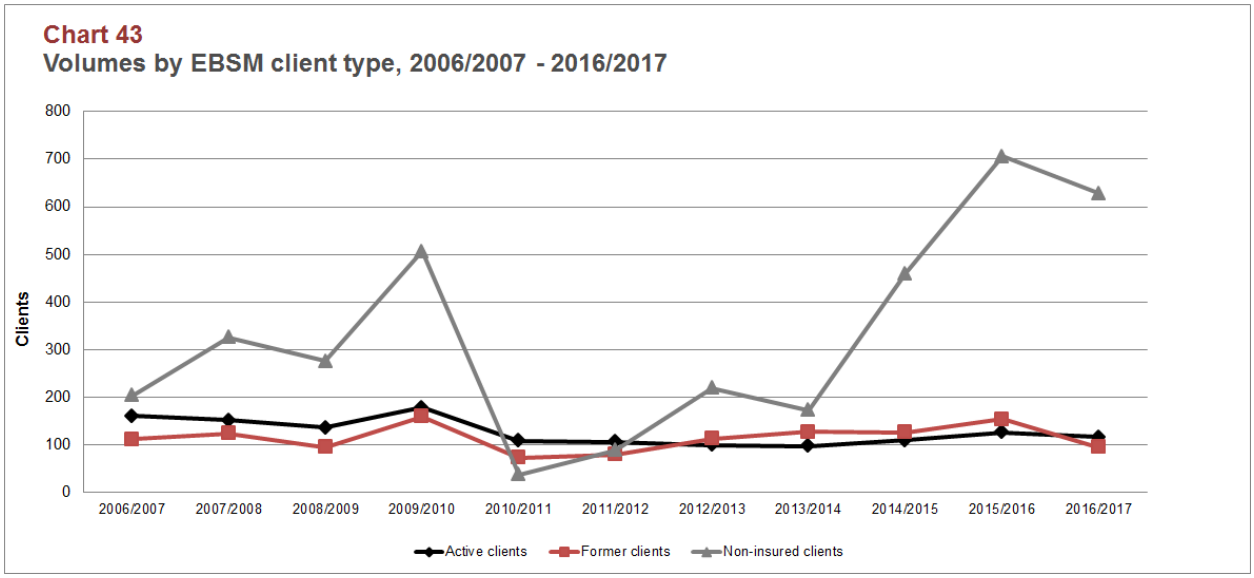
Nunavut served 839 clients in FY1617, a decreased of 14.9% from the previous year All three client-type counts decreased this fiscal,

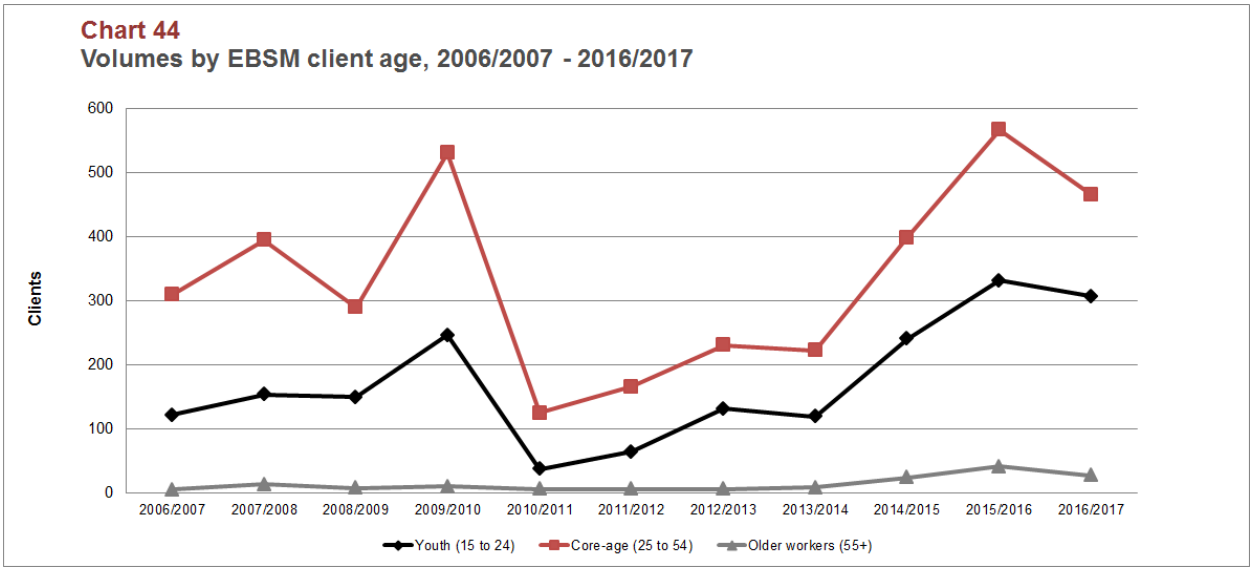
- Active claimants fell by 7.9% to 116;
- Former claimants fell by 38.3% to 95; and
- Non-insured claimants fell by 11.0% to 628.

The shares of each client type changed slightly from last year,

- Non-insured clients received the largest share of interventions, 74.9%, an increase of 3.2 percentage points;
- Active claimants received 13.8% of the shares of interventions, an increase of 1.0 percentage point; and
- Former claimants received 11.3% of the shares of interventions, a decrease of 4.3 percentage points.

EBSM-similar interventions delivered in Nunavut dropped by 19.6% to 1,153 in FY1617, from 1,434 in the previous year. Employment Benefits accounted for 28.4% of declining shares of all interventions, compared to 33.4% in FY1516. The proportion of EAS interventions grew by 5.0 percentage points to 71.6%. In FY1617, a total of 75 clients were employed after participating in an EBSM-Similar programming. Unpaid benefits increased by 85.5% to $1.15 million. Despite receiving $118,858 of the total $125 million in additional LMDA funding announced in Budget 2016, total expenditures for EBSM-Similar programming fell by 15.2% to $2.1 million.





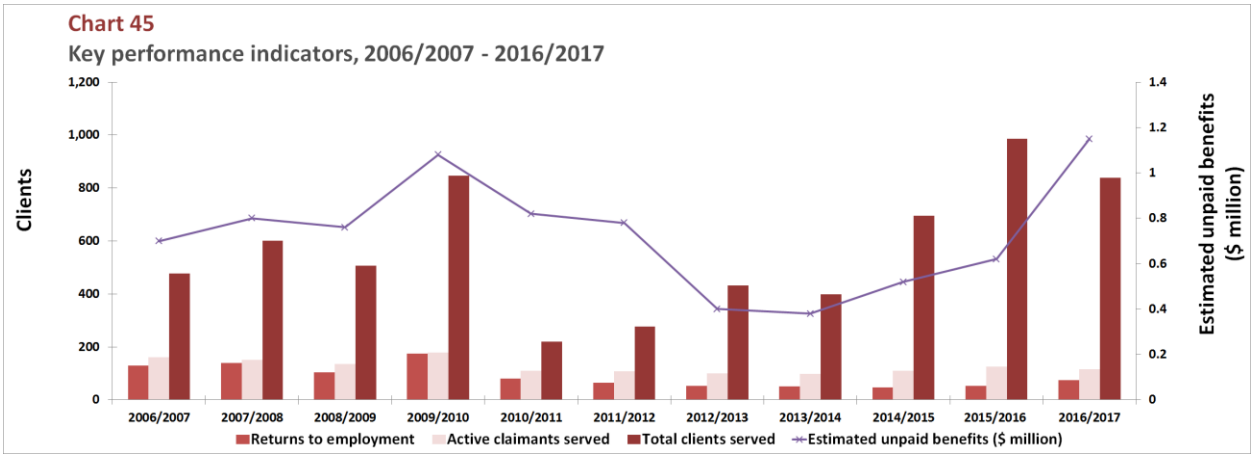


Table 16
Nunavut: EBSM-similar programming, 2016/2017

		Interventions	Year-over-year change	Expenditures ($ 000s)
Employment Benefits				
SD-R	Adult Learning and Training Supports	280	-33.2%	1,579
SD-A	Adult Learning and Training Supports - Apprenticeship	42	-26.3%	
TWS	Training on the Job	0	-	352
SE	Nunavut Entrepreneurship Incentive	5	+66.7%	10
Support Measures				
EAS	Employment Assistance Services	826	-13.5%	150
LMPs	Target Training Initiatives	N/A	N/A	43
R and I	Research and Innovation	N/A	N/A	-

Employment Benefits

The number of Employment Benefits interventions delivered in Nunavut reached 327 in FY1617, a decrease of 31.7% year-over-year.

- SD-R fell by 33.2% to 280 interventions;
- SD-A fell by 26.3% to 42 interventions; while,
- SE rose by 66.7% to 5 interventions.
- For a second consecutive year, TWS was not delivered in the territory.

With regard to their proportions, SD-R represented 85.6% of all Employment Benefits interventions, followed by SD-A at 12.8%. Employment Benefits expenditures went down by 22.8% to $1.9 million.

Support Measures: EAS

There were 826 EAS interventions delivered in Nunavut in FY1617, a 13.5% year-over-year drop. EAS expenditures totalled $150,000.

Other Support Measures: LMPs and R&I

Nunavut spent $43,000 in FY1617 on LMPs, following three years during which the territory did not include these measures as part of its active employment programming.

3.3 Evaluation of Employment Benefits and Support Measures (EBSM)

This section presents results from recent studies conducted as part of on-going LMDA evaluations and monitoring. The first part of the section summarises the main findings and conclusions from the second cycle of LMDA evaluations, including its recommendations and the corresponding management response. The second part discusses some of the links between LMDA-driven outcomes and a few indicators of well-being.

3.3.1 Impacts and effectiveness of Employment Benefits and Support Measures (EBSM): Main findings, conclusions, recommendations and management response from the second LMDA evaluation cycle

This sub-section presents consolidated findings and conclusions as well as recommendations from nine separate studies conducted as part of the 2012-2017 second cycle of LMDA evaluations. The LMDAs were evaluated by ESDC in partnership with twelve provinces and territories under the guidance of an Evaluation Steering Committee. As well, bilateral discussions took place as part of twelve bilateral Joint Evaluation Committees. One synthesis report at the national level was completed and publicly released in September 2017. Twelve bilateral evaluation reports are being completed and some are in the approval process. A mix of qualitative and quantitative methods were employed to address issues and questions related to the effectiveness, efficiency as well as design and delivery of various EBSMs delivered under the LMDAs.

Evaluation methodology

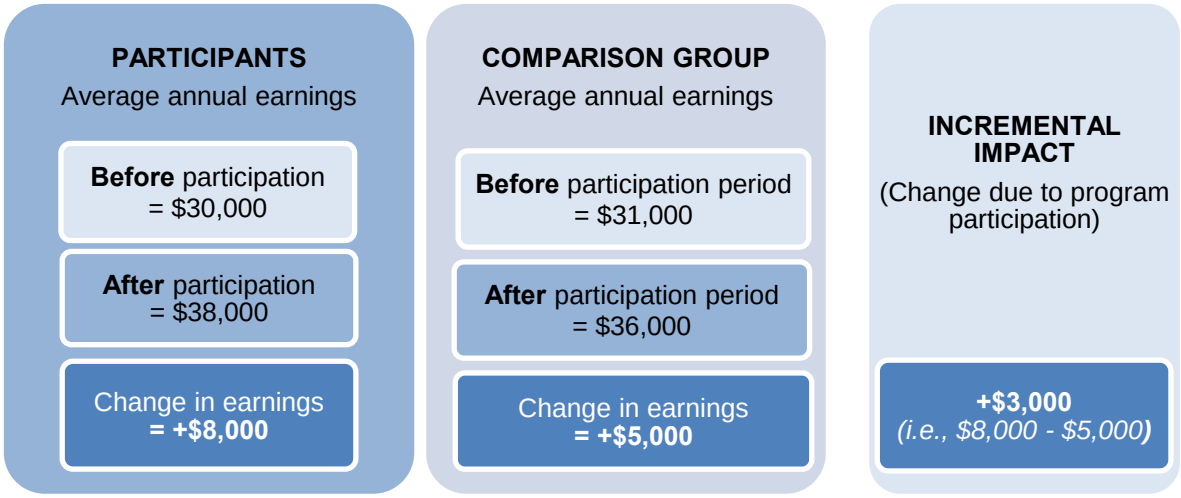
All quantitative analyses were based on administrative data from the EI Part I (EI claim data) and Part II (EBSM participation data) linked to the T1 and T4 taxation files from the Canada Revenue Agency. Incremental impact analyses and the cost-benefit analyses were based on up to 100% of participants in the reference period selected. Qualitative data was collected from key informant interviews with managers and service providers, questionnaires completed by provincial and territorial government representatives and a document/literature review.

Incremental impacts analysis

Five studies assessed program effectiveness by estimating incremental impacts from EBSM participation on participants' earnings from employment/self-employment, incidence of employment, use of EI or Social Assistance and dependence on income support after participation. The role of the incremental impact analysis is to isolate the effects of EBSM participation on participants' key labour market indicators from other factors such as the economic cycle. As shown in Chart 46, this is achieved by comparing key labour market indicators (for example, earnings) for participants before and after their participation, with those for non-participants before and after the same period.

Chart 46

Example of incremental impact calculation



The matching of participants and comparison group members used up to 75 socio-demographic and labour market variables observed over five years before participation. Two different comparison groups were used to measure impacts for active and former EI claimants. For active claimants, the incremental impacts were measured relative to a comparison group of active claimants who were eligible to, but did not, participate in EBSMs during the reference period.

Former claimants can be underemployed and unable to requalify for EI, out of the labour force for various reasons or on Social Assistance. Based on previous evaluation methodologies, on expert advice and given the difficulty in generating a suitable comparison for former claimants using administrative data alone, the comparison group for former claimants was created using individuals who participated in Employment Assistance Services only during the reference period. This is a conservative approach given the fact that participation in Employment Assistance Services can lead to some positive labour market outcomes. In other words, the experience of former claimants who received Employment Benefits (such as, Skills Development, Targeted Wage Subsidies, Self-Employment and Job Creation Partnerships) was compared to the experience of former claimants who received low intensity employment services (that is, Employment Assistance Services only). Due to this difference in measurement, incremental impacts estimated for active claimant participants should not be directly compared to those of former claimant participants.20

Cost-benefit analysis

Program efficiency was assessed through a cost-benefit analysis which compared the cost of participating in the program for the participants and the cost of delivering the program for the government to the benefits generated by the program. Overall, this analysis provided insights on the extent to which the program is efficient for the society (that is, for both the participants and the government). The costs and benefits accounted for in the calculations were as follows:

[20]Full details about the incremental impact methodology can be found in the following report: Stream 1 study for 2013-2014: national level analysis of EBSM incremental impacts. Methodology report, Evaluation Directorate, ESDC. September 16, 2013.

- Program cost: includes program and administration costs paid by the government.
- Marginal social costs of public funds: represent the loss incurred by society when raising additional revenues such as taxes to fund government programs.
- Employment earnings: consists of incremental impacts on participants' earnings during and after participation. The calculation accounts for the participant's forgone earnings during participation (in other words, opportunity cost). Employment earnings were also increased by 15% to account for fringe benefits such as the employer-paid health, life insurance and pensions contributions.

Qualitative data

Qualitative data were collected from key informant interviews with managers and service providers involved in EBSM planning and delivery, and a document/literature review. As well, questionnaires were completed by provincial/territorial government representatives regarding the Skills Development, Skills Development – Apprentices and Targeted Wage Subsidies studies. Table 17 provides the number of key informants interviewed.

Table 17
Number of key informants interviewed for LMDA studies

	Studies			
	Skills Development	Skills Development – Apprentices	Targeted Wage Subsidies	Employment Assistance Services
Number of key informant interviews				
Managers	25	30	21	33
Service providers	28	23	23	44
Total	**53**	**53**	**44**	**77**
Number of participating provinces and territories in each study	**10**	**10**	**9**	**9**

Strengths and limitations of the studies

One of the key strengths of the studies is that all quantitative analyses were based on administrative data rather than survey responses. Compared to survey data, administrative data are not subject to recall errors or response bias.

The propensity score models used to match participants and non-participants for the incremental impact analyses are judged to be robust in part because they were based on five years of pre-participation data and on a vast array of variables including socio-demographic characteristics, location, skills level related to last occupation and indicators of labour market attachment. Sensitivity analysis and the use of alternative estimation methods have increased confidence in the incremental impact estimates. However, one limitation with the propensity score matching techniques is that no one can be fully sure the impacts were not influenced by factors not captured in the data.

The cost-benefit analysis accounted for all quantifiable costs and benefits that are directly attributable to the EBSMs and could be estimated with the available administrative data. The analysis did not account for non-quantifiable benefits such as improvements in participant's wellbeing or for the multiplier effect of increased spending on the economy.

In some studies that relied on the use of qualitative data collection methods, the number of key informants interviewed was relatively small in some provinces and territories. Responses provided by key informants reflect their own experience and their own region, and therefore, may not be fully representative of the entire province or territory.

Overview of the studies summarized in this report

As previously indicated, findings presented in this report were drawn from nine separate studies carried out at the national level. These studies examined issues related to program effectiveness, efficiency, and design/delivery by using a mix of qualitative and quantitative methods. Each study examined evaluation issues in relation to active and former EI claimants.

Table 18 presents an overview of these studies, including the type of evidence generated, the methods used, the reference period and the length of the post-program period over which program effects were observed.

Table 18

Overview of studies included in this synthesis report

Study	Evidence generated	Methods	Reference period	Observation period
Analysis of EBSM profile, Outcomes and medium-term incremental impacts for 2002-2005 participants (completed in 2014)	– Incremental impacts for participants including youth and older workers – Profile and socio-demographic characteristics of participants	– Non-experimental method using propensity score matching in combination with Difference-in-Differences – Statistical profiling	2002-2005 participants	7 years between 2002 and 2011 (That is, 2 years in program and 5 years post-program)
Effects of the timing of participation in Employment Assistance Services (completed in 2014)	– Incremental impacts	– Non-experimental method using propensity score matching in combination with Difference-in-Differences – Statistical profiling		
Cost-benefit analysis of Employment Benefits and Support Measures (completed in 2016)	– Cost-benefit analysis	– Non-experimental method using propensity score matching in combination with Difference-in-Differences – Cost analysis		8 years between 2002 and 2013 (That is, 2 years in-program and 6 years post-program)
Analysis of EBSMs profile, Outcomes and incremental impacts for 2007-2008 participants (completed in 2015)	– Incremental impacts – Profile and socio-demographic characteristics of participants	– Non-experimental method using propensity score matching in combination with Difference-in-Differences – Statistical profiling	2007-2008 participants	5 years between 2007 and 2012 (That is, 2 years in-program and 3 years post-program)
Analysis of EBSMs profile, outcomes, and incremental impacts for EI claimants category "Long-Tenured Workers" (completed in 2015)	– Incremental impacts – Profile and socio-demographic characteristics of participants	– Non-experimental method using propensity score matching in combination with Difference-in-Differences – Statistical profiling	2007-2009 participants	5 years between 2007 and 2013 (That is, 2 years in-program and 3 years post-program)
Study on Employment Assistance Services (Completed in 2014)	– Program design and delivery – Challenges and lessons learned	– 81 key informants interviews in 10 P/Ts – Literature and document review in 8 P/Ts	Design and delivery at the time of the data collection in summer 2013	
Study on Targeted Wage Subsidies (completed in 2015)	– Program design and delivery – Challenges and lessons learned	– 44 key informants interviews in 8 P/Ts – Literature and document review – Questionnaire filled by P/Ts	Design and delivery at the time of the data collection in summer 2015	
Study on Skills Development Regular (completed in 2016)	– Program design and delivery – Challenges and lessons learned	– 53 key informants interviews in 9 P/Ts – Literature and document review – Questionnaire filled by P/Ts		
Study on Skills Development – Apprenticeship (completed in 2016)	– Program design and delivery – Challenges and lessons learned	– 53 key informants interviews in 10 P/Ts – Literature and document review – Questionnaire filled by P/Ts		

Key findings

Effectiveness and efficiency of EBSMs

Incremental impacts and cost-benefit analyses addressed EBSM effectiveness and efficiency. The incremental impacts summarized below are for the 2002-2005 cohort of EBSM participants.

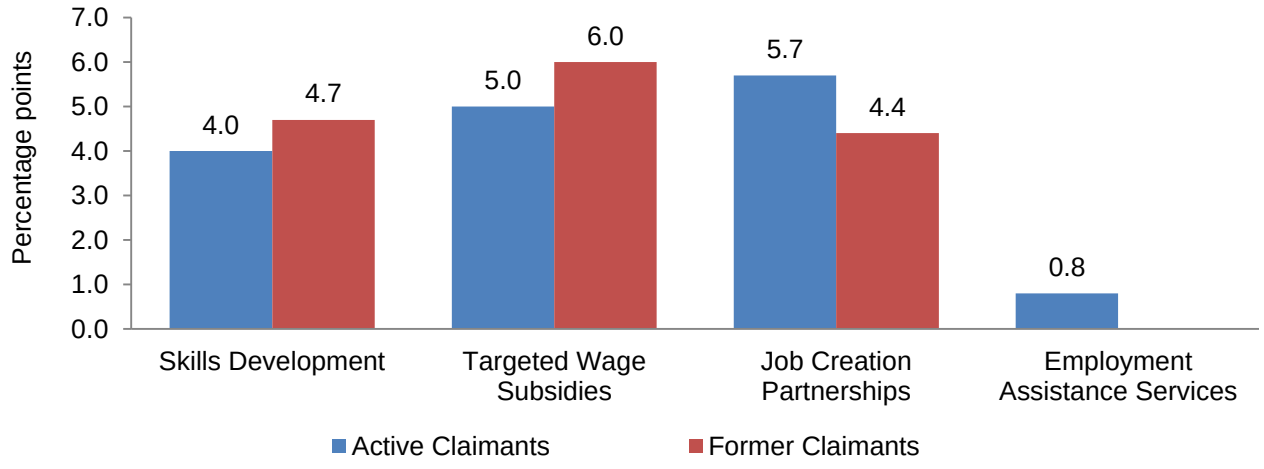
Overall, incremental impacts demonstrate that LMDA programs and services are improving the labour market attachment of active and former EI claimant participants, including youth and older workers. As well, social benefits of participation exceeded the cost of investments for most interventions over time. Finally, providing Employment Assistance Services interventions earlier during an EI claim (first four weeks) produced larger impacts on earnings and employment and facilitated earlier return to work. This demonstrates the importance of targeting early participation of EI active claimants.

Program participants have a higher probability of being employed than comparison group members

Chart 48 presents the incremental impacts on the incidence of employment for active and former claimants by type of program. The estimates can be interpreted as a change in the probability of being employed following participation. For example, participation in Skills Development increases the probability of being employed by 4 percentage points for active EI claimants relative to non-participants.

Chart 48

Change in probability of being employed in participants relative to non-participants

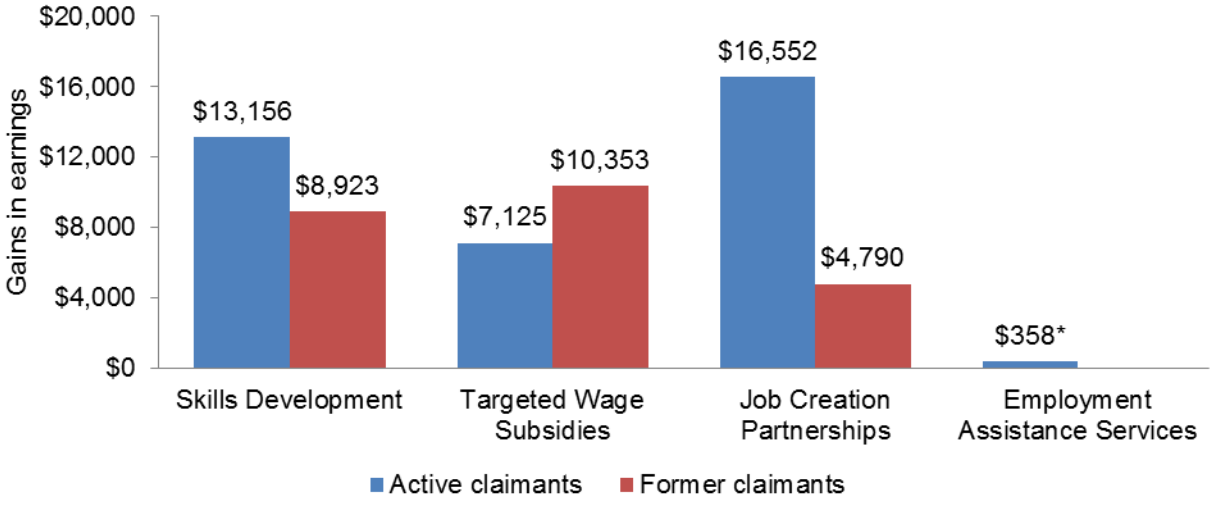


Increased earnings for participants compared to comparison group members

Chart 49 presents the cumulative increase in employment earnings for active and former claimants over the 5 years post-participation. It is noted that Employment Assistance Services are relatively modest activities and, by themselves, are not expected to lead to substantial effects on labour market outcomes. In other words, these services aim to support the return to work of unemployed participants and not necessarily to secure a better paying job than pre-participation. However, as demonstrated later in this sub-section, providing Employment Assistance Services earlier during the EI claim (first 4 weeks) produced larger impacts on earnings and employment and facilitated earlier returns to work.

Chart 49

Increased cumulative earnings of participants relative to non-participants



*The incremental impact on earnings for Employment Assistance Services participants is not statistically significant at the 95% level.

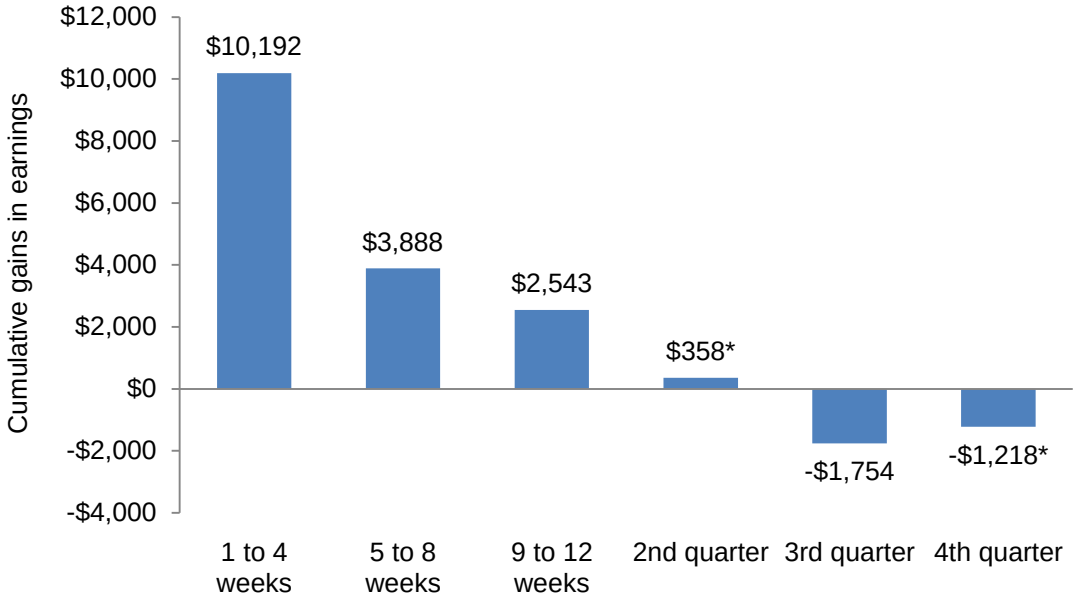
Earlier in Employment Assistance Services improves participants' labour market outcomes

The study on the effects related to the timing of participation showed that incremental impacts on earnings and employment were larger for individuals who participated exclusively in Employment Assistance Services early during their EI claim compared to non-participants and to individuals who remained longer on EI before receiving these services (see Chart 50 below and Table C in 3.3 Annex 1). Specifically, individuals who started their participation within four weeks following the start of their EI benefit period had a cumulative increase of $10,192 in their earnings over five years post-program and increases in their incidence of employment ranging between 0.9 to 2.6 percentage points per year.

Participants who received Employment Assistance Services between 5 and 8 weeks and those who started between 9 and 12 weeks after the start of their EI claim had cumulative increases in their earnings totalling $3,888 and $2,543 respectively over the post-program period. The increases in earnings for participants who started between 5 and 8 weeks were accompanied by statistically non-significant impacts on incidence of employment. Participants who started between 9 and 12 weeks had decreases in their incidence of employment after participation. The participants who started participation during the second and third quarters of their EI claim generally had decreases in their employment earnings and incidence of employment after participation.

Chart 50

Cumulative incremental impacts on earnings related to the timing of participation in Employment Assistance Services



*The estimates are not statistically significant at the 95% confidence level.

As well, the study looked at the difference between the number of EI weeks unused by participants and the number of EI weeks unused by their comparison group in order to determine the effect of the timing of participation in Employment Assistance Services on the return to employment. It was found that only those who received assistance within the first four weeks of their claim returned to employment faster than the comparison group. Specifically, they returned to employment 3 weeks earlier than the comparison group. Participants who received assistance after the fourth week of their EI claim returned to employment 0.5 to 3.5 weeks later than the comparison group (see Table 3).

Table 19
Incremental impacts on the time of return to employment for the Participation in Employment Assistance Services only

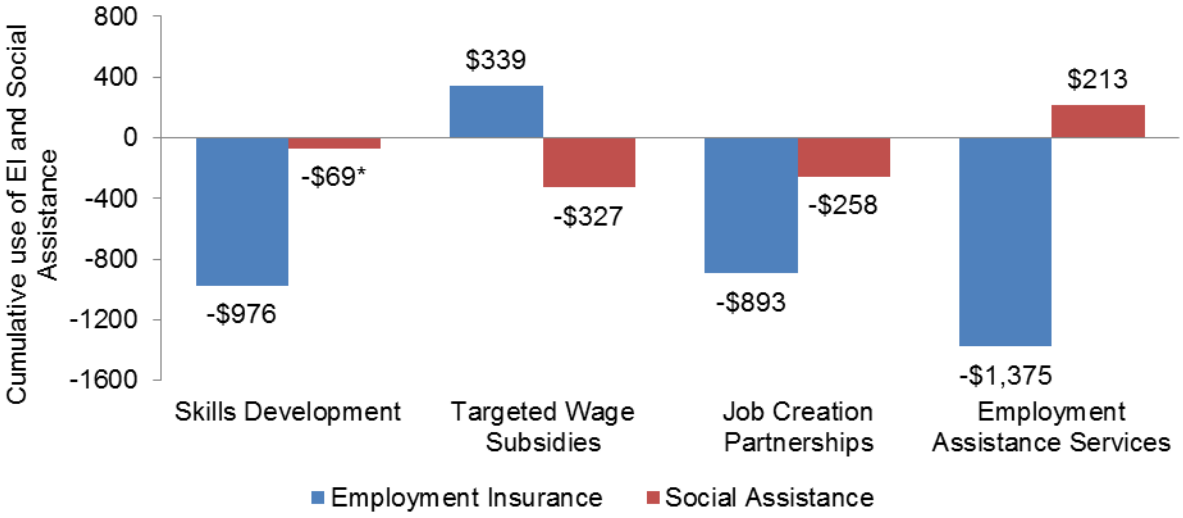
Cohorts	1–4 Weeks	5–8 Weeks	9–12 Weeks	2nd Quarter	3rd Quarter	4th Quarter
Time of return to employment	2.9wks***	-0.5wks***	-1.9wks***	-3.3wks***	-3.5wks***	-3.0wks***
* Significant at 10%; ** significant at 5%; *** significant at 1%						

The use of EI is reduced for most active claimants. While EI use increased for former claimants, it can be argued that this reflects an increase in labour market attachment since the incremental impacts on employment earnings and incidence of employment are positive and given the decrease in the use of social assistance.

As shown in Chart 51, active EI claimants who participated in Skills Development, Job Creation Partnerships and Employment Assistance Services decreased their use of EI compared to similar non-participants. It is not surprizing to observe an increase in EI use for active claimants who participated in Targeted Wage Subsidies since participants build entitlement to EI while working. Active claimants decreased their use of social assistance benefits with the exception of participants in Employment Assistance Services. However, as previously stated, the relatively modest activities provided under Employment Assistance Services are not expected to lead to substantial effects on participants' labour market outcomes.

Chart 51

Change in the cumulative use of Employment Insurance and Social Assistance for active claimants relative to non-participants

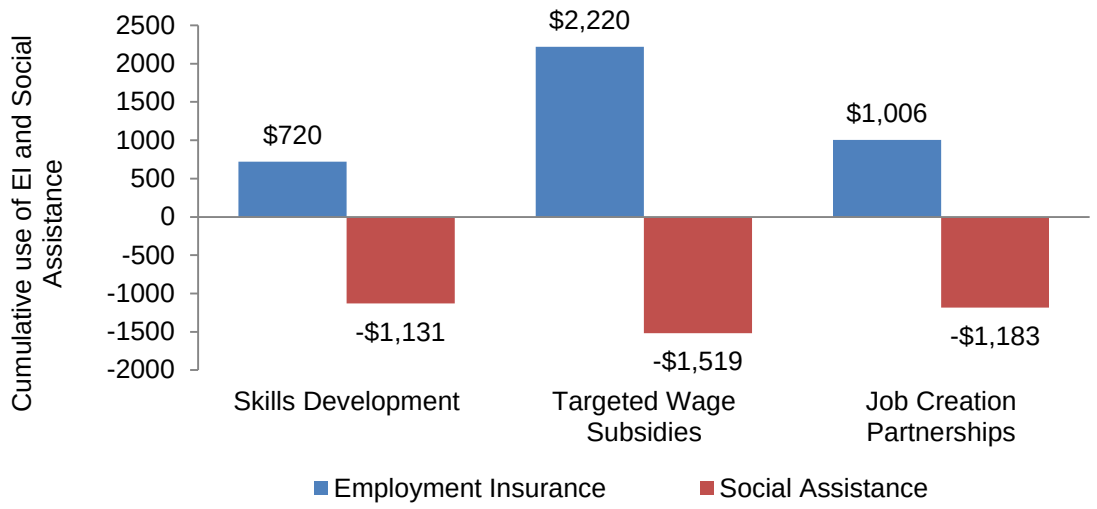


*The incremental impact on Social Assistance use for active claimants who participated in Skills Development is not statistically significant at the 95% level.

As shown in Chart 52, former claimants who participated in the program between 2002 and 2005 increased their use of EI following participation. This indicates the inability of some former claimants to maintain the employment secured in the short-term. It can also be argued that the increase in EI use is an indication of increase labour market attachment for this client group since they did experience increases in employment earnings and incidence of employment as well as a decrease in the use of social assistance. As a reminder, former claimants are participants for whom the EI benefit period ended up to three years pre-participation.

Chart 52

Change in cumulative use of Employment Insurance and Social Assistance for former claimants relative to non-participants



Social benefits of participation exceeded costs of investments for most interventions.

Table 20 presents the number of years required for the social benefits to exceed program cost. Social benefits to participation exceeded investment costs in a period ranging between the 2nd year of program participation to about 10 years after participation. This excludes former claimants who participated in Job Creation Partnerships for whom the investment costs are not likely to be recouped before 25 years. However, this group represented only 0.3% of new EBSM interventions in 2014-2015.

Table 20

Number of years for the benefits to exceed program costs

	Skills Development	Targeted Wage Subsidies	Job Creation Partnerships	Employment Assistance Services
Active claimants	7.4	5.9	5.9	10.9
Former claimants	8.6	2nd participation year	Over 25 years	N/A

Lessons learned about Program Design and Delivery

Key informant interviews with service providers and program managers as well as the documents and literature reviewed, and the questionnaires filled by provincial/territorial representatives also generated a few lessons about program design and delivery:

Skills Development

- Key informants confirmed that most provinces and territories take steps to direct Skills Development funding towards training for occupations in demand in the labour market. In particular, as part of the application process, prospective participants have to justify their choice of training program by demonstrating that labour market demand exists. Five provinces/territories may not approve applications for training leading to employment in low demand occupations.

- According to key informants, the main challenges related to Skills Development include:
  - Lack of capacity to case manage and monitor individuals facing multiple barriers to employment.
  - Access to the program is limited due to the EI eligibility criteria.
  - Participant's ability to access and complete training is often limited by a lack of essential skills, learning disabilities, literacy issues and other factors such as living in remote locations and lack of transportation.
  - Unemployed individuals lack awareness about the program and early engagement of EI claimants is difficult since Service Canada does not refer recent claimants to provincial/territorial offices.

Skills Development for Apprentices

- Existing Canadian literature showed that there is a fairly high non-completion rate among apprentices (40-50%).[21] Furthermore, subject matter literature revealed that despite the growth in apprenticeship registrations in Canada, there has not been a corresponding increase in completion rates.[22] While it is not possible with available data to generate a reliable estimation of the completion rate of Skills Development – Apprentices participants, key informants involved in apprenticeship delivery confirmed the stagnation in completion rates.

- According to key informants, apprenticeship drop-out is due to factors such as low level of essential skills, financial difficulties (for example, not being able to live on EI benefits while on training) and delays in getting EI benefits (for example, EI eligibility is not confirmed until training is almost complete).

Targeted Wage Subsidies

- Key informants confirmed that participation in Targeted Wage Subsidies can be driven by either unemployed individuals or employers looking to fill a new position. Key informants also confirmed that in most provinces and territories covered by the evaluation, the subsidized employers are generally hiring those they would not have otherwise hired without the help of the program.
- While evaluation results have demonstrated the effectiveness of Targeted Wage Subsidies, its use has been falling in recent years. According to the EI Monitoring and Assessment Reports, the proportion of

[21] Red Seal. 2014. Apprenticeship Completion, Certification and Outcomes. Ottawa: Red Seal.
[22] Patrick Coe. 2013. "Apprenticeship programme requirements and apprenticeship completion rates in Canada." Journal of Vocational Education and Training. 65(4): 575−605.

new Targeted Wage Subsidies interventions decreased from 3% to 1% of all new interventions between 2002/03 and 2014/15. Reasons identified by key informants to explain this decline include:

- The frequent and time consuming reporting requirements for the employers.
- Lack of awareness about the program among employers.
- Employers having a negative perception of the quality of the candidates.
- Difficulty in matching employers' needs to the skills of available candidates.

Employment Assistance Services

- According to key informants, challenges with the design and delivery of Employment Assistance Services include:
  - Lack of awareness about Employment Assistance Services among potential participants.
  - Current budget allocation is not enough to support the delivery of Employment Assistance Services and has led some service providers to eliminate services.
  - Service providers cannot provide all the services needed for participants facing multiple barriers to employment. They have to refer these individuals to other organizations.

Recommendations

A total of 9 recommendations emerge from the evaluation findings. They are as follows:

- The study on the timing of Employment Assistance Services participation showed that receiving assistance early after starting an EI claim can lead to better labour market impacts. However, key informants repeatedly reported a lack of awareness about the program.
  - ➢ Recommendation 1: Consideration should be given to providing provinces and territories with timely access to data on new EI recipients for supporting targeting and increasing awareness.
  - ➢ Recommendation 2: Since ESDC has access to Records of Employment and EI data, it should explore what active role it could play in raising program awareness among new EI recipients.

  <u>Response:</u>
  This evaluation shows that interventions with EI clients in the first four weeks of an EI Part I claim results in significant positive impacts on earnings and employment. ESDC has been sharing EI client data with Quebec since 1999 to promote early interventions in that province and, with the advent of electronic EI applications, a Targeting, Referral and Feedback system was developed in 2006 for this purpose. Using the Targeting, Referral and Feedback system, P/Ts can strategically target and contact EI applicants, in order to refer them to a job or offer employment programs and services early in their claim.

  Pilot projects with British Columbia and Manitoba were ran to test the impact of early interventions in the delivery of active measures on EI claimants. British Columbia then launched the province-wide implementation of its Targeting, Referral and Feedback initiative in the fall of 2016. In this context, ESDC continues to work with interested P/Ts to implement and use the Targeting, Referral and Feedback system, to facilitate the provision of employment supports to EI applicants, and to study the impacts of such measures.

  ESDC and Service Canada will continue to work together to raise awareness of the programs and services available to EI applicants. ESDC will also support the sharing of information and best practices from provinces, territories and various stakeholders involved in the delivery of active programming.

- Key informants reported that lack of essential skills, learning disabilities and literacy issues are common barriers to accessing and completing training.

  - Recommendation 3: Consideration should be given to remove barriers to accessing and completing training such as literacy/essential skills training and learning disability assessments. The measures would help individuals with multiple barriers to prepare for vocational training and to reintegrate the labour market. The measures should be reported separately from other Skills Development interventions given their unique objectives.

  Response:
  As part of the Government of Canada's commitment to modernize labour market transfers, ESDC is working to provide P/Ts with more flexibility under the LMDAs, in order to better target unemployed Canadians who need access to skills and training programs. ESDC will also explore with P/Ts the possibility of collecting more detailed intervention types under the Skills Development program.

- Incremental impact results show that Targeted Wage Subsidies is improving the earnings and employment of participants. However, its use has been falling over the years. According to key informants, the decline is related to employers not using the program due to the administrative processes, lack of awareness about the program and difficulty in finding suitable candidate.

  - Recommendation 4: Provinces and territories should explore ways of removing barriers to employer participation in Targeted Wage Subsidies.

  Response:
  The Skills and Employment Branch will discuss the design and delivery of Targeted Wage Subsidy programs with P/Ts in the context of the renewal of the labour market transfer programs.

- Key informants confirmed the necessity of having labour market information to support the delivery of Employment Assistance Services. They, however, pointed to the difficulty of accessing or producing labour market information at the regional/local level.

  - Recommendation 5: Consideration should be given to enhance the capacity of service providers to access or produce, when needed, relevant labour market information.

  Response:
  Recognizing that timely, reliable, comprehensive and easily accessible labour market information is critical to determining and continuing to meet labour market needs, in July 2015 labour market ministers from across Canada endorsed the creation of a new labour market information Council and a complementary new National Stakeholder Advisory Panel. Through this approach, governments and stakeholders will work together to ensure all Canadians, including students, businesses, workers and educators, have access to unbiased information they need to make informed decisions.

  In addition, ESDC continues to strengthen the labour exchange function through the national Job Bank, and supports the development of new, more granular labour market information that will help P/Ts in their calibration of labour market programming.

- The evaluation was not able to produce a conclusive assessment of Self-Employment effectiveness and efficiency since the data used to assess impacts on earnings may not be the best source of information available to reflect the financial wellbeing of the participants. As well, little is known about the design and delivery of this program. Overall, it is not clear whether participant's success in

improving their labour market attachment through self-employment is more closely associated with their business idea and their entrepreneurship skills than the assistance provided under Self-Employment.

- Recommendation 6: Consideration should be given to examine in more detail the design and delivery of Self-Employment and whether the performance indicators for this program are appropriate.

Response:

ESDC will work closely with P/Ts, through the LMDA Evaluation Steering Committee, to carry out specific studies on the design and delivery of these two programs.

- Job Creation Partnerships was found to be particularly effective at improving earnings and incidence of employment of active claimants. However, the evaluation has not yet examined the design and delivery of this program. Therefore, a lot remains unknown about how this program operates and the factors that contribute to its effectiveness.

  - Recommendation 7: Consideration should be given to examine the design and delivery of Job Creation Partnerships in order to better understand how this program operates.

- Overall, the LMDA evaluation was able to produce a sound assessment of EBSM effectiveness and efficiency because the team had access to rich data on EI claimants and was capable of linking them to EBSM participation data and Canada Revenue Agency taxation files. However, some data gaps limited the evaluation's ability to assess how EBSMs operate.

  - Recommendation 8: Improvements in the data collection is recommended to address key program and policy questions of interest to the federal and provincial/territorial governments. Specifically:
    - Mandatory reporting of the highest level of education as part of the EI claim application.
    - Collect data on whether participants are members of designated groups including Indigenous peoples, persons with disabilities and recent immigrants.
    - Collect data on the type of training funded under Skills Development and the type of assistance provided under Employment Assistance Services. ESDC should work with provinces and territories to define common categories for both EBSMs.
    - Collect detailed data on the cost of interventions.
    - ESDC should consider securing access to provincial/territorial social assistance records in order to enrich the administrative data with patterns of social assistance use for participants and non-participants.

- The data assessment process revealed some gaps regarding data quality and integrity. These documented gaps can be addressed by defining clear roles and responsibilities.

  - Recommendation 9: Considerations should be given to assign responsibility for a specific unit within ESDC to manage data integrity, including validating data uploads and documenting changes over time.

Response:

ESDC will work with P/Ts, under renewed labour market development agreements, to

strengthen performance measurement and update data exchange agreements, including improving data collection. More precisely, efforts will be devoted to improving the integrity and granularity of LMDA administrative data on client characteristics, interventions and costs, as recommended in the evaluation report. Improved LMDA data will lead to better program design, management and delivery of LMDA programming, as well as improved comparability across P/Ts.

3.3.2 The impacts of Labour Market Development Agreements on well-being

Overview of LMDAs and well-being

Labour Market Development Agreements' (LMDAs) Employment Benefits increase employment and benefit clients and the economy. Using descriptive statistics, this sub-section expands on existing analysis to examine the effects of LMDAs on well-being. In particular, it addresses whether LMDAs provide the tools to enable active EI claimants to catch up to national median wages and earn wages above low income thresholds, thereby improving quality of life. This section is preliminary, exploratory research, to investigate possibilities of further research in this area.

Methodology

General outcomes for active claimants who participated in LMDAs from 2002 to 2005, and 2010 to 2011, were examined with respect to closing the gap with the middle-class, and leaving low income levels.

General outcomes from active claimants who participated in LMDAs between 2010 to 2011, and 2002 to 2005, are examined against national median wages and low income measures, to assess whether or not LMDAs can improve well-being. The 2002 to 2005 cohort is used in Cycle II to evaluate the incremental impacts of LMDAs as presented in Section 3.3.1.

Only cohorts of active clients are selected for this analysis. This decision is based on larger sample sizes and better matches to key individual and labour market characteristics that are currently observed in the Canadian labour market (age, gender, underrepresented labour market group, occupation, and skill level). Cohorts of former clients are excluded.

Analysis of well-being

Three categories of indicators are used in this section to measure well-being, including the Labour Force Survey (LFS), Low income cut-offs (LICO) and Low income measures (LIM). See Definitions box below for more information. National median wages from the LFS are indexed as a reference line to measure the growth rate of earnings pre- and post- LMDA intervention. The decision to use two low income indicators provides a more comprehensive picture of income inequality. While both measures differ, their individual strengths complement each other and, used cumulatively, provide a more in-depth portrait on low income.

To control for inflation, all dollar amounts are adjusted to 2015 constant dollars. To match the program periods, indicators used for the 2010 to 2011 cohort are adjusted to 5 quarter moving averages (January 2010 to April 2011), while those used for the 2002 to 2005 cohort are adjusted to 3 year moving averages (fiscal years starting in April to March of the following calendar years). Indicators are then indexed to inflation in order to examine growth rates. The analysis is based mainly on the 2010 to 2011 cohort, supplemented by the 2002 to 2005 cohort for Job Creation Partnership (JCP) interventions.

The model for wage gap analysis for LMDAs follows gender-pay gap model format generally used in New Zealand, Australia and New Brunswick. The wage gap is the difference between national median earnings and those of LMDA participants (expressed as "LMDA" in the equation below), expressed as a percentage of national earnings.

LMDA wage gap = [(median wage – LMDA)/median wage] * 100.

Caveats

- The program period for claimants who only received EAS interventions are shorter than for claimants who participated in other employment programs. The timeframe for claimants who have EAS is just one period, versus other interventions that require multiple periods.
- When interpreting LICO, community size determines income thresholds. The low income threshold is higher in larger communities, compared to smaller ones, due to lower costs of living in smaller communities. Once indexed, however, community size does not affect the growth rate of LICO over time.
- Outcomes in well-being can be due to many factors. While there could be a correlation between program participation and outcomes, the methodology in Section 3.2 does not allow outcomes to be unequivocally attributed to LMDAs. The analysis in Section 3.1 provides results for which all impacts can be attributed solely to LMDAs.
- As there is no information on family demographics from LMDA participants, this analysis uses LICO based on a one-person family size. This measure may be conservative for some participants who live with dependents.

Definitions

Low income cut-offs (LICO)

LICO are income thresholds where a family will likely spend 20 percentage points more than an average family (43%) on food, shelter, and clothing. This analysis incorporates a one-person family size, after-tax, to match with individuals participating in LMDAs. LICOs estimates are available for 7 family sizes, with 5 different community sizes. This threshold is based on the 1992 Family Expenditures Survey (Statistics Canada), and is calculated with both before-tax cut-offs and after-tax cut-offs, expressed in current dollars, indexed to CPI. Statistics Canada calculates LICO as the natural logarithm of spending on food, shelter, and clothing as a function of the natural logarithm of income, family-size, population size of the area of residence and region.

Low income measures (LIM)

Developed by Statistics Canada as a compliment to LICO, LIM is a comparison of individual income relative to society. As LIM does not depend on country-specific consumption, it is used for international comparisons. The OECD uses a version of a LIM methodology to report on international low income. It is a fixed percentage (50%) of median adjusted household[23] income, accounting for household needs. LIMs are calculated annually[24] on the Canadian Income Survey. Therefore they do not require updating with an inflation index. As defined by Statistics Canada (2016), "The concept underlying the LIM is that all persons in a household have low income if their adjusted household income falls below half of the median adjusted income. The household income is adjusted by an equivalence scale to take economies of scale into account. This adjustment for different household sizes reflects the fact that a household's needs increase, but at a decreasing rate, as the number of members increases. The adjustment factor, also known as the equivalence scale, is the square root of the number of persons in the household."

[23] Statistics Canada defines household as "a person or a group of persons who occupy the same dwelling and do not have a usual place of residence elsewhere in Canada. Thus, a household may comprise more than one economic family or a combination of economic families and persons not in an economic family.". (Statistics Canada, 2016)

[24] LIM is first calculated by dividing household income by the square root of the number of people in the household. Then the adjusted income is assigned to each member of the household. Next, the median for this "equivalent household income" is determined over the population of individuals, where half of all individuals will be above, and half below

Employment Benefits improve earnings and well-being

Employment Benefits improve well-being of participants and helps reduce income inequality.

Median wage

Earnings for active EI claimants increased after participation in LMDA programming, and start to narrow the gap with national median wages. The growth rate of earnings for active claimants, who participated in Skills Development (SD) programming from 2010 to 2011, grew faster than national median wages, surpassing the growth of median wages within the first year post-program. By the second year after intervention, SD participants exceeded their highest pre-program earnings by 5.1%, from $22,768 two-years pre-program to $23,919 two-years post-program (3.3 Annex 2, Table 22). Five years prior to program participation, the wage gap between SD participants and median wages was 51.5% ($18,811 for SD earnings from $38,801 median annual wages). Three years after participating in skills development programs, this closed to 41.5% ($24,403 for SD earnings from $41,714 for median annual wages). This pattern appeared to be stronger in the 2002 to 2005 cohort (Table 21) , where disparities in wages decreased within five years after program participation (3.3 Annex 2, Table 23),

- SD decreased by 26.5 percentage points, from 52.3% five-years pre-program to 25.8% five-years post-program;
- Job Creation Partnerships (JCP) decreased by 25.4 percentage points, from 59.1% five-years pre-program to 33.7% five-years post-program; and
- Targeted Wage Subsidies (TWS) decreased by 13.0 percentage points, from 49.6% five-years pre-program to 36.7% five-years post-program.

In general, post participation impacts will be stronger for the 2002 to 2005 cohort, since it covers five years rather than three.

Table 21 examines the well-being of active EI claimants, who participated in LMDA programming between the years of 2002 to 2005. Earnings of claimants are assessed against a proxy of well-being, comprised of national median wages, low-income measures (LIM), and low-income cut-offs (LICO). Well-being is observed for three periods of time: the pre-program period (one to five years before starting interventions), the program period (start year, duration of the program / 1 year post-start year for EAS-only clients), and the post-program period (one to five years after intervention). Fiscal years (April 1 to March 31) are included for reference.

Table 21

Earnings of active EI claimants who participated in LMDAs between 2002 to 2005 compared with low income indicators and median wages ages 15 years and older 2015 constant dollars Canada

	Pre-program period					Program period		Post-program period (Employment Benefits only)				
	5 yrs pre	4 yrs pre	3 yrs pre	2 yrs pre	1 yr pre	Start year	1 yr post start year (EAS-only)	1 yr post start year	2 yrs post start year	3 yrs post start year	4 yrs post start year	5 yrs post start year
	1997 to 2000	1998 to 2001	1999 to 2002	2000 to 2003	2001 to 2004	2002 to 2005	2003 to 2006	2004 to 2007	2005 to 2008	2006 to 2009	2007 to 2010	2008 to 2011
SD	$18,399	$19,574	$20,861	$23,118	$24,128	$13,608	$15,912	$23,476	$27,171	$29,154	$30,163	$30,354
TWS	$19,426	$20,238	$21,037	$22,428	$23,255	$17,183	$21,189	$23,191	$24,580	$26,098	$26,099	$25,923
JCP	$15,774	$16,880	$17,679	$19,558	$19,765	$11,267	$16,224	$22,410	$24,689	$26,273	$26,948	$27,130
EAS-only	$21,938	$23,330	$24,718	$26,773	$28,059	$18,221	$20,812	$24,282	$26,064	$27,250	$27,189	-
Median annual wages	$38,556	$38,821	$38,943	$38,934	$38,718	$38,513	$38,548	$38,852	$39,319	$39,852	$40,498	$40,924
LIM	$16,904	$17,419	$17,912	$18,262	$18,492	$18,646	$18,878	$19,236	$19,717	$20,248	$20,664	$20,890
LICO population 500 000 and over	$20,386	$20,386	$20,386	$20,385	$20,385	$20,385	$20,386	$20,386	$20,386	$20,386	$20,386	$20,386

Notes: Median annual wages LFS LICO and LIM are 3 year moving averages

Low-income cut-offs (LICO) are income thresholds where a family will likely spend 20 percentage points more than average family (43%) on food shelter and clothing. One-person family size after-tax.

Low-income measures (LIM) after tax are a fixed percentage (50%) of median adjusted household income where household needs are taken into account

EAS-only does not have an extended program period. One year post start period is outside of the program period.

Sources: Analysis of Employment Benefits and Support Measures (EBSM) Profile Outcomes and Medium-Term Incremental Impacts from 2002 to 2011 Employment and Social Development Canada

Table 326-0021 Consumer Price Index (CPI) Statistics Canada

Table 282-0071 Labour Force Survey Statistics Canada

Table 206-0094 Low income cut-offs (LICOs) before and after tax by community and family size in current dollars Statistics Canada

Table 206-0091 Low income measures (LIMs) by income source and household size in 2015 constant dollars Statistics Canada

The strongest earnings growth rate is seen in the outcomes of those who participated in JCP interventions between 2002 to 2005 (Chart 53). Within the first year after intervention, earnings for JCP participants exceeded their highest pre-program wages by 13.4%, from $19,765 one-year pre-program to $22,410 one-year post-program (3.3 Annex 2, Table 23). The wage gap between earnings from JCP participants and national median wage narrowed from 59.1% five years pre-program ($15,774 for JCP earnings from $38,556 national median wages), to 33.7% five-years post-program ($27,130 for JCP earnings from $40,924 median wages).

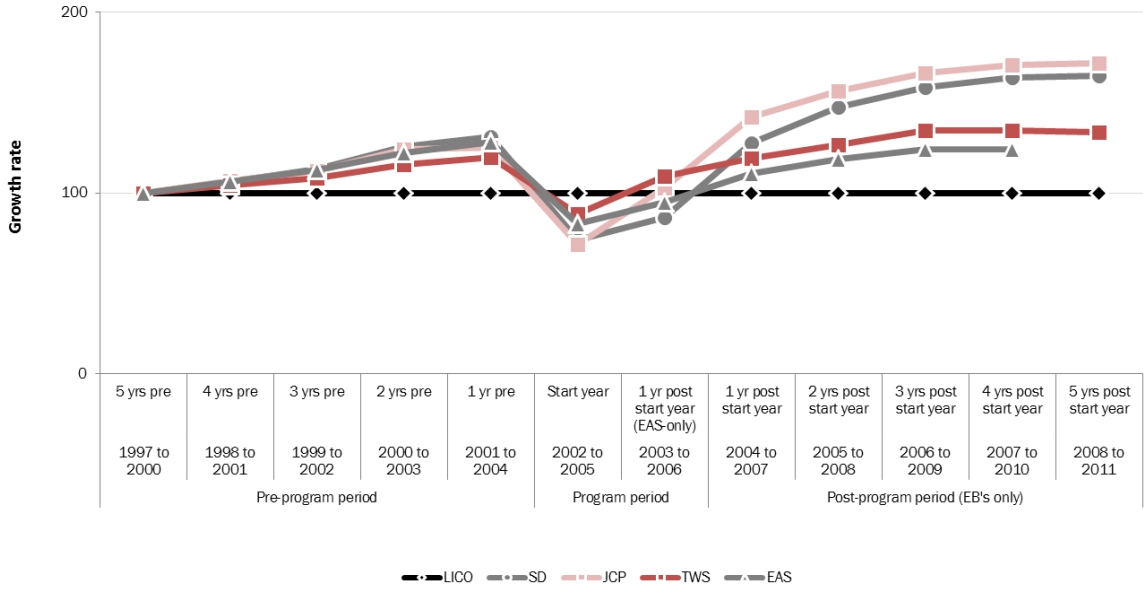
Chart 53
Growth rate of indexed earnings for active EI claimants who participated in Labour Market Development Agreements from 2002 to 2005, compared to national median wages, 15 years and older, 2015 constant dollars, Canada

Note: Median wages are 3 year moving averages, by fiscal year from April 1 to March 31
Wages and earnings are adjusted to 2015 constant dollars
EAS-only does not have an extended program period. One year post start period is 2003 to 2006. Second year post-start is 2004 to 2007. Third year post-start is 2005 to 2008. Fourth year post-start is 2006 to 2009. Fifth year post-start is 2007 to 2010.
Sources: Table 282-0071 Labour Force Survey , Statistics Canada
Table 326-0021 Consumer Price Index (CPI), Statistics Canada
Analysis of Employment Benefits and Support Measures (EBSM) Profile, Outcomes and Medium-Term Incremental Impacts from 2002 to 2011, Employment and Social Development Canada

Low income indicators

In addition to catching up to median wages, earnings for active EI claimants who participated in EBs grew faster than low income thresholds. Controlling for inflation, the growth rate for earnings increased within five-years post-program for the 2002 to 2005 cohort, surpassing both LIM and LICO. For the 2010 to 2011 cohort, within three years, earnings for SD participants exceeded both low income indicators, while

Chart 54
Growth rate of indexed earnings for active EI claimants who participated in Labour Market Development Agreements from 2002 to 2005, compared to after-tax low-income cut-offs (LICO), ages 15 years and older, 2015 constant dollars, Canada



Note: Low-income cut-offs (LICO) are income thresholds where a family will likely spend 20 percentage points more than average family (43%) on food, shelter and clothing
One-person family size, after tax, population size has no effect on LICO index
Adjusted to 3 year moving averages, by fiscal year from April 1 to March 31
EAS-only does not have an extended program period. One year post start period is 2003 to 2006. Second year post-start is 2004 to 2007. Third year post-start is 2005 to 2008. Fourth year post-start is 2006 to 2009. Fifth year post-start is 2007 to 2010.
Sources: Table 206-0094 Low-income cut-offs , Statistics Canada
Table 326-0021 Consumer Price Index (CPI), Statistics Canada
Analysis of Employment Benefits and Support Measures (EBSM) Profile, Outcomes and Medium-Term Incremental Impacts from 2002 to 2011, Employment and Social Development Canada

growth in earnings for TWS participants surpassed LICO.

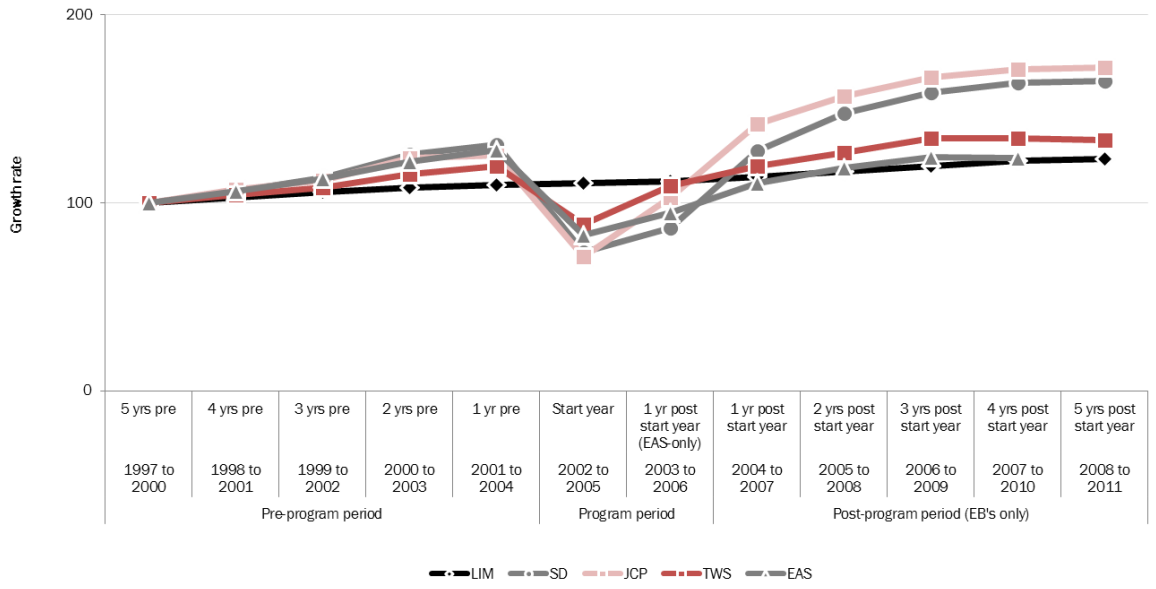
Comparing the outcomes of the 2010 to 2011 cohort against LICO, the earnings growth from SD and TWS participants passed low income within the first year post-program participation. The gap in earnings for TWS participants relative to LICO, in communities with a population of 500,000[25] or greater, moved by 10.0 percentage points, from 8.9% below LICO five years pre-program, to 1.1% above LICO three years post-program (3.3 Annex 2, Table 22). For SD participants, in the same sized communities, earnings relative to LICO moved by 27.4 percentage points, from 7.7% below LICO (five years pre-program), to 19.7% above LICO (three years post-program). As LICO is based on consumption of a basket of goods, it increases with inflation. Once indexed, the effects of inflation are removed, and LICO does not change over time since the goods in the basket remained the same since 1992.

[25] No information for size of community was included in the socio-demographic information of participants. To be conservative, a range of community sizes for LICO are reported where applicable. Claimants from smaller communities who are not below LICO due to lower costs-of-living are not reported.

Additionally, SD is the only intervention from the 2010 to 2011 cohort to surpass the growth rate of LIM. With a different definition of low income, LIM has a higher growth rate than LICO. Under this definition, SD participation is the only intervention with earnings above low income post-program. The gap between earnings and LIM widened 12.5 percentage points, from 2.0% below LIM, five years pre-program, to 10.5% above LIM, three-years post-program.

Unlike the other interventions, Employment Assistance Services (EAS) is a low-cost investment that helps active claimants overcome the friction from job loss. This intervention is not designed to handle structural impediments to job loss. Its focus is on reintegrating workers back to the job market as soon as possible. Unlike claimants who participated in other programs in addition to EAS, claimants who only had EAS intervention between 2010 to 2011 did not recover their earnings and remained at or below low income

Chart 55
Indexed earnings for active claimants in Labour Market Development Agreements from 2002 to 2005, compared to low-income measures (LIM) for those aged 15 years and older, 2015 constant dollars, Canada



Note: Low-income measures (LIM), after tax, are a fixed percentage (50%) of median adjusted household income, where household needs are taken into account.
Adjusted to 3-year moving averages, by fiscal year from April 1 to March 31
EAS-only does not have an extended program period. One year post start period is 2003 to 2006. Second year post-start is 2004 to 2007. Third year post-start is 2005 to 2008. Fourth year post-start is 2006 to 2009. Fifth year post-start is 2007 to 2010.
Sources: Table 206-0091 Low-income measures , Statistics Canada
Analysis of Employment Benefits and Support Measures (EBSM) Profile, Outcomes and Medium-Term Incremental Impacts from 2002 to 2011, Employment and Social Development Canada

post-participation. EAS-only interventions are not medium-term investments on human capital, and do not necessarily contribute to improved earnings in the long run. Earnings growth for claimants who participated only in EAS interventions, trailed the growth rate for median wages during the program year and two years post-program. As well, EAS-only claimants in communities with a population of 500,000 or greater, remained at or below LICO throughout the pre- and post- participation periods. Earnings five years pre-program were 2.5% below LICO, moving to 0.1% above LICO three years after intervention. Under LIM, earnings three years prior to EAS were 3.5% above low income, dropping by 9.7 percentage points to 6.2% below LIM three-years after EAS. With EAS-only, the earnings growth rate falls behind the growth rate of low income indicators. While EAS was designed to support job-ready claimants, these results may be due to increased participation from non-insured, or precarious workers, who do not qualify

for further Part II Employment Benefits. Detailed analysis of this shift is found in Section 3.1.3 of this chapter.

Active EI claimants, who participated in JCP programs between 2002 to 2005, had the strongest earnings growth compared to both low income indicators (Charts 54 and 55). The gap between earnings and LICO, for communities with populations 500,000 or greater, moved from 22.6% below LICO five years prior to intervention, to 33.1% above LICO five years after intervention, a total of 55.7 percentage points. This effect is amplified in smaller communities, where the gap between earnings and LICO, for communities with populations between 30,000 to 99,999, moved by 66.7 percentage points, from 7.3% below LICO, five years prior to intervention, to 59.45% above LICO five years after intervention. The gap between earnings and LIM also strongly diverged, by 36.6 percentage points, from 6.7% below LIM, five years before intervention, to 29.9% above LIM five years after intervention. JCP seems to be the most successful program to increase well-being, as defined by median wages and low income indicators.

Conclusions

Acknowledging that an outcome based analysis does not allow measured impacts to be unequivocally attributed to LMDAs, it can however be concluded that earnings for EI claimants, under LMDA funded programs, are helping close the gap with national median wages and surpass low income thresholds. It is very likely that LMDA funded programs play a part in achieving these results. The training and experience from interventions, particularly SD and JCP, possibly contribute to increased earnings above low income thresholds, and provide the tools to reduce income inequality.

3.3.2 Annex 1

Table A. Incremental impacts for 2002-2005 active claimant participants

Indicators	In-program period		Post-program period						Total in- and post-program
	Program start year	Additional Year	1st year	2nd year	3rd year	4th year	5th year	Total post	
Skills Development (n=64,283 or a random sample of 50% of participants)									
Employment earnings ($)	-4,747***	-4,211***	204***	2,052***	3,077***	3,761***	4,059***	13,156***	4,197***
Incidence of employment (percentage points)	-4.5***	-4.7***	2.4***	3.7***	4***	4.2***	4.4**	N/a	N/a
EI benefits ($)	1,847***	222***	-470***	-218***	-128***	-89***	-69***	-976***	1,093***
EI weeks (weeks)	6.3***	0.7***	-1.7***	-0.8***		-0.4***	-0.3***	-3.7***	3.3***
SA benefits ($)	21**	44***	36***	-8	-30***	-35***	-31***	-69	-3
Dependence on income support (percentage points)	16.4**	7.4***	-2.2***	-1.5***	-1.3***	-1.2***	-1***	N/a	N/a
Targeted Wage Subsidy (n=18,767)									
Employment earnings ($)	-1,404***	752***	661***	971***	1,747***	1,815***	1,930***	7,125***	6,473***
Incidence of employment (percentage points)	4.4***	7.2***	5.0***	4.9***	5.1***	5.0***	5.1***	N/a	N/a
EI benefits ($)	100***	-208***	-2	52	39	104***	146***	339***	231
EI weeks (weeks)	0.3***	0	0.5***	0.4***	0.3***	0.4***	0.5***	2.1***	2.4***
SA benefits ($)	-24*	-86***	-79***	-61***	-63***	-58***	-65***	-327***	-436***
Dependence on income support (percentage points)	-0.5*	-2.7***	0.7***	0.7***	0.1	0.4	0.5*	N/A	N/A

Job Creation Partnerships (n=5,055)									
Employment earnings ($)	-4,760***	-1,548***	1,899***	2,825***	3,450***	3,969***	4,409***	16,552***	10,244***
Incidence of employment (percentage points)	N/a	N/a	5.5***	5.6***	6***	5.8***	6.3***	N/a	N/a
EI benefits ($)	2,563***	286***	-549***	-220***	-55	-14	-55	-893***	1,956***
EI weeks (weeks)	6.1***	-0.3	-1.6***	-0.5***	-0.1	0.1	0	-2.1***	3.6***
SA benefits ($)	-59***	10	-36	-50*	-68***	-58***	-47	-258***	-308***
Dependence on income support (percentage points)	16.6***	3.1***	-3.1***	-1.7***	-1.2***	-1.1***	-0.8	N/a	N/a
Employment Assistance Services (n=38,564 or a random sample of 10% of participants)									
Employment earnings ($)	-2,913***		-1,097***	-279***	347*	645***	742***	358	-2,555***
Incidence of employment (percentage points)	-0.5***		0.6*	0.8***	1.7***	1.8***	1.7***	N/a	N/a
EI benefits ($)	697***		-451***	-312***	-251***	-222***	-136***	-1,375***	-677***
EI weeks (weeks)	2.1***		-1.5***	-0.9***	-0.8***	-0.7***	-0.4***	-4.3***	-2.2***
SA benefits ($)	60***		94***	31***	23*	29***	36***	213***	273***
Dependence on income support (percentage points)	5.6***		-1.2***	-0.9***	-0.9***	-0.6***	-0.4*	N/a	N/a

Significance level *** 1%; ** 5%; * 10%

Table B. Incremental impacts for 2002-2005 former claimant participants

Indicators	In-program period		Post-program period						Total in- and post-program
	Program start year	Additional Year	1st year	2nd year	3rd year	4th year	5th year	Total post	
Skills Development (n=42,513 or 100% of participants)									
Employment earnings ($)	-2,405***	-2,432***	496***	1,550***	2,029***	2,326***	2,521***	8,923***	4,085***
Incidence of employment (percentage points)	-10***	-4***	3***	5***	5***	5***	5***	N/a	N/a
EI benefits ($)	395***	-70***	-54***	171***	217***	203***	183***	720***	1,046***
EI weeks (weeks)	1.4***	-0.5***	-0.4***	0.5***	0.6***	0.5***	0.4**	1.5***	2.5***
SA benefits ($)	-236***	-334***	-195***	-209***	-237***	-241***	-247***	-1,131***	-1,702***
Dependence on income support (percentage points)	8.3**	-1.6***	-3.3***	-2.3***	-2.4***	-2.4***	-2.8***	N/a	N/a
Targeted Wage Subsidy (n=24,523)									
Employment earnings ($)	3,237***	3,564***	2,134***	1,850***	2,017***	2,173***	2,180***	10,353***	17,155***
Incidence of employment (percentage points)	14***	11.1***	6.9***	6.2***	5.7***	5.5***	5.7***	N/a	N/a
EI benefits ($)	391***	855***	679***	499***	397***	349***	296***	2,220***	3,466***
EI weeks (weeks)	1.2***	3.4***	2.4***	1.6***	1.2***	1***	0.7***	7.1***	11.8***
SA benefits ($)	-481***	-587***	-387***	-306***	-285***	-274***	-266***	-1,519***	-2,587***
Dependence on income support (percentage points)	-10.5***	-2.2***	-0.5***	-1.1***	-1.5***	-1.7***	-2.2***	N/a	N/a
Job Creation Partnerships (n=5,013)									
Employment earnings ($)	-2,242***	-631***	869***	821***	1,151***	942***	1,008***	4,790***	1,917***

Incidence of employment (percentage points)	N/a	N/a	4.9***	4***	4.8***	4***	3.8***	N/a	N/a
EI benefits ($)	183***	-240***	44	284***	144***	276***	258***	1,006***	949***
EI weeks (weeks)	0.2	-1***	0.16	1***	0.5***	0.9***	0.8***	3.3***	2.6***
SA benefits ($)	-302***	-301***	-277***	-257***	-267***	-223***	-158***	-1,183***	-1,785***
Dependence on income support (percentage points)	1.9***	-5.2***	-3.9***	-2***	-2.7***	-1.3***	-1.1***	N/a	N/a

Significance level *** 1%; ** 5%; * 10%

Table C. Incremental impacts related to the timing of participation in Employment Assistance Services

Cohorts	n=	In-program	Post-program period					Total impact post-program	Total impact in- and post-program
			1 year	2 years	3 years	4 years	5 years		
Employment earnings									
1–4 weeks	39,354	-$505***	$258***	$1,708***	$2,343***	$2,804***	$3,080***	$10,192***	$9,687***
5–8 weeks	31,168	-$2,046***	-$765***	$444***	$1,123***	$1,511***	$1,574***	$3,888***	$1,842***
9–12 weeks	48,648	-$3,109***	-$839***	$124	$783***	$1,179***	$1,296***	$2,543***	-$566
2nd quarter	38,513	-$4,566***	-$1,106***	-$240**	$327***	$603***	$775***	$358	-$4,209***
3rd quarter	38,495	-$6,680***	-$1,139***	-$703***	-$178	$151	$114	-$1,754***	-$8,433***
4th quarter	24,456	-$6,814***	-$545***	-$696***	-$253	-$11	$287	-$1,218	-$8,032***
Incidence of employment									
1–4 weeks	39,354	2.6pp***	2.1pp***	1.6pp***	1.6pp***	0.9pp***	0.3pp	N/A	N/A
5–8 weeks	31,168	1.4pp***	0.4pp*	0.3pp	0.2pp	-0.3pp	-0.8pp***	N/A	N/A
9–12 weeks	48,648	0.2pp	-0.6pp***	-0.6pp***	-0.4pp**	-0.6pp***	-1.0pp***	N/A	N/A
2nd quarter	38,513	-1.2pp***	-0.5pp**	-0.6pp**	-0.4pp	-0.5pp**	-0.7pp***	N/A	N/A
3rd quarter	38,495	-4.1pp***	-0.5pp**	-0.7pp***	-0.6pp**	-0.7pp***	-1.0pp***	N/A	N/A
4th quarter	24,456	-5.8pp***	-0.4pp	-1.1pp	-0.5pp	-0.8pp	-0.2pp	N/A	N/A

* Significant at 10%; ** significant at 5%; *** significant at 1%

n= refers to the number of participants. It corresponds to 100% of participants. pp= percentage points

Note: for the estimations we have selected a 50% random sample among comparison group in each cohort due to their large number. We used 100% of participants.

3.3.2 Annex 2

Table 22

Earnings of active EI claimants who participated in employment benefit and support measures between 2010 to 2011, compared with low-income indicators and median wages, ages 15 years and older, 2015 constant dollars, Canada

Average outcomes	Pre-program period					Program period		Post-program period (EB's only)		
	5 yrs pre	4 yrs pre	3 yrs pre	2 yrs pre	1 yr pre	Start year	1 yr post start year (EAS-only)	1 yr post start year	2 yrs post start year	3 yrs post start year
	2005 to 2006	2006 to 2007	2007 to 2008	2008 to 2009	2009 to 2010	2010 to 2011	2011 to 2012	2012 to 2013	2013 to 2014	2014 to 2015
SD	$18,811	$19,887	$21,285	$22,768	$21,807	$11,719	$15,916	$21,711	$23,919	$24,403
TWS	$18,565	$19,435	$20,267	$21,105	$19,944	$14,399	$17,785	$19,581	$20,372	$20,618
EAS-only	$19,877	$21,041	$22,263	$23,593	$23,164	$14,242	$17,687	$19,926	$20,397	-
Median annual wages	$38,801	$39,057	$39,545	$40,478	$41,025	$40,818	$40,748	$41,251	$41,412	$41,714
LIM	$19,197	$19,615	$20,256	$20,804	$20,893	$20,955	$21,241	$21,631	$21,738	$22,083
LICO rural areas	$13,336	$13,335	$13,336	$13,336	$13,335	$13,335	$13,335	$13,335	$13,335	$13,335
LICO population under 30,000	$15,262	$15,262	$15,261	$15,261	$15,262	$15,262	$15,262	$15,262	$15,261	$15,262
LICO population 30,000 to 99,999	$17,025	$17,024	$17,025	$17,025	$17,025	$17,024	$17,025	$17,025	$17,025	$17,024
LICO population 100,000 to 499,999	$17,240	$17,240	$17,240	$17,240	$17,240	$17,240	$17,240	$17,240	$17,241	$17,241
LICO population 500,000 and over	$20,386	$20,386	$20,386	$20,386	$20,385	$20,385	$20,386	$20,386	$20,386	$20,386

Notes: Median annual wages (LFS), LICO and LIM are 5 quarter moving averages

Low-income cut-offs (LICO) are income thresholds where a family will likely spend 20 percentage points more than average family (43%) on food, shelter and clothing. One-person family size, after-tax.

LIM: Low-income measures (after-tax) are a fixed percentage (50%) of median adjusted household income, where household needs are taken into account.

EAS-only does not have an extended program period. One year post start period is 2011 to 2012. Second year post-start is 2012 to 2013. Third year post-start is 2014 to 2015.

Sources: Table 1: Socio-Demographic and Labour Market Characteristics of 2010-2011 (January 2010 to April 2011) LMDA Participants, Employment and Social Development Canada

Table 326-0021 Consumer Price Index (CPI), Statistics Canada

Table 282-0071 Labour Force Survey, Statistics Canada

Table 206-0094 Low income cut-offs (LICOs) before and after tax by community and family size in current dollars, Statistics Canada

Table 206-0091 Low income measures (LIMs) by income source and household size in 2015 constant dollars, Statistics Canada

Table 23

Earnings of active EI claimants who participated in employment benefit and support measures between 2002 to 2005, compared with low-income indicators, median wages, ages 15 years and older, 2015 constant dollars, Canada

	Pre-program period					Program period		Post-program period (EB's only)				
	5 yrs pre	4 yrs pre	3 yrs pre	2 yrs pre	1 yr pre	Start year	1 yr post start year (EAS-only)	1 yr post start year	2 yrs post start year	3 yrs post start year	4 yrs post start year	5 yrs post start year
	1997 to 2000	1998 to 2001	1999 to 2002	2000 to 2003	2001 to 2004	2002 to 2005	2003 to 2006	2004 to 2007	2005 to 2008	2006 to 2009	2007 to 2010	2008 to 2011
SD	$18,399	$19,574	$20,861	$23,118	$24,128	$13,608	$15,912	$23,476	$27,171	$29,154	$30,163	$30,354
TWS	$19,426	$20,238	$21,037	$22,428	$23,255	$17,183	$21,189	$23,191	$24,580	$26,098	$26,099	$25,923
JCP	$15,774	$16,880	$17,679	$19,558	$19,765	$11,267	$16,224	$22,410	$24,689	$26,273	$26,948	$27,130
EAS-only	$21,938	$23,330	$24,718	$26,773	$28,059	$18,221	$20,812	$24,282	$26,064	$27,250	$27,189	-
Median annual wages	$38,556	$38,821	$38,943	$38,934	$38,718	$38,513	$38,548	$38,852	$39,319	$39,852	$40,498	$40,924
LIM	$16,904	$17,419	$17,912	$18,262	$18,492	$18,646	$18,878	$19,236	$19,717	$20,248	$20,664	$20,890
LICO rural areas	$13,335	$13,335	$13,335	$13,335	$13,335	$13,335	$13,335	$13,335	$13,336	$13,336	$13,335	$13,335
LICO population under 30,000	$15,262	$15,261	$15,261	$15,262	$15,261	$15,261	$15,261	$15,261	$15,261	$15,261	$15,261	$15,261
LICO population 30,000 to 99,999	$17,025	$17,025	$17,025	$17,025	$17,025	$17,025	$17,025	$17,025	$17,025	$17,025	$17,025	$17,025
LICO population 100,000 to 499,999	$17,240	$17,240	$17,240	$17,240	$17,240	$17,240	$17,240	$17,240	$17,240	$17,240	$17,240	$17,240
LICO population 500,000 and over	$20,386	$20,386	$20,386	$20,385	$20,385	$20,385	$20,386	$20,386	$20,386	$20,386	$20,386	$20,386

Notes:

Median annual wages LFS, LICO and LIM are 3 year moving averages

Low-income cut-offs (LICO) are income thresholds where a family will likely spend 20 percentage points more than average family (43%) on food, shelter and clothing. One-person family size, after-tax.

Low-income measures (LIM), after tax, are a fixed percentage (50%) of median adjusted household income, where household needs are taken into account

EAS-only does not have an extended program period. One year post start period is outside of the program period.

Sources:

Analysis of Employment Benefits and Support Measures (EBSM) Profile, Outcomes and Medium-Term Incremental Impacts from 2002 to 2011, Employment and Social Development Canada

Table 326-0021 Consumer Price Index (CPI), Statistics Canada

Table 282-0071 Labour Force Survey, Statistics Canada

Table 206-0094 Low income cut-offs (LICOs) before and after tax by community and family size in current dollars, Statistics Canada

Table 206-0091 Low income measures (LIMs) by income source and household size in 2015 constant dollars, Statistics Canada

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3.4 Pan-Canadian activities and the national employment service

This section analyzes pan-Canadian activities that ESDC supports and delivers using EI Part II funds.

3.4.1 Context

The Government of Canada plays a leadership role in EI Part II by establishing objectives with provinces and territories through the LMDAs that ensure accountability and evaluation of LMDA programming and develop active labour market policies. In addition, the federal government plays a primary role in responding to challenges that extend beyond local and regional labour markets by delivering pan-Canadian activities.

Pan-Canadian activities fulfill three primary objectives:

- Promoting an efficient and integrated national labour market, while preserving and enhancing the Canadian economic union;
- Helping to address common labour market challenges and priorities of international or national scope that transcend provincial borders; and
- Promoting equal opportunity for all Canadians, with emphasis on helping underrepresented groups reach their full potential, in the Canadian labour market.

Pan-Canadian funding is focused on three streams of investment:

1. Indigenous Programming;
2. Enhancing Investments in Workplace Skills and Labour Market Information; and
3. Supporting Agreements with Provinces, Territories and Indigenous Organizations.

For FY1617, the expenditures of the pan-Canadian program amounted to $114,063, a year-over-year increase of 1.4%. Pan-Canadian programming delivered through ASETS remained stable, totalling $93,062. While LMPs' expenditures drop by 16.5% to $14,982, those of R&I (+318%) rose from $1,440 to $6,019.

3.4.2 Indigenous programming[26]

Pan-Canadian funding is delivered through the Aboriginal Skills and Employment Training Strategy (ASETS) and its objective is to improve Indigenous peoples' participation in the Canadian workforce, ensuring that First Nations, Inuit and Métis have the skills and training for sustainable, meaningful employment. It also supports the development of a skilled Indigenous labour force, which is one of the objectives of the Federal Framework for Aboriginal Economic Development.

ASETS was introduced in 2010 and is funded at $292 million annually, including $94.2 million from EI Part II funds. The program was extended to March 31, 2018, while the government prepares for a renewed and expanded Indigenous labour market programming. ASETS supports a network of over 80 Indigenous service delivery organizations (agreement holders), with over 600 points of service across Canada. ASETS assists Indigenous peoples prepare for, find, and retain high-demand jobs. This network of Indigenous organizations designs and delivers labour market programming to meet needs identified in their communities, in large part by working with employers and Indigenous individuals to ensure skills development and job training adequately respond to local labour demand.

Pan-Canadian programming in action: Rupertsland Institute – Métis Centre of Excellence

The Métis Training to Employment (MTE) Program is the most well-known Service Delivery Arm of the Rupertsland Institute. The MTE Program provides high quality employment services through a province-wide network of 10 Métis Training to Employment Services (MTES) offices and two Mobile Métis Employment Services units. Various types of training are offered, including:

- Employment assessment and action planning to help clients meet their employment goals;
- Employment counselling to help clients resolve individual labour market issues;
- Services for persons with disabilities;
- Assistance with entrance to, and funding for, post-secondary and other training options;
- Information and access to custom designed training projects specially designed for Alberta Métis;
- Information on scholarships and bursaries;
- Assistance to develop high quality resumes and interview skills;
- Referrals to jobs and employers;
- Career planning, educational and other labour market information; and
- Access to computers, photocopiers and other resources.

MTE also maintains partnerships with the Northern Alberta Institute of Technology to assist Métis clients in entering a career in the health field. They provide academic upgrades required for entry into health technology programs, and work exposure with Capital Health.

To date, MTE's success rate is over 77%. Among the 6,597 clients served, 4,317 of them obtained a job and 794 returned to school.

ASETS, which is delivered by Indigenous service organizations, focusses on demand-driven skills development, fostering partnerships with Indigenous service delivery organizations, provinces and

[26] Program results for ASETS FY1617 are funded under EI Part II and the Consolidated Revenue Fund (CRF). Statistics for other Indigenous LMDA clients funded through EI Part II can be found in Annex 3.9 under "Indigenous Pan-Canadian."

territories and the private sector. ASETS emphasizes increased accountability and improved results for its related activities. ASETS also assist Indigenous youth in making a successful transition from school to work or to support their return to school.

ASETS also supports obligations in Modern Treaties that fall within ESDC's mandate.

A study[27], examining the labour market outcomes of ASETS clients (for cohorts spanning from 2006 to 2012), before and after their program participation, including EI-funded participants, suggests that programming under ASETS remains relevant. Overall, post-program incidence of employment and earnings were higher than pre-program levels. Although the results from this study cannot be solely attributed to the interventions delivered under ASETS, these favourable outcomes may suggest that, after participation in the program, a higher proportion of ASETS participants had employment in the post-program period, and those who had a job were able to improve their earnings, either by working more hours or having a better paying job. The outcome analyses also show that the proportion of participants receiving EI benefits and the average number of weeks on EI also increased in the post-participation period, suggesting improved job attachment after program participation.

In FY1617, ASETS served 51,818 clients, including 17,563 EI clients. Out of the total number of clients served, 20,241 found a job, including 8,642 EI clients, and a total of 10,286 clients served returned to school.

3.4.3 Enhancing investments in workplace skills and labour market information

This investment stream helps the federal government ensure that Canada's labour market functions as an integrated national system by:

- Removing barriers and impediments to labour mobility;
- Building capacity among workplace partners to improve skills development as a key factor in increasing productivity;
- Leveraging investment in, and ownership of, skills issues, especially in addressing skills and labour shortages; as well as
- Supporting efforts to ensure Canada's learning system responds to employers' skills requirements.

[27] ESDC, Aboriginal Skills and Employment Training Strategy (ASETS): medium-term outcomes – a supplemental study for the 2016-17 Employment Insurance Monitoring and Assessment Report: An Exploratory Analysis (Ottawa: ESDC, Labour Market Information Directorate, 2018).

Sectoral Initiatives Program (SIP)

Launched in April 2013, the Sectoral Initiatives Program (SIP) aims at addressing current and future skills shortages, by supporting the development and dissemination of sector-specific labour market intelligence (LMI), national occupational standards (NOS) and skills certification and/or accreditation systems. The SIP is the department's primary, demand-focused program instrument for producing complementary, relevant and timely sectoral labour market intelligence to help employers, unions, job seekers, students, workers and educational institutions respond to labour market conditions, and to be proactive in preventing as well as addressing skills shortages so that Canadians fill available jobs.

SIP supports an efficient, inclusive labour market, where supply and demand is balanced, and Canadians have access to information, skills training and employment opportunities. More specifically, demand-driven LMI equips Canadians to access job opportunities by providing them with access to industry-specific information, including occupational and skills requirements, employment, as well as career development opportunities. SIP-supported sectoral intelligence is also critical in helping ensure that Canadian workers get good quality jobs through better alignment of post-secondary education and training offerings, with employer needs.

SIP products 2015-2016

- The Mining Industry Human Resources Council (MiHR) created new tools to assess workforce diversity and to analyze diversity data for three target groups: women, Indigenous peoples, and immigrants. Job-seeker LMI tools and a career pathway map were created for 55 occupations.
- The Food Processing HR Council created a new suite of NOS for food and beverage manufacturing occupations, ranging from finance occupations in food processing, to industrial meat-cutting. Fifty-six NOS were developed for making better-informed decisions about employment options, skills requirements, and career advancement in the sector.
- The Canadian Manufacturers and Exporters (CME) developed six certification programs through its National Occupational Standards in Manufacturing project. The CME partnered with the Canadian Labour Congress to develop the CertWorx+ program, which provides certification for six key manufacturing positions, including: production manager, supervisor, lead hand, machine operator, assembler, and material handler.
- The Information Technology Association of Canada (ITAC) developed a new accreditation system through SIP funding, which has increased its number of accredited facilities from 10 to 12 through the addition of the University of Calgary and Athabasca University.

Some SIP projects are funded through the Labour Market Partnerships (LMP) Support Measure of EI Part II. These enable contribution recipients to document much in-demand labour market supply and demand data, allowing key industry sectors in Canada to address their needs for workforce development.

As SIP partners are representative organizations, including employer and employee organizations, training institutions and various levels of government, there is significant investment (e.g. cash and in-kind contributions from employers), and buy-in from key stakeholders, into whole-industry solutions that help prevent skills shortages and mismatches, and enable employers to adopt better workforce development strategies. As such, demand-driven LMI serves as a preventive tool to unemployment or under-employment, as it communicates real workforce needs to current and future employees.

Accordingly, SIP is uniquely positioned to provide a cohesive, comprehensive and consensual employer perspective on labour market and skills issues, and constitutes an essential part of the Pan-Canadian framework for labour market information.

In FY1617, the SIP was funding 29 multi-year agreements for projects related to the development and dissemination of labour market intelligence, national occupational standards and certification and/or accreditation programs in high-demand sectors. These agreements were being implemented with various stakeholders representing different industry sectors, for the development of the following products: labour market information and/or forecasting systems (49%); NOS (46%); and certification and accreditation (5% combined). Among them, in FY1617, the SIP was funding several cross-sectoral projects, as well as projects for the construction, environment, tourism, mining, transportation, oil and gas, manufacturing, agriculture, forestry, aerospace, supply chain, and information technology sectors. The dialogue box above provides an example of products that were developed and disseminated using SIP funding in FY1516.

While FY1617 survey data are not yet available, in FY1516, a total of 97 new labour market research reports and 43 forecasting systems were developed or updated, and released through SIP agreements, in sectors such as construction, environment, oil and gas, as well as mining. One hundred thirty-four (134) NOS were created or updated, and the SIP contributed to the development or the update of 12 certification programs, as well as one accreditation program, that were completed and made available in FY1516.

According to program survey data, more than 162,000 people used these SIP products. However, some recipients reported only users to whom they directly distributed LMI products, and they did not report referrals to others or use of the products by other organizations' members. For example, the Canadian Chamber of Commerce using Buildforce's LMI forecasts would have been counted as one user but, in turn, many employers also benefited from them and were not counted. Furthermore, of the recipients who developed NOS in FY1516, only half of them tracked and reported numbers of users. Thus, in several cases, the number of users could be underestimated.

Furthermore, in FY1516, the program recipients succeeded in leveraging $13.8M from the private sector and other stakeholders. Some of the projects had not yet achieved their ultimate objectives as they are multi-year projects.

As for work completed toward priorities articulated in the EI Expenditure plan for FY1617:

- SIP continued to develop sectoral expertise to inform future investments, building intelligence on existing and additional strategic sectors experiencing labour market tightness;
- SIP continued to engage industry on emerging skills gaps. Networking and partnership development continued in order to exchange information. As many approved projects are three years in duration, SIP provided LMI related advice and monitored results throughout project implementation;
- SIP monitored program expenditures, solicited some targeted proposals which began in FY1718, and prepared to launch a call for proposals;
- SIP increased its focus on disseminating sectoral labour market intelligence to improve awareness and use among external and internal stakeholders, and increase application as well as the integration of labour market intelligence into programs and activities. As contribution agreements ended and as deliverables became available, SIP collaborated with recipients to ensure that project outputs were disseminated, via the Job Bank platform and other appropriate media to employers and stakeholders; and
- SIP continued to collect and validate data on available outputs and outcomes from FY1516, and supported a program evaluation.

National Essential Skills Initiative

The National Essential Skills Initiative (NESI) supports Canadians to improve their essential skills (ES) in order to better prepare for, get and keep a job, as well as to adapt and succeed at work. This is aligned with the Government of Canada's commitment to learning, skills development and employment.

In FY1415, the program was reoriented to focus efforts on the integration of literacy and essential skills into employment and training supports, in order to scale up broader public access to quality employment and training services. Accordingly, the Office of Literacy and Essential Skills (OLES) works closely with other government departments and agencies, including provincial and territorial governments and other key stakeholders, such as post-secondary institutions, employers and labour organisations.

The program reorientation led to an open call to test and evaluate innovative training models that will support Canadians to improve their literacy and essential skills to get and keep a job, as well as to adapt and succeed at work. The call closed February 2015 and remained under review with the department until FY1718. This resulted in no projects receiving funding, under NESI, in FY1617.

Projects are underway in FY1718 and will receive funding from NESI over the next three fiscal years. Projects will focus on replicating and scaling up proven-approaches to skills upgrading, as well as improving the quality of employment and training supports that are responsive to job seekers', workers' and employers' needs. In alignment with government priorities, particular emphasis is being placed on individuals with low skills and facing multiple barriers to employment, such as Indigenous peoples, youth, and women.

In addition, ESDC is enhancing the availability of essential skills supports for those most in need through programs such as the Aboriginal Skills and Employment Training Strategy, the Skills and Partnership Fund and the Youth Employment Strategy. To date, for example, 82 out of 85 Aboriginal Skills and Employment Training Strategy holders deliver literacy and essential skills training to clients. As well, over 230,000 essential skills tools and resources were accessed or downloaded, including through partners such as Service Canada, Red Seal and the Canada Business Network.

2016 Red Seal program fast facts:

- More than 28,000 Red Seal endorsements were issued to apprenticeship completers and trade qualifiers.
- Top 5 Red Seal trades by number of endorsements issued include: Construction Electrician, Automotive Service Technician, Welder, Truck and Transport Mechanic, and Plumber.
- In the last decade, there has been a 50% increase in Red Seals issued.
- More than 250 industry representatives have participated in ESDC organized workshops to develop Red Seal products.
- Approximately 500 industry representatives and training providers have participated in national webinars to harmonize apprenticeship training.
- 46,582 Red Seal examinations were written.
- The Red Seal Program's website counted 512,535 visitors.

Source: Canadian Council of Directors of Apprenticeship, 2016. Statistics are compiled on a calendar year basis.

Skilled Trades and Apprenticeship and Red Seal Program

Apprenticeships are essential to building a highly skilled trades workforce that supports Canadian competitiveness. The Interprovincial Standards Red Seal Program sets common standards to assess the skills of tradespeople across Canada and provides a vehicle to promote harmonization across the country.

The program is well-established at developing common interprovincial standards used to harmonize apprenticeship training in provinces and territories, to provide the public with up-to-date descriptions of trades in Canada, and to serve as the basis for assessment. Under this program, experienced tradespeople and apprentices who have completed their training may take the interprovincial Red Seal examination. If successful, they receive a Red Seal endorsement on their provincial or territorial certificate of qualification, indicating they have met both the provincial/territorial requirements and have demonstrated the knowledge required for the national standard in that trade. In most provinces and territories, the Red Seal examination has been adopted as the final examination for certification for Red Seal trades.

The Red Seal endorsement is a nationally recognized standard for skilled trades workers in Canada. In 2016, 46,582 Red Seal examinations were written by completing apprentices and experienced tradespeople from across Canada and over 28,000 Red Seals were issued.

The Canadian Council of Directors of Apprenticeship (CCDA), comprised of the apprenticeship authorities from each province and territory and representatives from ESDC, administers the Red Seal Program. In addition to functioning as the national secretariat—providing strategic, administrative and operational support—ESDC funds the Red Seal Program.

The Red Seal Program currently covers 56 skilled trades, which encompass 79% of registered apprentices.[28] ESDC works closely with industry experts and apprenticeship authorities to coordinate the development of high-quality Red Seal products, including occupational standards and interprovincial examinations. These products are updated regularly to reflect evolving labour market needs. Because each province and territory needs standards and examinations to certify thousands of apprentices and experienced tradespersons each year, the collaboration involved in developing interprovincial Red Seal standards and examinations results in significant economies of scale for governments.

The core of the Red Seal Program lies in quality interprovincial standards for industry, against which tradespeople can be trained and assessed. With ESDC support, the CCDA collaborates to build these standards with industry from across Canada. The program also encourages the harmonization of apprenticeship training outcomes through common standards, which provinces and territories use to develop their respective in-school portion of apprenticeship training.

The Red Seal Program continuously evolves to reflect the needs of the Canadian labour market and shifting Government of Canada priorities. In recent years, the national occupational standard and its associated development process have undergone significant enhancements. The standards are now being developed as Red Seal Occupational Standards (RSOS), with broader input from stakeholders (including tradespeople, instructors and employers) and include industry-defined performance expectations, evidence of skills attainment, learning objectives and outcomes, as well as essential skills to encourage greater harmonized training and certification across the country. The RSOS has the capacity to generate several products that are geared to users' needs such as assessment, training and career information.

Because of the additional stakeholder engagement and enhanced content, fewer trades undergo a complete revision of their standards each year. However, the ability to make revisions and corrections based on input is also possible between cycles. In FY1617, six new occupational standards were published on the Red Seal website, along with 51 standards-based products. In this period, there were 78 Red Seal examinations released for 15 trades.

[28] Statistics Canada, 2015 Registered Apprenticeship Information System.

To further reduce barriers to certification in the skilled trades in Canada and increase opportunities for apprentices, the Government of Canada continues to work closely with provinces and territories and industry through the CCDA to facilitate the harmonization of apprenticeship training requirements in targeted Red Seal trades. Harmonization will facilitate greater labour mobility across the country and help more apprentices complete their training. In October 2016, the Forum of Labour Market Ministers (FLMM) reaffirmed its commitment to harmonize 30 Red Seal trades by 2020 in most jurisdictions, with an effort to harmonize training for two-thirds of Red Seal apprentices by 2017 (outside of Quebec[29])[30].[31]

As of September 2016, harmonized training was implemented for nine trades (Phase 1) in most jurisdictions. In FY1617, the CCDA completed industry consultations and implemented harmonized training for nine of the Phase 2 trades, in keeping with the target of implementation by September 2017. The CCDA has also made progress towards harmonizing Phases 3, 4 and 5 and is on target to meet the FLMM goal of harmonizing apprenticeship training in most jurisdictions for 30 Red Seal trades representing 90% of apprentices by 2020.

The effectiveness of achieving consensus between industry stakeholders across Canada has been greatly enhanced by aligning the process with development of the RSOS. Since the standards development process brings together the same key stakeholders that are involved in apprenticeship training development, they are able to share best practices, and provide a rationale for creating the best possible training for apprentices across Canada. This aligned process also ensures long term sustainability of harmonized training, while keeping training content as up-to-date as the standard.

With ESDC's support, CCDA representatives meet annually with national apprenticeship stakeholder groups to provide updates and seek input on key initiatives. At the CCDA's 2016 meeting, approximately 30 national stakeholders confirmed their support for the work underway on the CCDA's strategic priorities such as continuing progress on harmonization.

ESDC also continues to work with provinces and territories to increase employer engagement in apprenticeship. In October 2016, the FLMM agreed to explore innovative approaches to increase employer engagement for improved job opportunities and outcomes for apprentices. In FY1617, ESDC worked with interested provinces and territories to identify best practices and areas for investment to address the barriers employers face to participating in apprenticeship.

The Red Seal website (red-seal.ca) is the communications portal for the Red Seal Program. In 2016, the Red Seal website received approximately 512,000 visitors, for a total of more than 2.7 million page

[29] The Government of Quebec is participating as an observer.

[30] In Ontario, consultations with industry partners on harmonization are led by the Ontario College of Trades. Ontario remains supportive of Harmonization and endorses any effort that enhances the quality of apprenticeship and mobility of apprentices. However, it is unable to commit to implementation of specific harmonization elements or timelines.

[31] The 30 Red Seal trades are: Carpenter; Mobile Crane Operator; Mobile Crane Operator (Hydraulic); Welder; Tower Crane Operator; Heavy Duty Equipment Technician; Metal Fabricator (Fitter); Ironworker (Generalist); Ironworker (Structural/Ornamental); Ironworker (Reinforcing); Construction Electrician; Industrial Electrician; Steamfitter/ Pipefitter; Plumber; Boilermaker; Sprinkler System Installer; Instrumentation Control Tech.; Powerline Tech.; Refrigeration and AC Mechanic; Agricultural Equipment Tech.; Transport Trailer Tech.; Truck and Transport Mechanic; Automotive Service Technician; Motor Vehicle Body Repairer (Metal and Paint); Automotive Painter; Industrial Mechanic (Millwright); Cook; Tool and Die Maker; Machinist; and Hairstylist.

views. The Red Seal kiosk and promotional materials informed Canadians about the value of the Program and apprenticeships at various public events across Canada.

Flexibility and Innovation in Apprenticeship Technical Training

The Government of Canada is also investing to expand the use of innovative approaches for apprentice technical training through the Flexibility and Innovation in Apprenticeship Technical Training (FIATT) Pilot. The Pilot consists of ten training institutions located across Canada that are testing alternative delivery approaches to apprenticeship technical training such as e-learning, blended learning, in-class simulation and technical learning in workplaces and other locations apart from the traditional classroom. The Pilot's research objective is to gather evidence whether these projects can improve access to apprenticeship training, raise the level of employer engagement in apprenticeship training, improve apprenticeship completion rates and increase the overall efficiency of apprenticeship training systems. A final report that will include Pilot findings and recommendations for alternate delivery will be shared with apprenticeship stakeholders and policy-makers. The Pilot is scheduled to end in FY1819.

Research project "The Registered Apprenticeship Information System (RIAS)"

The Registered Apprenticeship Information System (RAIS) is an annual survey conducted by Statistics Canada with ESDC funding support. The RAIS obtains information from provinces and territories on individuals who receive training or certification within a trade where apprenticeship training is being offered by at least one province or territory. According to Statistics Canada[32], there were 336,252 continuing apprentices in 2015. Of the 79,713 new registrations, 62,979 (79%) were in Red Seal trades. New registrations in the top Red Seal trades were led by construction electricians (9,855); carpenters (7,167); automotive service technicians (4,563); plumbers (3,693); and welders (3,384).

In November 2015, Statistics Canada and ESDC launched a two year project aimed at enhancing the RAIS data quality to support a more accurate, comparable and representative database of apprentices across Canada. Jurisdictional representatives have been very supportive of the process. Results and recommendations informing an action plan were completed in March 2017.

ESDC and Statistics Canada successfully completed the RAIS Longitudinal Pilot project in March 2017. The purpose of the study was to explore the potential to expand the utility of the RAIS data through linkages with other data sources (e.g. taxation). The pilot involving Alberta, New Brunswick and Nova Scotia (combined) was designed to follow apprentices as they progress through their apprenticeship programs, in order to produce statistics on completion of apprenticeship programs, earnings and mobility.

Funded by ESDC with an investment of $6.8M, the 2015 National Apprenticeship Survey (NAS) was released in March 2017. The NAS collected information from 28,469 apprentices and will help address knowledge gaps that exist around the experiences of apprentices after the last recession, and how

[32] The 2015 Registered Apprenticeship Information System was released by Statistics Canada on June 27, 2017.

various initiatives (e.g., Apprenticeship Grants) may have influenced enrolment and completion. The survey presents an overall positive picture of apprenticeship. For example, apprentices who complete their programs have better outcomes: they are more likely to be employed, to hold a permanent job and to have higher earnings. About 9 in 10 apprentices see apprenticeship as the best way to learn a trade.

Approximately 60% of apprentices were aware of the Apprenticeship Grants, and more than half of apprentices applied for Employment Insurance benefits while on technical training.

National Occupation Classification (NOC)

The National Occupational Classification (NOC) provides a standard taxonomy for dialogue on the world of work and a national Canadian framework for collecting, analyzing and disseminating occupational data for Labour Market Information (LMI) and employment-related program administration. It describes job titles, functions, tasks and duties, employment requirements, responsibilities and qualifications.

The NOC is revised every five years, to reflect changes in Canadian workplaces and occupational dynamics. The current version (NOC 2016) was released in October 2016, and replaces the NOC 2011, released in January 2012. Research continues with a view to releasing regular updates starting in late 2017. Work is also underway on a structural revision of the NOC for 2021. The NOC 2016 gathers more than 30,000 job titles into 500 Unit Groups (groups of occupations that have similar employment requirements and duties, skill level and skill type).

Labour market surveys, research, analysis and reports are usually based on the NOC. Employment-based programming, such as EI, the Temporary Foreign Workers Program, as well as programming for the integration of injured workers and persons with disabilities, relies on the NOC to analyze labour market conditions for strategic considerations, policy development, program design and service delivery.

The NOC enables job seekers to connect with employers seeking workers, students to make informed educational and career choices and governments and other organizations to design and deliver programming in support of an efficient labour market.

Official Language Minority Communities signature projects

Launched in 2005, the Enabling Fund (EF) for Official Language Minority Communities (OLMCs) represents a sustained effort to enable community-wide economic development and to grow the economic advantages of linguistic duality. The EF is an important part of a broad horizontal Government of Canada strategy for linguistic duality, as described in the Roadmap for Canada's Official Languages 2013-2018: Education, Immigration, Communities.[33]

[33] https://www.canada.ca/en/canadian-heritage/services/official-languages-bilingualism/roadmap/2013-2018.html

Signature Projects are aligned with the ESDC vision "to build a stronger and more competitive Canada, to support Canadians in making choices that help them live productive and rewarding lives, and to improve Canadians' quality of life." They also enable a number of partnering federal departments, agencies and external stakeholders (e.g. employers, learning institutions) to provide a coordinated response to existing and emerging OLMCs economic development issues and opportunities.

Specifically, Signature Projects:

- Expand on an existing well established project (e.g. best practices) or bridge a gap between existing projects;
- Have national, regional or multiregional scope and/or impact;
- Support the development and/or deepening of co-operation and partnership across sectors;
- Help identify and test better ways of helping persons prepare for, return to or keep employment and be productive participants in the labour force;
- Have significant learning implications for multiple stakeholders;
- Respond to a demonstrated priority or are a solution to a problem identified by community that is not being addressed through normal programming; and
- Support an OLMCs thematic/sectoral priority area (e.g. sector studies).

The Government of Canada has prioritized a number of mechanisms to overcome mismatches between skills supply and demand, while reducing unemployment by using national levers to support labour mobility (e.g. Labour Market Information). For OLMCs however, the migration of skilled people out of their communities can negatively impact their overall competitiveness and exacerbate challenges in attracting new opportunities and strengthening their community's vitality. Signature Projects help implement commitments made by the Government of Canada as they relate to Canada's linguistic duality, and help the department develop meaningful collaborative relationships, while engaging in dialogue and active outreach with new partners in the implementation of Signature Projects.

Signature projects also provide ESDC with a clear response to the 2014 House of Commons Standing Committee on Official Languages study on the economic situation of Canada's OLMCs. The study underscored the importance of planning and leadership for OLMCs economic development and recommended that ESDC, in collaboration with Innovation, Science and Economic Development (ISED), work to better align their programming. ISED and the Regional Development Agencies are key partners in the Economic Action Network (EAN) for OLMCs.

The EAN is the governance structure of Signature Projects. It is a cross governmental and multi-stakeholders platform that oversees the coordination, design, monitoring and assessment of projects. The delivery of Signature Projects is undertaken by well-established OLMCs economic and human resources development organizations across the country (including the Réseau de développement économique et d'employabilité (RDÉE Canada), in collaboration with 12 Francophone provincial and territorial organizations outside Quebec, as well as the Community Economic Development and Employability Corporation (CEDEC) for the English-speaking minority in Quebec).

ESDC investments, funded through the Research and Innovation Support Measure of EI Part II, contribute to advancing priority areas as identified in the 2015-2020 Canadian Plan for Economic Development of Official Language Minority Communities (CEPEC), including the development of sectoral studies, pursuing synergies, developing tools and supports for employers in addition to collaboratively resolving concrete challenges and problems in communities. The funding provided opportunities for government, private sector, OLMCs, as well as other stakeholders, to collaborate on economic development and employment priorities, an important determinant for the vitality of OLMCs.

Signature Projects were community-driven initiatives that built on existing good practices and designed to test innovative approaches with the potential for scaling-up in OLMCs across the country (e.g. from local to multiregional).

In FY1617, Signatures Projects focused on:

- Improving local level labour market information, deepening understanding of Canada's labour markets and skills needs;
- Helping businesses access the skills needed to meet changing demands;
- Supporting labour market integration and improving workforce adaptability; as well as
- Fostering engagement, collaboration and innovation.

In addition to responding to objectives of OLMCs, Signature Projects were designed to:

- Test innovative collaborative approaches; and
- Generate lessons on outcomes related to the scalability of those projects which, once tested, can be integrated to activities delivered through the Enabling Fund program.

In FY1617, a total of eight projects received support through pan-Canadian funds. All supported government priorities related to enhancing engagement and innovation in improving skills and training, contributing to opportunities for Canadians in addition to the vitality of OLMCs.

The following describes examples of Signature Projects that were implemented in FY1617 and how they aligned with the Government of Canada priorities:

- Expansion of the successful Eco West initiative, an Enabling Fund project, to small official language communities in Ontario (less than 20,000) to support them in making the shift to more sustainable initiatives, through the development of a skilled workforce;
- Development of the Salon Virtuel (on-line) to give access to OLMCs businesses to tools and information on the recruitment and integration of skilled workers locally, nationally and internationally;
- Creation of a Canadian Francophonie Economic Observatory in cooperation with the Organisation internationale de la Francophonie;

- Elaboration of a model to identify, develop and deliver training courses for workers in the tourism sector that embed literacy and essential skills development;
- Design of curricula and partnerships to train workers in the early learning sector, including entrepreneurship-related training and literacy and essential skills development.

These projects met objectives related to the advancement of new partnerships, leveraging of resources, as well as expertise and delivery of practical initiatives in communities. Initiatives have supported OLMCs job seekers, businesses and communities. The projects contributed to enhancing OLMCs capacity and expand client reach in addition to visibility of services. Moreover, this led to the sharing of best practices across the country, which had benefited other jurisdictions. Given the positive impacts, a number of the small-scale tested projects are now being replicated in other regions and lessons learned are being applied. There is significant demand and interest from community stakeholders to expand this initiative.

Work Integration Social Enterprises research

The Work Integration Social Enterprises (WISEs) research program comprises a five-year longitudinal study, composed of six main projects recommended for funding to measure the impact of social enterprises on labour market outcomes for vulnerable populations, including people with disabilities, youth, recent immigrants, homeless or individuals at-risk of homelessness and Indigenous peoples. Together this series of research projects will help determine:

- WISEs' effectiveness in promoting the social and labour market integration of vulnerable individuals;
- Optimal WISE models and type of training programs; as well as
- The return on investment for government.

These six research projects recommended for funding include one project based on a quasi-experimental design and five projects based on multi-sites case studies. The projects are located in Ontario (three projects), Quebec (one project) and British Columbia (one project). They focus on different at risk groups, WISE modes of labour market integration and training programs. Some of these projects build on previous case study research. Almost all projects include cost benefit analysis and/or Social Return on Investment (SROI) of WISE interventions.

ESDC will monitor the implementation and progress of all six research projects recommended for funding through the R&I Support Measure of EI Part II.

Contingent on continued funding, the WISE research projects will recruit additional participants during the subsequent fiscal year and monitor the experience of these WISE participants for three full years. Interim research reports, as well as an annual webinar, will occur in each upcoming fiscal year and final research reports are expected in March 31, 2022.

The results of this series of projects will be integrated into a coherent outcomes database on WISEs in Canada. The database program will work directly with the six WISE research projects to gather data on participants' immediate and longer-term labour market, relevant social outcomes, characteristics of the participants themselves, the social enterprises involved and the nature of the interventions.

To complement the longitudinal WISE research program proposed here, ESDC will be undertaking an internal research agenda focused on the analysis of its Grants and Contributions database to estimate how many of these social enterprises are being funded via ESDC's programs. ESDC will also explore the feasibility of using its program administration data to estimate the relative short term effectiveness of WISEs in promoting the labour market integration of vulnerable individuals, compared to the effects achieved by other types of interventions.
This five-year research program will provide valuable evidence to support the achievement of the Government of Canada and of ESDC's objectives to create a skilled, adaptable and inclusive workforce, as well as an efficient labour market. This evidence will guide policy and program funding decisions for Government of Canada investments in these areas. These objectives are partially facilitated through the emphasis on the collaboration with the not-for-profit sector and private business on the implementation of innovative ideas, social partnerships and social finance approaches. As such, the approach undertaken for the research program itself is an example of this type of collaboration.

This research strategy directly aligns with the Government's Social Innovation and Social Finance Strategy. It also aligns with long-standing initiatives by various governments to support social enterprise as a key business model. Social enterprises are primary examples of community organizations developing innovative solutions for our society's most difficult problems, as well as adopting new sources of revenue and financing to become more sustainable and achieve greater impact. Thus, social enterprises can help stimulate inclusive economic growth since they "create jobs and develop the human capital of groups that are under-represented in the labour market."

WISEs may have the capacity to (re)integrate vulnerable populations into existing labour markets, or to create long-term new jobs and, more broadly, to increase the employability of disadvantaged populations. However, the lack of empirical data on the direct labour market impact, as well as other relevant social outcomes of social enterprises for different vulnerable populations in Canada, presents a barrier to evidence-based policy and program development aimed at supporting the growth of labour force participation for individuals facing multiple complex challenges.

The WISE research program has the potential to advance the Government of Canada's understanding on innovative approaches to support the training, skills development, labour market integration and job retention for individuals facing multiple complex barriers to labour market integration in Canada. The results will inform policy and program development to support vulnerable populations, by generating knowledge to fill significant information gaps. The results will also be helpful for the policy and program thinking of ESDC's suite of integrated labour market programs and initiatives and the Department's overall support for social enterprises, under the Social Innovation and Social Finance Strategy.

Achievements for WISE Research Projects in FY1617:

- Completion of the feasibility study and presentation of recommendations to senior management - May 2016;
- Intake process to obtain concept notes for WISE research projects – August to September 2016;
- Assessment of concept notes received - October 2016;
- Launch of a targeted Call-for-Proposals – November 2016; and
- Assessment of project proposals and recommendation for funding for 6 contribution agreements – January-February 2017

The conceptualization of the WISE Outcomes Database is planned for late FY1718 and its implementation, in FY1819. The estimated notional budget for the entire research program over five years is $2,200,000, dependent on annual allocation through the EI Expenditure Plan for Pan-Canadian Projects.

Labour market information

ESDC implements a National Work Plan for labour market information (LMI) services in support of the National Employment Service and to ensure consistency in the delivery of LMI across Canada. In doing so, ESDC delivers accurate and reliable labour market information to individuals and employers to help them make informed labour market decisions.

LMI helps workers manage their careers and search for jobs by providing occupational and skills information. It assists employers in recruiting, training and retaining workers. It also supports business and investment decisions by providing information on wages, labour supply and demand, as well as influencing educational programs.

LMI also strengthens Canada's economic and social union by helping the labour market function as an integrated national system. In addition, it contributes to:

- Aligning human capital investments with the needs of the economy;
- Facilitating job searches and improving job fit for individuals;
- Helping employers find or train required staff; and,
- Improving the effectiveness of public policies at all levels of government.

ESDC assesses the employment outlooks and wages for detailed occupations at the NOC 4-digit level (520 occupations for NOC 2006), at the provincial, territorial and economic region level, where data permits. ESDC disseminated outlooks on the Job Bank website in May 2015, and updated wages in November 2015. The transition to the NOC 2011 was planned and implementation efforts began including the transition of the EI application system that was converted to NOC 2011 in January 2016.

Weekly Labour Market News, monthly, quarterly and annual Labour Market Bulletins, as well as annual and/or semi-annual Environmental Scans, were also made available on the Job Bank website for all

regions of the country. Additional LMI products, such as Sectoral Outlooks and Client Segment Profiles (2014 editions), were made available for some regions on Job Bank. In addition, work was undertaken to develop new tools and mobile applications to present LMI in new ways such as the use of an interactive mapping tool. The aim is that all Canadians can easily access high quality LMI about all areas of the country.

Furthermore, ESDC continued work with the provinces and territories to establish the LMI Council, which will complement existing LMI activities across Canada by identifying and implementing pan-Canadian priorities for the collection, analysis and distribution of Labour Market Information.

National employment service initiatives

Departmental operating funds also support online national employment services administered by ESDC, to help Canadians find suitable employment and help employers find suitable workers. These free, bilingual online services connect job seekers with employers, and help individuals prepare and carry out their return-to-work action plans. Job Bank is designed to improve the way information about jobs and the labour market is disseminated by reducing duplication, improving the quality of information, as well as making online labour information more accessible and easier to use.

In partnership with provinces and territories, ESDC maintains the Job Bank website, which offers an electronic labour exchange service to connect job seekers and employers as part of the National Employment Service. Job Bank provides workers with a listing of employment opportunities across Canada, to assist them with their job search. Employers can also use Job Bank to post their job vacancies online in order to find qualified candidates.

By providing information on job vacancies locally, regionally and nationally, as well as information on the education and skill requirements for in-demand occupations, Job Bank is supporting a more informed, skilled, competitive and mobile Canadian labour force.

Job Bank completed a number of online service enhancements in FY1617, including the launch of a redesigned user interface and a new Resume Builder tool. Improvements to the employer and job posting validation processes were made to better meet service standards. In Job Match, the algorithm was further optimized to provide more relevant matches and new features were introduced to help job seekers from underrepresented groups connect with suitable employment. Job Alerts was improved to provide more customizability for job seekers and better integration with Job Search. Lastly, Job Bank implemented an administrative toolset for provincial/territorial partners to access data reports and training manuals, as well as to create provincial/territorial specific content to be displayed on Job Bank based on the user's location.

As of March 31, 2017, approximately 130,000 employers had created an account on the new employer module and more than 201,000 job postings had been matched to job seekers through Job Match. Workers can also subscribe to Job Alerts to receive daily email notifications when new job opportunities

become available. More than 433 million alerts were sent to over 690,000 subscribers throughout the fiscal year. In FY1617, Job Bank received more than 65 million visits and displayed more than 1.2 million job postings from over 209,000 employers, including those from provincial, territorial and private job boards.

Job Bank also offers a labour market information tools to help users understand the job market, as well as to make informed decisions related to their education and career. The tool allows users to search for labour market information including trends, wages, outlooks and education, in addition to skill requirements for a given occupation at the local, regional and national levels.

Job Bank was the focus of two different evaluations in FY1617. The Learning and Labour Market Information Evaluation found that consolidating employment and job market information on Job Bank was beneficial for Canadians. Moreover, users are generally satisfied with the services available and the information displayed on the site.

3.4.4 IT systems supporting agreements with provinces, territories and Indigenous organizations

The secure electronic exchange of program data between Canada and provinces and territories sustains the delivery of EBSM-Similar programming under the LMDAs. Provinces and territories exchange data with ESDC to verify EI eligibility; understand the characteristics of EI claimants; identify applicants who can benefit from EBSM-Similar programming; report on service delivery; and, refer claimants to benefit programming while on claim. ESDC uses the data received from provinces and territories to monitor, assess and evaluate their programs. The systems and applications involved in these data exchanges require ongoing maintenance and improvements to maintain high quality service delivery standards. Some of the systems also support programming to Indigenous communities through the ASETS and a Federal/Provincial data exchange called the Assignment of Benefits that helps to coordinate social assistance payments while EI claims are adjudicated.

In FY1617, ESDC continued to modernize many components of the systems and applications that enable secure electronic exchange of program data. ESDC also expanded to the province of Alberta, the use of the Targeting, Referral and Feedback application, a tool that promotes proactive engagement and complements existing processes for identifying and engaging clients. Thirdly, ESDC continued improvements to systems that process and store data for program monitoring, assessment and improvement.

Chapter IV
Program administration

This chapter provides an overview of the delivery of Employment Insurance (EI) services to Canadians during FY1617. It follows the steps of the EI process from a client perspective, starting with general information gathering, through processing, to the end of the benefit period, focusing on interactions with both employees and employers along the way. Additionally, it outlines avenues of recourse for claimants via the EI Requests for Reconsideration and Appeals process and ESDC's role with respect to the Social Security Tribunal (SST). This chapter also touches on the reporting and quality measures used to monitor EI program delivery and contributions.

In addition to this overview, ESDC conducts supplemental studies to evaluate specific elements of the EI program and its service delivery to Canadians. One such study focusing on EI's support of apprenticeship training during FY1617 was recently completed and can be found in Annex 6.

Information note:

This chapter refers to both claimants and clients. Claimants include individuals who have submitted an EI claim (whether successful or unsuccessful) as well as those currently receiving benefits. Clients include claimants, employers and other interested parties.

Also, "FY1617" will be used throughout this chapter to refer to the period starting on April 1, 2016 and ending on March 31, 2017.

4.1 Introduction and context of Employment Insurance service delivery

EI claimants rely on ESDC for information and guidance throughout the whole claims process resulting in timely and accurate benefit payments.

Claimants and employers can access Service Canada online, by phone or in-person. The processing and payment of EI benefits occurs through a service delivery network made up of processing sites and EI Specialized Call Centres located across the country. This service delivery network addresses seasonal fluctuations in workload while adjusting to unanticipated spikes caused by economic conditions or major disruptions such as natural disasters.

Canadians' needs and expectations drive ESDC efforts to improve service delivery. The Government of Canada's commitment in Budget 2016 to improve service for all EI claimants paved the way for legislative changes, funding to hire call center agents, particularly for the EI Specialized Call centre, and led to the launch of the EI Service Quality Review (SQR). These efforts build on the progress of the last decade to introduce more automation, simplify the process, and reduce manual paperwork for claimants, employers and ESDC agents. These changes have already started to show results. The number of application errors for example has decreased, bringing the payment accuracy rate up to 95.4% this reporting period, from the previous year's 93.9%. Processing speeds have also improved; meeting the annual target of over 80% of claims paid out or responded to within 28 calendar days (see section 4.3.3. Claims Processing for more information). Processing activities have been distributed across the national network taking better advantage of capacity where it exists, and paper has been virtually eliminated. Efforts continue to increase claims processing automation and optimize the electronic services available to individuals and businesses.

Employment Insurance Service Quality Review (SQR)

In May 2016, the Government launched the EI Service Quality Review (SQR), a nationwide consultation process with key stakeholders and the public to seek their input on ways to improve services to EI claimants.

Led by three members of Parliament, the SQR Panel asked Canadians from coast to coast to coast how to improve services to EI claimants. Canadians were consulted via stakeholder roundtables and an online questionnaire. To support this review, the Department conducted a client experience survey using a randomly selected sample of EI clients. This survey focused exclusively on EI clients and yielded an overall satisfaction score of 78%. The results of the client experience survey were published in March 2017 and are available publicly on Canada.ca.

Based on the feedback received, the SQR Panel developed ten recommendations, along five key themes which address the issues and concerns raised regarding the service quality of the EI program. The themes include an increased client-centric focus, employee engagement, operational improvements, the modernization of existing technology, and policy modifications.

Recommendations emphasize that a greater client-centric focus can be achieved through more engagement and communication with clients throughout the service improvement process. Similarly, the SQR report addresses employee engagement by pointing to opportunities to involve employees more directly in service improvement initiatives

Operational improvements were also highlighted as possible areas of focus for improvement, particularly the delays associated with having claims and appeals processed, and questions answered at first point of contact. One suggestion was to reduce delays and the administrative burden on employers by advancing work on a solution that would allow real-time payroll information to be shared with Government.

Finally the SQR report recommended that some of the technologies in place to deliver EI services are outdated and should be modernized to improve the quality of services, and to meet client expectations. The Call Centre Improvement Strategy section of this chapter provides details about some of the work underway to address these recommendations, particularly the move to a new telephony system (see Section 4.4.1), and efforts to modernize online services (see Section 4.3.1).

The complete SQR report, including the full recommendations and panel findings, entitled "Making Citizens Central", was published on February 1, 2017, and is available publically on Canada.ca.

Adapting service delivery to fit the situation

Unexpected natural disasters and economic downturns can lead to sudden periods of large scale unemployment. Claimants and employers rely on ESDC to be well-prepared to deliver the services they need, when they need them the most, particularly when special planning is required to adapt the program quickly to fit the situation.

On May 1, 2016, a wildfire began southwest of Fort McMurray, Alberta. It swept through the community, destroying approximately 2,400 houses and buildings, forcing 80,000 people from their homes, including ESDC employees. It is the costliest disaster ever faced by Canada and is the largest wildfire evacuation in Canadian history.

Since many individuals were displaced from their homes and in temporary locations during the height of the fires, leniency and flexibility were applied when evaluating claimant availability for work. Furthermore, since many employers were not in a position to issue records of employment (ROEs), Service Canada used interim ROEs to finalize EI claims in order to avoid delays in the receipt of benefits.

Individuals affected by the fires made 30,510 calls to the EI Specialized Call Centres that were answered using a dedicated line which provided priority access.

Most individuals who contacted the EI Specialized call centre were making enquiries about claim-specific issues, notably (where the breakdown was available) about:

- initial claim: 56% of enquiries;
- change of address, access code or payment issued by mail: 25% of enquiries;
- renewal claim: 6% of enquiries; and
- other reasons for the call: 13% of enquiries.

Almost 1,400 individuals impacted by the evacuation, found themselves suddenly unemployed and contacted 1 800 O-Canada for more general information and assistance. Although the service provides information on behalf of all federal programs and services, EI-related calls were predominant.

Individuals were also able to speak with agents in-person in the evacuation centres set up across Alberta. More than 18,000 clients benefited from speaking to an agent at one of the evacuation centres. In addition, three mobile command centres (RVs) crisscrossed Northern Alberta to support those who were not close to an evacuation centre.

In total, approximately 31,000 EI applications were submitted and handled by a dedicated processing team.

4.2 Accessing information on Employment Insurance

Chapter Two outlines the various benefits available to EI contributors, whereas this section focuses on how clients can get information about the various benefits. EI-related information, like eligibility requirements and the application process, is available online, by telephone and in person, so that Canadians can access what they need, when they need it, using their preferred method. This section provides an in-depth analysis of the management of these channels.

4.2.1 On-line

Clients use Canada.ca and ESDC's secure applications to access information and make online transactions.

Canada.ca

In January 2017, the move of EI information to the new Canada.ca website was completed. As part of this move, EI web pages were re-organized to be found more easily by clients. They are now sorted under several Canada.ca themes, including Jobs and the Workplace, Benefits, and Business, as well as through the Service Canada profile page. EI tasks are among the most commonly used GC services. 44% of visitors who viewed ESDC content on Canada.ca looked at EI pages, while more broadly, EI content was viewed by 32% of all Canada.ca visitors.

The most viewed page this reporting year on Canada.ca was the My Service Canada Account (MSCA) page. Clients who looked at EI content viewed 62,578,681 pages overall which is consistent with previous years. In descending order, the most viewed EI pages were:

- EI Benefits – 51.6%;
- Internet reporting service – 39.9%;
- EI Regular Benefits – Overview – 12.1%;
- access Record of Employment on the Web (ROE Web) - 7.3%; and
- applying for EI benefits online - 4.6%.

To provide clients with a consistent experience, information about all services and benefits on Canada.ca, including EI, is presented in the same simple, accessible, step by step format, with the same look and feel. Since this change, 70% of visitors who reported coming to Canada.ca to complete an EI-related task (for example, applying for EI, submitting a biweekly report, or checking the status of their claim) were either satisfied or very satisfied with their online experience. As well, across all EI tasks presented in a new Service Initiation Template, 40% of clients who viewed the first step (the "Overview" page) progressed directly to the "Apply" page (instead of reading through the more detailed steps). ESDC will continue its review of EI pages on Canada.ca to improve clarity, findability and overall client experience.

My Service Canada Account

Service Canada provides claimants with a secure transactional portal to view and update their EI, Canada Pension Plan (CPP), and Old Age Security (OAS) information. The "My Service Canada Account" (MSCA) portal contributes to more accessible, accurate and timely services for Canadians.

Each month, over 500,000 users log into MSCA to access EI services such as:

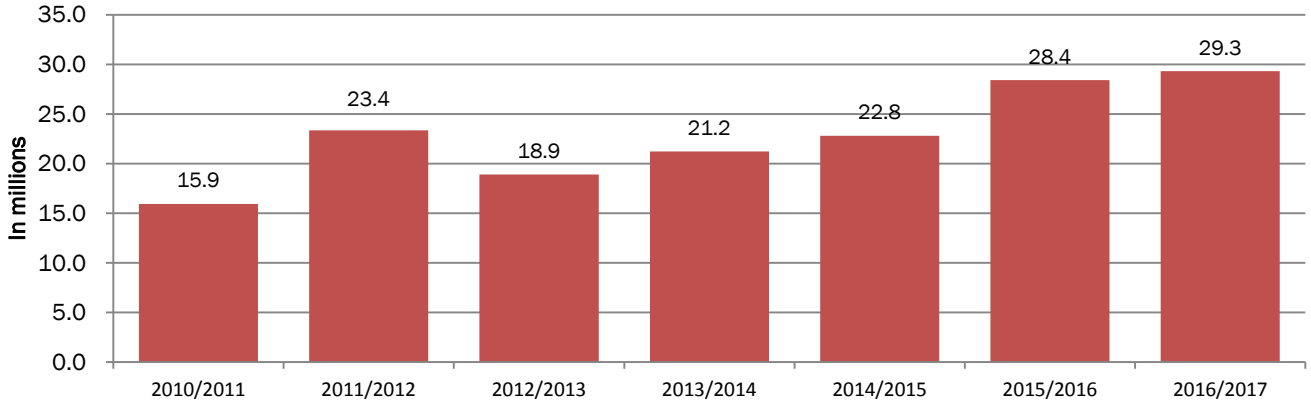
- obtaining current and past claims information, payment information, and correspondence;
- submitting new information, signing up for or changing Direct Deposit service;
- viewing or printing an ROE and/or tax slips;
- accessing EI Applications On-line (also known as AppliWeb) and the Internet Reporting Service; as well as
- visiting the Canada Revenue Agency portal (My Account for Individual) within the same secure session.

MSCA posts an ongoing exit survey to a random selection of account users who have completed their visit to the portal. The survey asks users what tasks on MSCA they had wanted to complete during their session, and for each of these, whether or not they were able to complete it. Tasks for EI included changing information (for example,

address or direct deposit), viewing Records of Employment (ROE), and viewing information such as latest and past claims. During FY1617, 1,771 surveyed MSCA users indicated they had attempted one of these EI-related tasks, and overall, 81% of respondents indicated being able to complete their task during the session.

Canadians logged into MSCA 29.3 million times during this reporting period; an increase of 3.4% over the previous year (see Chart 1). MSCA logins have continued to increase since 2010 to 2011. There are now 5.2 million accounts (total estimated active user base), an increase of 1 million over 2015 to 2016, which includes 793,058 new registrations.

Chart 1
My Service Canada Account logins



Source: My Service Canada Account administrative data.

The ability to self-serve on the status of an application request is a common service available within the private sector and as such, the ability to check the status of an EI application was identified as a valuable addition to the program's service strategy. While the application intake process for the program is largely electronic, prior to this reporting period an EI claimant could not obtain any detailed information on the status of their application once submitted (from the time of submission until a decision was taken). The lack of a viable e-solution to provide meaningful and timely claim specific data (during the time between application submitted and decision taken) continued to create channel churn as claimants must rely on agent-assisted services to obtain details on claim status.

The ability for clients to enquire as to the status of their claim was identified as a major obstacle to overcome. To address the situation, the Department introduced new functionalities into the existing My Service Canada Account (MSCA) portal. They are:

- Check Status – To present users with timely and meaningful information on their claim status in a secure environment over the internet. (November 2016).
- Message Centre –A secure mailbox within MSCA where messages related to the claim can be posted and retrieved by the claimant. These messages are system or agent generated based on claim transactions. (November 2016).

4.2.2 By telephone (call)

EI clients frequently contact 1 800 O-Canada for general enquiries related to EI. For more complex and client-specific enquiries EI clients have the choice of calling the EI Specialized Call Centre or logging into the My Service Canada Account (MSCA).

1 800 O-Canada

1 800 O-Canada acts as the first point of contact for all GC programs and services, supports GC advertising and communication activities, and supports GC communication needs in crisis situations. Available in more than 60 countries, the 1 800 O-Canada[1] line is available Monday to Friday, with service in both official languages, for callers in Canada, from 8:00 a.m. to 5:00 p.m. in each time zone; and for callers outside of Canada from 8:00 a.m. to 8:00 p.m. Eastern standard time. The service delivery standard is to answer calls within 18 seconds (or within three rings), 80% of the time. During FY1617, 1 800 O-Canada answered 82% of calls within 18 seconds.

1.79 million individuals made calls answered by 1 800 O-Canada agents, a 17.9% decrease as compared to the previous reporting year. This translated into the service answering 2.28 million enquiries (more than one enquiry may be asked per call). 19.4% or 442,111 of those enquiries related to EI. When compared to the previous year, the number of EI-related enquiries decreased by 26.9%.

1 800 O-Canada is equipped to provide general information on EI programs and how to access them, including:

- an overview of the benefits and eligibility criteria;
- application process and forms;
- general information on payment dates[2] (not applicable for the EI benefits as payment information is case specific);
- direct deposit information; and
- referral of contacts to specific programs, including the pertinent EI web pages and links necessary to complete their service delivery journey.

Clients that have case-specific enquiries are advised to access the MSCA website, or contact the EI Specialized Call Centers, or the Employer Contact Centre as required.

Most EI-related enquiries continue to require a referral to the EI Specialized Call Centres or to the program's web-site for more detailed, complex and client-specific enquiries. During this reporting period, 82.2% of the EI-related enquiries handled by 1 800 O-Canada included a further referral to the program to satisfy callers' more specific questions.

4.2.3 In person (visit)

The third option for Canadians to obtain information on Service Canada services is in-person.

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[1] 1 800 O-Canada call centre agents respond to general enquiries on a number of Government of Canada programs. Call centre agents can provide general information on the Employment Insurance program such as providing websites for specific issues relating to the program. Questions pertaining to recipient's or applicant's Employment Insurance file are referred to the EI Specialized Call Centres by providing the number to reach them.

[2] 1 800 O-Canada cannot provide claimant specific payment information. This information can be obtained through MSCA or through the EI Specialized Call Centre.

As of March 31, 2017, there were 558 Service Canada points of service (320 Service Canada Centres and 238 Scheduled Outreach sites) where citizens could access general information on the EI application process and eligibility criteria. Service Canada employees in these locations help claimants to complete the online application and perform other support functions for the EI program, which include authenticating identity, validating supporting documents, and verifying information for completeness.

The in-person points of service fall under two categories:

- Service Canada Centres (SCC) are full-time or part-time offices, open up to five days a week, managed and staffed by Service Canada employees, offering general information and transactional services. SCCs may be stand alone or co-located with other organizations; and

- Scheduled Outreach Sites are points of service that are physically located outside an SCC but offer similar services. Service Canada employees (from a nearby SCC) travel to a pre-determined location regularly (for example, one day per week) to deliver services. Outreach is typically available in rural or remote locations, offered at partner premises (such as band councils, provincial or territorial offices), and managed through service contracts and/or memoranda of understanding.

ESDC aims to ensure that 90% of Canadians have access to a Service Canada point of service (SCC or Scheduled Outreach site) within a 50-kilometre driving distance from where they live. The number or network of offices can fluctuate and is adjusted based on needs and demand for service. Over the last five years, this target has been met consistently, and exceeded in the current reporting period with a rate of 96.2%.

Clients made over 4.4 million EI-related service requests[3] to an in-person point of service during FY1617; representing 30% of all interactions handled at in-person offices. Of these, EI-related visits to Scheduled Outreach sites across the country accounted for more than 56,000 service requests.

Types of EI assistance provided by in-person services in this reporting year included the following interactions:

- 33.4% for follow-up assistance;
- 33.4% to provide general information;
- 31.8% to use Citizen Assisted Workstations;
- 1.4% to accept or provide assistance with applications; and
- 0.1% to provide processing support.

Mobile Outreach Services

Service Canada also uses Mobile Outreach Services (MOS) to connect with communities across the country. MOS complements the services provided at SCCs and Outreach sites, and increases awareness of Service Canada programs and service offerings by providing general information such as:

- EI information at mass layoff sites;
- Youth program information in locations such as schools;
- Senior programs (namely, CPP, OAS) in retirement homes; and,
- Other Government of Canada programs and services to community service organizations.

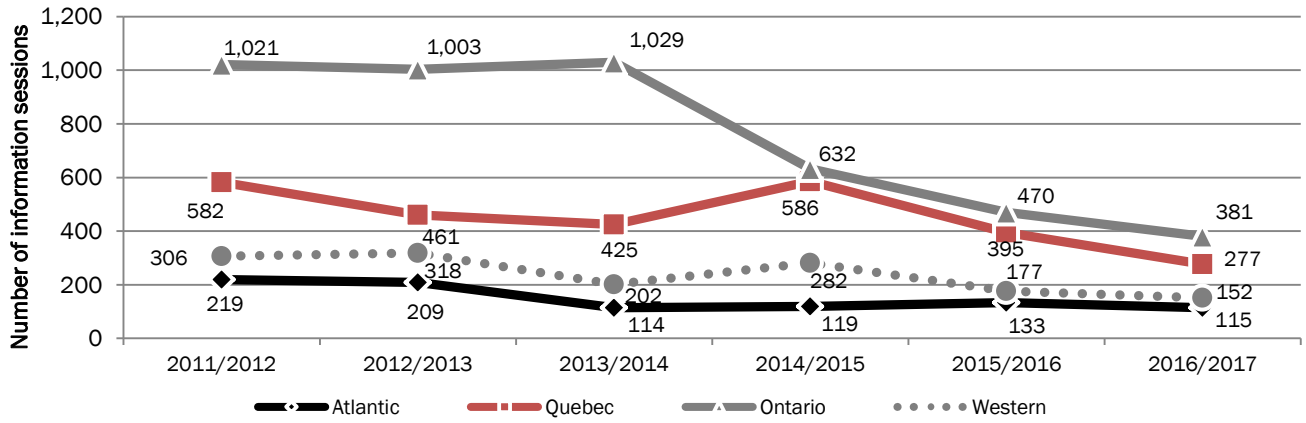
[3] For a regional breakdown of the number of in-person Employment Insurance requests, see Annex 4.1.1

The following information sessions on EI were delivered through Mobile Outreach Services[4] during this reporting year:

- 409 EI information sessions to citizens facing layoffs, with a total of 8,161 participants;
- 190 EI information sessions to workers on Work Sharing, with a total of 3,275 participants; and
- 407 EI information sessions to employers, with 755 companies and organizations participating.[5]

Chart 2 breaks down the Mobile Outreach Services (MOS) information sessions delivered to claimants by region, including employees facing layoffs and work sharing sessions.

Chart 2
Employment Insurance information sessions to claimants by Service Canada region



Source: Mobile Outreach administrative data.

Yearly targets are not set for MOS EI information sessions as they are offered on demand. Since 2011 to 2012, there has been a steady decline at the national level in the number of MOS EI information sessions delivered to citizens. This decline is partly explained by: changes in the economy and local priorities; reduced need since more EI information is available on-line; and, the new capabilities allowing claimants to make changes directly to their EI personal information on-line.

The number of sessions delivered was 21% lower in this reporting period as compared to the previous one, due to less demand.

When Service Canada receives news of a mass layoff, regional offices initiate contact with employers to organize an EI information session. Working with partners, potential claimants receive on-site workshops on resumé writing, job search techniques, interview skills, as well as, EI and available provincial support programs. Sessions are usually planned on very short notice and often in remote areas.

Service Canada also delivers EI information sessions in times of duress, and may adapt processes and create partnerships to more effectively meet clients' needs with regard to EI. While some Service Canada employees make proactive calls to employers affected by a tragedy to establish their needs, others simply ensure potential claimants who lose their jobs can get the information required to submit their EI application.

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[4] For more detailed information on Mobile Outreach Services, see Annex 4.3.1

[5] As per previous reports, this number includes occasions where employers were explained how to properly complete their ROE.

For example, during the Fort McMurray fire and aftermath, Service Canada attempted to reach the majority of employers in the affected region to determine areas of support including recovery plans to get staff back to work, work-sharing options where required, and other ways that Service Canada could support them. This included Temporary Foreign Workers who were encouraged to apply for EI as employers' determined contingency plans for future employment.

Employers who came to a Service Canada Center or one of the evacuation centers were provided information on EI services; transfers to the Employer Contact Centre were assisted as required and/or the number was provided to the employer for future use.

In response to the anticipated unemployment increase caused by the Alberta wildfires this year, eleven (11) Emergency Evacuation Centers were opened to serve clients in British Columbia, including Kelowna, Clearwater, Kamloops, Prince George, Surrey, Princeton and Vernon. Over 1,200 affected clients visited a Service Canada centre to apply for, or enquire about, EI. Service Canada employees from across British Columbia, Alberta, and Saskatchewan were brought in to support these efforts and ensure that evacuees received timely services in the evacuation centres.

4.3 Application intake and claim processing

This section provides an overview of the activities related to application intake and claims processing, focusing on both the claimant and employer.

4.3.1 Services for clients

Claimants can initiate service requests for benefits via the internet using the online form (AppliWeb), or in-person at any Service Canada centre. Introduced nationally in 2002, AppliWeb allows claimants to apply for EI benefits 24 hours a day, seven days a week, from anywhere they can access the internet. Over the last nine years, usage has remained well above 95%, and it continues to be the prevalent method chosen by claimants applying for EI benefits, with 98.4% of applications submitted via AppliWeb during this reporting year (See Annex 4.6.1).

Claim volumes

2.96 million EI applications were received in FY1617, representing an increase of 0.57% from the previous year (see Table 1). Since the 2008 to 2009 recession, there has been an increase in claims as compared to the pre-recession volume of 2.6 million claims. This increase has primarily impacted Western Canada and the Territories which received 60,990 more claims than the previous year; an increase of 6.9%, driven largely by continued high unemployment in Alberta as a result of the commodities downturn and the Fort McMurray wildfires in May 2016.

Table 1
Employment Insurance initial* and renewal applications received**

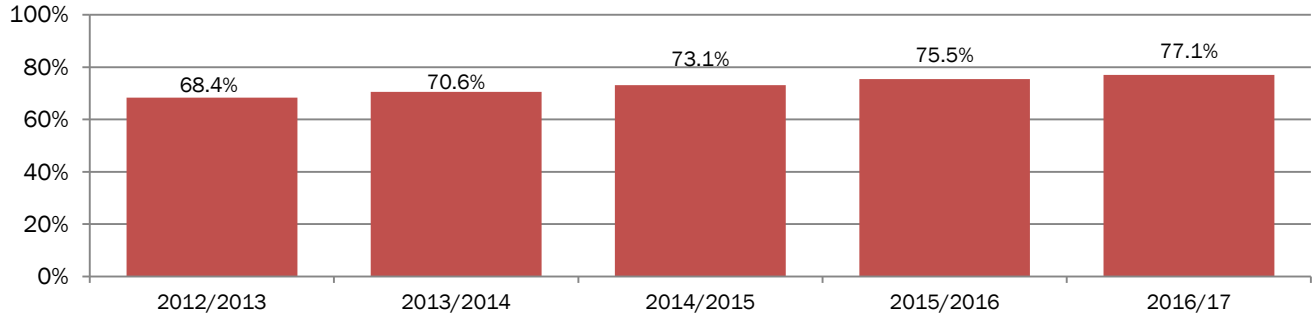
	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017
Canada	2,759,570	2,778,769	2,800,865	2,942,271	2,959,128

* An initial claim is an application for benefits received to establish a new claim (benefit period) for Employment Insurance
** A Renewal claim is an application for benefits received to renew or reactivate an existing claim that has already been established and is still in effect, such as where a claimant stops claiming benefits for a period of time (returns to work) and wants to renew that claim
Source: Employment Insurance administrative data.

Electronic reporting

To receive EI benefits, most claimants must complete and submit biweekly reports, using the telephone reporting service or the internet reporting service. Claimants answer a series of questions which help determine on a week by week basis whether they continue to be eligible for the type of EI benefits they are claiming. 77.1% of claimants used the internet reporting service to submit biweekly reports (see Chart 3 below).

Chart 3
Percentage of claimants using the Internet Reporting Service



Source: Mobile Outreach administrative data.

4.3.2 Services for employers

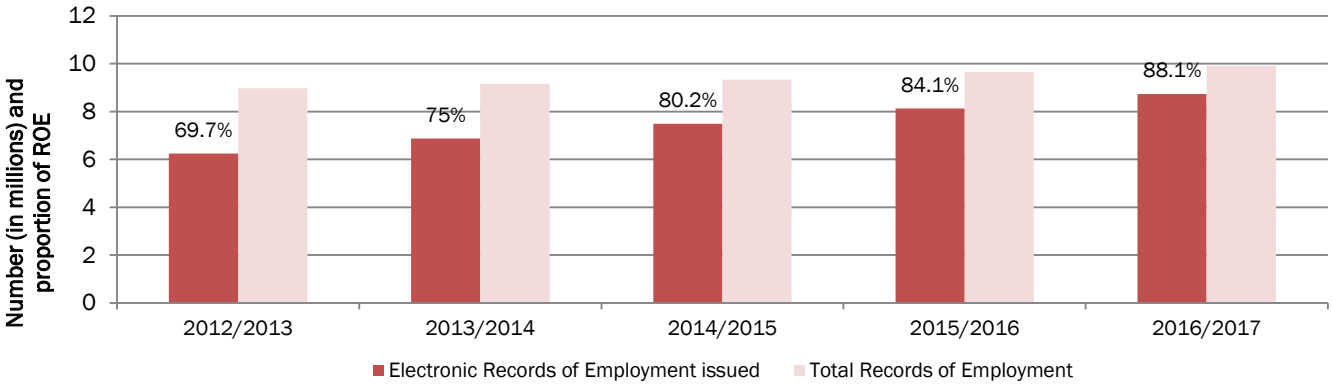
Service Canada works with employers to ensure that the EI program is administered fairly and efficiently. With services supported by the Employer Contact Centre (ECC) and the Canada.ca website, employers can obtain guidance and access to the most up-to-date information regarding the EI program to help them understand their responsibilities and learn about the various services and programs available to them.

Record of Employment (ROE)

ESDC uses the information provided on the ROE to determine if a person qualifies for EI benefits, the benefit rate and the claim duration. Each year, more than 9.9 million ROEs are issued.

To improve the automation of the EI program, ESDC actively encourages the use of electronic ROEs (eROEs) which create organizational efficiencies and reduce administrative burden - employers no longer need to order or store paper ROE forms or send copies to ESDC and their employees. The Department is continuing efforts to reach out to employers and target industry sectors identified as being large paper ROE users. This targeted approach resulted in an increase of eROE submissions by 4.0 percentage points, from 84.1% to 88.1% (see Chart 4).

Chart 4
Number and proportion of Records of Employment issued



Source: Employment Insurance administrative data.

In the fall of 2016, ESDC successfully decommissioned five outdated ROE Web formats. The decommissioning of these old format ROEs ensured that the ROE Web Application is keeping pace with industry standards. Benefits for employers include fewer errors on the ROE which translates to fewer follow-up calls for additional payroll information.

In an effort to continuously improve services to employers, a feedback function, as suggested by employers, was introduced in the ROE Web Application in October 2016. This new feature allows employers to communicate their service preferences and influence the functionality available within the ROE Web Application. During this reporting period, a total of 9,168 respondents completed the ROE Web questionnaire with 86% of respondents indicated being “Very satisfied” or “Satisfied” with the ROE Web application.

4.3.3 Claims processing

EI benefits are delivered through a national network comprised of processing agents across Canada, working in tandem with automated EI claims processing and workload management systems. The network triages, assesses and adjudicates new applications, applications to reactivate an existing claim, as well as revised claims that are created when new information is received during the claim lifecycle.

Inventory Reduction Strategy

Over the last decade, the Government of Canada has taken steps to make it easier for Canadians to receive their EI benefits through a range of processing modernization and automation efforts. However, EI claim volumes have historically exceeded the funded capacity which has led to a significant increase in the inventory of pending claims. To improve service to Canadians by reducing the pending volume of claims and increasing the level of client service, Service Canada implemented a 24-month inventory reduction strategy beginning in October 2014.

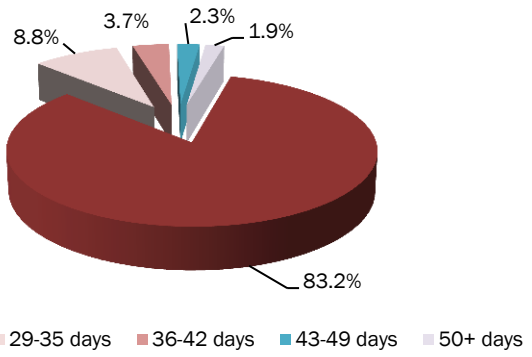
Despite many challenges the Department faced in terms of increased claim volumes resulting from the commodities downturn and the wildfires in Fort McMurray, as well as the implementation of Budget 2016 legislative changes, the target was successfully achieved on September 29, 2016. In 24 months the EI claims inventory had been reduced by 75% from a high of 471,000 to 122,000 claims.

Speed of Payment

Speed of Payment (SOP) refers to the percentage of initial and renewal claims for which the Department sends a payment or non-payment notification to a claimant within 28 calendar days of filing. The performance target is to pay (or notify of non-payment) an annual average of 80% of claims within 28 calendar days of filing. This service standard is used by the Department to measure its ability to process claims in a timely manner.

Of all the initial and renewal claims received during this reporting year, 83.2% were responded to within the 28 day target, and 92% were answered within 1-35 days (see Chart 5, below for details).

Chart 5
2016/2017 Initial and renewal Speed of Payment volumes



Source: Employment Insurance administrative data.

There is a range of factors that affect EI processing performance—most notably seasonal fluctuations in workload demands where the Department experiences a higher than normal intake of claims. Other factors that can delay the payment of benefits beyond 28 days include incomplete applications requiring clarification of information, and complex applications requiring fact-finding with employers and third parties to render a fair and equitable decision,

While an increasing share of applications is automated by the system, there are still some applications that require agent intervention to address specific issue(s) before a claim can be processed. These manual interventions can create delays in the delivery of EI benefits. Issues include delays in receiving the record of employment (ROE), discrepancies between the application and the ROE, and employers failing to issue ROEs. In addition, unanticipated economic factors or events such as mass layoffs and natural disasters may have an impact on EI processing performance in any given year.

4.3.4 Quality monitoring

ESDC uses a series of checks and balances to ensure that claimants are approved for benefits when appropriate and receive the right payments.

Claimants are supported via prompts, guidelines, and Service Canada employees on-site, throughout the process of submitting EI applications to avoid unnecessary mistakes and delays, and in turn minimize the number of errors. Service Canada employees have been organized into teams working to ensure that EI contributions go where they are supposed to, and that claims are handled correctly the first time. The EI program has worked to adopt a quality by design approach, meaning that some key quality assurance measures have been built right into the first steps of the system to check and validate the information and applications being submitted. This approach provides support to both claimants and employers.

Claimants receiving benefits have the added reassurance of internal verifications run after payments are made to ensure that the calculated amounts were accurate. ESDC's main reviews include the Employment Insurance Payment Accuracy Review (EI PAAR), the Employment Insurance Processing Accuracy Review (EI PRAR), the Individual Quality Feedback (IQF) review, and the National Quality Coaching Program for Call Centres (see Section 4.4.3).

Quality by design

Claimants and employers submitting information and applications are supported by systems designed to provide more help and specific guidance at the beginning, and to notice and alert them to possible missing or incorrect details. This approach, known as quality by design, aims to avoid unnecessary errors and delays.

For example, the EI mobile outreach sessions described above (see Section 4.2.3) proactively provide potential claimants with information about their eligibility, tools to help them find new employment, and guide them through the first phases of submitting an EI application. Similarly, ESDC's ongoing efforts to encourage the move from paper ROEs to eROEs help to reduce error because of real-time submission, and automatic alerts which prompt the user when a required field has been left blank.

Employment Insurance Payment Accuracy Review (PAAR)

In an effort to reduce errors at the start of the claim's process, system edits are in place to validate the information provided by the claimant. It is also important to review claims once they are established to ensure that the benefits paid are accurate and that no mistakes are made while the claimant is in receipt of benefits. Despite best efforts, errors do occur.

Using a Monetary Unit Sampling methodology, the EI Payment Accuracy Review (EI PAAR) estimates the accuracy of EI benefit payments based on a statistically valid number of files each year to identify undetected errors that result in mispayments. ESDC has an established target rate of 95%[6] accuracy in benefit payments per year.[7] This cumulative accuracy level collectively accounts for claimant, employer and ESDC errors. Together, claimants, employers and the Department have maintained an accuracy level of over 93.9% for the last decade, and achieved 95% or more for at least six of those years. During this reporting period the overall accuracy rate reached 95.4%, up from 93.9% the previous year (see Table 2). Annual results can be found in the financial audit of the EI account, reported each year in the Public Accounts of Canada by the Office of the Auditor General.

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[6] The EI PAAR was launched in 1983 at the recommendation of the Office of the Auditor General (OAG). The accuracy target was set at 95% based on the results of two previous "payment accuracy" reviews: the first one conducted by the OAG in 1981 and the second one conducted by the Department in 1983. The results of these studies, and of the consultation work performed by the firm Clarkson Gordon, led senior officials to set the payment accuracy rate at 95%.

[7] For more information on past accuracy rates to fiscal year 2011 to 2012, see Annex 4.5.

Table 2
EI PAAR: Estimated financial impact of errors and estimated error rate, by source (based on PAAR sample)

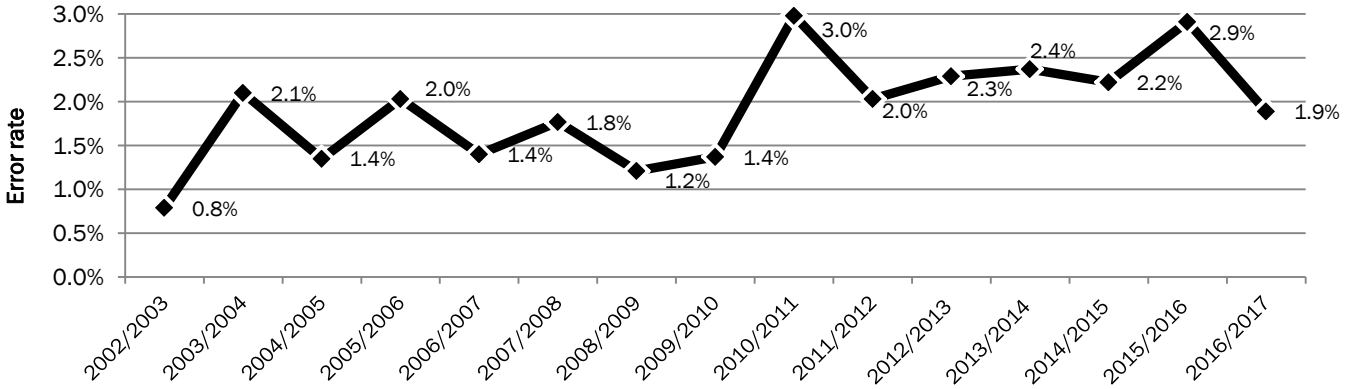
	2015/2016		2016/2017	
Total EI benefit payout		$17.8 billion		$19.1 billion
EI Payment Accuracy Rate		93.9%		95.4%
	Estimated Financial Impact ($M)	Estimated Error Rate	Estimated Financial Impact ($M)	Estimated Error Rate
	$1,100 million	6.1%	$887.7 million	4.7%
Errors by source:				
- Employer	$427.5	2.4%	$286.6	1.5%
- Claimant	$519.3	2.9%	$361.7	1.9%
- ESDC	$149.3	0.8%	$239.5	1.3%

Note: Estimated financial impacts are the sum of overpayments and underpayments.
Source: Employment and Social Development Canada.

As noted in Table 2 above, the overall payment accuracy rate of all EI claims increased by 1,5%. In response to an audit by the Office of the Auditor General (OAG), the EI Quality Task Force was formed in November of 2016. The mandate of the Task Force was to analyze the EI PAAR error trends and determine the causes of the increased value of the errors and recommend actions to address them. As a result, a number of recommendations were made and are in the process of being implemented. For example, fact sheets are being created to support users (employers and clients) and processing agents Quality monitoring and training for the most common Service Canada errors remains an ongoing focus.

Changes made to simplify the application process help reduce claimant errors. This year, the claimant error rate decreased, from 2.9% last fiscal year to 1.9%. The most common claimant errors occur after the claim is established and include claimants failing to report earnings, claimants and failing to report the refusal of a job, quitting a job, or being dismissed from a job while in receipt of benefits.

Chart 6
15- Year overview of Claimant Error



Note: Results are provided with a level of confidence of 95% and a margin of error of ± 5%.
Source: Employment and Social Development Canada.

The employer error rate also decreased this year, from 2.4% to 1.5%. This decrease could be related to the increase in electronic ROEs (eROEs), which contain comparably fewer errors than traditional paper ROEs. To clarify, in order to identify employer errors, all ROEs used to establish a claim under review are validated with the employer. As detailed in Table 3, the percentage of eROEs reviewed in the EI PAAR sample continues to increase year over year, from 65.1% in 2014 to 80.6% in 2017, while the paper ROEs continue to decrease. Of

importance to note this fiscal year, eROEs accounted for over three-quarters of ROEs in the PAAR sample, a slight increase over the previous year; however, paper ROEs were still over twice as likely to contain a monetary error. ESDC is committed to encouraging employers to move to eROEs, and to incorporate more tools which will help to eliminate possible sources of error during the first steps of information and application submission. Ongoing analysis will also continue in order to understand employer errors and to raise awareness within the employer community about why these mistakes happen, the financial value, and possible ways to avoid them.

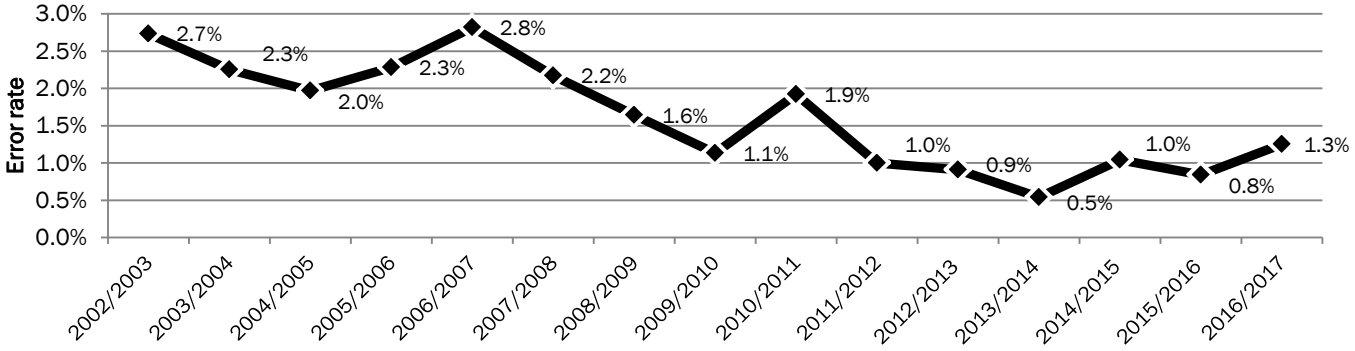
Table 3
eROE and paper ROE error rates

	2013/2014		2014/2015		2015/2016		2016/2017	
	Count	Percentage by ROE type	Count	Percentage by ROE type	Count	Percentage by ROE type	Count	Percentage by ROE type
Number of eROEs validated	503	65.1%	589	73.3%	589	76.4%	621	80.6%
Number of paper ROEs validated	270	34.9%	214	26.7%	182	23.6%	149	19.4%
Total ROEs validated	**773**	**100.0%**	**803**	**100.0%**	**771**	**100.0%**	**770**	**100.0%**
Incorrect eROEs	37	7.4%	30	5.1%	61	10.4%	46	7.4%
Incorrect paper ROEs	38	14.1%	21	9.8%	38	20.9%	26	17.4%

Source: Employment and Social Development Canada.

ESDC's efforts and progress towards automation have contributed to maintaining low levels of error (see Chart 7 Service Canada Errors). Periods of higher claim volume can shift the emphasis to speed and require more manual data entry. Nearly half of all ESDC errors found this year were caused by clerical, or more specifically, transcription and manual entry mistakes. The error rate increased to 1.3% from last year's 0.8%, The Department continues to explore opportunities for improvement including increasing automation and identifying other ways to help limit the chances of error.

Chart 7
15- Year overview of Service Canada error



Note: Results are provided with a level of confidence of 95% and a margin of error of ± 5%.
Source: Employment and Social Development Canada.

Employment Insurance Processing Accuracy Review (PRAR)

Claims must be processed in a fair and equitable way, following all of the approved processes and policies. The EI Processing Accuracy Review (EI PRAR) randomly samples 3,080 claims per fiscal year, adjudicated since the April of that reporting period and provides an estimated rate of conformity.

Fully Automated Claims Processing has been 100% accurate since the 2010 to 2011 fiscal year.[8] Despite meeting the target every year since 2008, the processing accuracy rate for partially automated claims and/or decisions requiring manual intervention decreased to 85.5% this year, from 90.8% the previous year.

Individual Quality Feedback

The Individual Quality Feedback (IQF) review assesses Service Canada employee processing accuracy on an ongoing basis. Reviewers sample an average of 10 to 20 case files handled by each agent to verify accuracy and consistency. These results of these reviews identify when training and coaching, are required or appropriate.

4.4 Specialized Call Centres

Clients and employers may have questions that cannot be answered by the general information provided on the website or by calling 1 800 O-Canada. In these instances, clients can reach out to the Employment Insurance specialized call centres with more specific questions and employers can turn to the Employer Contact Centre (ECC) for specific guidance. This section describes the availability of the specialized call centres to respond to specific questions.

4.4.1 Employment Insurance Specialized Call Centres

Consisting of ten call centres, the EI Specialized Call Centre[9] network is the primary point of contact for EI client specific enquiries relating to the application process and application status, as well as benefit eligibility and delivery. Calls are distributed across the network, based on availability of resources, regardless of where they originate.

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[8] As of April 2011, fully automated claims were excluded from the sample of Employment Insurance claims reviewed as part of the Processing Accuracy Review program. Consequently, the Employment Insurance I Processing Accuracy Rate reflects the quality of claims that are partially automated and/or manually processed. This information was previously reported to the Standing Committee on Human Resources, Skills Development, Social Development and the Status of Persons with Disabilities (HUMA) on May 1, 2014.

[9] EI Specialized Call Centres agents respond to enquiries specific to recipients' or applicants' Employment Insurance files. Calls are triaged depending on the issue and level of complexity of the enquiry. Employment Insurance call centre agents resolve enquiries by providing claim-specific information, performing administrative file maintenance (for example, changing an address or direct deposit information), or adjudicating a wide variety of contentious and non-contentious issues (such as, claim calculation, reason for separation).

Overview of call centre performance

Call centres are equipped with an Interactive Voice Response (IVR) system, which enables clients to self-serve for transactions such as application status, obtaining payment details and completing bi-weekly declarations. The total EI call volume reached almost 30.6 million calls during the current reporting year. Almost 61% of these calls (18.6 million) were resolved in the IVR without the need to speak to an agent, compared to 55% the previous year.

Specialized agents are available to support clients for enquiries that cannot be resolved by self-serve (specifically, declaring receipt of specific types of earnings, including wage loss insurance and severance pay). While the majority of clients' telephone enquiries are resolved at the call centre, requests that are not well-suited to be handled efficiently within a call centre environment (for example, when a claimant reports having been dismissed from a job) are communicated to the processing area for appropriate follow-up.

Budget 2016 increased EI Specialized Call Centre funding in order to improve accessibility by increasing the number of call centre agents, reducing waiting times to ensure that clients are able to access the information and support they need, and that claimants receive their EI benefits as quickly as possible.

This temporary additional funding allowed EI call centres to hire new staff making it possible to handle significantly more enquiries from citizens. During this reporting year, 4.0 million calls were answered by an agent, 542,914 more calls than the previous year. Not only were agents able to answer more calls, they were able to do it more quickly. The service level target for the EI specialized call centres is to answer 80% of calls within 10 minutes. During this reporting year, 48% of calls were answered within this 10-minute timeframe, an increase from the previous year's 37%.

Also due to the additional funding from Budget 2016, a significant reduction in call blockage[10] was achieved, again because of increased staffing. More clients were able to get through to a call centre agent: blocked calls to agents decreased from roughly 10.3 million to 6.9 million, which resulted in 3.4 million fewer blocked calls as compared to the previous reporting year. Furthermore, 1.1 million calls were abandoned[11], 21,008 fewer than last year (See Table 4).

Table 4
Client attempts to contact a call centre agent

Fiscal year	2014/2015	2015/2016	2016/2017
Call answered by an agent	3,789,171	3,418,976	3,961,890
Blocked calls	12,005,794	10,272,442	6,870,008
Abandoned calls	1,097,282	1,107,348	1,086,340

Source: Employment and Social Development Canada.

[10] As is the case for processing, call centre network demand fluctuates throughout the year based on seasonal patterns, key dates (for example, intake volumes, claims processing speed of pay, and reporting requirements), as well as unanticipated spikes due to economic conditions. During high call volume periods, the call centre network makes every effort to meet the demand; however, there are still instances when demand exceeds the network's capacity to handle calls, resulting in a call being 'blocked'. When this takes place, callers are given the option to return to the IVR to self-serve or to call back later. Statistics regarding blocked calls represent the total number of unsuccessful attempts to contact a call centre agent, and not the number of individual callers.

[11] An abandoned call occurs when a client waiting to speak with an agent hangs up in some cases to call back at a later time or to use a self-serve option

During this reporting year, 83.7% of calls were resolved by call centre agents with no additional follow-up required. The resolution rate is lower than the previous year 86.3%[12]. This result may have been affected by changes made to the call tracking tool, which now allows ESDC to obtain more information about call resolution. When looking at resolution rates over a longer period, FY1617 results are slightly higher than recent historical trends; the average resolution rate of the previous 4 years is 83.5%.

The top five reasons clients requested agent assisted services were:

- enquiries regarding the status of a claim (includes claims within or not the timeframes, as well as Initial, revised, renewals);
- enquiries about entitlement conditions for EI benefits, unrelated to a claim;
- guidance on how to file their application;
- claimants declaring a condition that affects their availability; and
- clarification on how their claim was calculated as well as their weeks of entitlement and benefit rate.

Call Centre Improvement Strategy

With the current telephony system at its end-of-life, a telephony platform that provides access to new functionality is critical for continued call centre modernization. ESDC has been working closely with Shared Services Canada who was mandated to acquire a new and hosted contact centre solution (HCCS) on behalf of the Government of Canada. The implementation contract for this platform was awarded and ESDC was given access to the contract/vendor in April 2017.

Pre-migration readiness activities are well underway to support the migrations of the Specialized Call Centre network to the HCCS platform. In particular, a Call Centre Improvement Strategy was developed to frame the transformation work in call centres resulting from the migration to HCCS, Budget 2016 investments, and the recommendations stemming from the Service Quality Review. The Strategy will enhance the client experience by leveraging industry best practices and implementing ongoing business and technology improvements to increase accessibility.

One of the initial activities associated with this strategy was a consultative workshop with various call centre staff, including client-facing agents, to discuss ways to reduce call handle time. Shorter calls are less onerous on clients, and also allow an agent to serve more clients in a day. Some of the strategies implemented following this workshop were a revised client greeting, changes to the process for assisting claimants with electronic claimant reports, and the revision of select reference procedures for call centre agents. The Call Centre has evaluated each implemented measure and initial time savings have already been identified; further measures remain to be implemented and comprise key components of the Call Centre Improvement Strategy for the next year.

ESDC conducted a call driver root cause analysis as part of the Call Centre Improvement Strategy. Call tracking information for the previous fiscal year (2015 to 2016) was reviewed and analyzed to better understand who calls and why, with the goal of enhancing service delivery to avoid forcing clients to contact the call centre

[12] The percentage recorded in the 2015 to 2016 Monitoring and Assessment Report for that year's first contact resolution was 86.9%. Further review of that year's results revealed a calculation error; the correct first contact resolution value was 86.3%. While it does not change any of the observations included in that report, it has been corrected here to ensure accuracy.

unnecessarily. Recommendations emerging from this root cause analysis have also been used to shape call centres' planning for next fiscal year.

4.4.2 Employer Contact Centre (ECC)

Launched in June 2011, the Employer Contact Centre (ECC) provides enhanced services to employers through an accessible, national, single point of contact. The three ECC sites are located in Vancouver BC, Bathurst NB and Sudbury ON.

Employers contact the ECC currently to obtain information and assistance on the following service offerings:

- ROE advice and guidance;
- paper ROE orders;
- ROE Web (technical support);
- Grants and Contributions Online Services (technical support);
- Report on Hirings (Data Gateway support);
- work-sharing;
- Automated Earnings Reporting System (Data Gateway support);
- General information on the Temporary Foreign Worker Program (TFWP) (excluding jobs in Quebec, but including in home caregiver positions and the Global Talent Stream in Quebec); and
- Job Bank for Employers (see Chapter 2 for more information)

The ECC continues to assess its client service model and the best way to support additional service offerings. To expand further, the ECC will introduce an interactive voice response system which will be available through the migration to the new government wide call centre telephony platform.

The ECC answered a total of 558,596 calls as compared with the 536,702 calls in the previous year. Like the specialized EI Call Centre, the ECC has a target of answering 80% of calls within 10 minutes. During this reporting year, the ECC exceeded the target and answered 96% of calls within 10 minutes.

The top five reasons employers called the ECC to speak to an agent for assistance were the same as in the previous year:

- to order paper ROE forms;
- to enquire about ROE Web;
- for guidance on completing/submitting a ROE;
- for information on the TFWP; and
- for referrals to other programs or departments (for example, calls from employees).

In a study about the nature of employers' EI enquiries referenced in last year's Monitoring and Assessment Report, the ECC committed to continuing to monitor call driver trends as promotion of electronic services continues, and the resulting impact on paper ROE demands. Although still the highest call driver, a decrease in calls for paper ROE orders was observed. As orders decreased, calls related to ROE Web increased. It can therefore be reasonably assumed that ROE Web promotion in the employer community has been effective.

4.4.3 National Quality Coaching Program for Call Centres

The National Quality Coaching Program (NQCP) ensures that clients receive consistent high quality service from specialized call centres, through the regular monitoring and coaching of agents.

Agent calls are monitored on an ongoing basis and regular feedback is provided, including coaching and training plans tailored to individual needs. Additional monitoring can then be done as part of these plans to ensure continued performance improvements. A statistically valid sample of calls is verified to confirm that agents provide accurate and complete information. National calibration sessions are held on a regular basis to make sure that monitoring criteria are being applied the same way across all call centres.

Evaluations of responses to calls to the EI Specialized Call Centres include multiple elements such as whether accurate and complete information are provided and the agent's tone of voice. Each element is categorized as meeting, partially meeting[13], or not meeting quality expectations. 86% percent of the reviewed calls had an overall call score of meeting or exceeding quality expectations, or partially meeting expectations with only minor improvements required[14]. For the specific element "Provides Accurate and Complete Information" which is a key indicator of the result achieved for the client, 89% of calls met or partially met quality expectations, with only minor improvements required.

Agent responses to calls to the Employer Call Centres are assessed using similar elements. 89% of calls monitored from the Employer Call Centre, had an overall call score that was categorized as meeting or exceeding quality expectations, or partially meeting expectations with only minor improvements required. 94% of calls met or partially met quality expectations for providing "Accurate and Complete Information" with only minor improvements required,

The National Quality Coaching Program for Call Centres is part of the system of checks and balances that ESDC uses to make sure that clients are receiving high quality service. It is also complemented by the PRAR review which assesses the accuracy of transaction processing (see section 4.3.4). EI call centre agents had a processing accuracy rate of 90% this reporting year, well surpassing the target of 80%.

4.5 Recourse

Should claimants, employers and other persons not be in agreement with Service Canada decisions, they may initiate a "Request for Reconsideration". If the individual remains unsatisfied with the reconsidered decision, he or she may file an appeal with the Social Security Tribunal of Canada (SST). This arms-length administrative tribunal will then review and determine the merits of the decision. Information about recourse processing is available in this section. For more information about the management of the SST, please visit their website.

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[13] 'Partially meets expectations' is used when an agent addresses the fundamental criteria associated with that indicator, but a need for minor improvement is identified.

[14] This year, rather than report on the average quality results for all calls, Employment and Social Development Canada has changed to instead report on the percentage of calls for which quality expectations have been met. This shift is intended to more clearly report on the percentage of calls where clients received quality service through the Employment Insurance telephone network. If the same reporting metric as previous years had been presented (for example, average quality result for all calls), the result would have been 85% for the current reporting period, an increase of 1% from the previous year.

4.5.1 Employment Insurance Requests for Reconsideration

Claimants, employers and other persons affected by a claim related decision that disagree, have the right to request a formal reconsideration within 30 days from the date the decision was communicated, or at a later time as permitted by the EI Commission. A formal request for reconsideration of the decision allows the person to ask for a review, and provides an opportunity to submit new or additional information, if applicable. The Commission will review its decision to ensure that it is based on the accurate interpretation of legislation, program policies and jurisprudence, and is supported by complete information. The review is performed by a different Service Canada employee than the one who made the initial decision.

Out of a total 2,968,597 initial and renewal claims adjudicated during FY1617, the Commission received 55,214 requests for reconsideration (See Table 5). The Commission aims to complete all reviews within 30 days from receipt of the request. The average time for completion was 35 days, with 59.6% of requests completed within the 30 day target (details provided in Table 5 below).

At the beginning of the reporting period, the inventory of pending requests for reconsideration was 6,400 files. In order to meet the service standard of processing 70% of EI Requests for Reconsideration within 30 calendar days from receipt of the request, a "Request for Reconsideration Inventory Reduction Strategy" was implemented. From April 2, 2016, to December 31, 2016, the pending inventory was reduced from 6,440 to 2,400; representing a decrease of 60.1%.

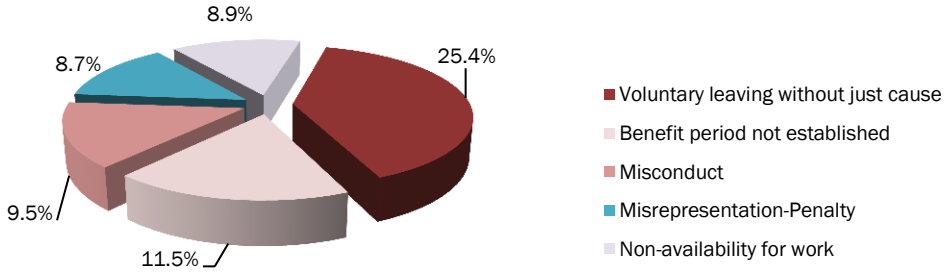
Table 5
Requests for Reconsideration, 2016/2017

Types of Requests	Totals
Requests received from claimants	54,179
Requests received from employers	904
Requests received from other clients*	131
Total requests received	**55,214**
Standards	**Performance achieved**
Requests completed	58,194
Percentage of requests completed within 30 days	59.6%
Average time for completion (days)	35
Percentage of initial decisions reversed following review	38.7%
Percentage of initial decisions adjusted following review	11.9%

* Other client is any person who is subject to a decision of the Commission and is not a claimant or an employer.
Source: Employment and Social Development Canada.

The EI Act allows claimants to seek recourse on almost any decision related to a claim for benefits. While there are over 50 types of decisions or issues that can be subject to recourse, the five most frequently challenged issues are shown in the pie chart below (See Chart 8). These issues generally involve a complete denial of benefits, such as a disqualification for voluntarily leaving employment without just cause, or a financial sanction for misrepresentation.

Chart 8
Issues most frequently challenged through formal reconsideration



Source: Employment Insurance administrative data.

4.5.2 Employment Insurance appeals to the Social Security Tribunal of Canada

The Social Security Tribunal of Canada is an independent administrative tribunal that makes quasi-judicial decisions on matters relating to the Canada Pension Plan, the Old Age Security Act and the Employment Insurance Act. The Tribunal's mandate is to offer fair, transparent, credible and impartial appeal processes that are efficient and effective.

The Tribunal is made up of a General Division (GD) and an Appeal Division (AD). The GD is comprised of two sections – one for addressing employment insurance (GD-EI) and the other for income security (GD-IS). For the purposes of this report, only the GD-EI is examined.

General Division – Employment Insurance Section (GD-EI)

A claimant or employer who disagrees with a decision made by Service Canada regarding eligibility for EI benefits can file an appeal of the reconsideration decision to the Tribunal's General Division, Employment Insurance Section (GD-EI). However, they must do so within 30 calendar days of receipt of the reconsideration decision.

Service Canada's role in the appeal process at this stage is to provide the Tribunal with the "reconsideration file" containing all of the documents in its possession relevant to the decision(s) being appealed. Service Canada's "reconsideration file" includes all original materials used in making and reviewing its initial decision. Service Canada will also, when requested, answer any questions or requests for additional information from the Tribunal member and may participate in appeal hearings.

Service standards and performance

Service Canada is required to provide its representation on the issues under appeal and file the information with the Tribunal within 7 days from the time it is notified of an appeal.

With regard to standard cases[15], the Tribunal respects a service standard that 85% of final decisions be made within 90 days of the appeal being filed as of September 1, 2015. However, to align with the Social Security Tribunal Regulations, the Tribunal aims to issue its decisions within 30 days after the day of the hearing.

For the purposes of performance measurement, the Tribunal manages and tracks Employment Insurance appeals in two categories: regular and group appeals. In contrast to an individual claimant appeal, a "group appeal" constitutes when more than one claimant appeals the decision rendered concerning the same or a similar matter. In this situation, for example where multiple claimants of the same former employer lost their jobs under similar circumstances, the Tribunal considers the appeals as one appeal. As such, group appeals tend to be more complex and require more time to complete.

Over this reporting period, Service Canada sent a total of 3,633 reconsideration files to the Tribunal's General Division, 99% of which within the legislated 7 days. The tribunal then took 36 days to complete the appeal file, and on average, issued a decision within 184 days.

On April 1, 2016, the Tribunal's GD-EI Section had 1,816 active appeals in its inventory. It received 4,116 appeals from claimants, employers and other clients, of which 192 were group appeals (see Chart 10).

Of the files received (see Table 6), the Tribunal concluded 3,531 cases (see Chart 9), leaving an active inventory of 2,400 on March 31, 2017. 173 were group appeals.

During this reporting period, the average age of active files increased from 95 days to 117 days.

Table 6
Employment Insurance appeals to the Social Security Tribunal, 2016/2017

Appeals	Total
Appeals received including group appeals	4,116
Group appeals	192
Appeals concluded	3,531
Percentage of appeals decided: allowed (favorable to appellants)	26%
Percentage of appeals concluded: summarily dismissed (no reasonable chance of success)	3.5%

Source: Employment Insurance administrative data.

The percentage of issues most frequently appealed to the Tribunal's GD-EI Section was generally very similar to those challenged through the request for reconsideration process (see Table 7). However, when the Tribunal receives a large group appeal, the percentage of appeals for a specific issue can vary considerably.

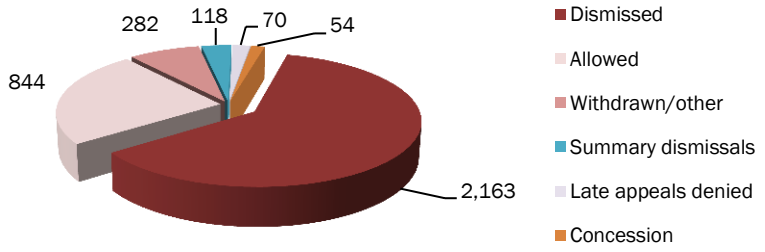
[15] The service standards do not apply to group appeals, constitutional cases, late appeals, appeals in abeyance or those with added parties, which are generally more complex and thereby require more time to complete.

Table 7
Issues most frequently appealed to the Social Security Tribunal, 2016/2017

Types of Appeals	Total	Percentage
Voluntary leaving – without just cause	1,064	26.8%
Misconduct	536	13.5%
Earnings	497	12.5%
Benefit period not established	315	7.9%
Availability for work	262	6.6%
Total	**3,963**	**67.3%**

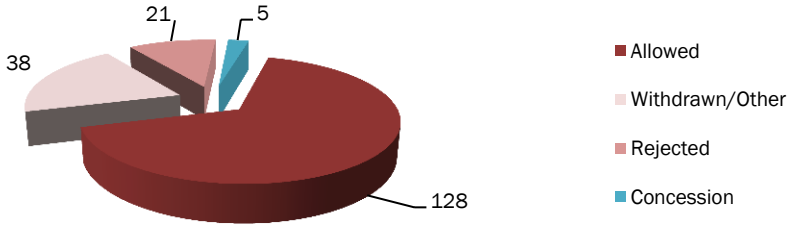
Source: Employment Insurance administrative data.

Chart 9
Outcomes of the 3,531 Regular Appeals Concluded, 2016/2017



Source: Employment Insurance administrative data.

Chart 10
Outcomes of the 192 appeals part of Group Appeals concluded, 2016/2017



Source: Employment Insurance administrative data.

Appeal division – Employment Insurance Section (AD-EI)

When a party to the appeal disagrees with the decision made by the Tribunal's General Division, the party may file a request for leave to appeal before the Tribunal's Appeal Division, the second level of appeal. The party may include Service Canada on behalf of the Canada Employment Insurance Commission.

With the exception of appeals from summary dismissals, the first step is to file an application for leave to appeal. This means asking the Appeal Division for permission to appeal when the appellant is of the view that the GD-EI Section:

- failed to observe a principle of natural justice or otherwise acted beyond or refused to exercise its jurisdiction; or
- erred in law in making its decision, whether or not the error appears on the face of the record; or,

- based its decision on an erroneous finding of fact that it made in a perverse or capricious manner or without regard for the material before it.

Service standards and performance

Service Canada is responsible for sending their written representation within 45 days of the "leave to appeal decision" in cases where the Tribunal's Appeal Division grants leave to appeal.

As of September 1, 2015[16], the Tribunal implemented the following service standards:

- on Decisions on Leave to Appeal, 85% of decisions on leave to appeal will be made within 60 days from filing of leave –application; and
- on Final Decisions (where leave has been granted), 85% of final decisions will be made within 7 months from the date leave to appeal was granted.

Service Canada sent a total of 186 reconsideration files to the Tribunal's Appeal Division during FY1617, 97% of which were sent within the legislated 45 days.

On April 1, 2016, the Tribunal's Appeal Division had 1,692 active EI appeals in its inventory. It received 339 EI appeals and concluded 1,386 EI cases, of which 971 were group appeals and 2 were case transfers from the Office of the Umpire (the predecessor of the Appeal Division). Of the active inventory, 1,445 were from a group appeal. The resulting active inventory was 645 EI appeals on March 31, 2017 (see Table 8). This constituted a reduction of 62%. Furthermore, the AD-EI reduced the average age of its active caseload from 233 days to 172 days – a 26% reduction.

Table 8
Employment Insurance appeals to the Social Security Tribunal's Appeal Division, 2016/2017

Types of appeals	Total
Total applications for leave to appeal and appeals received	339
Total applications for leave to appeal and appeals completed	1,386
Applications for leave to appeal denied	151
Appeals withdrawn, dismissed or concluded for other reasons	692
Appeals allowed (decision favorable to appellant)	545

Source: Employment Insurance administrative data.

Additional information on the Tribunal

All Appeal Division decisions and a selection of General Division decisions rendered by the Social Security Tribunal of Canada are available on the following sites:

- The Social Security Tribunal website
- The Canadian Legal Information Institute (CanLII)

For detailed information about the Tribunal's performance and activities during this reporting period, and the Social Security Tribunal Appeal Service Improvement, please refer to the Tribunal's Achievement Report 2016-2017.

[16] See Social Security Tribunal of Canada, Service Standards,

On March 7, 2017, a review of the Tribunal was commissioned by the Minister of Families, Children and Social Development to improve the Tribunal's processes and to ensure it meets the needs of vulnerable Canadians through a fair, objective, and responsive appeal process, while respecting the Tribunal's decision-making independence. Although outside of the scope of the current reporting period, the report was completed in October 2017, and has been made available online at Canada.ca.

4.6 Integrity services

Canadians expect sound stewardship and accountability from the EI program. ESDC has well-established activities, processes, and tools in place to prevent, detect and manage error, fraud and abuse so that the right benefits are paid to the right person, in the right amount. These efforts strengthen the integrity of ESDC programs and demonstrate effective and prudent stewardship of public resources

4.6.1 Administrative reviews and investigations

Integrity activities in ESDC focus primarily on detection activities using a variety of approaches and measures to help identify and address error, fraud and abuse. The most significant of these activities are directed towards conducting administrative reviews and investigations.

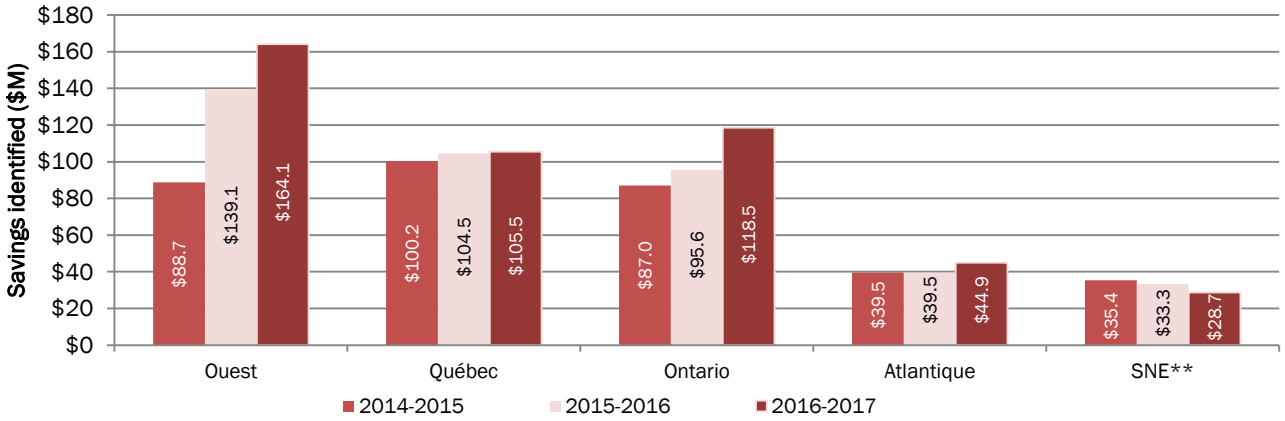
During the reporting year, close to 320,000 administrative reviews and investigations were conducted into suspected error, fraud and abuse of the EI program. These efforts found that the most common type of unintentional error was made when claimants incorrectly declared their work and earnings, while the most common type of intentional error was when a claimant knowingly failed to declare their work, earnings, or self-employment income; failed to declare periods when unavailable for work; and/or failed to report absences from Canada.

Combined, these administrative reviews and investigations resulted in identified net savings totalling $461.7 million to the EI Operating Account (see Chart 11). The savings amount reflects a combination of overpayments, penalties, as well as, the prevention of future ineligible payments. These efforts benefit both employee and employer payers of EI premiums as the savings reduce the overall cost of the EI program when overpayments are recouped.

ESDC uses several methods to recover funds from EI claimants who have been overpaid. This includes the automatic recovery of monies from active EI benefit claims (either the full amount or an agreed upon partial deduction), voluntary cash payments or the collection of the debt by the Canada Revenue Agency (CRA) through an agreed upon repayment schedule. When the claimant is capable of paying but collection efforts have failed, ESDC can recover monies owing through an income tax refund or income tax reversal, a garnishment of wages and other income, or bank deposits. As a last resort, ESDC can seek federal court certification where the court converts the money owing from an EI overpayment into a civil judgment debt, recoverable by a seizure of assets.

Chart 11

Total net savings identified ($M) due to integrity activities



Note: The numbers ($M) have been rounded to the nearest hundred thousand. The national amounts have been calculated using the raw data.
** NIS: National Investigative Services (NIS). Cases dealing with unreported absences from Canada while on Employment Insurance, and the Report on Hirings program are centrally managed through Integrity's NIS centre in Miramachi, NB.
Source: Employment Insurance administrative data.

4.6.2 Claimant Information Sessions

In addition to administrative reviews and investigations, integrity activities also include outreach and prevention activities, such as Claimant Information Sessions (CIS). The purpose of these sessions is twofold, to provide claimants with information on programs and services available to help them find suitable employment and to inform them about their rights and obligations regarding the EI program requirements and the consequences of abusing the system (namely, penalties or prosecutions).

ESDC held over 11,000 sessions in FY1617, an increase of 2% over the previous fiscal and directed over 110,000 EI claimants to attend a session, also about a 2% increase over the previous year (See Table 9). Claimants were identified and directed to a session based on the local job-demand in their previous occupation and the availability of work.

Table 9

Number of Client Information Sessions (CIS) over the last three fiscal years

	2014/2015	2015/2016	2016/2017
Number of client information sessions	10,195	10,800	11,012
Percentage change in the number of client information sessions	N/A	+6%	+2%

Source: Employment and Social Development Canada.

Attendance at these sessions is mandatory; however, claimants have an opportunity to reschedule if needed. Should claimants not attend or fail to provide evidence of an active job search, their EI benefits could be suspended.

4.6.3 Integrity quality initiatives

In support of efforts to prevent, detect and manage error, fraud and abuse in the EI program, a national quality team helps ensure consistency in integrity investigation activities that take place across the country. The team's work includes ensuring that each of the four regions has quality advisors, quality management plans and consistent monitoring based on national procedures and the Employment and Insurance Act.

The accuracy of the Social Insurance Registry (SIR) is fundamental to all programs and services that use the Social Insurance Number (SIN) to identify clients accurately, including the EI program. Authenticating the identity of clients is crucial to ensuring that the individual requesting services or benefits is the correct SIN holder. The SIN program supports this effort through the use of strict identity and quality management practices designed to ensure that clients applying for a SIN, or updating their SIN records are properly identified and that SIN records are accurate. The SIN program electronically validates the applicant's identity information with the issuing source when performing transactions. When validated, the risk of critical errors when processing SIN transactions is significantly reduced.

4.6.4 Risk management

Enhancing program integrity is fundamental to delivering effective and efficient citizen-centred services and identifying incorrect payments including both under and overpayments. ESDC uses various risk-based strategies to improve the overall integrity of the EI program so that correct payments are made to the right person in the right amount and that resources are directed to higher-risk cases.

For example, ESDC has various automated programs and control mechanisms in place to prevent, detect and address fraudulent activities. More specifically, data matches are performed to detect potential situations of non-compliance, and risked-based modelling is used to identify situations posing higher risks. In addition, analytical analysis is undertaken on the data to detect anomalies and abnormal patterns of behaviour such as banking of hours[17], and lay days[18] to name a few. These tools, coupled with, potential issues flagged during the processing of a claim or voluntary disclosures on the part of EI claimants allow the Department to allocate integrity resources to higher risk cases which helps to prioritize investigation activities and minimize the investigation of EI claimants.

As part of its risk management strategies, ESDC also has a robust risk analysis function to quantitatively and qualitatively assess program integrity risks and to better understand the root cause of "mispayments". Developing appropriate mitigation strategies, including implementing additional controls where required to address any identified vulnerabilities is also part of this activity.

Generally, the number of EI administrative reviews and investigations that are conducted annually is in line with the number of cases which are considered to be high-risk; however in any given year the volume might vary slightly based on the changing nature and significance of identified risks.

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[17] The expression "banked hours" is used to describe different situations. In the most common situation, a client works more hours in a week than he or she regularly does. The client does not receive payment for the extra hours but rather accumulates the hours for future time off. The compensatory leave is considered earnings and allocated to the week in which the leave is taken. Any accumulated hours that are paid out upon separation or an anniversary date are allocated to the period worked.
There is also a fraudulent scheme that is referred to as "banking of hours". It is a method of payment that consists of creating a bank of hours which can range from negative hours (client owes time worked to the employer) or positive hours (employer did not pay all the hours worked).
[18] Lay days refer to a pattern of work in which the employee, according to a schedule with their employer, works more hours, days or shifts in a week than is normally considered full-time employment, and accumulates a period of leave to compensate for the extra hours worked within an established calendar period. The employee is "not unemployed" and shall be deemed to have worked a full working week during each week that falls wholly or partly in the period of leave.

Annex 1

Key labour market statistics

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Annex 1.1 Key labour market statistics – Concepts and definitions

Chapter I and Annex 1 provide information on the labour force, employment, unemployment, participation rate, employment rate, unemployment rate job vacancies and job vacancy rate. These concepts are defined below.

Concept	Definition
Labour force	The **labour force** is comprised of those members of the civilian non-institutional population 15 years of age and over who were employed or unemployed during the Statistics Canada's Labour Force Survey reference week. Persons who are not in the labour force include those who were either unable to work or unavailable for work. They also include persons who were without work and who had neither actively looked for work in the past four weeks nor had a job to start within four weeks of the reference week.
Employment	**Employed** persons are those who, during the Statistics Canada's Labour Force Survey reference week: a) did any work at all at a job or business, that is, paid work in the context of an employer-employee relationship, or self-employment (it also includes persons who did unpaid family work, which is defined as unpaid work contributing directly to the operation of a farm, business or professional practice owned and operated by a related member of the same household); or b) had a job but were not at work due to factors such as their own illness or disability, personal or family disabilities, vacation or a labour dispute (this excludes persons not at work because they were on layoff or between casual jobs, and those who did not then have a job even if they had a job to start at a future date).
Unemployment	**Unemployed** persons are those who, during the Statistics Canada's Labour Force Survey reference week: a) were without work but had looked for work in the past four weeks (ending with the reference week) and were available for work; b) were on temporary layoff due to business conditions, with an expectation of recall (either because they have a definite date to return to work or because they have an indication from their employer that they will be recalled in the future) and were available for work; or c) had not actively looked for work in the past four weeks but had a job to start within four weeks from the reference week and were available for work.
Participation rate	The **Participation Rate** is defined as the labour force expressed as a percentage of the population 15 years of age and over. The participation rate for a particular group (province, gender, age, etc.) is the labour force in that group expressed as a percentage of the population 15 years of age and over for that group.

Concept	Definition
Employment rate	The **employment rate** is defined as the number of employed persons expressed as a percentage of the population 15 years of age and over. The employment rate for a particular group (province, gender, age, etc.) is the number employed in that group expressed as a percentage of the population 15 years of age and over for that group.
Unemployment rate	The **unemployment rate** is defined as the number of unemployed persons expressed as a percentage of the labour force. The unemployment rate for a particular group (province, gender, age, etc.) is the number unemployed in that group expressed as a percentage of the labour force for that group.
Job vacancies	A job is vacant if it meets the following conditions: a) it is vacant on the reference date (first day of the month) or will become vacant during the month; b) there are tasks to be carried out during the month for the job in question; and c) the employer is actively seeking a worker outside the organization to fill the job. The job could be full-time, part-time, permanent, temporary, casual, or seasonal. Jobs reserved for subcontractors, external consultants, or other workers who are not considered employees, are excluded.
Job vacancy rate	The number of job vacancies expressed as a percentage of labour demand; e.g., all occupied and vacant jobs.

Sources: Statistics Canada "Guide to the Labour Force Survey", catalogue no. 71-543-G, Ottawa, Statistics Canada, Labour Statistics Division, 2017; Statistics Canada "Labour Force Information: Friday, July 7, 2017", Catalogue no. 71-001-X, Ottawa, Statistics Canada, Labour Statistics Division, 2017 and; Statistics Canada "Guide to the Job Vacancy and Wage Survey, July 15 2017", Catalogue no. 75-514-G, Ottawa, Statistics Canada, Labour Statistics Division, 2017.

Annex 1.2 – Key labour market statistics

	Labour market characteristics (levels in thousands)[1]					
	1986/1987	1996/1997	2006/2007	2015/2016	2016/2017	Change (%) 2015/2016-2016/2017
Population[2]	20,155.3	23,032.1	26,203.4	29,356.0	29,662.1	+1.0%
Labour force	13,329.6	14,890.0	17,593.6	19,336.4	19,491.9	+0.8%
Employment	12,062.0	13,461.9	16,494.2	17,979.1	18,153.4	+1.0%
Unemployment	1,267.6	1,428.2	1,099.4	1,357.3	1,338.5	-1.4%
	Labour market characteristics (rates in %)					
	1986/1987	1996/1997	2006/2007	2015/2016	2016/2017	Change (% Points) 2015/2016-2016/2017
Unemployment rate	9.5%	9.6%	6.3%	7.0%	6.9%	-0.1
Participation rate	66.2%	64.7%	67.1%	65.9%	65.7%	-0.2
Employment rate	59.9%	58.5%	62.9%	61.3%	61.2%	-0.1

Note: Data may not add up to the total due to rounding. Percentage change is based on unrounded numbers. Fiscal year data in this annex are the annual average of unadjusted monthly estimates produced by Statistics Canada.

[1] The years reviewed in this annex prior to 2016/2017 correspond to the immediate previous year and in decrements of ten years in the past, in order to compare changes in these indicators over a longer period of time.

[2] Number of working-age persons, 15 years of age and older.

Source: Statistics Canada, Labour Force Survey, CANSIM table 282-0087.

Annex 1.3 – Employment by province or territory, gender, age, educational attainment, industry, employment type, class of workers and job permanency (levels in thousands)

	Employment[1]					
	1986/1987	1996/1997	2006/2007	2015/2016	2016/2017	Change (%) 2015/2016-2016/2017
Province or territory						
Newfoundland and Labrador	186.3	188.2	215.7	234.8	231.8	-1.5%
Prince Edward Island	52.8	58.6	68.4	72.7	71.9	-1.1%
Nova Scotia	350.7	377.4	443.2	447.4	447.1	-0.1%
New Brunswick	272.2	305.5	350.8	350.2	352.8	+0.7%
Quebec	2,953.9	3,133.3	3,760.6	4,101.7	4,156.8	+1.3%
Ontario	4,766.3	5,184.0	6,477.8	6,945.4	7,024.5	+1.1%
Manitoba	502.4	519.1	585.0	634.8	635.2	+0.1%
Saskatchewan	462.4	455.7	497.1	573.4	569.0	-0.8%
Alberta	1,176.6	1,414.8	1,936.0	2,295.9	2,263.3	-1.4%
British Columbia	1,338.7	1,825.2	2,159.5	2,322.9	2,401.4	+3.4%
Yukon[2]	N/A[3]	15.8	17.2	19.4	20.7	+6.8%
Northwest Territories[2]	N/A	N/A	23.2	22.1	22.3	+0.6%
Nunavut[2]	N/A	N/A	9.0	12.8	13.5	+5.9%
Gender						
Men	6,896.1	7,338.6	8,720.8	9,434.6	9,496.2	+0.7%
Women	5,165.9	6,123.2	7,773.4	8,544.4	8,657.1	+1.3%
Age						
15 – 24 years	2,580.0	2,053.3	2,556.7	2,458.9	2,430.8	-1.1%
25 – 54 years	8,250.2	10,120.4	11,564.1	11,876.6	11,946.0	+0.6%
55 years and older	1,231.9	1,288.2	2,373.3	3,643.7	3,776.7	+3.7%
Educational attainment						
Less than high school[4]	N/A	2,589.4	2,237.1	1,647.4	1,592.4	-3.3%
High school diploma[5]	N/A	4,171.2	4,719.3	4,599.2	4,631.2	+0.7%
Post-secondary certificate or diploma[6]	N/A	4,253.6	5,709.8	6,479.0	6,488.2	+0.1%
University degree[7]	N/A	2,447.6	3,828.1	5,253.4	5,441.5	+3.6%
Industry						
Goods-producing industries	**3,563.2**	**3,493.8**	**3,980.4**	**3,870.7**	**3,823.1**	**-1.2%**
Agriculture, forestry, fishing and hunting	N/A	530.9	431.6	357.5	350.2	-2.0%
Mining and oil and gas extraction	N/A	180.6	252.6	287.2	260.1	-9.4%
Utilities	112.7	123.3	123.3	137.1	137.0	-0.1%
Construction	671.5	714.1	1,076.8	1,371.2	1,389.9	+1.4%
Manufacturing	2,024.4	1,945.0	2,096.1	1,717.9	1,685.9	-1.9%
Services-producing industries	**8,498.9**	**9,968.0**	**12,513.8**	**14,108.3**	**14,330.3**	**+1.6%**
Wholesale trade	N/A	444.0	603.5	671.0	687.4	+2.4%
Retail trade	N/A	1,652.6	2,024.5	2,064.9	2,068.8	+0.2%
Transportation and warehousing	625.9	676.1	801.7	914.8	913.1	-0.2%
Finance and insurance	N/A	613.2	736.6	792.6	821.2	+3.6%
Real estate and rental and leasing	N/A	251.6	302.8	315.5	320.2	+1.5%
Professional, scientific and technical services	459.1	723.7	1,080.3	1,376.4	1,398.8	+1.6%

(continued)

Annex 1.3 (continued)

	Employment[1]					
	1986/1987	1996/1997	2006/2007	2015/2016	2016/2017	Change (%) 2015/2016-2016/2017
Services-producing industries (continued)						
Business, building and other support services[8]	279.0	425.2	688.0	765.1	767.0	+0.2%
Educational services	758.7	909.1	1,160.1	1,270.0	1,274.7	+0.4%
Health care and social assistance	1,111.8	1,388.8	1,797.9	2,311.3	2,346.7	+1.5%
Information, culture and recreation[9]	477.7	578.5	745.3	753.8	788.6	+4.6%
Accommodation and food services	695.9	847.2	1,035.4	1,201.9	1,218.5	+1.4%
Other services (except public administration)	615.9	652.8	702.3	762.5	781.7	+2.5%
Public administration	780.5	805.0	835.2	908.6	943.4	+3.8%
Employment type						
Full-time employment[10]	10,024.0	10,889.1	13,493.5	14,589.5	14,660.7	+0.5%
Part-time employment[11]	2,038.0	2,572.8	3,000.7	3,389.5	3,492.7	+3.0%
Class of worker						
Employees	**10,401.9**	**11,258.6**	**13,983.2**	**15,210.3**	**15,393.0**	**+1.2%**
Public sector employees	2,614.2	2,676.2	3,181.6	3,603.2	3,603.2	+1.1%
Private sector employees	7,787.7	8,582.4	10,801.6	11,607.0	11,751.9	+1.2%
Self-employed	1,660.1	2,203.3	2,511.0	2,768.8	2,760.3	-0.3%
Job permanency						
Employees	**10,401.9**	**11,258.6**	**13,983.2**	**15,210.3**	**15,393.0**	**+1.2%**
Permanent employees[12]	N/A	N/A	N/A	13,187.7	13,187.7	+1.2%
Temporary employees[13]	N/A	N/A	N/A	2,022.5	2,022.5	+1.4%
Canada	**12,062.0**	**13,461.9**	**16,494.2**	**17,979.1**	**18,153.4**	**+1.0%**

Note: Data may not add up to the total due to rounding. Percentage change is based on unrounded numbers. Fiscal year data in this annex are the annual average of unadjusted monthly estimates produced by Statistics Canada.
[1] The years reviewed in this annex prior to 2016/2017 correspond to the immediate previous year and in decrements of ten years in the past, in order to compare changes in these indicators over a longer period of time.
[2] Data in other categories (i.e. data by gender, age, educational attainment, industry, employment type, class of workers and job permanency) excludes territorial data.
[3] All years and groupings in these annexes where the use of N/A appears refers to data not being available or applicable for the year referenced, as this data was not reported for the year, group or EI benefit referenced.
[4] Includes zero to eight years of education and some high school.
[5] Includes high school graduates and some post-secondary education (not completed).
[6] Includes certificates (including trade certificates) or diplomas from an educational institution beyond the secondary level, which comprise certificates from a vocational school, apprenticeship training, community college, collège d'enseignement général et professionnel (cégep) and school of nursing. Also included are certificates below a bachelor's degree obtained at a university.
[7] Includes at least a university bachelor's degree.
[8] This industry combines codes 55 (management of companies and enterprises) and 56 (administrative and support, waste management and remediation services) from the North American Industry Classification System.
[9] This industry combines codes 51 (information and cultural industries) and 71 (arts, entertainment and recreation) from the North American Industry Classification System.
[10] Full-time employment consists of persons who usually work 30 hours or more per week at their main or only job.
[11] Part-time employment consists of persons who usually work less than 30 hours per week at their main or only job.
[12] A permanent job is one that is expected to last as long as the employee wants it, if business conditions permit—that is, there is no predetermined end date.
[13] A temporary job has a predetermined end date or will end as soon as a specified project is completed. This category includes seasonal jobs; temporary, term or contract jobs, including work done through a temporary help agency; casual jobs; and other temporary work.
Sources: Statistics Canada, Labour Force Survey, CANSIM tables 282-0003 (for data by educational attainment), 282-0007 (for data by industry), 282-0011 (for data by class of workers), 282-0079 (for data by job permanency), 282-0087 (for data specific to provinces, by gender, age and employment type), and 282-0100 (for data specific to territories).

Annex 1.4 – Job vacancies by province or territory, educational level sought, industry, job type, job permanency and vacancy duration (levels in thousands)

	Job vacancies		
	2015/2016	2016/2017	Change (%) 2015/2016-2016/2017
Province or territory			
Newfoundland and Labrador	4.6	3.6	-22.9%
Prince Edward Island	1.5	1.3	-10.7%
Nova Scotia	9.9	8.4	-14.5%
New Brunswick	7.3	6.5	-10.5%
Quebec	59.2	66.3	+11.9%
Ontario	155.7	168.5	+8.2%
Manitoba	12.3	11.2	-8.8%
Saskatchewan	11.9	9.0	-24.2%
Alberta	56.5	43.0	-23.8%
British Columbia	65.9	72.7	+10.4%
Yukon	0.6	0.6	-13.1%
Northwest Territories	0.8	0.6	-32.3%
Nunavut	0.4	0.3	-21.0%
Minimum level of education sought			
No minimum level of education sought	138.4	130.8	-5.5%
High school diploma or equivalent	107.0	113.0	+5.6%
Apprenticeship or trade certificate or diploma	32.3	32.2	-0.3%
Post-secondary certificate or diploma[1]	97.2	100.3	+3.2%
University degree[2]	43.9	47.9	+9.1%
Industry			
Goods-producing industries	**69.7**	**71.4**	**+2.5%**
Agriculture, forestry, fishing and hunting	10.3	10.2	-0.3%
Mining and oil and gas extraction	2.2	2.7	+25.5%
Utilities	1.2	1.1	-3.7%
Construction	25.6	25.5	-0.4%
Manufacturing	30.5	31.8	+4.4%
Services-producing industries	**316.7**	**320.5**	**+2.5%**
Wholesale trade	15.5	15.7	+0.8%
Retail trade	60.2	55.0	-8.6%
Transportation and warehousing	17.4	18.6	+6.6%
Finance and insurance	17.7	20.6	+15.9%
Real estate and rental and leasing	5.1	5.5	+7.9%
Professional, scientific and technical services	23.8	26.1	+9.8%
Business, building and other support services[3]	32.3	34.2	+5.9%
Educational services	9.5	10.2	+7.6%
Health care and social assistance	35.5	39.1	+10.3%
Information, culture and recreation[4]	19.3	17.3	-10.1%
Accommodation and food services	56.4	53.5	-5.1%
Other services (except public administration)	16.8	17.4	+3.3%
Public administration	7.3	7.4	+1.6%

(continued)

Annex 1.4 (continued)

	Job vacancies		
	2015/2016	2016/2017	Change (%) 2015/2016-2016/2017
Job vacancy type			
Full-time positions[5]	262.4	267.9	+2.1%
Part-time positions[6]	124.1	124.0	0.0%
Job permanency			
Permanent positions[7]	288.9	294.3	+1.9%
Temporary positions[8]	97.5	97.6	+0.1%
Seasonal positions[9]	66.9	67.7	+1.2%
Job vacancy duration			
Constantly recruiting	80.6	74.8	-7.2%
Less than 15 days	110.9	106.5	-4.0%
15 to 29 days	83.4	85.8	+2.9%
30 to 59 days	58.3	62.6	+7.4%
60 to 89 days	20.8	22.9	+10.3%
90 days or more	32.5	39.3	+20.8%
Canada	**386.4**	**391.9**	**+1.4%**

Note: Data may not add up to the total due to rounding. Percentage change is based on unrounded numbers. Fiscal year data in this annex are the annual average of unadjusted monthly estimates produced by Statistics Canada.

[1] Includes certificates (including trade certificates) or diplomas from an educational institution beyond the secondary level, which comprise certificates from a vocational school, apprenticeship training, community college, collège d'enseignement général et professionnel (cégep) and school of nursing. Also included are certificates below a bachelor's degree obtained at a university.

[2] Bachelor's degree or above.

[3] This industry combines codes 55 (management of companies and enterprises) and 56 (administrative and support, waste management and remediation services) from the North American Industry Classification System.

[4] This industry combines codes 51 (information and cultural industries) and 71 (arts, entertainment and recreation) from the North American Industry Classification System.

[5] A full-time vacant position consists of position which requires 30 or more hours of work per week.

[6] A part-time vacant position consists of position which requires less than 30 hours of work per week.

[7] A permanent position consists of a position which is expected to last as long as the employee wants it, given that business conditions permit. That is, there is no pre-determined termination date.

[8] A temporary position consists of a position which has a predetermined end date, or will end as soon as a specified project is completed.

[9] A seasonal position is a temporary position which is linked to a recurring event (e.g., public holidays) or time of the year (e.g., summertime).

Sources: Statistics Canada, Job Vacancy and Wage Survey, CANSIM tables 285-0002 (for data by industry and province or territory) and 285-0004 (for data by level of education sought, job vacancy type, job permanency and job vacancy duration).

Annex 1.5 – Job vacancy rates by province or territory and industry

	Job vacancy rate (%)		
	2015/2016	2016/2017	Change (% Points) 2015/2016-2016/2017
Province or territory			
Newfoundland and Labrador	2.2%	1.7%	-0.5
Prince Edward Island	2.4%	2.2%	-0.2
Nova Scotia	2.5%	2.1%	-0.4
New Brunswick	2.5%	2.2%	-0.3
Quebec	1.8%	1.9%	+0.1
Ontario	2.6%	2.8%	+0.2
Manitoba	2.1%	1.9%	-0.2
Saskatchewan	2.5%	1.9%	-0.6
Alberta	2.8%	2.2%	-0.6
British Columbia	3.2%	3.4%	+0.2
Yukon	3.8%	3.2%	-0.6
Northwest Territories	3.5%	2.5%	-1.0
Nunavut	3.3%	2.7%	-0.6
Industry			
Goods-producing industries	**2.3%**	**2.3%**	**0.0**
Agriculture, forestry, fishing and hunting	4.8%	1.7%	-0.1
Mining and oil and gas extraction	1.0%	1.4%	+0.4
Utilities	1.0%	0.9%	-0.1
Construction	2.6%	2.6%	0.0
Manufacturing	2.0%	2.1%	+0.1
Services-producing industries	**2.6%**	**2.6%**	**0.0**
Wholesale trade	2.0%	2.0%	0.0
Retail trade	3.0%	2.7%	-0.3
Transportation and warehousing	2.4%	2.5%	+0.1
Finance and insurance	2.4%	2.8%	+0.4
Real estate and rental and leasing	1.7%	1.8%	+0.1
Professional, scientific and technical services	2.7%	2.9%	+0.2
Business, building and other support services[1]	3.5%	3.7%	+0.2
Educational services	0.8%	0.8%	0.0
Health care and social assistance	1.9%	2.0%	+0.1
Information, culture and recreation[2]	3.1%	2.7%	-0.4
Accommodation and food services	4.4%	4.0%	-0.4
Other services (except public administration)	3.0%	3.1%	+0.1
Public administration	1.5%	1.5%	0.0
Canada	**2.5%**	**2.5%**	**0.0**

Note: Percentage change is based on unrounded numbers. Fiscal year data in this annex are the annual average of unadjusted quarterly estimates produced by Statistics Canada.

[1] This industry combines codes 55 (management of companies and enterprises) and 56 (administrative and support, waste management and remediation services) from the North American Industry Classification System.

[2] This industry combines codes 51 (information and cultural industries) and 71 (arts, entertainment and recreation) from the North American Industry Classification System.

Source: Statistics Canada, Job Vacancy and Wage Survey, CANSIM table 285-0002.

Annex 1.6 – Unemployment by province or territory, gender, age, educational attainment, industry, reason for unemployment and unemployment duration (levels in thousands)

	Unemployment[1]					
	1986/1987	1996/1997	2006/2007	2015/2016	2016/2017	Change (%) 2015/2016 - 2016/2017
Province or territory						
Newfoundland and Labrador	43.2	44.3	36.7	35.7	36.6	+2.5%
Prince Edward Island	7.8	10.5	8.2	8.5	8.4	-1.2%
Nova Scotia	54.5	54.7	37.7	42.1	39.6	-5.9%
New Brunswick	44.5	42.3	31.4	37.9	35.8	-5.5%
Quebec	354.7	422.2	323.6	339.2	302.7	-10.8%
Ontario	349.5	512.7	438.8	502.2	483.5	-3.7%
Manitoba	41.1	39.9	26.7	38.6	41.1	+6.5%
Saskatchewan	37.7	30.3	22.6	32.7	38.7	+18.3%
Alberta	136.9	99.9	70.2	163.5	206.3	+26.2%
British Columbia	197.6	171.3	103.5	157.0	145.9	-7.1%
Yukon[2]	N/A	2.0	0.7	1.3	1.2	-9.8%
Northwest Territories[2]	N/A	N/A	1.3	2.0	1.7	-15.0%
Nunavut[2]	N/A	N/A	1.0	2.7	2.3	-15.1%
Gender						
Men	712.9	801.2	607.1	781.0	767.9	-1.7%
Women	554.7	626.9	492.3	576.3	570.7	-1.0%
Age						
15 – 24 years	432.3	378.7	332.8	374.6	364.2	-2.8%
25 – 54 years	745.6	947.3	638.3	754.4	733.2	-2.8%
55 years and older	89.7	102.1	128.3	228.3	241.1	+5.6%
Educational attainment						
Less than high school[3]	N/A	472.4	313.3	269.1	255.0	-5.2%
High school diploma[4]	N/A	452.8	329.2	420.3	409.3	-2.6%
Post-secondary certificate or diploma[5]	N/A	369.8	304.4	400.9	396.4	-1.1%
University degree[6]	N/A	133.1	152.4	267.0	277.7	+4.0%
Industry[7]						
Goods-producing industries	**358.6**	**318.1**	**262.0**	**282.7**	**263.6**	**-6.8%**
Agriculture, forestry, fishing and hunting	N/A	48.2	33.6	27.1	27.7	+2.2%
Mining and oil and gas extraction	N/A	11.9	10.4	29.7	23.4	-21.2%
Utilities[8]	3.4	2.8	N/A	N/A	N/A	N/A
Construction	120.2	113.1	86.7	135.8	127.2	-6.3%
Manufacturing	157.2	142.1	129.2	86.8	82.7	-4.7%
Services-producing industries	**600.4**	**590.8**	**490.5**	**573.3**	**562.8**	**-1.8%**
Wholesale trade	N/A	24.6	21.7	25.0	27.8	+11.2%
Retail trade	N/A	107.7	85.2	103.8	90.0	-13.4%
Transportation and warehousing	41.8	38.5	30.9	38.9	36.2	-6.9%
Finance and insurance	N/A	15.6	12.0	13.9	18.7	+34.5%
Real estate and rental and leasing	N/A	11.3	8.6	10.8	9.9	-8.3%
Professional, scientific and technical services	30.4	34.1	32.0	46.6	46.9	+0.6%

(continued)

Annex 1.6 (continued)

	Unemployment[1]					
	1986/1987	1996/1997	2006/2007	2015/2016	2016/2017	Change (%) 2015/2016 - 2016/2017
Services-producing industries (continued)						
Business, building and other support services[9]	42.0	49.1	59.0	62.1	63.3	+1.9%
Educational services	30.1	39.8	39.4	45.6	45.5	-0.2%
Health care and social assistance	45.3	50.5	32.5	41.4	42.1	+1.7%
Information, culture and recreation[10]	39.5	43.1	40.9	45.8	44.3	-3.3%
Accommodation and food services	95.8	85.7	77.0	86.4	82.5	-4.5%
Other services (except public administration)	52.5	49.2	28.8	31.0	33.4	+7.7%
Public administration	47.8	41.7	22.6	22.0	22.1	+0.5%
Unclassified industries[11]	**308.7**	**519.3**	**346.9**	**501.3**	**512.0**	**+2.1%**
Reason for unemployment						
People who have left their job	277.3	231.0	253.5	237.4	239.9	+1.1%
People who have lost their job	681.6	677.9	499.0	618.6	586.6	-5.2%
People who have not worked in the last year or who have never worked	308.7	519.3	346.9	501.3	512.0	+2.1%
Duration of unemployment[12]						
1 to 4 weeks	355.9	422.2	435.9	459.5	446.9	-2.7%
5 to 13 weeks	338.0	344.4	304.7	364.1	359.8	-1.2%
14 to 26 weeks	246.2	241.5	148.9	222.9	214.1	-3.9%
27 to 51 weeks	168.9	151.1	63.8	109.1	109.1	0.0%
52 weeks or more	131.9	233.5	88.2	147.0	156.0	+6.1%
Duration unknown[13]	26.6	35.5	57.9	54.7	52.5	-4.0%
Canada	**1,267.6**	**1,428.2**	**1,099.4**	**1,357.3**	**1,338.5**	**-1.4%**

Note: Data may not add up to the total due to rounding. Percentage change is based on unrounded numbers. Fiscal year data in this annex are the annual average of unadjusted monthly estimates produced by Statistics Canada.

[1] The years reviewed in this annex prior to 2016/2017 correspond to the immediate previous year and in decrements of ten years in the past, in order to compare changes in these indicators over a longer period of time.

[2] Data in other categories (i.e. data by gender, age, educational attainment, industry, employment type, class of workers and job permanency) excludes territorial data.

[3] Includes zero to eight years of education and some high school.

[4] Includes high school graduates and some post-secondary education (not completed).

[5] Includes certificates (including trade certificates) or diplomas from an educational institution beyond the secondary level, which comprise certificates from a vocational school, apprenticeship training, community college, collège d'enseignement général et professionnel (cégep) and school of nursing. Also included are certificates below a bachelor's degree obtained at a university.

[6] Includes at least a university bachelor's degree.

[7] Information is provided for the last job held, providing the person worked within the previous twelve months.

[8] Monthly data that are confidential under the *Statistics Act* are excluded from the calculation of the annual average.

[9] This industry combines codes 55 (management of companies and enterprises) and 56 (administrative and support, waste management and remediation services) from the North American Industry Classification System.

[10] This industry combines codes 51 (information and cultural industries) and 71 (arts, entertainment and recreation) from the North American Industry Classification System.

[11] People who have not worked in the last year or who have never worked are not classified as belonging to any industry.

[12] Duration of unemployment is the number of continuous weeks during which a person has been without work and is looking for work, or is on temporary layoff.

[13] Duration of unemployment is not reported for unemployed people who reported having a job to start in the next four weeks under the *Labour Force Survey.*

Sources: Statistics Canada, Labour Force Survey, CANSIM tables 282-0003 (for data by educational attainment), 282-0007 (for data by industry), 282-0047 (for data by duration of unemployment), 282-0216 (for data by reason for unemployment), 282-0087 (for data specific to provinces, by gender, age and employment type), and 282-0100 (for data specific to territories).

Annex 1.7 – Unemployment rate by province or territory, gender, age, educational Attainment and industry

	Unemployment rate (%)[1]					
	1986/1987	1996/1997	2006/2007	2015/2016	2016/2017	Change (% Points) 2015/2016-2016/2017
Province or territory						
Newfoundland and Labrador	18.9%	19.1%	14.6%	13.3%	13.7%	+0.4
Prince Edward Island	12.9%	15.3%	10.8%	10.5%	10.6%	+0.1
Nova Scotia	13.5%	12.7%	7.8%	8.6%	8.1%	-0.5
New Brunswick	14.1%	12.2%	8.2%	9.8%	9.2%	-0.6
Quebec	10.7%	11.9%	7.9%	7.7%	6.8%	-0.9
Ontario	6.8%	9.0%	6.3%	6.7%	6.4%	-0.3
Manitoba	7.6%	7.1%	4.4%	5.8%	6.1%	+0.3
Saskatchewan	7.5%	6.2%	4.3%	5.4%	6.4%	+1.0
Alberta	10.4%	6.6%	3.5%	6.6%	8.3%	+1.7
British Columbia	12.9%	8.6%	4.6%	6.3%	5.7%	-0.6
Yukon[2]	N/A	11.1%	3.9%	6.2%	5.3%	-0.9
Northwest Territories[2]	N/A	N/A	5.1%	8.3%	7.1%	-1.2
Nunavut[2]	N/A	N/A	10.4%	17.1%	14.3%	-2.9
Gender						
Men	9.4%	9.9%	6.5%	7.6%	7.5%	-0.1
Women	9.7%	9.3%	5.9%	6.3%	6.2%	-0.1
Age						
15 – 24 years	14.4%	15.6%	11.5%	13.2%	13.0%	-0.2
25 – 54 years	8.3%	8.5%	5.2%	6.0%	5.8%	-0.2
55 years and older	6.8%	7.3%	5.1%	5.9%	6.0%	+0.1
Educational attainment						
Less than high school[3]	N/A	15.4%	12.3%	14.0%	13.8%	-0.2
High school diploma[4]	N/A	9.8%	6.5%	8.4%	8.1%	-0.3
Post-secondary certificate or diploma[5]	N/A	8.0%	5.1%	5.8%	5.8%	-0.1
University degree[6]	N/A	5.2%	3.8%	4.8%	4.9%	0.0
Industry						
Goods-producing industries	**9.2%**	**8.4%**	**6.2%**	**6.8%**	**6.5%**	**-0.3**
Agriculture, forestry, fishing and hunting	N/A	8.3%	7.2%	7.0%	7.3%	+0.3
Mining and oil and gas extraction	N/A	6.2%	4.0%	9.4%	8.2%	-1.2
Utilities[7]	3.0%	2.2%	N/A	N/A	N/A	N/A
Construction	15.3%	13.8%	7.5%	9.1%	8.4%	-0.7
Manufacturing	7.2%	6.8%	5.8%	4.8%	4.7%	-0.1
Services-producing industries	**6.6%**	**5.6%**	**3.8%**	**3.9%**	**3.8%**	**-0.1**
Wholesale trade	N/A	5.2%	3.5%	3.6%	3.9%	+0.3
Retail trade	N/A	6.1%	4.0%	4.8%	4.2%	-0.6
Transportation and warehousing	6.3%	5.4%	3.7%	4.1%	3.8%	-0.3
Finance and insurance	N/A	2.5%	1.6%	1.7%	2.2%	+0.5
Real estate and rental and leasing	N/A	4.3%	2.8%	3.3%	3.0%	-0.3
Professional, scientific and technical services	6.2%	4.5%	2.9%	3.3%	3.3%	0.0

(continued)

Annex 1.7 (continued)

	Unemployment rate[1]					
	1986/1987	1996/1997	2006/2007	2015/2016	2016/2017	Change (% Points) 2015/2016-2016/2017
Services-producing industries (continued)						
Business, building and other support services[8]	13.1%	10.4%	7.9%	7.5%	7.6%	+0.1
Educational services	3.9%	4.3%	3.4%	3.6%	3.6%	0.0
Health care and social assistance	3.9%	3.5%	1.8%	1.8%	1.8%	0.0
Information, culture and recreation[9]	7.6%	6.9%	5.2%	5.8%	5.4%	-0.4
Accommodation and food services	12.1%	9.2%	6.9%	6.7%	6.3%	-0.4
Other services (except public administration)	7.9%	7.0%	3.9%	3.9%	4.1%	+0.2
Public administration	5.8%	4.9%	2.6%	2.4%	2.3%	-0.1
Canada	**9.5%**	**9.6%**	**6.3%**	**7.0%**	**6.9%**	**-0.1**

Note: Percentage change is based on unrounded numbers.. Fiscal year data in this annex are the annual average of unadjusted monthly estimates produced by Statistics Canada.

[1] The years reviewed in this annex prior to 2016/2017 correspond to the immediate previous year and in decrements of ten years in the past, in order to compare changes in these indicators over a longer period of time.

[2] Data specific to territories are not included in the official total for Canada. Data in other categories (i.e. data by gender, age, educational attainment, industry, employment type, class of workers and job permanency) also excludes territorial data.

[3] Includes zero to eight years of education and some high school.

[4] Includes high school graduates and some post-secondary education (not completed).

[5] Includes certificates (including trade certificates) or diplomas from an educational institution beyond the secondary level, which comprise certificates from a vocational school, apprenticeship training, community college, collège d'enseignement général et professionnel (cégep) and school of nursing. Also included are certificates below a bachelor's degree obtained at a university.

[6] Includes at least a university bachelor's degree.

[7] Monthly data that are confidential under the *Statistics Act* are excluded from the calculation of the annual average.

[8] This industry combines codes 55 (management of companies and enterprises) and 56 (administrative and support, waste management and remediation services) from the North American Industry Classification System.

[9] This industry combines codes 51 (information and cultural industries) and 71 (arts, entertainment and recreation) from the North American Industry Classification System.

Source: Statistics Canada, Labour Force Survey, CANSIM tables 282-0003 (for data by educational attainment), 282-0007 (for data by industry), and 282-0087 (for data specific to provinces, by gender, age and employment type), and 282-0100 (for data specific to territories).

Annex 1.8 – Duration of unemployment by province, gender and age (number of weeks)

	Average duration of unemployment[1,2]										
	2007/ 2008	2008/ 2009	2009/ 2010	2010/ 2011	2011/ 2012	2012/ 2013	2013/ 2014	2014/ 2015	2015/ 2016	2016/ 2017	Change (in weeks) 2015/2016 - 2016/2017
Province											
Newfoundland and Labrador	16.4	17.3	17.3	16.8	17.6	16.9	16.8	17.2	17.6	17.9	+0.3
Prince Edward Island	12.2	14.0	14.7	14.4	12.5	13.7	15.9	16.2	15.6	14.0	-1.6
Nova Scotia	14.8	13.8	16.5	19.2	17.3	17.2	19.9	19.3	19.0	18.3	-0.7
New Brunswick	11.6	15.1	14.9	18.0	17.2	16.5	19.5	19.6	18.5	19.5	+1.0
Quebec	19.1	18.1	19.4	20.8	22.8	23.3	23.9	23.5	23.5	21.8	-1.7
Ontario	14.8	14.9	20.1	22.5	22.6	22.0	22.0	21.6	20.0	20.2	+0.2
Manitoba	12.6	11.3	12.7	14.9	15.0	16.3	17.2	16.2	17.0	18.0	+1.0
Saskatchewan	10.6	9.7	12.1	15.8	15.5	15.2	14.3	13.3	13.2	17.8	+4.6
Alberta	9.1	8.5	14.9	17.9	15.8	13.1	14.3	14.1	15.5	21.9	+6.4
British Columbia	13.8	12.2	16.7	18.7	21.7	19.4	20.7	19.8	18.9	18.4	-0.5
Gender											
Men	16.8	15.9	19.3	21.6	22.7	21.2	21.9	21.5	20.8	21.6	+0.8
Women	13.5	13.6	16.9	18.9	19.2	19.9	20.3	19.5	18.5	18.5	0.0
Age											
15 – 24 years	7.8	7.9	10.4	11.0	11.3	11.4	12.1	12.1	11.2	11.4	+0.2
25 – 54 years	18.0	16.9	20.0	22.7	22.9	23.2	23.1	22.6	21.5	21.5	0.0
55 years and older	22.1	23.1	29.6	30.6	34.2	29.9	31.0	29.9	28.8	30.3	+1.5
Canada	**15.3**	**14.9**	**18.4**	**20.4**	**21.1**	**20.6**	**21.1**	**20.6**	**19.8**	**20.3**	**+0.5**

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

[1] Duration of unemployment is the number of continuous weeks during which a person has been without work and is looking for work, or is on temporary layoff.

[2] Prior to 1997, Statistics Canada top-coded data on duration of unemployment on the Labour Force Survey (LFS) to 99 weeks. This restriction no longer applies with the questionnaire of the 1997 LFS. As a result, Statistics Canada provides two sets of statistics for the average duration of unemployment: a) one set with no upper limit to length of unemployment that begins in 1997; and b) one set top-coded to 99 weeks that begins in 1976. Starting with the *Employment Insurance Monitoring and Assessment Report* 2014/2015, figures on the average duration of employment is based on data with no upper limit regarding duration of unemployment; data from previous years have been restated to reflect this change. The previous reporting methodology was based on data with an upper limit of 99 weeks.

Source: Statistics Canada, Labour Force Survey, CANSIM table 282-0047.

Annex 2

Employment Insurance benefits data tables

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Annex 2.1 Employment Insurance benefits – Concepts and definitions

Chapter II and Annex 2 provide information on the numbers of new claims established, the average actual duration, the average weekly benefit rate, the amount paid in benefits, employment insurance claimant categories (long-tenured workers, occasional claimants, frequent claimants), seasonal regular claimants and claim status (active, open, completed, terminated, dormant and combined). These concepts are defined below.

Concept	Definition
New claims established	**New claims established** refer to new Employment Insurance claims that have been received, processed and approved by Employment and Social Development Canada (via Service Canada) for which at least $1 in benefits was paid to an Employment Insurance claimant. To avoid double counting, each claim established is counted only once. Thus, a claim that was established, for example, in November 2014 (i.e. in 2014/2015) and for which benefits paid to an Employment Insurance claimant began in December 2014 (i.e. in 2014/2015) and ended in June 2015 (i.e. in 2015/2016) is included in the 2014/2015 statistics, but is not counted in the 2015/2016 statistics. New claims established designate a different concept from new applications submitted to Employment and Social Development Canada (and received by the organization). An application may be submitted, but not necessarily established. This is the case, for example, when the application is rejected because not all of the eligibility requirements are met. It should be noted that the number of new claims established during a fiscal year does not necessarily correspond to the number of new Employment Insurance claimants because a claimant can have more than one Employment Insurance claim established annually. New claims established are also referred to under other names such as: new claims established, benefits, claims and claims established. The terms "new," "benefits" and "established" are sometimes omitted so as not to complicate the text. In all cases, these terms refer to the same concept.
Average actual duration	The **average actual duration** of Employment Insurance claims refers, in regard to these claims, to the average number of weeks of benefits per claim during which at least one dollar in benefits was paid to an Employment Insurance claimant. For claims associated with most benefits types, the average actual duration is calculated by dividing the sum of the number of weeks of benefits during which at least one dollar was paid per claim by the number of claims that were completed based on the variable assessed (that is, the average actual duration for Ontario is equal to the sum of the number of weeks of benefits paid in Ontario for all claims completed during a fiscal year divided by the number of claims that were completed in Ontario during the same period. Average actual duration for claims for Employment Insurance fishing benefits, Work-Sharing benefits and benefits for Parents of Critically Ill Children are calculated using claims established during the reference period rather than claims completed during the reference period.

Concept	Definition
Average actual duration (cont'd)	The average actual duration is a different concept than the average maximum duration: the latter is the maximum number of weeks during which benefits may be paid (under sections 12 and 152.14 of the Employment Insurance Act, and Section 8 of the Employment Insurance (Fishing) Regulations), while the former is the number of weeks for which benefits are actually paid.
Average weekly benefit rate	The **average weekly benefit rate,** or level of EI benefits, refers to the rate of weekly benefits payable on average for an Employment Insurance claim. The average weekly benefit rate is calculated by dividing the sum of the weekly benefit rate of each claim by the number of claims that were established. The Family Supplement is always included in the calculation of the average weekly benefit rate, unless otherwise specified. The average weekly benefit rate is not necessarily equal to the amount of benefits actually paid on average per claim established. The amount paid may be less than the benefit rate, especially if the weekly benefits are reduced because the claimant worked while on claim (for more information, see subsection 2.2.7 of Chapter II relating to the working while on claim provision).
Amount paid	The **amount paid** refers to the sum of benefit payments that claimants who have established an Employment Insurance claim have received. In other words, it is the value of Employment Insurance benefits that were paid to Employment Insurance claimants. The amount paid is always reported on a cash basis, meaning that they are reported in the year in which they were paid regardless of when the claim was established. Thus, the amount paid in benefits to an Employment Insurance claimant who, for example, had a claim established in November 2015 (i.e. in 2015/2016) and received payment starting in December 2015 (i.e. in 2015/2016) and ending in June 2016 (i.e. in 2016/2017) are included in the fiscal year statistics for 2015/2016 and 2016/2017. If this claimant received $200 per week for 17 weeks between December 2015 and March 2016, and $200 per week for 12 weeks between April and June 2016, an amount of $3,400 will be allocated to the 2015/2016 fiscal year and $2,400 will be allocated to the 2016/2017 fiscal year.
Long-Tenured workers	**Long-Tenured workers** are Employment Insurance (EI) claimants who have paid at least 30% of the maximum annual EI premiums in 7 of the past 10 years and who, over the last five years, have collected EI regular or fishing benefits for 35 weeks or less.

Concept	Definition
Frequent claimants	**Frequent claimants** are EI claimants who have had three or more EI regular or fishing claims and have collected benefits for a total of more than 60 weeks in the past five years.
Occasional claimants	**Occasional claimants** are EI claimants who do not meet the requirements for either long-tenured workers or frequent claimants.
Seasonal claimants	**Seasonal claimants** are individuals who established three or more regular or fishing claims in the five fiscal years preceding the reference year, of which at least two were established at the same time of year as their claim in the reference year. A claim is considered to have been established at the same time of year if it was established between eight weeks before and eight weeks after the week in which the reference year claim was established.
Active claims	**Active claims** are claims for which benefits are still being paid during the reference period. With regards to the subsection *2.2.4 Extension of Employment Insurance regular benefits for workers in regions affected by the downturn in commodity prices,* active claims represent those that were established after January 4, 2015 in the 15 EI economic regions targeted by the *Budget Implementation Act, 2016, No.1* and that were still open by the time the implementation act came into effect on July 3, 2016.
Open claims	**Open claims** are those for which the claimants are still receiving or still can receive Employment Insurance benefits.
Completed claims	**Completed claims** refer to claims that are terminated and those that are dormant.
Terminated claims	**Terminated claims** are those that have ended and for which claimants are no longer eligible to receive Employment Insurance benefits. The main reasons associated with the termination of claims is either that all weeks of benefits the claimant was entitled to be paid or that the claim reached the last week of the benefit period, that is the last week for which Employment Insurance benefits could be paid.
Dormant claims	**Dormant claims** are those that, as of August of the reference year following the reporting fiscal year, are open but are not active.

Concept	Definition
Combined or mixed claims	A **combined or mixed claim** refers to an Employment Insurance claim for which the claimant receives more than one type of benefit during the claimant's benefit period. The eight types of benefits available under the Employment Insurance program as stipulated in Chapter II and Annex 2 are: regular benefits, fishing benefits, maternity benefits, parental benefits, sickness benefits, compassionate care benefits, benefits for Parents of Critically Ill Children and Work-Sharing benefits. Regular and fishing benefits can never be combined in the same claim. A claim for which a claimant receives both regular benefits and maternity benefits during its benefit period is treated as two separate claims in cases where information on regular benefits or maternity benefits is reported separately (as in the case of Annexes 2.4 and 2.12, which report data on the two types of benefits separately; in this example, each of the two annexes would add one claim to its totals). Conversely, if aggregated information is presented, the claim is considered a single claim (as in the case of Annex 2.3, which presents data on all Employment Insurance benefits).

Annex 2.2 – Employment Insurance maximum number of benefit weeks entitlement

	Regional rate of unemployment											
Number of hours of insurable employment in qualifying period	6% and under	More than 6% but not more than 7%	More than 7% but not more than 8%	More than 8% but not more than 9%	More than 9% but not more than 10%	More than 10% but not more than 11%	More than 11% but not more than 12%	More than 12% but not more than 13%	More than 13% but not more than 14%	More than 14% but not more than 15%	More than 15% but not more than 16%	More than 16%
420 – 454	X	X	X	X	X	X	X	X	26	28	30	32
455 – 489	X	X	X	X	X	X	X	24	26	28	30	32
490 – 524	X	X	X	X	X	X	23	25	27	29	31	33
525 – 559	X	X	X	X	X	21	23	25	27	29	31	33
560 – 594	X	X	X	X	20	22	24	26	28	30	32	34
595 – 629	X	X	X	18	20	22	24	26	28	30	32	34
630 – 664	X	X	17	19	21	23	25	27	29	31	33	35
665 – 699	X	15	17	19	21	23	25	27	29	31	33	35
700 – 734	14	16	18	20	22	24	26	28	30	32	34	36
735 – 769	14	16	18	20	22	24	26	28	30	32	34	36
770 – 804	15	17	19	21	23	25	27	29	31	33	35	37
805 – 839	15	17	19	21	23	25	27	29	31	33	35	37
840 – 874	16	18	20	22	24	26	28	30	32	34	36	38
875 – 909	16	18	20	22	24	26	28	30	32	34	36	38
910 – 944	17	19	21	23	25	27	29	31	33	35	37	39
945 – 979	17	19	21	23	25	27	29	31	33	35	37	39
980 – 1014	18	20	22	24	26	28	30	32	34	36	38	40
1015 – 1049	18	20	22	24	26	28	30	32	34	36	38	40
1050 – 1084	19	21	23	25	27	29	31	33	35	37	39	41
1085 – 1119	19	21	23	25	27	29	31	33	35	37	39	41
1120 – 1154	20	22	24	26	28	30	32	34	36	38	40	42
1155 – 1189	20	22	24	26	28	30	32	34	36	38	40	42
1190 – 1224	21	23	25	27	29	31	33	35	37	39	41	43
1225 – 1259	21	23	25	27	29	31	33	35	37	39	41	43
1260 – 1294	22	24	26	28	30	32	34	36	38	40	42	44
1295 – 1329	22	24	26	28	30	32	34	36	38	40	42	44
1330 – 1364	23	25	27	29	31	33	35	37	39	41	43	45
1365 – 1399	23	25	27	29	31	33	35	37	39	41	43	45
1400 – 1434	24	26	28	30	32	34	36	38	40	42	44	45
1435 – 1469	25	27	29	31	33	35	37	39	41	43	45	45
1470 – 1504	26	28	30	32	34	36	38	40	42	44	45	45
1505 – 1539	27	29	31	33	35	37	39	41	43	45	45	45
1540 – 1574	28	30	32	34	36	38	40	42	44	45	45	45
1575 – 1609	29	31	33	35	37	39	41	43	45	45	45	45
1610 – 1644	30	32	34	36	38	40	42	44	45	45	45	45
1645 – 1679	31	33	35	37	39	41	43	45	45	45	45	45
1680 – 1714	32	34	36	38	40	42	44	45	45	45	45	45
1715 – 1749	33	35	37	39	41	43	45	45	45	45	45	45
1750 – 1784	34	36	38	40	42	44	45	45	45	45	45	45
1785 – 1819	35	37	39	41	43	45	45	45	45	45	45	45
1820 +	36	38	40	42	44	45	45	45	45	45	45	45

Source: *Employment Insurance Act, Schedule I*

Annex 2.3.1 – Employment Insurance benefits[1]: New claims established

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	Change (%) 2015/2016-2016/2017
Province/Territory						
Newfoundland and Labrador	81,130	82,040	81,230	85,910	74,000	-13.9
Prince Edward Island	21,870	21,330	21,950	22,140	22,540	+1.8
Nova Scotia	82,000	78,610	79,550	82,410	82,710	+0.4
New Brunswick	90,170	85,620	85,020	88,670	88,910	+0.3
Quebec	505,500	492,840	491,160	496,680	483,700	-2.6
Ontario	575,250	572,990	561,200	569,620	552,030	-3.1
Manitoba	58,320	56,620	57,000	64,660	59,250	-8.4
Saskatchewan	44,400	44,400	47,840	57,110	49,850	-12.7
Alberta	143,280	146,070	169,840	235,470	201,610	-14.4
British Columbia	211,540	205300	208,320	216,790	197,770	-8.8
Yukon	2,720	2,560	2,450	2,410	2,300	-4.6
Northwest Territories	2,400	2,310	2,250	2,320	2,380	+2.6
Nunavut	1,360	1,260	990	1,230	1,290	+4.9
Gender						
Men	982,220	976,920	994,200	1,075,810	984,150	-8.5
Women	837,720	815,030	814,600	849,610	834,190	-1.8
Age						
24 years old and under	193,180	182,350	181,910	194,270	178,010	-8.4
25 to 44 years old	873,760	860,520	871,570	933,430	883,950	-5.3
45 to 54 years old	410,090	399,020	391,140	402,020	370,360	-7.9
55 years old and over	342,910	350,060	364,180	395,700	386,020	-2.4
EI claimant category[2]						
Long-tenured workers	502,550	461,460	412,320	600,900	543,960	-9.5
Occasional claimants	967,260	991,310	1,063,380	988,250	960,300	-2.8
Frequent claimants	350,130	339,180	333,100	336,270	314,080	-6.6
Canada	**1,819,940**	**1,791,950**	**1,808,800**	**1,925,420**	**1,818,340**	**-5.6**

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

[1] Excludes Parents of Critically Ill Children (PCIC) benefits due to the incompatibility of administrative data sources.

[2] See Annex-2.1 for definitions related to EI claimant categories.

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

Annex 2.3.2 – Employment Insurance benefits[1]: Average weekly benefit rate[2] ($)

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	Change (%) 2015/2016-2016/2017
Province/Territory						
Newfoundland and Labrador	407	422	435	448	445	-0.8
Prince Edward Island	398	403	416	428	432	+0.8
Nova Scotia	388	404	419	425	426	+0.4
New Brunswick	385	402	412	424	426	+0.4
Quebec	390	409	420	428	433	+1.3
Ontario	393	419	431	441	451	+2.2
Manitoba	381	408	422	435	440	+1.1
Saskatchewan	409	432	452	466	465	-0.2
Alberta	424	453	472	486	485	-0.1
British Columbia	389	416	429	442	447	+1.0
Yukon	453	472	474	490	498	+1.7
Northwest Territories	465	489	495	505	510	+0.8
Nunavut	466	464	469	472	485	+2.8
Gender						
Men	421	443	457	469	473	+0.8
Women	363	387	398	409	416	+1.7
Age						
24 years old and under	354	380	394	407	400	-1.8
25 to 44 years old	406	429	442	455	460	+1.2
45 to 54 years old	399	420	434	446	452	+1.3
55 years old and over	384	405	417	428	433	+1.3
EI claimant category[3]						
Long-tenured workers	428	453	468	477	485	+1.7
Occasional claimants	370	397	414	419	422	+0.6
Frequent claimants	414	428	439	449	457	+1.8
Canada	**395**	**417**	**431**	**443**	**447**	**+1.0**

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

[1] Excludes Parents of Critically Ill Children (PCIC) benefits due to the incompatibility of administrative data sources.

[2] Takes into account Family Supplement top-ups paid to Employment Insurance claimants.

[3] See Annex-2.1 for definitions related to EI claimant categories.

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

Annex 2.3.3 – Employment Insurance benefits[1]: Amount paid ($ million)

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	Change (%) 2015/2016-2016/2017
Province/Territory						
Newfoundland and Labrador	840.8	837.8	862.8	958.6	1,040.2	+8.5
Prince Edward Island	218.1	200.0	211.4	228.1	230.7	+1.1
Nova Scotia	773.4	738.7	748.1	833.0	841.3	+1.0
New Brunswick	838.9	828.0	824.0	904.0	919.0	+1.7
Quebec	3,453.2	3,374.2	3,507.1	3,649.7	3,430.7	-6.0
Ontario	5,051.7	5,241.9	5,270.5	5,478.3	5,443.2	-0.6
Manitoba	463.3	482.8	498.2	573.4	587.3	+2.4
Saskatchewan	393.3	413.9	437.4	572.7	671.5	+17.2
Alberta	1,283.6	1,383.6	1,507.0	2,362.3	3,158.3	+33.7
British Columbia	1,815.2	1,798.0	1,862.8	2,031.1	2,064.2	+1.6
Yukon	31.8	29.5	30.4	25.9	27.3	+5.5
Northwest Territories	32.7	31.4	29.3	28.8	29.9	+3.9
Nunavut	17.7	18.1	15.1	16.2	17.6	+8.7
Gender						
Men	7,778.8	7,872.5	8,088.4	9,411.7	9,868.8	+4.9
Women	7,435.1	7,505.4	7,715.7	8,250.3	8,592.2	+4.1
Age						
24 years old and under	1,347.9	1,319.7	1,316.1	1,523.7	1,522.2	-0.1
25 to 44 years old	8,128.4	8,281.6	8,525.3	9,497.1	9,869.4	+3.9
45 to 54 years old	3,091.6	3,050.6	3,069.2	3,341.4	3,450.0	+3.3
55 years old and over	2,645.9	2,726.1	2,893.5	3,299.8	3,619.4	+9.7
EI claimant category[2]						
Long-tenured workers	4,937.8	4,424.0	3,919.7	5,516.7	6,220.4	+12.8
Occasional claimants	7,114.6	7,860.5	8,774.0	8,877.8	9,048.8	+1.9
Frequent claimants	3,161.5	3,093.3	3,110.4	3,267.6	3,191.8	-2.3
Canada	**15,213.9**	**15,377.9**	**15,804.1**	**17,662.0**	**18,461.0**	**+4.5**

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

[1] Excludes Parents of Critically Ill Children (PCIC) benefits due to the incompatibility of administrative data sources.

[2] See Annex-2.1 for definitions related to EI claimant categories.

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

Annex 2.4.1 – Employment Insurance benefits (by Employment Insurance economic region)[1]: New claims established

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	Change (%) 2015/2016-2016/2017
Newfoundland and Labrador						
St. John's.	13,530	13,990	14,810	16,190	16,210	+0.1
Newfoundland – Labrador	67,600	68,050	66,420	69,720	57,790	-17.1
Prince Edward Island						
Prince Edward Island[2]	21,870	21,330	9,530	N/A	N/A	N/A
Charlottetown[2]	N/A	N/A	2,960	5,470	5,860	+7.1
Prince Edward Island (excluding Charlottetown)[2]	N/A	N/A	9,460	16,670	16,680	+0.1
Nova Scotia						
Eastern Nova Scotia	27,060	27,010	27,660	28,370	28,580	+0.7
Western Nova Scotia	36,220	34,090	33,860	35,120	34,740	-1.1
Halifax	18,720	17,510	18,030	18,920	19,390	+2.5
New Brunswick						
Fredericton-Moncton-Saint-John	28,190	26,370	26,280	28,070	27,670	-1.4
Madawaska-Charlotte	15,710	14,520	14,250	14,270	13,880	-2.7
Restigouche-Albert	46,270	44,730	44,490	46,330	47,360	+2.2
Quebec						
Gaspésie - Îles-de-la-Madeleine	27,920	27,240	26,520	27,320	27,780	+1.7
Québec	39,570	39,040	40,290	40,400	38,730	-4.1
Trois-Rivières	10,670	10,700	9,900	10,060	9,550	-5.1
South Central Québec	10,950	10,590	9,760	9,190	9,950	+8.3
Sherbrooke	9,730	9,690	10,850	10,060	9,870	-1.9
Montérégie	32,470	31,260	30,970	33,220	32,400	-2.5
Montréal	181,210	176,260	176,270	179,760	174,100	-3.1
Central Quebec	90,680	87,370	87,010	87,800	86,170	-1.9
North Western Quebec	22,830	22,690	23,260	22,520	21,010	-6.7
Bas-Saint-Laurent - Côte-Nord	53,890	52,600	49,550	50,290	49,020	-2.5
Hull	12,820	12,860	13,420	13,320	12,980	-2.6
Chicoutimi-Jonquière	12,760	12,540	13,360	12,740	12,140	-4.7
Ontario						
Ottawa	33,650	33,380	33,180	34,370	33,210	-3.4
Eastern Ontario	26,240	26,590	26,590	27,780	26,630	-4.1
Kingston	5,810	5,790	5,730	5,110	5,520	+8.0
Central Ontario	60,220	60,790	58,200	61,340	60,350	-1.6
Oshawa	16,700	17,820	17,890	17,760	17,770	+0.1
Toronto	215,900	213,260	207,290	211,410	205,510	-2.8
Hamilton	28,730	29,520	29,230	29,400	29,650	+0.9
St. Catharines	22,290	22,220	19,580	20,760	20,330	-2.1
London	20,190	20,550	19,400	18,920	19,270	+1.8
Niagara	18,350	17,410	17,520	18,080	17,240	-4.6
Windsor	16,270	14,420	19,480	13,630	12,200	-10.5
Kitchener	21,730	22,420	20,450	20,340	20,980	+3.1
Huron	16,950	17,680	17,570	17,710	20,100	+13.5

(continued)

Annex 2.4.1 (continued)

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	Change (%) 2015/2016-2016/2017
Ontario (continued)						
South Central Ontario	21,100	19,740	18,560	19,210	19,310	+0.5
Sudbury	7,840	8,150	7,870	8,760	7,290	-16.8
Thunder Bay	5,730	6,440	6,510	6,540	6,000	-8.3
Northern Ontario	37,550	36,810	36,150	38,500	30,670	-20.3
Manitoba						
Winnipeg	32,640	31,920	31,990	36,060	32,910	-8.7
Southern Manitoba	15,880	15,060	15,120	18,200	17,150	-5.8
Northern Manitoba	9,800	9,640	9,890	10,400	9,190	-11.6
Saskatchewan						
Regina	7,870	7,800	8,510	9,830	10,260	+4.4
Saskatoon	10,920	11,360	12,220	14,780	13,940	-5.7
Southern Saskatchewan	12,470	11,660	13,080	15,310	12,210	-20.2
Northern Saskatchewan	13,140	13,580	14,030	17,190	13,440	-21.8
Alberta						
Calgary	46,090	46,710	54,040	74,310	63,390	-14.7
Edmonton	47,760	50,510	57,710	81,150	67,740	-16.5
Northern Alberta	11,890	12,180	14,890	20,620	22,770	+10.4
Southern Alberta	37,540	36,670	43,200	59,390	47,710	-19.7
British Columbia						
Southern Interior British Columbia	38,370	38,040	38,600	43,030	36,590	-15.0
Abbotsford	11,240	11,120	10,690	10,790	11,090	+2.8
Vancouver	92,530	91,040	90,310	90,370	84,900	-6.1
Victoria	13,830	12,560	12,660	12,990	12,090	-6.9
Southern Coastal British Columbia	31,860	30,310	30,380	32,410	31,280	-3.5
Northern British Columbia	23,710	22,230	25,680	27,200	21,820	-19.8
Territories						
Yukon[2]	2,720	2,560	1,120	N/A	N/A	N/A
Whitehorse[2]	N/A	N/A	740	1,560	1,420	-9.0
Yukon (excluding Whitehorse)[2]	N/A	N/A	590	850	880	+3.5
Northwest Territories[2]	2,400	2,310	1,330	N/A	N/A	N/A
Yellowknife[2]	N/A	N/A	310	810	870	+7.4
Northwest Territories (excluding Yellowknife)[2]	N/A	N/A	610	1,510	1,510	0.0
Nunavut[2]	1,360	1,260	510	N/A	N/A	N/A
Iqaluit[2]	N/A	N/A	100	300	230	-23.3
Nunavut (excluding Iqaluit)[2]	N/A	N/A	380	930	1,060	+14.0
Canada	**1,819,940**	**1,791,950**	**1,808,800**	**1,925,420**	**1,818,340**	**-5.6**

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

[1] Excludes Parents of Critically Ill Children (PCIC) benefits due to incompatibility of administrative data sources.

[2] As of October 12, 2014, there is a total of 62 Employment Insurance (EI) economic regions, instead of 58 regions. The EI economic regions of Prince Edward Island, Yukon, the Northwest Territories and Nunavut were each divided into two EI economic regions, one consisting of the capital area and the remaining consisting of the non-capital area.

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

Annex 2.4.2 – Employment Insurance benefits (by Employment Insurance economic region): Average weekly benefit rate[1,2] ($)

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	Change (%) 2015/2016-2016/2017
Newfoundland and Labrador						
St. John's.	422	430	441	456	464	+1.9
Newfoundland – Labrador	404	421	434	447	440	-1.6
Prince Edward Island						
Prince Edward Island[3]	398	403	409	N/A	N/A	N/A
Charlottetown[3]	N/A	N/A	402	413	406	-1.8
Prince Edward Island (excluding Charlottetown)[3]	N/A	N/A	428	433	441	+1.7
Nova Scotia						
Eastern Nova Scotia	401	419	435	439	440	+0.4
Western Nova Scotia	385	392	407	413	416	+0.7
Halifax	375	405	415	426	425	-0.1
New Brunswick						
Fredericton-Moncton-Saint-John	366	392	403	414	416	+0.3
Madawaska-Charlotte	384	391	398	411	411	-0.1
Restigouche-Albert	398	413	421	434	436	+0.4
Quebec						
Gaspésie - Îles-de-la-Madeleine	405	421	432	437	443	+1.4
Québec	387	417	427	435	441	+1.3
Trois-Rivières	404	400	409	415	419	+1.1
South Central Québec	378	406	419	429	437	+1.8
Sherbrooke	377	403	412	418	430	+2.9
Montérégie	375	403	415	424	432	+1.9
Montréal	378	407	419	427	433	+1.2
Central Quebec	399	401	412	420	426	+1.5
North Western Quebec	413	417	428	433	438	+1.1
Bas-Saint-Laurent - Côte-Nord	410	417	425	433	435	+0.5
Hull	394	422	431	439	452	+2.9
Chicoutimi-Jonquière	404	408	422	423	427	+1.1
Ontario						
Ottawa	409	435	448	455	465	+2.2
Eastern Ontario	380	409	424	431	441	+2.3
Kingston	385	409	425	421	437	+3.6
Central Ontario	382	407	419	432	444	+2.9
Oshawa	421	429	449	452	466	+3.0
Toronto	392	422	433	445	455	+2.3
Hamilton	391	425	433	444	455	+2.4
St. Catharines	368	399	409	413	428	+3.7
London	382	414	426	427	439	+2.9
Niagara	404	411	425	438	444	+1.4
Windsor	406	404	448	437	433	-0.8
Kitchener	391	427	438	444	458	+3.1
Huron	406	414	421	435	441	+1.4

(continued)

Annex 2.4.2 (continued)

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	Change (%) 2015/2016-2016/2017
Ontario (continued)						
South Central Ontario	388	418	429	440	455	+3.6
Sudbury	402	426	434	453	453	+0.0
Thunder Bay	403	438	439	459	467	+1.9
Northern Ontario	410	424	432	445	442	-0.7
Manitoba						
Winnipeg	381	411	425	436	448	+2.6
Southern Manitoba	373	401	416	434	432	-0.4
Northern Manitoba	395	410	417	435	428	-1.5
Saskatchewan						
Regina	412	448	457	466	480	+2.9
Saskatoon	408	434	459	466	469	+0.7
Southern Saskatchewan	398	421	444	464	459	-1.1
Northern Saskatchewan	418	429	450	467	455	-2.6
Alberta						
Calgary	424	456	473	485	484	-0.1
Edmonton	428	458	474	489	492	+0.5
Northern Alberta	448	462	484	494	498	+0.7
Southern Alberta	410	440	465	479	472	-1.4
British Columbia						
Southern Interior British Columbia	389	422	434	450	443	-1.5
Abbotsford	353	366	383	391	407	+4.2
Vancouver	385	413	424	435	451	+3.6
Victoria	395	426	436	450	453	+0.8
Southern Coastal British Columbia	384	419	433	444	443	-0.2
Northern British Columbia	426	438	454	467	459	-1.8
Territories						
Yukon[3]	453	472	471	N/A	N/A	N/A
Whitehorse[3]	N/A	N/A	478	485	504	+3.9
Yukon (excluding Whitehorse)[3]	N/A	N/A	474	498	487	-2.1
Northwest Territories[3]	465	489	488	N/A	N/A	N/A
Yellowknife[3]	N/A	N/A	499	505	511	1.1
Northwest Territories (excluding Yellowknife)[3]	N/A	N/A	507	506	509	+0.7
Nunavut[3]	466	464	464	N/A	N/A	N/A
Iqaluit[3]	N/A	N/A	497	499	524	+5.0
Nunavut (excluding Iqaluit)[3]	N/A	N/A	470	463	477	+2.9
Canada	**395**	**417**	**431**	**443**	**447**	**+1.0**

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

[1] Excludes Parents of Critically Ill Children (PCIC) benefits due to incompatibility of administrative data sources.

[2] Takes into account Family Supplement top-ups paid to Employment Insurance claimants.

[3] As of October 12, 2014, there is a total of 62 Employment Insurance (EI) economic regions, instead of 58 regions. The EI economic regions of Prince Edward Island, Yukon, the Northwest Territories and Nunavut were each divided into two EI economic regions, one consisting of the capital area and the remaining consisting of the non-capital area.

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

Annex 2.4.3 – Employment Insurance benefits (by Employment Insurance economic region): Amount paid[1,2] ($ million)

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	Change (%) 2015/2016-2016/2017
Newfoundland and Labrador						
St. John's.	121.9	120.1	130.5	146.2	167.4	+14.5
Newfoundland – Labrador	718.8	717.7	732.4	812.4	872.7	+7.4
Prince Edward Island						
Prince Edward Island[2]	218.1	200.0	153.1	13.1	N/A	N/A
Charlottetown[2]	N/A	N/A	11.1	46.9	52.3	+11.5
Prince Edward Island (excluding Charlottetown)[2]	N/A	N/A	47.1	168.1	178.4	+6.1
Nova Scotia						
Eastern Nova Scotia	289.2	286.6	286.4	328.9	335.5	+2.0
Western Nova Scotia	329.5	300.1	298.5	321.4	322.3	+0.3
Halifax	154.8	151.9	163.1	182.6	183.5	+0.5
New Brunswick						
Fredericton-Moncton-Saint-John	219.8	222.1	225.5	257.6	263.4	+2.3
Madawaska-Charlotte	136.7	132.3	120.5	125.2	117.1	-6.5
Restigouche-Albert	482.4	473.7	478.0	521.2	538.5	+3.3
Quebec						
Gaspésie - Îles-de-la-Madeleine	281.1	271.7	273.8	291.4	290.4	-0.4
Québec	209.4	221.6	240.7	259.0	237.7	-8.3
Trois-Rivières	76.8	69.3	65.3	66.6	58.2	-12.6
South Central Québec	57.9	53.1	57.6	57.0	53.5	-6.2
Sherbrooke	54.3	54.2	67.2	66.7	61.9	-7.2
Montérégie	196.9	188.1	195.7	218.8	207.6	-5.1
Montréal	1,192.1	1,211.3	1,289.1	1,331.2	1,273.9	-4.3
Central Quebec	624.2	566.1	569.7	585.3	533.1	-8.9
North Western Quebec	185.4	178.1	176.4	180.1	164.2	-8.8
Bas-Saint-Laurent - Côte-Nord	411.6	398.0	390.9	397.4	372.8	-6.2
Hull	82.4	80.0	89.7	95.1	91.9	-3.3
Chicoutimi-Jonquière	81.2	82.7	91.0	101.0	85.6	-15.2
Ontario						
Ottawa	314.3	322.4	333.4	352.9	341.9	-3.1
Eastern Ontario	202.2	207.6	217.3	238.4	229.5	-3.7
Kingston	47.7	48.4	51.4	46.0	48.1	+4.6
Central Ontario	458.0	485.5	487.6	503.2	505.7	+0.5
Oshawa	152.5	159.0	162.7	167.4	167.5	+0.1
Toronto	2,060.0	2,149.4	2,161.6	2,224.3	2,178.7	-2.1
Hamilton	237.2	251.7	258.6	275.6	275.9	+0.1
St. Catharines	164.9	171.9	164.1	163.1	168.8	3.5

(continued)

Annex 2.4.3 (continued)

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	Change (%) 2015/2016-2016/2017
Ontario (continued)						
London	175.3	182.2	179.3	174.5	169.7	-2.8
Niagara	156.2	158.4	142.2	166.7	154.9	-7.1
Windsor	135.7	133.7	129.6	147.5	108.2	-26.6
Kitchener	178.8	197.0	202.2	194.7	199.1	+2.3
Huron	143.9	133.9	142.4	148.1	162.2	+9.5
South Central Ontario	171.5	169.8	165.2	169.4	177.3	+4.6
Sudbury	62.1	68.5	69.2	75.4	94.2	+24.9
Thunder Bay	45.3	48.5	54.5	55.9	55.3	-1.0
Northern Ontario	345.9	354.1	349.1	375.2	406.2	+8.3
Manitoba						
Winnipeg	247.1	271.3	272.4	321.0	312.1	-2.8
Southern Manitoba	116.0	112.5	122.1	143.0	152.5	+6.6
Northern Manitoba	100.3	99.0	103.6	109.3	122.6	+12.2
Saskatchewan						
Regina	68.2	71.1	76.8	93.7	106.6	+13.8
Saskatoon	90.1	99.8	111.3	144.1	177.0	+22.9
Southern Saskatchewan	98.2	99.0	106.2	142.8	169.9	+19.0
Northern Saskatchewan	136.8	144.0	143.0	192.2	217.9	+13.4
Alberta						
Calgary	432.4	474.1	510.1	786.2	1,057.4	+34.5
Edmonton	416.7	466.9	515.4	781.3	1,037.9	+32.8
Northern Alberta	124.4	122.6	139.3	225.5	323.4	+43.4
Southern Alberta	310.2	320.0	342.3	569.3	739.5	+29.9
British Columbia						
Southern Interior British Columbia	298.6	302.7	321.9	386.2	439.6	+13.8
Abbotsford	92.1	86.9	86.7	88.6	93.0	+5.0
Vancouver	816.5	834.7	852.0	866.0	830.6	-4.1
Victoria	120.8	113.4	115.5	124.0	119.8	-3.4
Southern Coastal British Columbia	250.7	250.2	258.9	297.7	279.6	-6.1
Northern British Columbia	236.5	210.0	227.9	268.6	301.6	+12.3
Territories	31.8	29.5	24.0	2.7	N/A	N/A
Yukon[2]	N/A	N/A	3.2	14.3	18.4	+29.1
Whitehorse[2]	N/A	N/A	3.2	9.0	8.9	-0.6
Yukon (excluding Whitehorse)[2]	32.7	31.4	24.8	3.6	N/A	N/A
Northwest Territories[2]	N/A	N/A	1.2	7.7	10.1	+31.7
Yellowknife[2]	N/A	N/A	3.3	17.5	19.8	+13.4

(continued)

Annex 2.4.3 (continued)

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	Change (%) 2015/2016-2016/2017
Territories (continued)						
Northwest Territories (excluding Yellowknife)[2]	N/A	N/A	3.3	17.5	19.8	+13.4
Nunavut[2]	17.7	18.1	12.8	1.3	N/A	N/A
Iqaluit[2]	N/A	N/A	0.6	2.7	3.0	+9.3
Nunavut (excluding Iqaluit)[2]	N/A	N/A	1.7	12.1	14.6	+20.3
Canada	**15,213.9**	**15,377.9**	**15,804.1**	**17,662.0**	**18,461.0**	**+4.5**

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

[1] Excludes Parents of Critically Ill Children (PCIC) benefits due to incompatibility of administrative data sources.

[2] As of October 12, 2014, there is a total of 62 Employment Insurance (EI) economic regions, instead of 58 regions. The EI economic regions of Prince Edward Island, Yukon, the Northwest Territories and Nunavut were each divided into two EI economic regions, one consisting of the capital area and the remaining consisting of the non-capital area. As a result of changes to EI economic region boundaries in October 2014, some claims established just prior to that month had claim amounts paid based on the claim length continuing into 2015 given the benefit entitlement duration the claimant received when their claim was first established. For some claims in the old EI regions of Prince Edward Island, Yukon, Northwest Territories and Nunavut, amounts continued to be paid based on the previous entitlements claimants were eligible for when their claim was first established. Amounts paid listed for EI economic regions which are no longer in effect reflect the amount paid in benefits for claims established prior to October 12. All claims established after October 12, 2014 would be subject to benefit entitlements based on the new economic region boundaries, and these totals are reported for those new regions accordingly.

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

Annex 2.5.1 – Regular benefits: New claims established

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	Change (%) 2015/2016-2016/2017
Province/Territory						
Newfoundland and Labrador	62,430	63,290	63,410	67,880	55,590	-18.1
Prince Edward Island	16,930	16,040	16,560	16,790	16,910	+0.7
Nova Scotia	62,160	59,530	60,730	62,020	62,610	+1.0
New Brunswick	73,500	69,450	68,930	72,030	70,120	-2.7
Quebec	436,760	424,230	423,840	422,200	405,460	-4.0
Ontario	404,250	401,030	391,380	390,830	366,810	-6.1
Manitoba	37,830	35,640	37,280	41,810	39,310	-6.0
Saskatchewan	27,920	27,390	31,500	39,580	34,090	-13.9
Alberta	83,160	84,000	105,780	167,800	141,140	-15.9
British Columbia	147,300	140,810	139,040	146,080	124,830	-14.5
Yukon	2,080	2,020	1,880	1,840	1,750	-4.9
Northwest Territories	1,590	1,530	1,680	1,550	1,740	+12.3
Nunavut	900	850	600	680	770	+13.2
Gender						
Men	814,090	808,040	826,410	896,610	806,660	-10.0
Women	542,720	517,770	516,200	534,480	514,470	-3.7
Age						
24 years old and under	138,910	129,400	129,700	140,640	126,880	-9.8
25 to 44 years old	594,800	580,650	592,390	639,540	588,420	-8.0
45 to 54 years old	339,570	330,230	323,840	329,800	298,500	-9.5
55 years old and over	283,530	285,530	296,680	321,110	307,330	-4.3
EI claimant category[1]						
Long-tenured workers	316,420	285,000	261,760	380,460	329,290	-15.5
Occasional claimants	720,810	731,030	776,150	742,840	706,150	-4.9
Frequent claimants	319,580	309,780	304,700	307,790	285,690	-7.2
Canada	**1,356,810**	**1,325,810**	**1,342,610**	**1,431,090**	**1,321,130**	**-7.7**

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

[1] See Annex-2.1 for definitions related to EI claimant categories.

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

Annex 2.5.2 – Regular benefits: Average actual duration[1,2] (number of weeks)

	2012/2013[r]	2013/2014[r]	2014/2015[r]	2015/2016[r]	2016/2017[p]	Change (%) 2015/2016-2016/2017
Province/Territory						
Newfoundland and Labrador	26.5	26.2	25.8	26.0	31.6	+21.4
Prince Edward Island	24.5	23.5	22.8	23.3	23.1	-0.8
Nova Scotia	24.3	23.9	23.1	23.7	23.1	-2.6
New Brunswick	23.6	23.7	23.8	24.0	23.4	-2.3
Quebec	18.8	18.5	18.7	18.6	18.0	-3.4
Ontario	20.0	19.7	19.0	18.3	18.6	+1.6
Manitoba	18.0	17.8	17.2	17.9	19.1	+6.7
Saskatchewan	18.6	18.3	18.2	18.3	24.5	+33.9
Alberta	16.5	15.9	16.4	17.4	24.5	+40.5
British Columbia	19.6	19.0	18.5	18.4	20.0	+8.9
Yukon	23.5	23.2	24.2	21.6	20.6	-4.8
Northwest Territories	26.5	26.2	24.2	26.6	21.3	-19.9
Nunavut	28.8	27.2	31.4	27.0	31.3	+16.1
Gender						
Men	20.0	19.7	19.6	19.6	20.6	+5.5
Women	20.2	19.7	19.2	18.9	20.1	+6.8
Age						
24 years old and under	18.4	17.8	17.6	17.6	18.4	+4.2
25 to 44 years old	19.3	18.9	18.6	18.5	19.4	+5.0
45 to 54 years old	20.4	20.2	19.9	19.8	21.2	+6.9
55 years old and over	22.1	21.5	21.3	21.1	22.7	+7.9
EI claimant category[3]						
Long-tenured workers	18.9	18.7	18.0	17.4	20.0	+15.1
Occasional claimants	19.5	19.0	18.9	19.0	19.8	+4.1
Frequent claimants	22.8	22.2	22.0	22.1	22.8	+3.0
Canada	**20.1**	**19.7**	**19.4**	**19.3**	**20.5**	**+6.0**

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

[1] In the past, data on the actual duration of regular benefits were estimated using claims established during the fiscal year. Starting with this year's report, duration estimates are reported based on claims which were completed during the reporting period. Estimates for the fiscal year covered by the report are preliminary and will be revised, if required, in next year's report. Previous year's statistics have also been revised to reflect the change in methodology.

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

[3] See Annex-2.1 for definitions related to EI claimant categories.

[p] Preliminary.

[r] Revised.

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

Annex 2.5.3 – Regular benefits: Average weekly benefit rate[1] ($)

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	Change (%) 2015/2016-2016/2017
Province/Territory						
Newfoundland and Labrador	400	417	430	444	434	-2.3
Prince Edward Island	389	395	407	419	419	0.0
Nova Scotia	385	400	417	423	422	-0.2
New Brunswick	386	403	413	426	430	+0.9
Quebec	395	414	426	434	440	+1.4
Ontario	395	421	435	445	454	+2.0
Manitoba	382	412	424	438	441	+0.7
Saskatchewan	413	435	458	472	468	-0.8
Alberta	431	462	484	495	493	-0.4
British Columbia	392	419	434	449	451	+0.4
Yukon	457	477	478	494	501	+1.4
Northwest Territories	463	487	498	507	511	+0.8
Nunavut	462	460	472	469	486	+3.6
Gender						
Men	422	443	458	470	474	+0.9
Women	358	382	395	406	412	+1.5
Age						
24 years old and under	362	389	405	419	412	-1.7
25 to 44 years old	407	430	445	458	462	+0.9
45 to 54 years old	401	423	437	449	455	+1.3
55 years old and over	386	407	420	431	435	+0.9
EI claimant category[2]						
Long-tenured workers	429	454	472	482	489	+1.5
Occasional claimants	375	403	420	428	429	+0.2
Frequent claimants	412	425	436	446	453	+1.6
Canada	**396**	**419**	**434**	**446**	**449**	**+0.7**

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

[1] Takes into account Family Supplement top-ups paid to claimants with regular benefits.

[2] See Annex-2.1 for definitions related to EI claimant categories.

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

Annex 2.5.4 – Regular benefits: Amount paid[1,2] ($ million)

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	Change (%) 2015/2016-2016/2017
Province/Territory						
Newfoundland and Labrador	647.2	644.3	666.5	749.5	822.2	+9.7
Prince Edward Island	163.0	144.3	147.6	162.6	161.2	-0.9
Nova Scotia	564.0	535.3	534.1	603.0	595.5	-1.2
New Brunswick	660.0	643.7	640.9	712.5	703.0	-1.3
Quebec	3,074.5	2,986.9	3,115.2	3,227.0	2,974.1	-7.8
Ontario	3,049.0	3,128.9 [r]	3,093.2	3,200.8	3,069.9	-4.1
Manitoba	270.2	267.7	277.2	338.3	352.1	+4.1
Saskatchewan	227.3	225.4	246.3	361.3	450.8	+24.8
Alberta	626.3	670.5	747.0	1,499.9	2,274.7	+51.7
British Columbia	1,111.8	1,067.1	1,081.5	1,219.0	1,217.0	-0.2
Yukon	22.1	21.3	22.7	18.7	18.8	+0.6
Northwest Territories	22.3	20.3	20.5	20.2	19.3	-4.7
Nunavut	12.9	11.9	9.5	9.4	11.5	+22.3
Gender						
Men	6,793.2	6,851.0	7,032.8	8,253.4	8,612.3	+4.3
Women	3,657.3	3,516.6	3,569.3	3,868.8	4,057.8	+4.9
Age						
24 years old and under	1,004.7	973.2	966.1	1,153.7	1,158.1	+0.4
25 to 44 years old	4,553.0	4,510.3	4,603.5	5,345.2	5,548.9	+3.8
45 to 54 years old	2,638.8	2,586.6	2,604.6	2,844.6	2,921.7	+2.7
55 years old and over	2,254.1	2,297.5	2,427.9	2,778.8	3,041.3	+9.4
EI claimant category[3]						
Long-tenured workers	2,719.2	2,377.2	2,136.9	3,141.1	3,681.5	+17.2
Occasional claimants	4,950.3	5,278.5	5,735.6	6,118.7	6,220.2	+1.7
Frequent claimants	2,781.1	2,712.0	2,729.5 [r]	2,862.3	2,768.4	-3.3
Canada	**10,450.5**	**10,367.6**	**10,602.0 [r]**	**12,122.2**	**12,670.1**	**+4.5**

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

[1] Takes into account Family Supplement top-ups paid to claimants with regular benefits.

[2] Starting with the 2014/2015 *Employment Insurance Monitoring and Assessment Report*, the amount paid in regular benefits include benefits under section 25 of the *Employment Insurance Act* for training purposes; prior years' figures were revised when published in the 2014/2015 *Employment Insurance Monitoring and Assessment Report* to reflect this change. The previous reporting methodology for regular benefits excluded these benefits, even though they were included in the total of amount paid in Employment Insurance benefits shown in Annex 2.3.

[3] See Annex-2.1 for definitions related to EI claimant categories.

[r] Revised.

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

Annex 2.6.1 – Regular benefits (by industry): New claims established

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	Change(%) 2015/2016-2016/2017
Goods-producing industries	**492,470**	**512,200**	**511,030**	**565,610**	**484,720**	**-14.3**
Agriculture, forestry, fishing and hunting	58,110	57,140	56,880	57,360	51,910	-9.5
Mining and oil and gas extraction	22,190	24,380	28,900	38,250	24,430	-36.1
Utilities	4,300	4,680	4,420	4,230	3,980	-5.9
Construction	258,530	274,730	274,140	316,290	273,380	-13.6
Manufacturing	149,340	151,270	146,690	149,480	131,020	-12.3
Service-producing industries	**797,760**	**769,260**	**748,370**	**821,740**	**762,630**	**-7.2**
Wholesale trade	45,620	43,940	44,050	48,240	43,600	-9.6
Retail trade	84,540	79,210	72,850	83,500	76,300	-8.6
Transportation and warehousing	58,950	56,690	56,270	67,950	59,470	-12.5
Finance and insurance	15,870	14,750	13,820	15,500	14,080	-9.2
Real estate and rental and leasing	17,750	18,050	18,030	20,220	18,640	-7.8
Professional, scientific and technical services	53,600	53,800	54,690	61,630	54,190	-12.1
Business, building and support services[1]	98,330	96,850	93,310	100,250	88,740	-11.5
Educational services	148,080	145,810	146,040	156,100	153,460	-1.7
Health care and social assistance	50,440	48,840	47,160	47,610	45,740	-3.9
Information, culture and recreation[2]	43,680	41,960	39,470	41,320	38,030	-8.0
Accommodation and food services	67,410	63,360	58,550	63,840	60,630	-5.0
Other services (except public administration)	44,080	40,700	40,730	45,900	42,020	-8.5
Public administration	69,410	65,300	63,400	69,680	67,730	-2.8
Unclassified	**66,580**	**44,350**	**83,210**	**43,740**	**73,780**	**+68.7**
Canada	**1,356,810**	**1,325,810**	**1,342,610**	**1,431,090**	**1,321,130**	**-7.7**

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

[1] This industry sector comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and remediation services) from the North American industry classification system.

[2] This industry sector comprises industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American industry classification system.

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

Annex 2.6.2 – Regular benefits (by Industry): Average actual duration[1,2] (number of weeks)

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017 [p]	Change (%) 2015/2016-2016/2017
Goods-producing industries	**19.5** [r]	**19.3** [r]	**19.1** [r]	**19.3** [r]	**20.5**	**+6.2**
Agriculture, forestry, fishing and hunting	22.5 [r]	21.5 [r]	21.4 [r]	21.6 [r]	21.6	+0.2
Mining and oil and gas extraction	20.0 [r]	20.3 [r]	20.7 [r]	20.8 [r]	24.3	+16.5
Utilities	17.1 [r]	17.0 [r]	18.5 [r]	17.6 [r]	17.9	+1.8
Construction	18.1	18.1	18.1 [r]	18.4 [r]	19.4	+5.1
Manufacturing	20.6 [r]	20.6 [r]	20.0 [r]	20.0 [r]	21.7	+8.4
Service-producing industries	**20.3** [r]	**19.9** [r]	**19.5**	**19.3** [r]	**20.4**	**+6.0**
Wholesale trade	23.7 [r]	23.5 [r]	23.1 [r]	22.7	23.5	+3.7
Retail trade	23.1 [r]	22.7 [r]	22.2	21.9 [r]	22.6	+3.5
Transportation and warehousing	19.5 [r]	19.3 [r]	19.1 [r]	18.9 [r]	20.8	+10.2
Finance and insurance	24.5 [r]	25.1 [r]	24.4 [r]	23.3 [r]	24.2	+3.8
Real estate and rental and leasing	23.0 [r]	21.9 [r]	22.3 [r]	22.0 [r]	22.9	+3.9
Professional, scientific and technical services	21.9 [r]	21.2 [r]	21.2 [r]	20.9 [r]	22.6	+8.3
Business, building and support services[3]	21.9 [r]	21.6 [r]	21.3 [r]	21.2 [r]	21.8	+2.8
Educational services	12.1 [r]	11.9 [r]	11.7 [r]	11.9 [r]	12.3	+4.1
Health care and social assistance	22.0 [r]	21.3	21.2 [r]	21.0 [r]	22.3	+6.1
Information, culture and recreation[4]	21.3 [r]	20.7 [r]	20.4 [r]	20.0 [r]	20.4	+2.5
Accommodation and food services	22.9 [r]	22.6 [r]	22.0	22.1 [r]	22.8	+3.0
Other services (except public administration)	21.9 [r]	21.5 [r]	21.1	20.9 [r]	22.1	+6.0
Public administration	20.6 [r]	20.4 [r]	20.4	20.1 [r]	21.5	+6.9
Unclassified	**23.1** [r]	**20.8** [r]	**22.4** [r]	**19.7** [r]	**20.5**	**+4.1**
Canada	**20.1** [r]	**19.7** [r]	**19.4** [r]	**19.3** [r]	**20.5**	**+6.0**

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

[1] In the past, data on the actual duration of regular benefits were estimated using claims established during the fiscal year. Starting with this year's report, duration estimates are reported based on claims which were completed during the reporting period. Estimates for the fiscal year covered by the report are preliminary and will be revised, if required, in next year's report. Previous year's statistics have also been revised to reflect the change in methodology.

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

[3] This industry sector comprises the industries with codes 55 (Management of Companies and Enterprises) and 56 (Administrative and Support, Waste Management and Remediation Services) from the North American Industry Classification System.

[4] This industry sector comprises industries with codes 51 (Information and Cultural Industries) and 71 (Arts, Entertainment and Recreation) from the North American Industry Classification System.

[p] Preliminary.

[r] Revised.

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

Annex 2.6.3 – Regular benefits (by industry): Average weekly benefit rate[1] ($)

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	Change(%) 2015/2016-2016/2017
Goods-producing industries	**431**	**451**	**467**	**480**	**485**	**+1.0**
Agriculture, forestry, fishing and hunting	393	403	416	429	431	+0.5
Mining and oil and gas extraction	476	495	510	522	528	+1.1
Utilities	477	494	501	516	524	+1.6
Construction	454	473	487	498	505	+1.4
Manufacturing	398	423	439	448	453	+1.1
Service-producing industries	**377**	**399**	**411 [r]**	**426 [r]**	**432**	**+1.4**
Wholesale trade	389	412	424	440	447	+1.6
Retail trade	324	352	368	374	386	+3.2
Transportation and warehousing	373	390	403	425	417	-1.9
Finance and insurance	408	436	445	462	463	+0.2
Real estate and rental and leasing	382	407	421	432	440	+1.9
Professional, scientific and technical services	426	448	463	479	482	+0.6
Business, building and support services[2]	368	394	409	419	422	+0.7
Educational services	415	438	449	457	466	+2.0
Health care and social assistance	363	384	394	402	408	+1.5
Information, culture and recreation[3]	371	388	401	413	414	+0.2
Accommodation and food services	310	330	341	352	355	+0.9
Other services (except public administration)	362	380	394	416	418	+0.5
Public administration	411	426	437	446	451	+1.1
Unclassified	**372**	**392**	**412**	**419**	**423**	**+1.0**
Canada	**396**	**419**	**434**	**446**	**449**	**+0.7**

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

[1] Takes into account Family Supplement top-ups paid to claimants with regular benefits.

[2] This industry sector comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and remediation services) from the North American industry classification system.

[3] This industry sector comprises industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American industry classification system.

[r] Revised.

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

Annex 2.6.4 – Regular benefits (by industry): Amount paid[1,2] ($million)

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	Change(%) 2015/2016-2016/2017
Goods-producing industries	**4,157.8**	**4,349.4**	**4,379.8**	**5,337.1**	**5,397.7**	**+1.1**
Agriculture, forestry, fishing and hunting	522.3	503.6	500.7	520.4	515.6	-0.9
Mining and oil and gas extraction	211.8	253.1	238.9	445.0	448.8	+0.8
Utilities	38.2	40.0	41.1	39.1	42.2	+8.1
Construction	2,125.8	2,324.7	2,376.8	2,934.7	3,001.5	+2.3
Manufacturing	1,259.8	1,228.0	1,222.4	1,397.9	1,389.6	-0.6
Service-producing industries	**5,841.1**	**5,734.3**	**5,656.9**	**6,487.5**	**6,687.7**	**+3.1**
Wholesale trade	429.3	435.7	421.0	497.1	515.1	+3.6
Retail trade	641.8	630.3	607.0	685.4	712.3	+3.9
Transportation and warehousing	435.7	412.9	400.3	520.5	556.8	+7.0
Finance and insurance	161.2	167.0	155.9	166.5	177.9	+6.9
Real estate and rental and leasing	152.8	155.3	163.7	191.8	208.1	+8.5
Professional, scientific and technical services	476.0	510.6	505.4	630.5	666.4	+5.7
Business, building and support services[3]	785.3	784.5	787.0	881.9	876.9	-0.6
Educational services	616.8	605.8	634.6	711.6	695.1	-2.3
Health care and social assistance	388.7	360.2	362.2	371.2	389.6	+5.0
Information, culture and recreation[4]	346.1	332.8	318.3	336.2	337.1	+0.3
Accommodation and food services	475.2	460.3	427.2	498.2	496.3	-0.4
Other services (except public administration)	357.6	336.6	334.4	399.4	424.4	+6.3
Public administration	574.7	542.3	539.9	597.3	631.5	+5.7
Unclassified	**451.7**	**283.9**	**565.3**	**297.6**	**584.7**	**+96.5**
Canada	**10,450.5**	**10,367.6**	**10,602.0 [r]**	**12,122.2**	**12,670.1**	**+4.5**

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

[1] Takes into account Family Supplement top-ups paid to claimants with regular benefits.

[2] Starting with the 2014/2015 *Employment Insurance Monitoring and Assessment Report*, the amount paid in regular benefits includes benefits under Section 25 of the *Employment Insurance Act* for training purposes; prior years' figures have been restated to reflect this. The previous reporting methodology for regular benefits excluded these benefits, even though they were included in the total of amount paid in Employment Insurance benefits shown in Annex 2.3.

[3] This industry sector comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and remediation services) from the North American industry classification system.

[4] This industry sector comprises industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American industry classification system.

[r] Revised.

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

Annex 2.7.1 – Regular benefits (by regional unemployment rate and hours of insurable employment from previous employment): New claims established

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	Change(%) 2015/2016-2016/2017
Regional unemployment rate[1]						
6.0% and under	199,610	187,910	273,380	218,020	171,350	-21.4
6.1% ~ 7.0%	159,140	196,410	158,060	363,660	363,170	-0.1
7.1% ~ 8.0%	177,020	259,710	329,870	279,030	299,000	+7.2
8.1% ~ 9.0%	441,350	327,910	236,460	216,290	169,290	-21.7
9.1% ~ 10.0%	100,260	45,870	78,450	75,660	65,480	-13.5
10.1% ~ 11.0%	49,340	84,810	55,950	50,430	35,420	-29.8
11.1% ~ 12.0%	43,320	52,390	44,380	16,740	21,420	+28.0
12.1% ~ 13.0%	19,890	10,030	7,660	43,880	35,300	-19.6
13.1% ~ 14.0%	27,860	6,620	470	16,910	11,350	-32.9
14.1% ~ 15.0%	17,740	20,030	25,870	23,650	38,190	+61.5
15.1% ~ 16.0%	21,730	57,470	25,100	31,980	25,370	-20.7
16.1% or greater	99,550	76,650	106,960	94,840	85,790	-9.5
Hours of insurable employment from previous employment						
420 to 559	17,170	16,200	15,540	16,070	20,010	+24.5
560 to 699	57,610	52,690	48,850	51,100	56,330	+10.2
700 to 839	91,410	88,590	88,530	91,000	102,770	+12.9
840 to 979	119,280	112,690	115,160	116,610	113,880	-2.3
980 to 1,119	130,690	125,430	127,920	132,800	119,850	-9.8
1,120 to 1,259	130,750	127,170	128,290	131,700	122,760	-6.8
1,260 to 1,399	120,050	116,850	117,920	126,290	113,860	-9.8
1,400 to 1,539	129,200	127,380	127,610	134,580	125,170	-7.0
1,540 to 1,679	110,650	109,630	109,360	115,230	103,540	-10.1
1,680 to 1,819	112,990	110,030	109,480	119,890	103,900	-13.3
1,820 or more	337,010	339,150	353,950	395,820	339,060	-14.3
Canada	**1,356,810**	**1,325,810**	**1,342,610**	**1,431,090**	**1, 321,130**	**-7.7**

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

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

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

Annex 2.7.2 – Regular benefits (by regional unemployment rate and hours of insurable employment from previous employment): Average actual duration[1,2] (number of weeks)

	2012/2013	2013/2014	2014/2015	2015/2016 r	2016/2017 p	Change (%) 2015/2016-2016/2017
Regional unemployment rate[3]						
6.0% and under	16.0 r	15.9 r	15.7 r	17.2	19.1	+10.7
6.1% ~ 7.0%	18.0 r	17.5 r	18.0 r	15.9	18.6	+16.7
7.1% ~ 8.0%	18.9 r	17.7 r	18.2 r	19.2	18.7	-2.8
8.1% ~ 9.0%	19.5 r	19.9 r	19.5 r	19.4	19.6	+1.1
9.1% ~ 10.0%	21.2 r	21.1 r	19.7 r	19.2	20.6	+7.2
10.1% ~ 11.0%	21.5 r	20.6 r	21.4 r	21.3	22.6	+6.0
11.1% ~ 12.0%	22.7 r	22.0 r	21.2 r	23.8	24.5	+2.9
12.1% ~ 13.0%	24.0 r	26.0 r	23.6 r	19.8	23.9	+20.6
13.1% ~ 14.0%	25.6 r	24.3 r	25.1 r	19.7	23.9	+21.4
14.1% ~ 15.0%	25.1 r	26.5 r	26.7 r	27.9	25.9	-7.2
15.1% ~ 16.0%	27.2 r	26.0 r	28.0 r	26.6	28.4	+6.7
16.1% or greater	27.4 r	26.3	25.2 r	26.4	31.7	+20.1
Hours of insurable employment from previous employment						
420 to 559	28.9 r	26.6 r	25.9 r	26.6	28.1	+5.4
560 to 699	22.6 r	21.3 r	20.6 r	20.8	21.4	+3.2
700 to 839	20.4 r	19.3 r	18.8 r	18.5	19.1	+3.3
840 to 979	20.4 r	19.8 r	19.4	19.2	20.2	+5.2
980 to 1,119	19.8 r	19.5	19.4 r	19.0	20.0	+5.6
1,120 to 1,259	18.8 r	18.9 r	18.5	18.4	19.4	+5.4
1,260 to 1,399	18.5 r	18.4 r	18.2 r	17.8	18.9	+6.1
1,400 to 1,539	17.3 r	17.0 r	16.7 r	16.8	17.6	+4.6
1,540 to 1,679	18.3	18.4 r	18.4 r	18.3	19.2	+5.1
1,680 to 1,819	20.1 r	19.8 r	19.8	19.6	20.9	+6.6
1,820 or more	21.6 r	21.4 r	21.2 r	21.1	22.6	+7.0
Canada	**20.1 r**	**19.7 r**	**19.4 r**	**19.3**	**20.5**	**+6.0**

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

[1] In the past, data on the actual duration of regular benefits were estimated using claims established during the fiscal year. Starting with this year's report, duration estimates are reported based on claims which were completed during the reporting period. Estimates for the fiscal year covered by the report are preliminary and will be revised, if required, in next year's report. Previous year's statistics have also been revised to reflect the change in methodology.

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

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

p Preliminary.

r Revised.

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

Annex 2.7.3 – Regular benefits (by regional unemployment rate and hours of insurable employment from previous employment: Average weekly benefit rate[1] ($)

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	Change(%) 2015/2016-2016/2017
Regional unemployment rate[2]						
6.0% and under	406	442	452	452	454	+0.4
6.1% ~ 7.0%	393	416	433	456	453	-0.7
7.1% ~ 8.0%	384	417	428	439	446	+1.6
8.1% ~ 9.0%	395	415	426	443	451	+1.8
9.1% ~ 10.0%	397	412	436	427	443	+3.7
10.1% ~ 11.0%	404	413	430	447	466	+4.3
11.1% ~ 12.0%	393	411	419	481	449	-6.7
12.1% ~ 13.0%	403	429	434	448	478	+6.7
13.1% ~ 14.0%	409	429	506	442	432	-2.3
14.1% ~ 15.0%	392	413	422	431	429	-0.5
15.1% ~ 16.0%	387	413	431	433	443	+2.3
16.1% or greater	406	420	429	444	433	-2.5
Hours of insurable employment from previous employment						
420 to 559	299	309	328	340	334	-1.8
560 to 699	335	343	353	369	365	-1.1
700 to 839	342	356	367	379	380	+0.3
840 to 979	354	374	387	397	402	+1.3
980 to 1,119	366	388	402	411	417	+1.5
1,120 to 1,259	381	403	417	427	436	+2.1
1,260 to 1,399	397	422	434	446	451	+1.1
1,400 to 1,539	414	438	452	462	472	+2.2
1,540 to 1,679	413	439	452	463	472	+1.9
1,680 to 1,819	420	445	457	471	478	+1.5
1,820 or more	439	463	478	491	499	+1.6
Canada	**396**	**419**	**434**	**446**	**449**	**+0.7**

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

[1] Takes into account Family Supplement top-ups paid to claimants with regular benefits.

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

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

Annex 2.7.4 – Regular benefits (by regional unemployment rate and hours of insurable employment from previous employment): Amount paid[1,2] ($ million)

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	Change(%) 2015/2016-2016/2017
Regional unemployment rate[3]						
6.0% and under	1,320.2	2,512.0	2,848.1[r]	4,089.6	1,381.8	-66.2
6.1% ~ 7.0%	1,090.2	1,583.2	1,855.8	2,836.0	3,092.1	+9.0
7.1% ~ 8.0%	1,039.3	2,957.8	2,661.5	1,572.8	2,511.9	+59.7
8.1% ~ 9.0%	3,220.7	406.5	461.9	727.7	2,022.7	+178.0
9.1% ~ 10.0%	1,048.6	573.1	534.0	526.8	539.5	+2.4
10.1% ~ 11.0%	391.4	455.0	444.9	194.9	337.2	+73.0
11.1% ~ 12.0%	469.1	108.1	112.5	294.4	282.4	-4.1
12.1% ~ 13.0%	214.2	164.0	24.8	60.8	460.1	+656.3
13.1% ~ 14.0%	220.8	150.0	227.4	235.3	165.6	-29.6
14.1% ~ 15.0%	219.4	424.0	379.2	378.3	345.7	-8.6
15.1% ~ 16.0%	255.5	503.0	604.6	459.2	295.1	-35.7
16.1% or greater	961.4	530.9	447.4	746.2	1,235.9	+65.6
Hours of insurable employment from previous employment						
420 to 559	155.1	133.8	127.2	144.0	176.3	+22.3
560 to 699	458.0	380.0	361.1	380.7	437.8	+15.0
700 to 839	646.5	592.3	592.6	625.3	720.0	+15.2
840 to 979	861.4	795.4	829.4	879.3	917.6	+4.3
980 to 1,119	924.7	891.1	931.0	1,001.5	1,002.1	+0.1
1,120 to 1,259	880.8	871.5	903.0	985.0	1,001.8	+1.7
1,260 to 1,399	829.3	814.0	851.0	931.2	950.8	+2.1
1,400 to 1,539	836.4	853.0	872.5	976.4	996.0	+2.0
1,540 to 1,679	782.5	803.8	836.3	932.8	958.5	+2.7
1,680 to 1,819	897.8	923.5	924.4	1,075.4	1,107.4	+3.0
1,820 or more	3,178.0	3,309.1[r]	3,373.4	4,190.5	4,401.8	+22.3
Canada	**10,450.5**	**10,367.6**	**10,602.0[r]**	**12,122.2**	**12,670.1**	**+4.5**

Note: Totals may not add up due to rounding. Totals include amounts paid for claims where data on insurable hours worked are missing. Percentage change is based on unrounded numbers. Includes claims for which at least $1 of regular benefits was paid.

[1] Takes into account Family Supplement top-ups paid to claimants with regular benefits.

[2] Starting with the 2014/2015 Employment Insurance Monitoring and Assessment Report, amount paid in regular benefits include benefits under Section 25 of the Employment Insurance Act for training purposes; prior years' figures have been restated to reflect this. The previous reporting methodology for regular benefits excluded these benefits, even though they were included in the total of amount paid in Employment Insurance benefits shown in Annex 2.3.

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

[r] Revised.

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

Annex 2.8.1 – Regular benefits (by Employment Insurance economic region): New claims established

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	Change (%) 2015/2016-2016/2017
Newfoundland and Labrador						
St. John's	9,360	9,740	10,550	12,290	12,510	+1.8
Newfoundland – Labrador	53,070	53,550	52,860	55,590	43,080	-22.5
Prince Edward Island						
Prince Edward Island[1]	16,930	16,040	6,940	N/A	N/A	N/A
Charlottetown[1]	N/A	N/A	2,320	4,070	4,420	+8.6
Prince Edward Island (excluding Charlottetown)[1]	N/A	N/A	7,300	12,720	12,490	-1.8
Nova Scotia						
Eastern Nova Scotia	21,430	21,600	22,110	22,420	22,580	+0.7
Western Nova Scotia	28,200	26,340	26,450	27,000	26,950	-0.2
Halifax	12,530	11,590	12,170	12,600	13,080	+3.8
New Brunswick						
Fredericton-Moncton-Saint-John	20,670	19,040	19,230	20,920	19,800	-5.4
Madawaska-Charlotte	12,990	11,830	11,370	11,240	10,700	-4.8
Restigouche- Albert	39,840	38,580	38,330	39,870	39,620	-0.6
Quebec						
Gaspésie-île-de-la Madeleine	25,250	24,670	23,830	24,740	24,990	+1.0
Québec	33,530	32,840	34,200	33,750	31,470	-6.8
Trois-Rivières	9,420	8,870	8,620	8,430	7,930	-5.9
South Central Quebec	9,220	8,930	8,160	7,480	7,900	+5.6
Sherbrooke	8,250	8,070	9,210	8,230	7,990	-2.9
Montérégie	26,730	26,190	25,750	27,030	26,160	-3.2
Montreal	155,350	152,130	152,310	152,860	146,390	-4.2
Central Quebec	78,520	74,410	74,540	73,830	70,970	-3.9
North Western Quebec	20,390	19,970	20,300	19,850	17,960	-9.5
Lower Saint Lawrence and North Shore	48,710	47,280	44,590	44,610	43,010	-3.6
Hull	10,310	10,340	10,750	10,660	10,430	-2.2
Chicoutimi-Jonquière	11,080	10,530	11,580	10,730	10,260	-4.4
Ontario						
Ottawa	20,740	19,950	20,180	21,210	19,470	-8.2
Eastern Ontario	19,510	19,820	19,820	20,220	18,910	-6.5
Kingston	3,820	3,820	3,770	3,120	3,530	+13.1
Central Ontario	44,740	44,080	42,610	44,200	42,800	-3.2
Oshawa	11,510	12,700	12,350	12,280	12,270	-0.1
Toronto	147,190	145,690	141,040	141,370	132,690	-6.1
Hamilton	19,680	20,220	19,540	19,400	19,210	-1.0
St. Catharines	16,870	16,770	14,660	15,240	14,710	-3.5
London	13,900	14,210	13,430	12,300	12,710	3.3
Niagara	13,260	12,610	12,330	12,760	12,160	-4.7
Windsor	12,210	10,230	15,520	9,340	8,360	-10.5
Kitchener	14,600	15,050	13,340	13,340	13,360	+0.1
Huron	12,850	13,750	13,040	12,940	13,970	+8.0

(continued)

Annex 2.8.1 (continued)

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	Change (%) 2015/2016-2016/2017
Ontario (continued)						
South Central Ontario	14,050	13,040	11,590	11,890	11,480	-3.4
Sudbury	5,740	5,780	5,540	6,550	4,560	-30.4
Thunder Bay	4,320	4,520	4,580	4,990	4,250	-14.8
Northern Ontario	29,260	28,790	28,040	29,680	22,370	-24.6
Manitoba						
Winnipeg	20,440	19,370	20,080	22,270	21,380	-4.0
Southern Manitoba	10,130	9,260	9,750	11,550	10,960	-5.1
Northern Manitoba	7,260	7,010	7,450	7,990	6,970	-12.8
Saskatchewan						
Regina	3,920	3,970	4,470	5,700	6,270	+10.0
Saskatoon	6,310	6,100	7,510	9,730	9,210	-5.3
Southern Saskatchewan	8,020	7,500	8,550	10,590	8,320	-21.4
Northern Saskatchewan	9,670	9,820	10,970	13,560	10,290	-24.1
Alberta						
Calgary	26,820	26,580	32,730	52,480	43,150	-17.8
Edmonton	27,300	29,770	36,310	57,060	47,150	-17.4
Northern Alberta	7,060	7,320	10,290	16,090	18,750	+16.5
Southern Alberta	21,980	20,330	26,450	42,170	32,090	-23.9
British Columbia						
Southern Interior British Columbia	29,400	29,140	28,630	32,740	25,790	-21.2
Abbotsford	8,270	7,980	7,380	7,390	7,160	-3.1
Vancouver	60,470	58,780	55,620	54,580	49,110	-10.0
Victoria	8,830	7,790	7,520	7,920	6,650	-16.0
Southern Coastal British Columbia	22,680	21,280	20,740	22,350	20,390	-8.8
Northern British Columbia	17,650	15,840	19,150	21,100	15,730	-25.5
Territories						
Yukon[1]	2,080	2,020	780	N/A	N/A	N/A
Whitehorse[1]	N/A	N/A	560	1,070	950	-11.2
Yukon (excluding Whitehorse) [1]	N/A	N/A	540	770	800	+3.9
Northwest Territories[1]	1,590	1,530	990	N/A	N/A	N/A
Yellowknife [1]	N/A	N/A	170	410	510	+24.4
Northwest Territories (excluding Yellowknife)[1]	N/A	N/A	520	1,140	1,230	+7.9
Nunavut[1]	900	850	280	N/A	N/A	N/A
Iqualuit[1]	N/A	N/A	40	110	110	0.0
Nunavut (excluding Iqaluit)[1]	N/A	N/A	280	570	660	+15.8
Canada	**1,356,810**	**1,325,810**	**1,342,610**	**1,431,090**	**1,321,130**	**-7.7**

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

[1] As of October 12, 2014, there is a total of 62 Employment Insurance (EI) economic regions, instead of 58 regions. The EI economic regions of Prince Edward Island, Yukon, the Northwest Territories and Nunavut were each divided into two EI economic regions, one consisting of the capital area and the remaining consisting of the non-capital area.

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

Annex 2.8.2 – Regular benefits (by Employment Insurance economic region): Average actual duration[1,2] (number of weeks)

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017 p	Change (%) 2015/2016-2016/2017
Newfoundland and Labrador						
St. John's	18.3 r	17.3 r	17.6 r	18.7 r	19.0	+1.2
Newfoundland – Labrador	28.0 r	27.7 r	27.3 r	27.6	35.1	+27.4
Prince Edward Island						
Prince Edward Island[3]	24.5 r	23.5 r	23.2 r	25.3 r	N/A	N/A
Charlottetown[3]	N/A	N/A	N/A [4]	19.6 r	19.4	-1.2
Prince Edward Island (excluding Charlottetown)[3]	N/A	N/A	N/A [4]	23.9 r	24.5	+2.6
Nova Scotia						
Eastern Nova Scotia	28.1 r	27.4 r	26.0 r	27.4 r	26.6	-3.0
Western Nova Scotia	23.6 r	23.4 r	22.6 r	23.0 r	21.8	-5.3
Halifax	19.0 r	18.8 r	19.4 r	18.9 r	19.7	+4.0
New Brunswick						
Fredericton-Moncton-Saint John	19.0 r	19.6	19.5 r	20.4	19.7	-3.8
Madawaska-Charlotte	22.7 r	23.2 r	21.6 r	21.4 r	20.5	-4.2
Restigouche-Albert	26.2 r	26.0 r	26.6	26.5 r	26.2	-1.0
Quebec						
Gaspésie--Îles-de-la-Madeleine	25.9 r	24.6 r	26.2 r	26.0 r	25.2	-3.1
Quebec	15.0 r	15.1 r	15.3 r	15.9	15.2	-4.6
Trois-Rivières	20.0 r	18.3	18.0 r	17.4 r	16.1	-7.5
South Central Quebec	13.9 r	13.9 r	14.3 r	14.8 r	13.7	-7.9
Sherbrooke	15.7 r	16.3 r	17.2 r	17.1 r	16.0	-6.4
Montérégie	17.2 r	16.5 r	16.9 r	16.9 r	16.2	-3.8
Montreal	18.9 r	18.9 r	19.2	19.0 r	18.7	-1.3
Central Quebec	18.9 r	18.0 r	17.7 r	17.4 r	16.3	-6.3
North Western Québec	20.5 r	19.8 r	19.3 r	20.1 r	18.6	-7.3
Lower Saint Lawrence and North Shore	19.7 r	19.0 r	19.6	19.3 r	18.8	-2.7
Hull	17.6 r	16.9 r	17.3	18.0 r	17.3	-4.1
Chicoutimi-Jonquière	16.9 r	17.3 r	18.0	19.2 r	18.0	-6.3
Ontario						
Ottawa	18.1 r	17.6 r	17.4 r	17.1 r	17.2	+0.4
Eastern Ontario	19.0 r	18.0 r	18.1 r	17.8 r	18.2	+2.0
Kingston	17.7 r	17.3 r	17.9 r	18.1 r	17.1	-5.7
Central Ontario	19.0 r	18.6 r	17.5 r	16.9 r	17.1	+1.3
Oshawa	18.0 r	19.5 r	16.7 r	15.5 r	17.3	+11.2
Toronto	21.3 r	21.0 r	20.3 r	19.6 r	19.0	-3.5
Hamilton	17.8	18.1 r	16.5 r	16.9 r	16.2	-4.6
St. Catharines	19.7	18.9 r	19.0 r	17.5 r	17.2	-1.5
London	20.9	19.3 r	19.3 r	18.2 r	16.2	-11.0
Niagara	20.3	19.9 r	18.4 r	18.2 r	17.8	-1.9

(continued)

Annex 2.8.2 (continued)

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017 [p]	Change (%) 2015/2016-2016/2017
Ontario (continued)						
Windsor	18.3 [r]	20.4 [r]	19.0 [r]	16.6 [r]	18.6	+12.1
Kitchener	19.2 [r]	18.1 [r]	18.4 [r]	17.0 [r]	16.5	-3.0
Huron	18.6 [r]	18.4 [r]	18.3 [r]	17.1 [r]	16.8	-1.4
South Central Ontario	16.8 [r]	16.9	16.7 [r]	16.2 [r]	16.1	-0.7
Sudbury	19.3 [r]	18.3 [r]	18.2 [r]	17.3 [r]	25.0	+44.2
Thunder Bay	16.7 [r]	16.5 [r]	17.4 [r]	16.0 [r]	15.7	-1.5
Northern Ontario	22.7 [r]	22.4 [r]	22.4 [r]	21.7 [r]	28.3	+30.4
Manitoba						
Winnipeg	16.5 [r]	16.0 [r]	15.7 [r]	16.9 [r]	16.7	-0.8
Southern Manitoba	15.1 [r]	15.7 [r]	14.8 [r]	15.8 [r]	16.6	+5.0
Northern Manitoba	26.9 [r]	25.2 [r]	24.5 [r]	24.4 [r]	30.2	+23.8
Saskatchewan						
Regina	15.0 [r]	15.4 [r]	14.0 [r]	14.9 [r]	16.2	+8.6
Saskatoon	15.7 [r]	14.9 [r]	15.6 [r]	16.0 [r]	22.2	+38.5
Southern Saskatchewan	16.2 [r]	15.9	16.7 [r]	16.4 [r]	23.8	+45.2
Northern Saskatchewan	23.9 [r]	23.3 [r]	22.7 [r]	23.2 [r]	31.3	+34.6
Alberta						
Calgary	17.0 [r]	16.8 [r]	16.8 [r]	17.5 [r]	26.5	+51.2
Edmonton	15.5 [r]	15.1 [r]	15.7 [r]	16.8 [r]	23.8	+41.7
Northern Alberta	19.1 [r]	17.0 [r]	18.3 [r]	19.8 [r]	21.8	+9.9
Southern Alberta	16.2 [r]	15.5 [r]	16.1 [r]	17.3 [r]	24.3	+40.1
British Columbia						
Southern Interior British Columbia	18.9 [r]	17.8 [r]	18.3 [r]	18.4 [r]	23.5	+27.5
Abbotsford	19.8 [r]	18.7 [r]	18.4 [r]	17.3 [r]	16.7	-3.6
Vancouver	19.7 [r]	19.3 [r]	18.3 [r]	17.7 [r]	17.2	-2.7
Victoria	18.1 [r]	18.4 [r]	17.2 [r]	17.3 [r]	18.0	+4.3
Southern Coastal British Columbia	19.2 [r]	18.8 [r]	18.9 [r]	19.1 [r]	18.6	-2.8
Northern British Columbia	21.7 [r]	20.9 [r]	19.7 [r]	20.6 [r]	26.2	+27.0
Territories						
Yukon[3]	23.5 [r]	23.2 [r]	26.5 [r]	29.6	N/A	N/A
Whitehorse[3]	N/A	N/A	11.9 [r]	16.7 [r]	21.2	+26.8
Yukon (excluding Whitehorse)[3]	N/A	N/A	N/A [4]	20.4 [r]	19.8	-2.7
Northwest Territories[3]	26.5 [r]	26.2 [r]	25.4 [r]	35.0	N/A	N/A
Yellowknife[3]	N/A	N/A	N/A [4]	17.6 [r]	14.5	-17.6
Northwest Territories (excluding Yellowknife)[3]	N/A	N/A	N/A [4]	25.0 [r]	24.2	-3.1

(continued)

Annex 2.8.2 (continued)

	2012/2013	2013/2014 [r]	2014/2015 [r]	2015/2016 [r]	2016/2017 [p]	Change (%) 2015/2016-2016/2017
Territories (continued)						
Nunavut[3]	28.8 [r]	27.2 [r]	32.0 [r]	34.7	N/A	N/A
Iqaluit[3]	N/A	N/A	N/A [4]	17.6 [r]	17.1	-2.8
Nunavut (excluding Iqaluit)[3]	N/A	N/A	N/A	25.5 [r]	34.3	+34.6
Canada	**20.1** [r]	**19.7** [r]	**19.4** [r]	**19.3** [r]	**20.5**	**+6.0**

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

[1] In the past, data on the actual duration of regular benefits were estimated using claims established during the fiscal year. Starting with this year's report, duration estimates are reported based on claims which were completed during the reporting period. Estimates for the fiscal year covered by the report are preliminary and will be revised, if required, in next year's report. Previous year's statistics have also been revised to reflect the change in methodology.

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

[3] As of October 12, 2014, there is a total of 62 Employment Insurance (EI) economic regions, instead of 58 regions. The EI economic regions of Prince Edward Island, Yukon, the Northwest Territories and Nunavut were each divided into two EI economic regions, one consisting of the capital area and the remaining consisting of the non-capital area.

[4] While claim duration were reported in the past for these regions, these are no longer reported as duration of claims completed in those regions in 2014/2015 are incomplete due to the fact that these regions were created in October 2014. Indeed, only claims that were established in or after October 2014 and that were completed before April 2015 are captured by the measure.

[p] Preliminary.

[r] Revised.

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

Annex 2.8.3 – Regular benefits (by Employment Insurance economic region): Average weekly benefit rate[1] ($)

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	Change(%) 2015/2016-2016/2017
Newfoundland and Labrador						
St. John's	422	434	447	460	468	+1.7
Newfoundland – Labrador	397	414	426	440	424	-3.6
Prince Edward Island						
Prince Edward Island[2]	389	395	399	N/A	N/A	N/A
Charlottetown[2]	N/A	N/A	401	416	399	-4.1
Prince Edward Island (excluding Charlottetown)[2]	N/A	N/A	417	421	426	+1.2
Nova Scotia						
Eastern Nova Scotia	394	413	432	434	433	-0.2
Western Nova Scotia	382	388	404	411	411	0.0
Halifax	375	405	417	428	424	-0.9
New Brunswick						
Fredericton-Moncton-Saint-John	368	393	407	418	422	+1.0
Madawaska-Charlotte	383	391	399	413	413	0.0
Restigouche- Albert	397	411	421	433	438	+1.2
Quebec						
Gaspésie-île-de-la Madeleine	404	421	430	437	442	+1.1
Québec	396	428	438	445	452	+1.6
Trois-Rivières	411	409	418	424	429	+1.2
South central Quebec	386	413	426	441	444	+0.7
Sherbrooke	383	411	419	425	440	+3.5
Montérégie	380	408	420	430	439	+2.1
Montreal	382	412	424	432	438	+1.4
Central Quebec	403	407	418	427	434	+1.6
North western Quebec	419	422	437	440	447	+1.6
Lower Saint Lawrence and North Shore	414	422	429	439	441	+0.5
Hull	399	424	436	445	457	+2.7
Chicoutimi-Jonquière	410	413	427	432	434	+0.5
Ontario						
Ottawa	399	429	443	453	460	+1.5
Eastern Ontario	383	410	428	435	442	+1.6
Kingston	390	411	429	429	438	+2.1
Central Ontario	387	412	425	437	449	+2.7
Oshawa	422	432	453	456	472	+3.5
Toronto	392	424	435	447	458	+2.5
Hamilton	392	431	437	452	460	+1.8
St. Catharines	369	405	412	417	434	+4.1
London	383	416	423	427	441	+3.3
Niagara	405	415	433	439	447	+1.8
Windsor	408	408	456	440	440	0.0
Kitchener	391	429	443	452	463	+2.4
Huron	412	419	431	445	451	+1.3

(continued)

Annex 2.8.3 (continued)

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	Change (%) 2015/2016-2016/2017
Ontario (continued)						
South Central Ontario	392	419	431	445	460	+3.4
Sudbury	409	430	444	457	458	+0.2
Thunder Bay	412	446	456	463	476	+2.8
Northern Ontario	415	429	439	452	444	-1.8
Manitoba						
Winnipeg	380	417	429	441	451	+2.3
Southern Manitoba	378	404	419	438	435	-0.7
Northern Manitoba	396	409	417	431	421	-2.3
Saskatchewan						
Regina	416	455	468	473	490	+3.6
Saskatoon	411	437	469	474	476	+0.4
Southern Saskatchewan	403	426	450	469	461	-1.7
Northern Saskatchewan	421	432	453	472	453	-4.0
Alberta						
Calgary	431	462	484	493	490	-0.6
Edmonton	437	470	487	499	500	+0.2
Northern Alberta	451	465	490	499	500	+0.2
Southern Alberta	418	450	477	490	481	-1.8
British Columbia						
Southern Interior British Columbia	395	428	442	459	448	-2.4
Abbotsford	348	359	374	383	398	+3.9
Vancouver	384	412	424	438	453	+3.4
Victoria	398	428	437	454	459	+1.1
Southern Coastal British Columbia	394	427	443	457	456	-0.2
Northern British Columbia	432	444	462	474	461	-2.7
Territories						
Yukon[2]	457	477	476	N/A	N/A	N/A
Whitehorse[2]	N/A	N/A	485	491	510	+3.9
Yukon (excluding Whitehorse)[2]	N/A	N/A	473	499	491	-1.6
Northwest Territories[2]	463	487	492	N/A	N/A	N/A
Yellowknife[2]	N/A	N/A	511	506	508	+0.4
Northwest Territories (excluding Yellowknife)[2]	N/A	N/A	507	507	513	+1.2
Nunavut[2]	462	460	464	N/A	N/A	N/A
Iqualuit[2]	N/A	N/A	494	496	526	+6.0
Nunavut (excluding Iqaluit)[2]	N/A	N/A	477	464	480	+3.4
Canada	**396**	**419**	**434**	**446**	**449**	**+0.7**

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

[1] Takes into account Family Supplement top-ups paid to claimants with regular benefits.

[2] As of October 12, 2014, there is a total of 62 Employment Insurance (EI) economic regions, instead of 58 regions. The EI economic regions of Prince Edward Island, Yukon, the Northwest Territories and Nunavut were each divided into two EI economic regions, one consisting of the capital area and the remaining consisting of the non-capital area.

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

Annex 2.8.4 – Regular benefits (by Employment Insurance economic region): Amount paid[1,2] ($ million)

	2012/2013	2013/2014	2014/2015 [3]	2015/2016 [3]	2016/2017[3]	Change (%) 2015/2016-2016/2017
Newfoundland and Labrador						
St. John's	73.0	71.0	82.0	98.6	116.3	+17.9
Newfoundland – Labrador	574.2	573.4	584.5	650.9	705.9	+8.5
Prince Edward Island						
Prince Edward Island[3]	163.0	144.3	105.7	8.5	0.0	-100.0
Charlottetown[3]	N/A	N/A	8.3	33.4	34.1	+2.1
Prince Edward Island (excluding Charlottetown)[3]	N/A	N/A	33.5	120.6	127.1	+5.3
Nova Scotia						
Eastern Nova Scotia	230.8	225.8	222.4	256.1	257.9	+0.7
Western Nova Scotia	247.8	224.1	219.8	241.1	231.8	-3.9
Halifax	85.4	85.3	91.9	105.8	105.8	0.0
New Brunswick						
Fredericton-Moncton-Saint-John	145.2	142.0	146.2	176.3	170.1	-3.5
Madawaska-Charlotte	108.6	104.2	92.1	96.5	87.9	-8.9
Restigouche- Albert	406.2	397.6	402.7	439.7	445.0	+1.2
Quebec						
Gaspésie-île-de-la Madeleine	258.4	248.2	249.1	266.8	264.2	-1.0
Québec	179.6	188.5	209.8	222.0	198.3	-10.6
Trois-Rivières	68.8	59.6	57.1	57.5	48.6	-15.5
South Central Quebec	47.5	44.1	47.5	47.0	42.7	-9.1
Sherbrooke	47.5	45.6	58.5	57.4	50.6	-11.8
Montérégie	169.8	161.5	168.6	186.3	174.3	-6.5
Montreal	1,071.5	1,090.8	1,166.0	1,195.6	1,124.4	-6.0
Central Quebec	552.0	495.5	496.5	508.2	449.4	-11.6
North Western Quebec	171.0	160.5	159.5	164.2	146.7	-10.6
Lower Saint Lawrence and North Shore	369.2	354.6	349.5	354.2	327.0	-7.7
Hull	70.2	67.4	74.9	81.2	76.5	-5.8
Chicoutimi-Jonquière	68.9	70.5	78.1	86.5	71.4	-17.5
Ontario						
Ottawa	145.8	147.4	151.3	165.8	151.8	-8.4
Eastern Ontario	133.9	137.1	144.8	160.2	146.6	-8.5
Kingston	24.6	26.1	27.9	24.1	23.9	-0.7
Central Ontario	307.9	316.3	310.7	320.9	313.5	-2.3
Oshawa	86.5	89.9	89.9	93.6	91.1	-2.7
Toronto	1,178.7	1,218.5	1,215.2	1,230.7	1,148.5	-6.7
Hamilton	133.9	141.1	137.5	145.9	143.5	-1.7
St. Catharines	115.3	117.2	109.2	106.7	106.7	0.0
London	105.3	109.1	104.9	92.6	88.3	-4.6

(continued)

Annex 2.8.4 (continued)

	2012/2013	2013/2014	2014/2015 [3]	2015/2016 [3]	2016/2017	Change (%) 2015/2016-2016/2017
Ontario (continued)						
Niagara	101.8	100.1	88.9	103.8	93.9	-9.5
Windsor	89.8	85.3	83.8	98.6	62.5	-36.5
Kitchener	103.2	111.9	108.9	104.5	101.6	-2.7
Huron	94.0	94.1	95.3	98.6	101.2	+2.7
South Central Ontario	93.6	90.6	82.8	86.7	84.1	-3.0
Sudbury	40.8	45.5	43.0	50.9	64.6	+26.9
Thunder Bay	29.3	31.4	33.9	36.0	33.4	-7.3
Northern Ontario	264.7	267.2	265.1	281.4	314.4	+11.7
Manitoba						
Winnipeg	132.8	134.8	138.4	171.9	169.3	-1.5
Southern Manitoba	61.0	60.9	64.1	82.9	88.6	+6.9
Northern Manitoba	76.4	72.0	74.7	83.6	94.2	+12.7
Saskatchewan						
Regina	27.3	28.7	31.3	43.8	52.3	+19.4
Saskatoon	44.5	43.4	52.1	82.1	109.4	+33.2
Southern Saskatchewan	55.6	52.6	60.3	87.9	115.4	+31.3
Northern Saskatchewan	99.9	100.6	102.6	147.5	173.7	+17.8
Alberta						
Calgary	202.1	217.0	237.3	486.3	747.9	+53.8
Edmonton	198.3	227.7	260.7	489.2	730.6	+49.3
Northern Alberta	65.0	65.1	79.3	157.5	253.3	+60.8
Southern Alberta	160.9	160.8	169.6	366.9	542.9	+48.0
British Columbia						
Southern Interior British Columbia	212.2	207.9	221.2	273.0	318.5	+16.7
Abbotsford	55.6	51.8	48.9	49.3	48.7	-1.2
Vancouver	446.9	449.4	435.8	436.5	391.0	-10.4
Victoria	64.5	57.1	57.4	64.6	56.4	-12.7
Southern Coastal British Columbia	164.7	158.4	161.5	193.8	173.2	-10.7
Northern British Columbia	167.9	142.5	156.8	201.8	229.2	+13.6
Territories						
Yukon[3]	22.1	21.3	17.0	1.8	0.0	-100.0
Whitehorse[3]	N/A	N/A	2.6	9.2	10.8	+17.5
Yukon (excluding Whitehorse)[3]	N/A	N/A	3.1	7.7	8.0	+3.7
Northwest Territories[3]	22.3	20.3	17.2	2.6	0.0	-100.0
Yellowknife[3]	N/A	N/A	0.7	3.8	4.3	+14.1
Northwest Territories (excluding Yellowknife)[3]	N/A	N/A	2.7	13.8	15.0	+8.2

(continued)

Annex 2.8.4 (continued)

	2012/2013	2013/2014	2014/2015 [3]	2015/2016 [3]	2016/2017	Change (%) 2015/2016-2016/2017
Territories (continued)						
Nunavut[3]	12.9	11.9	7.9	0.7	0.0	-100.0
Iqualuit[3]	N/A	N/A	0.2	0.7	1.3	+91.2
Nunavut (excluding Iqaluit)[3]	N/A	N/A	1.4	8.0	10.2	+26.6
Canada	**10,450.5**	**10,367.6**	**10,602.0 [r]**	**12,122.2**	**12,670.1**	**+4.5**

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

[1] Takes into account Family Supplement top-ups paid to claimants with regular benefits.

[2] Starting with the 2014/2015 *Employment Insurance Monitoring and Assessment Report*, amount paid in regular benefits include benefits under section 25 of the *Employment Insurance Act* for training purposes; prior years' figures have been restated to reflect this. The previous reporting methodology for regular benefits excluded these benefits, even though they were included in the total of amount paid in Employment Insurance benefits shown in Annex 2.3.

[3] As of October 12, 2014, there is a total of 62 Employment Insurance (EI) economic regions, instead of 58 regions. The EI economic regions of Prince Edward Island, Yukon, the Northwest Territories and Nunavut were each divided into two EI economic regions, one consisting of the capital area and the remaining consisting of the non-capital area. As a result of changes to EI economic region boundaries in October 2014, some claims established just prior to that month had claim amounts paid based on the claim length continuing into 2015 given the benefit entitlement duration the claimant received when their claim was first established. For some claims in the old EI regions of Prince Edward Island, Yukon, Northwest Territories and Nunavut, amounts continued to be paid based on the previous entitlements claimants were eligible for when their claim was first established. Amounts paid listed in this column for EI economic regions which are no longer in effect reflect the amount paid in benefits for claims established prior to October 12, 2014 that were subject to benefit entitlements based on previous region boundaries, unemployment rates and insurable hours for eligibility whose claims continue to be paid on that basis in the 2015/2016 fiscal period. All claims established after October 12, 2014 would be subject to benefit entitlements based on the new economic region boundaries, and these totals are reported for those new regions accordingly.

[r] Revised.

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

Annex 2.9.1 – Seasonal regular claimants[1]: New claims established[2]

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	Change (%) 2015/2016-2016/2017
Province/Territory						
Newfoundland and Labrador	32,450	32,100	30,720	32,470	17,130	-47.2
Prince Edward Island	9,390	8,750	8,580	8,590	8,430	-1.9
Nova Scotia	26,630	26,060	25,560	24,970	24,630	-1.4
New Brunswick	35,150	34,470	34,090	34,910	33,620	-3.7
Quebec	161,250	160,890	159,240	159,380	156,020	-2.1
Ontario	91,820	95,870	97,110	98,420	92,340	-6.2
Manitoba	10,670	10,520	10,820	11,090	9,970	-10.1
Saskatchewan	8,260	7,770	7,770	8,240	4,800	-41.7
Alberta	12,150	13,000	13,700	15,280	8,650	-43.4
British Columbia	31,160	32,100	31,370	31,500	24,410	-22.5
Yukon	640	550	520	560	420	-25.0
Northwest Territories	280	280	210	230	220	-4.3
Nunavut	80	50	30	50	40	-20.0
Gender						
Men	259,690	262,030	261,810	266,130	232,770	-12.5
Women	160,240	160,380	157,910	159,560	147,910	-7.3
Age						
24 years old and under	11,980	10,940	10,540	10,470	8,130	-22.3
25 to 44 years old	154,550	155,330	154,680	156,900	142,730	-9.0
45 to 54 years old	128,020	126,060	120,920	119,340	103,330	-13.4
55 years old and over	125,380	130,080	133,580	138,980	126,490	-9.0
Canada	**419,930**	**422,410**	**419,720**	**425,690**	**380,680**	**-10.6**

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

[1] Seasonal regular claimants are individuals who established three or more regular or fishing claims in the five fiscal years preceding the reference year, of which at least two were established at the same time of year as their claim in the reference year. For the purposes of this annex, a 17-week window is used to determine whether a claim was established at the same time of year as their claim in the reference year. Specifically, a claim is considered to have been established at the same time of year if was established between eight weeks before and eight weeks after the week in which the reference year claim was established.

[2] In previous Employment Insurance Monitoring and Assessment Reports, this annex dealt with all seasonal claimants, not only seasonal regular claimants. By definition, all those receiving fishing benefits were considered seasonal claimants, and their statistics were therefore included in this annex. For the 2016/2017 Employment Insurance Monitoring and Assessment Report, for consistency and simplicity, this annex deals only with seasonal regular claimants, and data on individuals receiving fishing benefits are shown separately in Annex 2.10.

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

Annex 2.9.2 – Seasonal regular claimants[1]: Average actual duration[2,3] (number of weeks)

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017 [p]	Change (%) 2015/2016-2016/2017
Province/Territory						
Newfoundland and Labrador	27.2 [r]	26.9 [r]	26.6 [r]	26.7 [r]	34.3	+28.5
Prince Edward Island	25.0 [r]	23.8 [r]	23.1 [r]	23.5 [r]	23.8	+0.9
Nova Scotia	24.3 [r]	23.7 [r]	22.7 [r]	23.6 [r]	22.8	-3.5
New Brunswick	24.5 [r]	24.6 [r]	24.6	24.6 [r]	24.0	-2.3
Quebec	17.4 [r]	16.8 [r]	17.1	17.1	16.5	-3.7
Ontario	14.8	14.6	14.6 [r]	14.0 [r]	14.5	+4.1
Manitoba	14.9 [r]	14.7 [r]	13.8 [r]	15.2 [r]	16.0	+4.8
Saskatchewan	17.2 [r]	16.3 [r]	16.2 [r]	16.6 [r]	24.4	+47.2
Alberta	13.7 [r]	13.2 [r]	12.9 [r]	14.2 [r]	21.5	+51.5
British Columbia	16.2 [r]	15.8 [r]	15.0 [r]	15.0 [r]	17.1	+14.0
Yukon	22.6 [r]	22.4 [r]	21.3 [r]	19.9 [r]	19.1	-4.1
Northwest Territories	27.0 [r]	27.0 [r]	23.7 [r]	24.1 [r]	23.7	-1.6
Nunavut	29.0 [r]	27.8 [r]	37.3 [r]	26.7 [r]	38.0	+42.5
Gender						
Men	19.4 [r]	19.0 [r]	18.9	19.0 [r]	19.5	+2.9
Women	17.5 [r]	16.8 [r]	16.3	16.1 [r]	17.1	+6.1
Age						
24 years old and under	18.4	18.1 [r]	17.7 [r]	18.1 [r]	18.3	+1.0
25 to 44 years old	17.6	17.1 [r]	16.9	17.0	17.3	+1.8
45 to 54 years old	18.5	18.0 [r]	17.7	17.7	18.5	+4.5
55 years old and over	20.3	19.5 [r]	19.2 [r]	19.1 [r]	20.4	+6.8
Canada	**18.7 [r]**	**18.1 [r]**	**17.9 [r]**	**17.9 [r]**	**18.6**	**+4.3**

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

[1] Seasonal regular claimants are individuals who established three or more regular claims in the five fiscal years preceding the reference year, of which at least two were established at the same time of year as their claim in the reference year. For the purposes of this annex, a 17-week window is used to determine whether a claim was established at the same time of year as their claim in the reference year. Specifically, a claim is considered to have been established at the same time of year if was established between eight weeks before and eight weeks after the week in which the reference year claim was established.

[2] In the past, data on the actual duration of regular benefits were estimated using claims established during the fiscal year. Starting with this year's report, duration estimates are reported based on claims which were completed during the reporting period. Estimates for the fiscal year covered by the report are preliminary and will be revised, if required, in next year's report. Previous year's statistics have also been revised to reflect the change in methodology.

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

[p] Preliminary.

[r] Revised.

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

Annex 2.9.3 – Seasonal regular claimants[1]: Average weekly benefit rate[2,3] ($)

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	Change (%) 2015/2016-2016/2017
Province/Territory						
Newfoundland and Labrador	413	426	439	452	428	-5.3
Prince Edward Island	400	404	413	431	443	+2.8
Nova Scotia	402	411	427	433	440	+1.6
New Brunswick	404	417	426	440	453	+3.0
Quebec	420	436	447	457	466	+2.2
Ontario	425	443	456	466	478	+2.6
Manitoba	397	425	435	442	452	+2.3
Saskatchewan	418	441	451	465	457	-1.7
Alberta	446	468	478	488	485	-0.6
British Columbia	403	422	431	445	444	-0.2
Yukon	469	489	497	514	517	+0.6
Northwest Territories	463	498	513	517	515	-0.4
Nunavut	463	501	431	507	484	-4.5
Gender						
Men	443	458	470	481	487	+1.2
Women	374	392	403	413	423	+2.4
Age						
24 years old and under	428	444	462	478	479	+0.2
25 to 44 years old	434	451	464	475	484	+1.9
45 to 54 years old	415	431	443	454	462	+1.8
55 years old and over	396	412	423	432	437	+1.2
Canada	**417**	**433**	**445**	**455**	**462**	**+1.5**

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

[1] Seasonal regular claimants are individuals who established three or more regular or fishing claims in the five fiscal years preceding the reference year, of which at least two were established at the same time of year as their claim in the reference year. For the purposes of this annex, a 17-week window is used to determine whether a claim was established at the same time of year as their claim in the reference year. Specifically, a claim is considered to have been established at the same time of year if was established between eight weeks before and eight weeks after the week in which the reference year claim was established.

[2] In previous Employment Insurance Monitoring and Assessment Reports, this annex dealt with all seasonal claimants, not only seasonal regular claimants. By definition, all those receiving fishing benefits were considered seasonal claimants, and their statistics were therefore included in this annex. For the 2016/2017 Employment Insurance Monitoring and Assessment Report, for consistency and simplicity, this annex deals only with seasonal regular claimants, and data on individuals receiving fishing benefits are shown separately in Annex 2.10.

[3] Takes into account Family Supplement top-ups paid to seasonal regular claimants.

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

Annex 2.9.4 – Seasonal regular claimants[1]: Amount paid[2,3] ($ million)

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	Change (%) 2015/2016-2016/2017
Province/Territory						
Newfoundland and Labrador	345.8	340.2	342.1	365.8	359.0	-1.8
Prince Edward Island	86.9	79.1	75.8	82.6	80.4	-2.7
Nova Scotia	236.9	230.3	222.4	238.1	230.3	-3.3
New Brunswick	324.2	322.5	330.4	352.2	343.6	-2.5
Quebec	1,040.9	1,043.2	1,082.2	1,126.7	1,041.2	-7.6
Ontario	499.3	547.9	572.0	606.0	585.9	-3.3
Manitoba	58.7	60.2	63.3	70.9	68.6	-3.2
Saskatchewan	54.7	53.1	53.5	63.9	59.9	-6.4
Alberta	68.2	73.7	78.4	99.9	111.7	+11.8
British Columbia	178.1	180.4	188.9	191.4	188.5	-1.5
Yukon	6.5	5.4	6.0	4.8	4.7	-1.6
Northwest Territories	3.8	3.4	2.6	2.8	2.6	-8.9
Nunavut	1.2	0.8	0.5	0.5	0.8	+66.5
Gender						
Men	2,045.5	2,097.6	2,162.1	2,311.1	2,214.8	-4.2
Women	859.8	842.5	856.0	894.5	862.4	-3.6
Age						
24 years old and under	89.2	82.9	80.4	87.3	76.4	-12.5
25 to 44 years old	1,047.3	1,058.4	1,089.1	1,157.1	1,108.0	-4.2
45 to 54 years old	870.1	862.6	859.2	884.9	826.8	-6.6
55 years old and over	898.7	936.3	989.3	1,076.3	1,066.0	-1.0
Canada	**2,905.3**	**2,940.2**	**3,018.1**	**3,205.6**	**3,077.2**	**-4.0**

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

[1] Seasonal regular claimants are individuals who established three or more regular or fishing claims in the five fiscal years preceding the reference year, of which at least two were established at the same time of year as their claim in the reference year. For the purposes of this annex, a 17-week window is used to determine whether a claim was established at the same time of year as their claim in the reference year. Specifically, a claim is considered to have been established at the same time of year if was established between eight weeks before and eight weeks after the week in which the reference year claim was established.

[2] In previous Employment Insurance Monitoring and Assessment Reports, this annex dealt with all seasonal claimants, not only seasonal regular claimants. By definition, all those receiving fishing benefits were considered seasonal claimants, and their statistics were therefore included in this annex. For the 2016/2017 Employment Insurance Monitoring and Assessment Report, for consistency and simplicity, this annex deals only with seasonal regular claimants, and data on individuals receiving fishing benefits are shown separately in Annex 2.10.

[3] Takes into account Family Supplement top-ups paid to seasonal regular claimants.

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

Annex 2.10.1 – Fishing benefits: New claims established

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	Change (%) 2015/2016-2016/2017
Region						
Newfoundland and Labrador	11,833	11,218	11,160	11,469	11,819	+3.1
Prince Edward Island	2,877	2,834	2,844	2,981	3,108	+4.3
Nova Scotia	5,436	5,225	5,185	5,327	5,448	+2.3
New Brunswick	2,795	2,751	2,791	2,977	3,066	+3.0
Quebec	1,457	1,409	1,390	1,409	1,425	+1.1
British Columbia	2,814	2,644	3,124	2,940	2,919	-0.7
Other provinces and territories	1,078	1,094	1,093	1,168	1,149	-1.6%
Gender						
Men	23,222	22,372	22,590	23,121	23,502	+1.6
Women	5,068	4,803	4,997	5,150	5,432	+5.5
Age						
24 years old and under	1,239	1,127	1,218	1,380	1,460	+5.8
25 to 44 years old	8,987	8,335	8,214	8,327	8,335	+0.1
45 to 54 years old	8,805	8,420	8,228	8,184	8,171	-0.2
55 years old and over	9,259	9,293	9,927	10,380	10,968	+5.7
Canada	**28,290**	**27,175**	**27,587**	**28,271**	**28,934**	**+2.3**

Note: Includes claims for which at least $1 of fishing benefits was paid.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data, except for the amount paid which is based on a 10% sample.

Annex 2.10.2 – Fishing benefits: Average actual duration[1] (number of weeks)

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	Change (%) 2015/2016-2016/2017
Region						
Newfoundland and Labrador	20.7	20.9	20.7	20.7	21.2 [p]	+2.4
Prince Edward Island	19.5	19.8	20.3	19.7	19.7 [p]	0.0
Nova Scotia	19.6	19.9	19.9	19.8	20.0 [p]	+1.0
New Brunswick	19.6	19.9	19.8	19.4	19.8 [p]	+2.1
Quebec	18.9	19.9	19.5	18.6	20.0 [p]	+7.5
British Columbia	22.9	22.8	23.2	22.9	23.0 [p]	+0.4
Other provinces and territories	23.1	23.4	22.8	22.3	22.5 [P]	+0.9
Gender						
Men	20.1	20.4	20.4	20.1	20.5 [p]	+2.0
Women	22.2	22.3	22.3	22.0	22.3 [p]	+1.4
Age						
24 years old and under	19.9	20.3	20.2	20.3	20.3 [p]	0.0
25 to 44 years old	20.0	20.3	20.4	20.2	20.5 [p]	+1.5
45 to 54 years old	20.3	20.5	20.5	20.2	20.5 [p]	+1.5
55 years old and over	21.2	21.3	21.3	21.0	21.3 [p]	+1.4
Canada	**20.5**	**20.7**	**20.7**	**20.5**	**20.8 [p]**	**+1.5**

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

[1] In the past, data on the actual duration of fishing benefits were reported with a lag of one year after the period covered by the *Employment Insurance Monitoring and Assessment Report* to ensure that data would pertain to claims that had ended. Starting with the 2014/2015 *Employment Insurance Monitoring and Assessment Report*, data on the actual duration of fishing benefits are reported for the fiscal year covered by the Report in order to provide timely, relevant and consistent information. This change has been made possible by methodological improvements and the increased availability of historical data. However, data for the fiscal year covered by the Report are preliminary; data for 2016/2017 will be revised, if required, in the 2017/2018 *Employment Insurance Monitoring and Assessment Report*.

[p] Preliminary.

[r] Revised.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data, except for the amount paid which is based on a 10% sample.

Annex 2.10.3 – Fishing benefits: Average weekly benefit rate[1] ($)

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	Change (%) 2015/2016-2016/20176
Region						
Newfoundland and Labrador	448	464	484	497	506	+1.7
Prince Edward Island	470	475	493	511	527	+3.2
Nova Scotia	463	474	498	506	519	+2.7
New Brunswick	473	486	499	511	519	+1.5
Quebec	475	489	504	513	525	+2.3
British Columbia	415	432	459	444	457	+2.9
Other provinces and territories	395	405	414	431	426	-1.7
Gender						
Men	456	470	489	498	509	,+2.2
Women	433	443	465	480	489	+1.9
Age						
24 years old and under	430	449	464	475	481	+1.2
25 to 44 years old	453	467	484	494	503	+1.9
45 to 54 years old	458	471	490	500	511	+2.3
55 years old and over	448	461	484	493	504	+2.4
Canada	**452**	**465**	**484**	**494**	**505**	**+2.1**

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

[1] Takes into account Family Supplement top-ups paid to claimants with fishing benefits.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data, except for the amount paid which is based on a 10% sample.

Annex 2.10.4 – Fishing benefits: Amount paid[1] ($ million)

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	Change (%) 2015/2016-2016/2017
Region						
Newfoundland and Labrador	101.3	100.1	98.6	108.1	111.4	+3.0
Prince Edward Island	23.3	22.6	24.1	26.2	28.4	+8.5
Nova Scotia	50.7	49.2	49.9	53.0	57.2	+8.0
New Brunswick	25.8	27.0	26.6	29.3	31.1	+6.2
Quebec	12.1	12.3	12.8	12.5	12.0	-4.1
British Columbia	28.9	25.4	31.7	31.3	29.9	-4.6
Other provinces and territories	10.7	11.3	12.0	11.8	12.9	+8.6
Gender						
Men	209.4	205.0	210.9	223.9	229.5	+2.5
Women	43.4	43.0	44.7	48.4	53.4	+10.3
Age						
24 years old and under	11.3	10.9	10.4	11.6	14.0	+21.5
25 to 44 years old	77.6	75.0	74.3	78.6	82.1	+4.5
45 to 54 years old	82.9	78.8	78.7	81.4	79.9	-1.8
55 years old and over	80.9	83.2	92.2	100.7	106.9	+6.1
Canada	**252.8**	**247.9**	**255.6**	**272.3**	**282.9**	**+3.9**

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

[1] Takes into account Family Supplement top-ups paid to claimants with fishing benefits.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data, except for the amount paid which is based on a 10% sample.

Annex 2.11.1 – Special benefits[1]: New claims established

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	Change (%) 2015/2016-2016/2017
Province/Territory						
Newfoundland and Labrador	11,120	11,650	11,940	12,490	12,080	-3.3
Prince Edward Island	5,010	5,930	6,340	6,610	6,850	+3.6
Nova Scotia	20,500	21,110	21,600	23,830	24,110	+1.2
New Brunswick	25,280	24,190	24,850	26,980	28,480	+5.6
Quebec	105,330	105,110	107,060	112,690	120,900	+7.3
Ontario	181,920	184,720	183,350	192,110	198,760	+3.5
Manitoba	19,300	19,570	18,910	20,230	19,100	-5.6
Saskatchewan	14,760	15,240	14,740	16,230	15,380	-5.2
Alberta	53,990	54,730	58,090	62,330	58,820	-5.6
British Columbia	70,880	71,440	75,040	75,380	77,130	+2.3
Yukon	740	590	670	740	710	-4.1
Northwest Territories	820	690	600	720	640	-11.1
Nunavut	390	380	350	470	420	-10.6
Gender						
Men	167,900	170,840	177,350	188,700	195,280	+3.5
Women	342,140	344,510	346,190	362,110	368,100	+1.7
Age						
24 years old and under	41,810	39,800	39,730	41,940	41,340	-1.4
25 to 44 years old	297,860	298,570	301,340	317,170	321,680	+1.4
45 to 54 years old	90,260	91,240	90,650	93,420	94,840	+1.5
55 years old and over	80,110	85,740	91,820	98,280	105,520	+7.4
Employment status						
Employees	509,390	514,700	522,810	550,250	562,660	+2.3
Self-employed persons	650	650	730	560	720	+28.6
Canada	**510,040**	**515,350**	**523,540**	**550,810**	**563,380**	**+2.3**

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

[1] Includes maternity, parental, sickness, and compassionate care benefits. Excludes Parents of Critically Ill Children (PCIC) benefits due to incompatibility of administrative data sources.

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

Annex 2.11.2 – Special benefits[1]: Average weekly benefit rate[2] ($)

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	Change (%) 2015/2016-2016/2017
Province/Territory						
Newfoundland and Labrador	393	401	408	422	436	+3.3
Prince Edward Island	384	387	397	407	424	+4.1
Nova Scotia	372	393	400	409	416	+1.7
New Brunswick	379	395	405	419	421	+0.6
Quebec	364	380	390	398	406	+1.8
Ontario	386	410	420	430	441	+2.5
Manitoba	373	397	413	424	432	+1.8
Saskatchewan	390	414	430	442	453	+2.5
Alberta	402	430	445	454	460	+1.4
British Columbia	375	403	411	422	434	+2.6
Yukon	436	452	463	475	494	+4.1
Northwest Territories	466	488	478	503	508	+1.1
Nunavut	470	474	458	472	482	+2.1
Gender						
Men	410	433	444	454	462	+1.8
Women	366	388	398	408	416	+2.1
Age						
24 years old and under	301	321	330	343	346	+0.9
25 to 44 years old	397	420	431	441	450	+2.0
45 to 54 years old	377	399	409	423	430	+1.8
55 years old and over	365	385	396	403	414	+2.7
Employment status						
Employees	381	403	414	424	432	+2.0
Self-employed persons	293	326	315	329	337	+2.4
Canada	**381**	**403**	**414**	**423**	**432**	**+2.0**

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

[1] Includes maternity, parental, sickness, and compassionate care benefits. Excludes Parents of Critically Ill Children (PCIC) benefits due to incompatibility of administrative data sources.

[2] Takes into account Family Supplement top-ups paid to claimants with special benefits.

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

Annex 2.11.3 – Special benefits[1]: Amount paid[2] ($ million)

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	Change (%) 2015/2016-2016/2017
Province/Territory						
Newfoundland and Labrador	92.2 [r]	93.5	98.0	101.3	106.6	+5.3
Prince Edward Island	31.8	32.9 [r]	39.7	39.5	41.2	+4.3
Nova Scotia	158.2	154.2 [r]	164.2 [r]	177.1 [r]	188.0	+6.2
New Brunswick	152.9	157.4 [r]	156.8	162.7	185.1	+13.8
Quebec	347.8 [r]	365.6 [r]	373.8 [r]	407.8 [r]	442.0	+8.4
Ontario	1,997.7 [r]	2,108.1 [r]	2,179.2 [r]	2,281.4 [r]	2,379.7	+4.3
Manitoba	184.4 [r]	206.0 [r]	212.6	224.6 [r]	224.4	-0.1
Saskatchewan	165.0 [r]	187.3 [r]	188.2	208.5 [r]	218.8	+5.0
Alberta	656.4	712.5 [r]	762.2	848.9 [r]	863.2	+1.7
British Columbia	673.1 [r]	705.3 [r]	751.2	779.7 [r]	817.8	+4.9
Yukon	9.7 [r]	8.1	7.7	7.3 [r]	8.5	+17.1
Northwest Territories Nunavut	14.7 [c]	16.7 [c,r]	13.5 [c,r]	13.8 [c]	15.0 [c]	+8.7
Missing data	0.0	1.2	0.5	0.1	0.1	-13.0
Gender						
Men	757.2 [r]	803.2 [r]	834.1 [r]	909.2 [r]	1, 001.3	+10.1
Women	3,726.6 [r]	3,945.7 [r]	4,113.4 [r]	4,343.4 [r]	4,489.1	+3.4
Age						
24 years old and under	330.9	334.8 [r]	339.6	357.1	348.5	-2.4
25 to 44 years old	3,487.6 [r]	3,694.8 [r]	3,854.9 [r]	4,076.6 [r]	4,240.3	+4.0
45 to 54 years old	360.9 [r]	378.9 [r]	383.0 [r]	405.4 [r]	438.5	+8.2
55 years old and over	304.5 [r]	340.3 [r]	370.0 [r]	413.5 [r]	463.2	+12.0
Employment status						
Employees	4,478.1 [r]	4,740.7 [r]	4,939.8	5,244.7 [r]	5,482.7	+4.5
Self-employed persons	5.7	8.2	7.7	7.9 [r]	7.7	-1.8
Canada	**4,483.8 [r]**	**4,748.9 [r]**	**4,947.5 [r]**	**5,252.5 [r]**	**5,490.4**	**+4.5**

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

[1] Includes maternity, parental, sickness, compassionate care and Parents of Critically Ill Children (PCIC) benefits.

[2] Takes into account Family Supplement top-ups paid to claimants with special benefits.

[c] For confidentiality purposes, data for Northwest Territories and Nunavut have been combined.

[r] Revised.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data, except for data on compassionate care benefits and benefits for Parents of Critically Ill Children, which are based on a 100% sample.

Annex 2.12.1 – Special benefits (by Employment Insurance economic region)[1]: New claims established

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	Change (%) 2015/2016-2016/2017
Newfoundland and Labrador						
St. John's	4,290	4,440	4,590	4,440	4,570	+2.9
Newfoundland – Labrador	6,830	7,210	7,350	8,050	7,510	-6.7
Prince Edward Island						
Prince Edward Island[2]	5,010	5,930	3,310	N/A	N/A	N/A
Charlottetown[2]	N/A	N/A	760	1,830	2,130	+16.4
Prince Edward Island (excluding Charlottetown)[2]	N/A	N/A	2,270	4,780	4,720	-1.3
Nova Scotia						
Eastern Nova Scotia	5,680	6,470	6,800	7,290	7,600	+4.3
Western Nova Scotia	7,780	8,010	7,970	9,200	8,950	-2.7
Halifax	7,040	6,630	6,830	7,340	7,560	+3.0
New Brunswick						
Fredericton-Moncton-Saint-John	9,640	9,130	9,050	9,980	10,180	+2.0
Madawaska-Charlotte	4,010	3,870	4,000	4,120	4,130	+0.2
Restigouche- Albert	11,630	11,190	11,800	12,880	14,170	+10.0
Quebec						
Gaspésie-Île-de-la Madeleine	3,690	3,150	3,530	3,480	3,980	+14.4
Québec	9,380	9,420	9,270	10,330	10,800	+4.5
Trois-Rivières	2,430	3,000	2,640	2,830	2,910	+2.8
South Central Quebec	3,040	2,840	2,690	2,700	2,990	+10.7
Sherbrooke	2,140	2,380	2,610	2,550	3,150	+23.5
Montérégie	7,670	7,120	7,350	8,420	8,650	+2.7
Montreal	33,510	33,090	33,100	35,590	38,450	+8.0
Central Quebec	19,720	20,490	21,040	21,830	24,180	+10.8
North Western Quebec	4,020	4,540	4,600	4,330	4,560	+5.3
Lower Saint Lawrence and North Shore	13,000	12,250	12,770	12,930	13,600	+5.2
Hull	3,040	3,160	3,380	3,280	3,380	+3.0
Chicoutimi-Jonquière	3,690	3,670	4,080	4,420	4,250	-3.8
Ontario						
Ottawa	13,460	13,960	13,270	13,860	14,310	+3.2
Eastern Ontario	7,450	7,380	7,520	8,250	8,210	-0.5
Kingston	2,220	2,210	2,120	2,110	2,130	+0.9
Central Ontario	16,960	18,140	16,790	18,820	18,920	+0.5
Oshawa	5,540	5,630	5,970	5,980	6,020	+0.7
Toronto	71,490	71,580	71,370	74,040	77,080	+4.1
Hamilton	9,600	9,800	10,300	10,620	11,100	+4.5
St. Catharines	5,950	6,260	5,530	6,410	6,470	+0.9
London	6,520	6,890	6,360	6,930	7,110	+2.6
Niagara	5,500	5,270	5,690	5,750	5,610	-2.4
Windsor	4,620	4,780	4,560	4,640	4,520	-2.6
Kitchener	7,040	7,640	7,430	7,280	7,900	+8.5
Huron	4,880	4,680	5,260	5,550	7,100	+27.9

(continued)

Annex 2.12.1 (continued)

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	Change (%) 2015/2016-2016/2017
Ontario (continued)						
South Central Ontario	7,210	6,680	6,880	7,370	7,800	+5.8
Sudbury	2,420	2,620	2,790	2,560	3,040	+18.8
Thunder Bay	1,650	2,180	2,100	1,950	1,980	+1.5
Northern Ontario	9,410	9,020	9,410	9,990	9,460	-5.3
Manitoba						
Winnipeg	11,990	12,210	12,180	12,870	11,630	-9.6
Southern Manitoba	5,580	5,380	5,040	5,630	5,680	+0.9
Northern Manitoba	1,730	1,980	1,690	1,730	1,790	+3.5
Saskatchewan						
Regina	3,470	3,490	3,570	3,890	3,910	+0.5
Saskatoon	4,040	4,440	4,120	4,500	4,450	-1.1
Southern Saskatchewan	4,020	3,790	4,010	4,150	3,830	-7.7
Northern Saskatchewan	3,230	3,520	3,040	3,690	3,190	-13.6
Alberta						
Calgary	17,780	18,000	19,550	20,220	19,240	-4.8
Edmonton	18,530	18,830	19,690	21,670	20,310	-6.3
Northern Alberta	4,360	4,190	4,080	4,950	4,710	-4.8
Southern Alberta	13,320	13,710	14,770	15,490	14,560	-6.0
British Columbia						
Southern Interior British Columbia	10,660	10,840	11,680	12,160	12,250	+0.7
Abbotsford	4,420	4,580	4,730	4,360	5,240	+20.2
Vancouver	34,350	34,840	36,700	36,830	36,380	-1.2
Victoria	5,350	5,020	5,390	5,190	5,510	+6.2
Southern Coastal British Columbia	10,050	9,470	10,110	10,480	11,570	+10.4
Northern British Columbia	6,050	6,690	6,430	6,360	6,180	-2.8
Territories						
Yukon[2]	740	590	440	N/A	N/A	N/A
Whitehorse[2]	N/A	N/A	180	590	570	-3.4
Yukon (excluding Whitehorse) [2]	N/A	N/A	50	150	140	-6.7
Northwest Territories[2]	820	690	380	N/A	N/A	N/A
Yellowknife [2]	N/A	N/A	120	390	370	-5.1
Northwest Territories (excluding Yellowknife)[2]	N/A	N/A	100	330	270	-18.2
Nunavut[2]	390	380	210	N/A	N/A	N/A
Iqualuit[2]	N/A	N/A	60	170	110	-35.3
Nunavut (excluding Iqaluit)[2]	N/A	N/A	80	300	310	+3.3
Canada	**510,040**	**515,350**	**523,540**	**550,810**	**563,380**	**+2.3**

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

[1] Includes maternity, parental, sickness and compassionate care benefits. Excludes Parents of Critically Ill Children (PCIC) benefits due to incompatibility of administrative data sources.

[2] As of October 12, 2014, there are a total of 62 Employment Insurance (EI) economic regions, instead of 58 regions. The EI economic regions of Prince Edward Island, Yukon, the Northwest Territories and Nunavut were each divided into two EI economic regions, one consisting of the capital area and the remaining consisting of the non-capital area.

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

Annex 2.12.2 – Special benefits (by Employment Insurance economic region)[1]: Average weekly benefit rate[2] ($)

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	Change (%) 2015/2016-2016/2017
Newfoundland and Labrador						
St. John's	411	412	415	430	445	+3.5
Newfoundland – Labrador	382	395	403	417	430	+3.1
Prince Edward Island						
Prince Edward Island[3]	384	387	397	N/A	N/A	N/A
Charlottetown[3]	N/A	N/A	389	383	405	+5.7
Prince Edward Island (excluding Charlottetown)[3]	N/A	N/A	399	416	432	+3.8
Nova Scotia						
Eastern Nova Scotia	382	412	419	426	436	+2.2
Western Nova Scotia	369	372	381	391	395	+1.0
Halifax	365	400	401	414	421	+1.6
New Brunswick						
Fredericton-Moncton-Saint-John	364	386	403	415	414	-0.2
Madawaska-Charlotte	376	382	394	399	401	+0.7
Restigouche- Albert	392	407	410	428	433	+1.0
Quebec						
Gaspésie-Île-de-la Madeleine	380	387	407	403	414	+2.8
Québec	349	379	385	397	408	+2.8
Trois-Rivières	373	367	382	385	389	+1.0
South Central Quebec	349	381	389	391	410	+4.8
Sherbrooke	340	374	390	381	400	+5.2
Montérégie	347	373	386	400	402	+0.4
Montreal	351	382	389	402	407	+1.3
Central Quebec	373	370	382	391	397	+1.6
North Western Quebec	381	379	388	392	401	+2.1
Lower Saint Lawrence and North Shore	389	391	402	404	410	+1.6
Hull	375	412	409	412	433	+4.9
Chicoutimi-Jonquière	387	386	404	405	414	+2.2
Ontario						
Ottawa	420	440	453	455	470	+3.2
Eastern Ontario	367	400	410	417	432	+3.4
Kingston	378	405	414	408	434	+6.5
Central Ontario	363	388	399	414	427	+3.1
Oshawa	415	418	435	440	449	+2.0
Toronto	389	417	426	438	446	+2.0
Hamilton	383	411	424	425	443	+4.4
St. Catharines	358	379	397	400	409	+2.2
London	373	405	422	421	432	+2.7
Niagara	396	390	404	428	431	+0.8
Windsor	398	396	418	430	419	-2.6
Kitchener	381	415	422	426	444	+4.1
Huron	387	399	394	412	422	+2.2

(continued)

Annex 2.12.2 (continued)

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	Change (%) 2015/2016-2016/2017
Ontario (continued)						
South Central Ontario	374	409	420	423	444	+4.8
Sudbury	376	409	407	432	437	+1.2
Thunder Bay	378	418	400	445	451	+1.4
Northern Ontario	389	405	406	420	431	+2.8
Manitoba						
Winnipeg	376	399	416	427	437	+2.4
Southern Manitoba	360	390	407	412	419	+1.7
Northern Manitoba	390	404	409	445	439	-1.2
Saskatchewan						
Regina	399	432	436	451	461	+2.3
Saskatoon	390	416	431	441	449	+1.8
Southern Saskatchewan	374	398	417	438	447	+2.1
Northern Saskatchewan	401	410	437	437	454	+3.8
Alberta						
Calgary	405	437	449	459	465	+1.3
Edmonton	405	432	443	456	466	+2.2
Northern Alberta	439	447	464	472	484	+2.4
Southern Alberta	381	412	435	439	438	-0.1
British Columbia						
Southern Interior British Columbia	362	400	403	422	430	+1.9
Abbotsford	344	356	374	378	394	+4.0
Vancouver	380	407	417	425	443	+4.3
Victoria	391	421	428	437	440	+0.8
Southern Coastal British Columbia	357	396	402	416	415	-0.2
Northern British Columbia	406	418	418	438	447	+2.1
Territories						
Yukon[3]	436	452	465	N/A	N/A	N/A
Whitehorse[3]	N/A	N/A	453	474	496	+4.6
Yukon (excluding Whitehorse) [3]	N/A	N/A	478	476	485	+1.7
Northwest Territories[3]	466	488	475	N/A	N/A	N/A
Yellowknife[3]	N/A	N/A	482	506	516	+2.0
Northwest Territories (excluding Yellowknife)[3]	N/A	N/A	485	499	497	-0.3
Nunavut[3]	470	474	450	N/A	N/A	N/A
Iqualuit[3]	N/A	N/A	499	528	530	+0.5
Nunavut (excluding Iqaluit)[3]	N/A	N/A	451	441	465	+5.5
Canada	**381**	**403**	**414**	**423**	**432**	**+2.0**

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

[1] Includes maternity, parental, sickness and compassionate care benefit. Excludes Parents of Critically Ill Children (PCIC) benefits due to incompatibility of administrative data sources.

[2] Takes into account Family Supplement top-ups paid to claimants with special benefits.

[3] As of October 12, 2014, there are a total of 62 Employment Insurance (EI) economic regions, instead of 58 regions. The EI economic regions of Prince Edward Island, Yukon, the Northwest Territories and Nunavut were each divided into two EI economic regions, one consisting of the capital area and the remaining consisting of the non-capital area.

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

Annex 2.12.3 – Special benefits (by Employment Insurance economic region)[1]: Amount paid[2] ($ million)

	2012/2013	2013/2014	2014/2015 [3]	2015/2016 [3]	2016/2017	Change (%) 2015/2016-2016/2017
Newfoundland and Labrador						
St. John's	44.8	45.4	44.6	43.3	47.2	+9.0
Newfoundland – Labrador	47.3	48.0	53.1	57.7	59.2	+2.7
Prince Edward Island						
Prince Edward Island[3]	31.8	32.9	33.4	4.3	N/A	N/A
Charlottetown[3]	N/A	N/A	2.3	12.1	16.4	+36.1
Prince Edward Island (excluding Charlottetown)[3]	N/A	N/A	3.9	22.9	24.7	+7.9
Nova Scotia						
Eastern Nova Scotia	32.9	35.7	37.9	43.6	47.2	+8.3
Western Nova Scotia	57.7	53.3	56.6	58.7	66.2	+12.7
Halifax	67.7	65.0	69.4	74.4	74.5	+0.2
New Brunswick						
Fredericton-Moncton-Saint-John	72.8	78.3	77.9	79.7	91.7	+15.0
Madawaska-Charlotte	24.0	23.2	23.6	23.2	24.1	+3.7
Restigouche- Albert	56.2	55.7	54.9	59.2	68.9	+16.4
Quebec						
Gaspésie-Île-de-la Madeleine	11.4	11.7	11.7	12.4	14.5	+16.7
Québec	29.4	32.9	30.4	36.8	38.8	+5.7
Trois-Rivières	7.6	9.4	8.0	8.9	9.5	+6.4
South Central Quebec	10.0	8.9	9.9	9.9	10.4	+5.9
Sherbrooke	6.5	8.2	8.4	9.0	11.1	+23.2
Montérégie	26.3	25.6	26.2	31.4	32.5	+3.4
Montreal	115.3	117.2	120.0	133.3	146.7	+10.0
Central Quebec	68.4	68.5	71.7	75.6	82.1	+8.5
North Western Quebec	14.0	17.2	16.7	15.9	17.4	+9.2
Lower Saint Lawrence and North Shore	41.6	42.5	40.8	42.6	45.4	+6.5
Hull	12.2	12.6	14.8	13.8	15.4	+11.4
Chicoutimi-Jonquière	12.2	11.5	12.6	14.5	14.2	-1.7
Ontario						
Ottawa	168.0	174.8	182.1	187.2	190.0	+1.5
Eastern Ontario	67.5	70.2	72.3	78.0	82.4	+5.6
Kingston	23.1	22.2	23.4	21.9	24.2	+10.5
Central Ontario	149.2	168.5	175.7	181.9	191.5	+5.3
Oshawa	65.9	68.9	72.7	73.7	76.4	+3.6
Toronto	876.5	926.7	944.5	990.5	1,028.4	+3.8
Hamilton	102.9	110.4	120.8	129.6	132.2	+2.0
St. Catharines	49.3	54.6	54.8	56.0	62.0	+10.7

(continued)

Annex 2.12.3 (continued)

	2012/2013	2013/2014	2014/2015 [3]	2015/2016 [3]	2016/2017	Change (%) 2015/2016-2016/2017
Ontario (continued)						
London	69.9	72.7	74.0	81.6	81.1	-0.6
Niagara	54.0	57.9	53.1	62.7	60.7	-3.2
Windsor	45.7	48.3	45.8	48.7	45.6	-6.5
Kitchener	74.9	83.9	93.0	90.1	97.2	+7.8
Huron	49.5	39.6	47.0	49.1	60.6	+23.4
South Central Ontario	77.6	78.8	82.1	82.7	93.0	+12.5
Sudbury	21.2	22.8	26.1	24.5	29.5	+20.6
Thunder Bay	16.1	17.0	20.6	20.0	22.0	+10.1
Northern Ontario	80.3	85.9	82.9	92.8	90.5	-2.5
Manitoba						
Winnipeg	113.5	135.7	133.3	147.1	141.3	-4.0
Southern Manitoba	54.4	51.0	57.4	57.9	61.5	+6.2
Northern Manitoba	16.4	19.0	21.3	18.9	20.6	+9.0
Saskatchewan						
Regina	40.9	42.4	45.4	49.8	54.3	+9.1
Saskatoon	45.6	56.1	57.5	60.6	66.5	+9.7
Southern Saskatchewan	42.6	46.4	45.8	53.8	54.2	+0.7
Northern Saskatchewan	36.0	42.3	39.0	43.3	42.4	-2.0
Alberta						
Calgary	230.0	256.4	272.5	294.0	301.6	+2.6
Edmonton	217.9	238.9	254.5	284.5	297.3	+4.5
Northern Alberta	59.3	57.4	59.8	67.6	69.5	+2.8
Southern Alberta	149.2	159.0	172.5	198.9	191.4	-3.8
British Columbia						
Southern Interior British Columbia	85.8	94.4	100.4	111.0	120.4	+8.5
Abbotsford	36.3	34.4	37.4	38.8	43.8	+12.9
Vancouver	361.1	378.6	406.3	418.7	430.5	+2.8
Victoria	54.2	54.3	56.4	57.7	61.4	+6.4
Southern Coastal British Columbia	76.4	82.7	86.5	92.4	95.8	+3.7
Northern British Columbia	59.1	60.2	61.9	58.4	63.1	+8.0
Territories						
Yukon (*until October 11, 2014*)[3]	9.6	8.1	7.0	0.9	N/A	N/A
Whitehorse (*starting October 12, 2014*)[3]	N/A	N/A	0.6	5.1	7.6	+50.3
Yukon (excluding Whitehorse)[3]	N/A	N/A	0.1	1.3	0.9	-26.7
Northwest Territories[3]	10.1	10.7	7.6	1.0	N/A	N/A
Yellowknife[3]	N/A	N/A	0.5	3.9	5.7	+49.0
Northwest Territories (excluding Yellowknife)[3]	N/A	N/A	0.4	3.1	4.3	+37.3

(continued)

Annex 2.12.3 (continued)

	2012/2013	2013/2014	2014/2015 [3]	2015/2016 [3]	2016/2017	Change (%) 2015/2016-2016/2017
Territories (continued)						
Nunavut[3]	4.6	6.0	4.4	0.5	N/A	N/A
Iqaluit[3]	N/A	N/A	0.3	1.8	1.5	-15.8
Nunavut (excluding Iqaluit)[3]	N/A	N/A	0.2	3.4	3.5	+3.0
Canada	**4,484.5**	**4,741.0**	**4,928.7**	**5,228.8**	**5,464.6**	**+4.5**

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

[1] Includes maternity, parental, sickness and compassionate care benefits. Excludes Parents of Critically Ill Children (PCIC) benefits due to incompatibility of administrative data sources. Therefore, total amount paid in EI special benefits do not match those in annex 2.11.3.

[2] Takes into account Family Supplement top-ups paid to claimants with special benefits.

[3] As of October 12, 2014, there are a total of 62 Employment Insurance (EI) economic regions, instead of 58 regions. The EI economic regions of Prince Edward Island, Yukon, the Northwest Territories and Nunavut were each divided into two EI economic regions, one consisting of the capital area and the remaining consisting of the non-capital area. As a result of changes to EI economic region boundaries in October 2014, some claims established just prior to that month had claim amounts paid based on the claim length continuing into 2015 given the benefit entitlement duration the claimant received when their claim was first established. For some claims in the old EI regions of Prince Edward Island, Yukon, Northwest Territories and Nunavut, amounts continued to be paid based on the previous entitlements claimants were eligible for when their claim was first established. Amounts paid listed in this column for EI economic regions which are no longer in effect reflect the amount paid in benefits for claims established prior to October 12, 2014 that were subject to benefit entitlements based on previous region boundaries, unemployment rates and insurable hours for eligibility whose claims continue to be paid on that basis in the 2015/2016 fiscal period. All claims established after October 12, 2014 would be subject to benefit entitlements based on the new economic region boundaries, and these totals are reported for those new regions accordingly.

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

Annex 2.13 – Firms and Employment Insurance regular and special benefits (by industry)

	Distribution of firms		Distribution of the firm's workforce[1]		EI regular claimant distribution[2]		EI special claimant distribution[2]	
	(#) 2015	(%) 2015	(#) 2015	(%) 2015	(#) 2015	(%) 2015	(#) 2015	(%) 2015
Industry								
Goods-producing industries	**266,859**	**21.8**	**3,726,953**	**19.7**	**694,998**	**39.5**	**150,192**	**19.5**
Agriculture, forestry, fishing and hunting	52,668	4.3	316,644	1.7	65,438	3.7	15,305	2.0
Mining, and oil and gas extraction	9,872	0.8	244,999	1.3	43,726	2.5	7,863	1.0
Utilities	853	0.1	117,852	0.6	6,016	0.3	2,692	0.3
Construction	153,232	12.5	1,305,710	6.9	377,840	21.5	54,563	7.1
Manufacturing	50,234	4.1	1,741,748	9.2	201,978	11.5	69,769	9.1
Service-producing industries	**873,093**	**71.3**	**14,952,329**	**79.2**	**1,026,876**	**58.4**	**607,044**	**78.9**
Wholesale trade	48,990	4.0	867,041	4.6	64,880	3.7	28,633	3.7
Retail trade	106,327	8.7	2,147,836	11.4	107,508	6.1	83,096	10.8
Transportation and warehousing	71,417	5.8	796,599	4.2	77,366	4.4	31,309	4.1
Finance and insurance	33,289	2.7	757,163	4.0	21,456	1.2	26,997	3.5
Real estate and rental and leasing	53,759	4.4	342,024	1.8	26,406	1.5	12,664	1.6
Professional, scientific and technical services	154,695	12.6	1,037,121	5.5	76,293	4.3	31,985	4.2
Business, building and other support services[3]	60,269	4.9	1,263,576	6.7	135,441	7.7	54,371	7.1
Educational services	13,792	1.1	1,362,011	7.2	166,487	9.5	49,340	6.4
Health care and social assistance	104,789	8.6	1,597,529	8.5	66,983	3.8	99,370	12.9
Information, culture and recreation[4]	31,978	2.6	674,961	3.6	53,998	3.1	19,252	2.5
Accommodation and food services	76,545	6.3	1,456,314	7.7	85,721	4.9	56,640	7.4
Other services (except public administration)	111,690	9.1	740,207	3.9	57,890	3.3	31,307	4.1
Public administration	5,553	0.5	1,909,947	10.1	86,447	4.9	82,080	10.7
Unclassified	**84,688**	**6.9**	**191,453**	**1.0**	**35,728**	**2.0**	**12,017**	**1.6**
Canada	**1,224,640**	**100.0**	**18,870,735**	**100.0**	**1,757,602**	**100.0**	**769,253**	**100.0**

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

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

[2] These columns are based on the number of people receiving EI regular and/or special benefits in 2015.

[3] This industry category comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and mediation services) from the North American Industry Classification System.

[4] This industry category comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American Industry Classification System.

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

Annex 2.14.1 – Maternity benefits[1]: New claims established

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	Change (%) 2015/2016-2016/2017
Province/Territory						
Newfoundland and Labrador	2,840	2,940	2,730	2,970	2,750	-7.4
Prince Edward Island	920	990	1,060	1,050	1,030	-1.9
Nova Scotia	5,130	4,840	5,430	5,680	5,000	-12.0
New Brunswick	4,680	4,280	4,230	4,410	4,130	-6.3
Quebec[2]	N/A	N/A	N/A	N/A	N/A	N/A
Ontario	84,900	84,110	82,350	84,190	83,770	-0.5
Manitoba	8,460	8,910	8,090	8,870	8,150	-8.1
Saskatchewan	7,710	7,820	7,780	8,330	7,760	-6.8
Alberta	29,260	29,280	31,070	31,860	30,580	-4.0
British Columbia	25,910	25,650	25,690	26,300	26,340	+0.2
Yukon	360	220	250	290	280	-3.4
Northwest Territories	350	370	260	360	320	-11.1
Nunavut	160	230	140	200	220	+10.0
Age						
24 years old and under	18,440	17,650	17,520	16,990	15,470	-8.9
25 to 29 years old	52,110	49,730	49,300	49,060	47,800	-2.6
30 to 34 years old	63,620	64,730	66,320	70,100	68,500	-2.3
35 to 39 years old	30,870	31,450	30,270	32,470	32,420	-0.2
40 years old and over	5,640	6,080	5,670	5,890	6,140	+4.2
Canada	**170,680**	**169,640**	**169,080**	**174,510**	**170,330**	**-2.4**

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

[1] Figures also include maternity benefits for self-employed individuals.

[2] Since January 2006, Quebec has administered its own maternity benefits under the Quebec Parental Insurance Plan.

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

Annex 2.14.2 – Maternity benefits: Average actual duration[1] (number of weeks)

	2012/2013 [r]	2013/2014 [r]	2014/2015 [r]	2015/2016 [r]	2016/2017 [p]	Change (%) 2015/2016-2016/2017
Province/Territory						
Newfoundland and Labrador	14.4	14.2	14.2	14.1	14.3	+1.9
Prince Edward Island	14.8	14.2	14.2	14.2	14.6	+3.3
Nova Scotia	14.6	14.6	14.6	14.5	14.6	+0.6
New Brunswick	14.6	14.5	14.6	14.7	14.6	-0.4
Quebec[2]	N/A	N/A	N/A	N/A	N/A	N/A
Ontario	14.6	14.6	14.7	14.6	14.6	-0.1
Manitoba	14.6	14.6	14.8	14.6	14.7	+0.2
Saskatchewan	14.7	14.6	14.7	14.7	14.7	+0.1
Alberta	14.6	14.6	14.6	14.6	14.6	-0.2
British Columbia	14.7	14.7	14.7	14.7	14.6	-0.3
Yukon	15.0	14.5	14.4	14.5	14.4	-0.6
Northwest Territories	14.9	14.8	14.6	14.8	14.2	-4.3
Nunavut	13.9	15.0	14.8	14.0	14.5	+3.6
Age						
24 years old and under	14.7	14.6	14.6	14.7	14.6	-0.3
25 to 29 years old	14.6	14.6	14.7	14.7	14.6	-0.3
30 to 34 years old	14.7	14.6	14.6	14.6	14.6	+0.1
35 to 39 years old	14.6	14.6	14.6	14.6	14.6	-0.2
40 years old and over	14.6	14.4	14.5	14.5	14.5	+0.2
Canada	**14.6**	**14.6**	**14.6**	**14.6**	**14.6**	**-0.1**

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

[1] In the *2015/2016 Employment Insurance Monitoring and Assessment Report,* data on the actual duration of maternity benefits were estimated using claims established in the first half of the fiscal year. Starting with this year's report, duration estimates are reported based on claims which were completed during the reporting period. Completed claims include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year. Estimates for the fiscal year covered by the report are preliminary and will be revised, if required, in next year's report. Previous year's statistics have also been revised to reflect the change in methodology.

[2] Since January 2006, Quebec has administered its own maternity benefits under the Quebec Parental Insurance Plan.

[p] Preliminary.

[r] Revised.

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

Annex 2.14.3 – Maternity benefits: Average weekly benefit rate[1] ($)

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	Change (%) 2015/2016-2016/2017
Province/Territory						
Newfoundland and Labrador	412	418	430	424	450	+6.2
Prince Edward Island	392	387	421	432	436	+0.8
Nova Scotia	370	396	394	409	411	+0.5
New Brunswick	373	393	403	414	424	+2.2
Quebec[2]	N/A	N/A	N/A	N/A	N/A	N/A
Ontario	397	420	429	439	448	+1.8
Manitoba	371	388	407	416	432	+3.7
Saskatchewan	391	409	427	439	455	+3.8
Alberta	400	426	441	449	462	+2.9
British Columbia	383	409	421	428	437	+2.1
Yukon	430	457	438	474	493	+4.0
Northwest Territories	468	489	492	495	499	+0.8
Nunavut	457	472	434	453	480	+5.9
Age						
24 years old and under	284	304	315	325	326	+0.4
25 to 29 years old	377	401	411	419	430	+2.5
30 to 34 years old	418	439	451	459	469	+2.3
35 to 39 years old	427	448	460	468	476	+1.6
40 years old and over	426	448	459	462	475	+2.9
Canada	**393**	**416**	**427**	**436**	**447**	**+2.3**

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

[1] Takes into account Family Supplement top-ups paid to claimants with maternity benefits.

[2] Since January 2006, Quebec has administered its own maternity benefits under the Quebec Parental Insurance Plan.

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

Annex 2.14.4 – Maternity benefits: Amount paid[1] ($ million)

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	Change (%) 2015/2016-2016/2017
Province/Territory						
Newfoundland and Labrador	16.9	17.4	17.6	17.7	18.5	+4.1
Prince Edward Island	5.1	5.2	6.9	6.5	6.2	-3.6
Nova Scotia	30.2	26.8	32.1	33.1	32.0	-3.6
New Brunswick	25.1	25.9	25.6	25.6	27.9	+9.0
Quebec[2]	N/A	N/A	N/A	N/A	N/A	N/A
Ontario	492.8	514.4	522.4	542.6	556.9	+2.6
Manitoba	44.9	50.4	49.5	53.1	51.5	-3.1
Saskatchewan	43.5	46.8	48.2	52.3	53.0	+1.3
Alberta	170.1	182.2	198.1	209.5	212.9	+1.6
British Columbia	147.1	154.0	159.7	165.2	172.6	+4.5
Yukon	2.5	1.8	1.5	1.9	2.0	+7.2
Northwest Territories	2.3	2.8	2.0	2.1	2.5	+19.3
Nunavut	1.3	1.7	0.8	1.3	1.3	+3.0
Age						
24 years old and under	79.5	80.8	80.3	81.9	77.4	-5.5
25 to 29 years old	Data not available	296.1	297.2	302.6	308.1	+1.8
30 to 34 years old	Data not available	410.0	440.9	466.0	480.6	+3.1
35 to 39 years old	Data not available	203.5	207.4	219.7	229.3	+4.4
40 years old and over	Data not available	39.0	38.6	40.6	41.9	+3.1
Canada	**981.9**	**1,029.5**	**1,064.3**	**1,110.9**	**1,137.3**	**+2.4**

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

[1] Takes into account Family Supplement top-ups paid to claimants with maternity benefits.

[2] Since January 2006, Quebec has administered its own maternity benefits under the Quebec Parental Insurance Plan.

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

Annex 2.15.1 – Parental benefits (biological and adoptive): New claims established

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	Change (%) 2015/2016-2016/2017
Province/Territory						
Newfoundland and Labrador	2,920	3,030	2,820	2,960	2,930	-1.0
Prince Edward Island	940	1,170	1,150	1,140	1,130	-0.9
Nova Scotia	6,040	5,580	6,110	6,470	5,970	-7.7
New Brunswick	5,270	4,810	4,720	4,940	4,580	-7.3
Quebec[1]	N/A	N/A	N/A	N/A	N/A	N/A
Ontario	97,300	96,630	94,920	96,390	98,370	+2.1
Manitoba	9,650	9,950	9,380	9,970	9,440	-5.3
Saskatchewan	8,470	8,750	8,470	9,140	8,720	-4.6
Alberta	31,540	31,520	33,640	34,830	33,480	-3.9
British Columbia	29,210	28,660	29,210	29,670	30,340	+2.3
Yukon	390	290	340	340	330	-2.9
Northwest Territories	460	460	350	480	390	-18.8
Nunavut	280	270	210	330	280	-15.2
Gender						
Men	26,390	25,480	26,540	26,690	29,490	+10.5
Women	166,080	165,640	164,780	169,970	166,470	-2.1
Age						
24 years old and under	18,430	17,610	17,500	17,030	15,840	-7.0
25 to 29 years old	55,160	52,890	52,010	51,830	51,080	-1.4
30 to 34 years old	70,860	72,410	74,080	77,880	77,230	-0.8
35 to 39 years old	37,770	38,000	36,980	39,010	40,360	+3.5
40 years old and over	10,250	10,210	10,750	10,910	11,450	+4.9
Canada	**192,470**	**191,120**	**191,320**	**196,660**	**195,960**	**-0.4**

Note: Includes claims for which at least $1 of EI parental benefits was paid. Parental benefits that are shared between two parents are considered as two separate claims.

[1] Since January 2006, Quebec has administered its own parental benefits under the Quebec Parental Insurance Plan.

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

Annex 2.15.2 – Parental benefits (biological and adoptive): Average actual duration[1] (number of weeks)

	2012/2013 r	2013/2014 r	2014/2015 r	2015/2016 r	2016/2017 p	Change (%) 2015/2016-2016/2017
Province/Territory						
Newfoundland and Labrador	30.3	30.0	30.6	30.9	29.9	-3.3
Prince Edward Island	29.4	29.6	30.7	30.2	29.9	-1.2
Nova Scotia	29.3	29.3	29.4	28.7	29.4	+2.4
New Brunswick	28.9	29.6	30.2	29.8	29.6	-0.8
Quebec[2]	N/A	N/A	N/A	N/A	N/A	N/A
Ontario	30.2	30.1	30.2	30.3	30.0	-0.9
Manitoba	29.8	30.4	30.5	30.5	30.3	-0.8
Saskatchewan	31.1	31.2	31.2	31.3	30.8	-1.4
Alberta	31.1	31.3	31.4	31.0	30.8	-0.6
British Columbia	30.6	30.5	30.5	30.5	30.0	-1.5
Yukon	29.3	31.7	25.9	28.1	26.5	-6.0
Northwest Territories	25.7	24.9	26.5	25.7	27.8	+8.5
Nunavut	25.6	28.0	28.6	24.0	27.4	+14.0
Gender						
Men	17.2	17.3	16.5	16.6	16.0	-3.6
Women	32.4	32.4	32.6	32.6	32.6	0.0
Age						
24 years old and under	31.3	31.7	31.8	31.6	31.4	-0.6
25 to 29 years old	31.1	31.2	31.2	31.4	31.2	-0.6
30 to 34 years old	30.5	30.4	30.6	30.5	30.3	-0.8
35 to 39 years old	29.1	29.3	29.4	29.4	29.2	-0.8
40 years old and over	26.4	26.9	26.2	26.0	25.4	-2.1
Canada	**30.3**	**30.3**	**30.4**	**30.4**	**30.1**	**-0.9**

Note: Percentage change is based on unrounded numbers. Includes claims for which at least $1 of EI parental benefits was paid. Parental benefits that are shared between two parents are considered as two separate claims.

[1] In the *2015/2016 Employment Insurance Monitoring and Assessment Report*, data on the actual duration of parental benefits were estimated using claims established in the first half of the fiscal year. Starting with this year's report, duration estimates are reported based on claims which were completed during the reporting period. Completed claims include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year. Estimates for the fiscal year covered by the report are preliminary and will be revised, if required, in next year's report. Previous year's statistics have also been revised to reflect the change in methodology.

[2] Since January 2006, Quebec has administered its own parental benefits under the Quebec Parental Insurance Plan.

[p] Preliminary.

[r] Revised.

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

Annex 2.15.3 – Parental benefits (biological and adoptive): Average weekly benefit rate[1] ($)

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	Change (%) 2015/2016-2016/2017
Province/Territory						
Newfoundland and Labrador	419 r	429 r	433	441 r	460	+4.4
Prince Edward Island	405 r	402 r	428	438	440	+0.3
Nova Scotia	388 r	413 r	411 r	427 r	432	+1.1
New Brunswick	388	406 r	418 r	425 r	434	+2.3
Quebec[2]	N/A	N/A	N/A	N/A	N/A	N/A
Ontario	406	429	438	448	458	+2.2
Manitoba	382 r	401 r	419 r	427 r	444	+3.9
Saskatchewan	402 r	419 r	433	448	463	+3.4
Alberta	408 r	434	448	457 r	468	+2.6
British Columbia	395 r	420 r	434	440 r	450	+2.3
Yukon	444	460	469 r	483	498	+3.1
Northwest Territories	471	490	498	503	513	+2.0
Nunavut	468	470	451 r	464 r	491	+5.6
Gender						
Men	443	467	480	491	503	+2.5
Women	396 r	419 r	430 r	439 r	449	+2.2
Age						
24 years old and under	295 r	315 r	327 r	336 r	336	-0.1
25 to 29 years old	384	408	417	426	438	+2.8
30 to 34 years old	424	446	457	465	476	+2.3
35 to 39 years old	434	453	468	475	484	+1.9
40 years old and over	435	459	466	477	489	+2.5
Canada	**403 r**	**426 r**	**437 r**	**446**	**457**	**+2.4**

Note: Percentage change is based on unrounded numbers. Includes claims for which at least $1 of EI parental benefits was paid. Parental benefits that are shared between two parents are considered as two separate claims.

[1] Takes into account Family Supplement top-ups paid to claimants with parental benefits.

[2] Since January 2006, Quebec has administered its own parental benefits under the Quebec Parental Insurance Plan.

r Revised.

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

Annex 2.15.4 – Parental benefits (biological and adoptive): Amount paid[1] ($ million)

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	Change (%) 2015/2016-2016/2017
Province/Territory						
Newfoundland and Labrador	38.8	38.1	41.3	39.9	42.0	+5.3
Prince Edward Island	13.1	11.9	15.7	15.4	14.4	-6.8
Nova Scotia	72.9	67.0	72.4	77.0	79.4	+3.0
New Brunswick	60.1	61.0	59.0	61.8	62.5	+1.2
Quebec[2]	N/A	N/A	N/A	N/A	N/A	N/A
Ontario	1,167.9	1,216.3	1,258.4	1,297.7	1,328.0	+2.3
Manitoba	101.4	116.9	120.3	125.0	126.1	+0.9
Saskatchewan	96.5	111.5	110.3	121.1	127.8	+5.5
Alberta	386.3	420.3	446.7	497.7	501.7	+0.8
British Columbia	347.9	363.8	382.3	395.9	409.5	+3.4
Yukon	5.6	4.8	4.9	3.4	4.2	+22.3
Northwest Territories	6.0	6.4	5.3	4.6	6.6	+43.3
Nunavut	2.9	3.6	3.4	3.9	2.8	-29.0
Gender						
Men	200.2	195.9	205.1	213.5	233.7	+9.5
Women	2,099.1	2,225.7	2,314.9	2,430.0	2,471.4	+1.7
Age						
24 years old and under	182.1	179.6	183.0	191.9	177.8	-7.3
25 to 29 years old	Data not available	675.9	683.1	705.8	707.4	+0.2
30 to 34 years old	Data not available	955.8	1,010.3	1,080.1	1,116.0	+3.3
35 to 39 years old	Data not available	488.5	514.1	530.6	565.6	+6.6
40 years old and over	Data not available	121.9	129.5	135.1	138.3	+2.3
Canada	**2,299.3**	**2,421.6**	**2,520.1**	**2,643.5**	**2,705.1**	**+2.3**

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

[1] Takes into account Family Supplement top-ups paid to claimants with parental benefits.

[2] Since January 2006, Quebec has administered its own parental benefits under the Quebec Parental Insurance Plan.

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

Annex 2.16.1 – Sickness benefits: New claims established

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	Change (%) 2015/2016-2016/2017
Province/Territory						
Newfoundland and Labrador	8,880	9,460	9,930	10,170	10,140	-0.3
Prince Edward Island	4,300	5,050	5,520	5,780	6,000	+3.8
Nova Scotia	15,310	16,530	16,570	18,500	19,070	+3.1
New Brunswick	21,050	20,440	21,080	22,800	24,830	+8.9
Quebec	103,930	104,120	105,880	111,420	119,210	+7.0
Ontario	89,260	92,650	93,470	99,060	105,010	+6.0
Manitoba	10,220	9,960	9,990	10,590	9,970	-5.9
Saskatchewan	6,810	7,070	6,910	7,640	7,060	-7.6
Alberta	23,980	24,680	25,430	29,240	26,520	-9.3
British Columbia	45,120	46,210	49,580	49,490	50,170	+1.4
Yukon	390	300	330	430	420	-2.3
Northwest Territories	390	220	250	250	200	-20.0
Nunavut	110	110	130	110	100	-9.1
Gender						
Men	140,380	144,300	149,630	160,580	163,870	+2.0
Women	189,370	192,500	195,440	204,900	214,830	+4.8
Age						
24 years old and under	26,160	25,360	25,410	27,730	28,710	+3.5
25 to 34 years old	70,040	70,380	72,060	77,030	80,220	+4.1
35 to 44 years old	67,910	68,700	69,800	74,860	76,310	+1.9
45 to 54 years old	86,700	88,030	87,430	89,420	90,600	+1.3
55 to 64 years old	67,530	71,460	76,270	80,310	84,940	+5.8
65 years old and over	11,410	12,870	14,100	16,130	17,920	+11.1
Canada	**329,750**	**336,800**	**345,070**	**365,480**	**378,700**	**+3.6**

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

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

Annex 2.16.2 – Sickness benefits: Average actual duration[1] (number of weeks)

	2012/2013 [r]	2013/2014 [r]	2014/2015 [r]	2015/2016 [r]	2016/2017 [p]	Change (%) 2015/2016-2016/2017
Province/Territory						
Newfoundland and Labrador	9.7	10.1	9.9	9.6	9.7	+1.4
Prince Edward Island	7.9	8.1	7.9	7.8	7.8	-0.2
Nova Scotia	9.2	9.4	9.5	9.0	9.3	+2.4
New Brunswick	8.4	8.4	8.5	8.3	8.5	+2.4
Quebec	9.0	9.1	9.1	9.0	9.0	+0.2
Ontario	10.3	10.5	10.5	10.6	10.6	+0.1
Manitoba	10.2	10.1	10.5	10.2	10.5	+3.0
Saskatchewan	10.0	10.3	10.1	10.4	10.8	+3.9
Alberta	10.5	10.7	10.8	10.7	10.8	+0.7
British Columbia	10.4	10.6	10.6	10.7	10.6	-1.0
Yukon	9.4	10.0	9.1	10.0	8.8	-11.3
Northwest Territories	9.8	10.3	10.5	9.9	9.9	+0.6
Nunavut	10.5	10.2	11.2	13.3	10.1	-24.1
Gender						
Men	9.4	9.5	9.5	9.5	9.5	+0.2
Women	9.9	10.1	10.1	10.1	10.1	+0.6
Age						
24 years old and under	8.7	8.8	9.0	8.8	8.9	+1.3
25 to 34 years old	9.0	9.2	9.2	9.1	9.1	-0.3
35 to 44 years old	9.7	9.8	9.8	9.7	9.8	+0.6
45 to 54 years old	10.0	10.1	10.1	10.0	10.1	+0.8
55 to 64 years old	10.2	10.4	10.4	10.4	10.5	+0.4
65 years old and over	10.7	11.0	11.0	10.9	10.8	-1.1
Canada	**9.7**	**9.8**	**9.9**	**9.8**	**9.8**	**+0.4**

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

[1] In the *2015/2016 Employment Insurance Monitoring and Assessment Report*, data on the actual duration of sickness benefits were estimated using claims established in the first half of the fiscal year. Starting with this year's report, duration estimates are reported based on claims which were completed during the reporting period. Completed claims include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year. Estimates for the fiscal year covered by the report are preliminary and will be revised, if required, in next year's report. Previous year's statistics have also been revised to reflect the change in methodology.

[p] Preliminary.

[r] Revised.

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

Annex 2.16.3 – Sickness benefits: Average weekly benefit rate[1] ($)

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	Change (%) 2015/2016-2016/2017
Province/Territory						
Newfoundland and Labrador	385	390	399	415	429	+3.2
Prince Edward Island	378	382	389	400	418	+4.4
Nova Scotia	362	383	391	400	408	+1.9
New Brunswick	374	390	400	416	417	+0.4
Quebec	364	380	390	398	405	+1.7
Ontario	359	386	397	408	420	+3.0
Manitoba	361	392	405	419	417	-0.4
Saskatchewan	373	401	417	428	438	+2.2
Alberta	389	420	436	448	446	-0.3
British Columbia	358	389	394	408	419	+2.5
Yukon	425	444	453	470	490	+4.3
Northwest Territories	461	483	449	502	517	+3.1
Nunavut	475	500	467	455	430	-5.5
Gender						
Men	404	427	438	448	455	+1.5
Women	336	359	368	379	388	+2.3
Age						
24 years old and under	303	323	331	346	351	+1.3
25 to 34 years old	364	388	398	410	417	+1.7
35 to 44 years old	377	404	415	426	433	+1.6
45 to 54 years old	375	397	407	421	428	+1.6
55 to 64 years old	369	390	400	407	418	+2.7
65 years old and over	341	358	368	381	391	+2.4
Canada	**365**	**388**	**398**	**409**	**417**	**+1.8**

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

[1] Takes into account Family Supplement top-ups paid to claimants with sickness benefits.

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

Annex 2.16.4 – Sickness benefits: Amount paid[1] ($ million)

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	Change (%) 2015/2016-2016/2017
Province/Territory						
Newfoundland and Labrador	36.3	37.8	38.7	43.0	45.1	+4.8
Prince Edward Island	13.5	15.7	17.0	17.3	20.2	+16.2
Nova Scotia	54.8	59.9	58.9	65.8	74.0	+12.4
New Brunswick	67.5	70.1	71.6	74.3	92.7	+24.8
Quebec	346.0	362.4	367.9	400.0	428.8	+7.2
Ontario	331.8	368.9	386.1	424.3	461.8	+8.8
Manitoba	37.7	38.0	41.6	44.9	43.7	-2.7
Saskatchewan	24.7	28.3	28.9	33.6	35.4	+5.3
Alberta	98.8	107.5	113.0	136.1	138.2	+1.6
British Columbia	176.1	184.6	204.7	212.9	223.9	+5.2
Yukon	1.6	1.5	1.3	1.8	2.1	+14.2
Northwest Territories	1.8	1.4	1.1	1.3	0.9	-29.6
Nunavut	0.4	0.6	0.7	0.5	0.7	+33.1
Gender						
Men	553.4	601.5	621.1	684.5	745.5	+8.9
Women	637.6	675.3	710.6	771.5	821.9	+6.5
Age						
24 years old and under	69.2	73.9	75.2	81.9	91.5	+11.7
25 to 34 years old	Data not available	245.2	256.4	283.9	307.8	+8.4
35 to 44 years old	Data not available	268.1	278.2	308.2	327.3	+6.2
45 to 54 years old	335.2	353.4	357.4	375.7	396.9	+5.6
55 to 64 years old	Data not available	285.9	308.5	341.5	370.0	+8.3
65 years old and over	Data not available	50.4	55.9	64.8	74.0	+14.2
Canada	**1,191.0**	**1,276.8**	**1,331.7**	**1,456.0**	**1,567.4**	**+7.7**

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

[1] Takes into account Family Supplement top-ups paid to claimants with sickness benefits.

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

Annex 2.17.1 – Sickness benefits (by industry): Employment (totals in thousands)

	2012/2013 Employment (000s)	Share (%)	2016/2017 Employment (000s)	Share (%)
Goods-producing industries	**3,892.7**	**22.2**	**3,823.1**	**21.1**
Agriculture, forestry, fishing, hunting, mining and oil and gas extraction	674.4	3.8	610.3	3.4
Utilities	133.1	0.8	137.0	0.8
Construction	1,334.2	7.6	1,389.9	7.7
Manufacturing	1,751.0	10.0	1,685.9	9.3
Service-producing industries	**13,629.0**	**77.8**	**14,330.2**	**78.9**
Wholesale and retail trade	2,671.2	15.2	2,756.2	15.2
Transportation and warehousing	865.6	4.9	913.1	5.0
Finance, insurance, real estate, rental and leasing	1,066.1	6.1	1,141.4	6.3
Professional, scientific and technical services	1,269.2	7.2	1,398.8	7.7
Business, building and other support services[1]	712.2	4.1	767.0	4.2
Educational services	1,218.9	7.0	1,274.8	7.0
Health care and social assistance	2,158.3	12.3	2,346.7	12.9
Information, culture and recreation[2]	758.3	4.3	788.6	4.3
Accommodation and food services	1,174.0	6.7	1,218.5	6.7
Other services (except public administration)	803.0	4.6	781.7	4.3
Public administration	932.2	5.3	943.4	5.2
Canada	**17,521.6**	**100.0**	**18,153.4**	**100.0**

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

[1] This industry sector comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and remediation services) from the North American Industry Classification System.

[2] This industry sector comprises industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American Industry Classification System.

Source: Statistics Canada, Labour Force Survey, CANSIM Table 282-0007.

Annex 2.17.2 – Sickness benefits (by industry): Number of claims (totals in thousands)

	2012/2013 New claims (000s)	Share (%)	2016/2017 New claims (000s)	Share (%)
Goods-producing industries	**85.1**	**25.8**	**96.9**	**25.6**
Agriculture, forestry, fishing, hunting, mining and oil and gas extraction	15.1	4.6	17.2	4.5
Utilities	0.4	0.1	0.4	0.1
Construction	31.1	9.4	35.5	9.4
Manufacturing	38.6	11.7	43.9	11.6
Service-producing industries	**230.4**	**69.9**	**262.4**	**69.3**
Wholesale and retail trade	53.6	16.2	59.3	15.7
Transportation and warehousing	16.4	5.0	20.1	5.3
Finance, insurance, real estate, rental and leasing	9.8	3.0	11.9	3.2
Professional, scientific and technical services	9.5	2.9	9.8	2.6
Business, building and other support services[1]	25.5	7.7	29.2	7.7
Educational services	9.4	2.9	10.9	2.9
Health care and social assistance	42.4	12.9	44.9	11.8
Information, culture and recreation[2]	6.8	2.1	7.5	2.0
Accommodation and food services	25.6	7.8	27.7	7.3
Other services (except public administration)	13.6	4.1	16.2	4.3
Public administration	18.0	5.5	25.1	6.6
Unclassified	**14.2**	**4.3**	**19.4**	**5.1**
Canada	**329.8**	**100.0**	**378.7**	**100.0**

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

[1] This industry sector comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and remediation services) from the North American Industry Classification System.

[2] This industry sector comprises industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American Industry Classification System.

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

Annex 2.17.3 – Sickness benefits (by industry): Amount paid ($ million)

	2012/2013 Amount paid	Share (%)	2016/2017 Amount paid	Share (%)
Goods-producing industries	**333.6**	**28.0**	**435.0**	**27.8**
Agriculture, forestry, fishing, hunting, mining and oil and gas extraction	53.4	4.5	68.0	4.3
Utilities	2.2	0.2	1.6	0.1
Construction	131.5	11.0	179.6	11.5
Manufacturing	146.5	12.3	185.8	11.9
Service-producing industries	**816.2**	**68.5**	**1,066.1**	**68.0**
Wholesale and retail trade	171.1	14.4	220.4	14.1
Transportation and warehousing	69.1	5.8	94.1	6.0
Finance, insurance, real estate, rental and leasing	39.5	3.3	51.4	3.3
Professional, scientific and technical services	36.1	3.0	42.1	2.7
Business, building and other support services[1]	90.3	7.6	118.7	7.6
Educational services	31.9	2.7	39.7	2.5
Health care and social assistance	162.4	13.6	192.9	12.3
Information, culture and recreation[2]	23.4	2.0	28.5	1.8
Accommodation and food services	70.4	5.9	87.5	5.6
Other services (except public administration)	47.2	4.0	67.5	4.3
Public administration	74.9	6.3	123.2	7.9
Unclassified	**41.2**	**3.5**	**66.3**	**4.2**
Canada	**1,191.0**	**100.0**	**1,567.4**	**100.0**

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

[1] This industry sector comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and remediation services) from the North American Industry Classification System.

[2] This industry sector comprises industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American Industry Classification System.

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

Annex 2.18.1 – Compassionate care benefits: New claims established

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2107	Change (%) 2015/2016-2016/2017
Province/Territory						
Newfoundland and Labrador	72	64	76	92	106	+15.2
Prince Edward Island	37	36	33	51	55	+7.8
Nova Scotia	163	169	170	243	367	+51.0
New Brunswick	150	121	143	205	245	+19.5
Quebec	1,030	912	1,046	1,319	1,759	+33.4
Ontario	2,704	2,712	2,738	3,465	4,452	+28.5
Manitoba	217	245	229	297	391	+31.6
Saskatchewan	148	199	157	200	258	+29.0
Alberta	569	553	675	741	1,002	+35.2
British Columbia	985	947	948	1,238	1,523	+23.0
Yukon						
Northwest Territories	27 [c]	23 [c]	29 [c]	20 [c]	35 [c]	+75.0
Nunavut						
Gender						
Men	1,714	1,637	1,833	2,260	2,812	+24.4
Women	4,388	4,344	4,411	5,611	7,381	+31.5
Age						
24 years old and under	116	99	118	138	176	+27.5
25 to 44 years old	2,115	1,982	2,099	2,450	3,259	+33.0
45 to 54 years old	2,277	2,189	2,172	2,758	3,461	+25.5
55 years old and over	1,594	1,711	1,855	2,525	3,297	+30.6
Canada	**6,102**	**5,981**	**6,244**	**7,871**	**10,193**	**+29.5**

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

[c] For confidentiality purposes, data for Yukon, Northwest Territories and Nunavut have been combined.

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

Annex 2.18.2 – Compassionate care benefits: Average actual duration[1] (number of weeks)

	2012/2013 [r]	2013/2014 [r]	2014/2015 [r]	2015/2016 [r,2]	2016/2017 [p]	Change (%) 2015/2016-2016/2017
Province/Territory						
Newfoundland and Labrador	4.7	5.5	3.6	5.4	9.8	+80.9
Prince Edward Island	6.0	5.0	6.0	4.7	10.8	+131.6
Nova Scotia	4.8	4.4	5.2	5.2	10.8	+108.8
New Brunswick	5.3	5.2	4.7	4.7	10.1	+115.8
Quebec	4.5	4.3	4.3	4.5	8.5	+90.4
Ontario	4.8	4.6	4.6	4.8	9.7	+103.3
Manitoba	5.4	4.8	4.7	5.1	10.0	+96.5
Saskatchewan	4.6	5.4	5.7	5.7	11.6	+105.2
Alberta	5.2	5.0	4.8	5.1	9.9	+95.3
British Columbia	4.6	5.0	4.9	4.9	10.3	+110.8
Yukon						
Northwest Territories	4.0 [c]	5.0 [c]	4.8 [c]	5.0 [c]	11.0 [c]	+119.3
Nunavut						
Gender						
Men	4.8	4.8	4.7	4.9	9.6	+94.9
Women	4.7	4.7	4.7	4.8	9.8	+104.9
Age						
24 years old and under	3.0	4.2	5.0	4.8	9.6	+100.3
25 to 44 years old	4.7	4.7	4.7	4.7	9.4	+99.1
45 to 54 years old	4.7	4.7	4.5	4.8	9.5	+96.7
55 years old and over	5.0	4.9	4.9	4.9	10.4	+110.7
Canada	**4.8**	**4.7**	**4.7**	**4.8**	**9.7**	**+102.0**

Note: Percentage change is based on unrounded numbers. Includes claims for which at least $1 of EI compassionate care benefits was paid.

[1] In *the 2015/2016 Employment Insurance Monitoring and Assessment Report*, data on the actual duration of compassionate care benefits were estimated using all claims established over the fiscal year. Starting with this year's report, duration estimates are reported based on claims which were completed during the reporting period. Completed claims include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year. Estimates for the fiscal year covered by the report are preliminary and will be revised, if required, in next year's report. Previous year's statistics have also been revised to reflect the change in methodology.

[2] Starting January 3, 2016, compassionate care benefits were enhanced to allow claimants to collect up to 26 weeks of benefits, an increase from the maximum of 6 weeks previously available.

[p] Preliminary.

[c] For confidentiality purposes, data for Yukon, Northwest Territories and Nunavut have been combined.

[r] Revised.

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

Annex 2.18.3 – Compassionate care benefits: Average weekly benefit rate[1] ($)

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	Change (%) 2015/2016-2016/2017
Province/Territory						
Newfoundland and Labrador	397 [r]	407	410 [r]	421 [r]	433	+2.6
Prince Edward Island	396 [r]	373	405 [r]	411	417	+1.4
Nova Scotia	379 [r]	364	395 [r]	399 [r]	411	+3.2
New Brunswick	353	384	397	392 [r]	403	+2.9
Quebec	377	393	411 [r]	412	414	+0.6
Ontario	392	419	431	438	450	+2.8
Manitoba	374 [r]	398	415 [r]	425 [r]	448	+5.3
Saskatchewan	396	439	445	465	463	-0.4
Alberta	413	441	457 [r]	464 [r]	470	+1.3
British Columbia	385 [r]	421	427	439	453	+3.3
Yukon						
Northwest Territories	467 [c]	451 [c]	493 [c,r]	460 [c,r]	498 [c]	+8.4
Nunavut						
Gender						
Men	424 [r]	446	461	468 [r]	478	+2.2
Women	375	403	414	420	431	+2.6
Age						
24 years old and under	329	351	361	364 [r]	380	+4.4
25 to 44 years old	402 [r]	427	440 [r]	448 [r]	457	+1.9
45 to 54 years old	390	418	432	439	454	+3.5
55 years old and over	374 [r]	401	412 [r]	417	423	+1.4
Canada	**389**	**415**	**428**	**434**	**444**	**+2.4**

Note: Percentage change is based on unrounded numbers. Includes claims for which at least $1 of EI compassionate care benefits was paid.

[1] Takes into account Family Supplement top-ups paid to claimants with compassionate care benefits.

[c] For confidentiality purposes, data for Yukon, Northwest Territories and Nunavut have been combined.

[r] Revised.

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

Annex 2.18.4 – Compassionate care benefits: Amount paid[1] ($ million)

	2012/2013 [2]	2013/2014 [2]	2014/2015	2015/2016	2016/2017	Change (%) 2015/2016-2016/2017
Province/Territory						
Newfoundland and Labrador	0.1	0.2	0.2	0.2	0.6	+176.5
Prince Edward Island	0.1	0.1	0.1	0.1	0.3	+182.7
Nova Scotia	0.3	0.3	0.3	0.6 [r]	2.1	+277.8
New Brunswick	0.3	0.3	0.3	0.5 [r]	1.4	+220.9
Quebec	1.8	1.7	1.9	2.8	7.7	+170.8
Ontario	5.2	5.4	5.5	8.0	23.0	+189.1
Manitoba	0.4	0.4	0.5	0.7	2.2	+198.3
Saskatchewan	0.3	0.4	0.4 [r]	0.5	1.7	+230.0
Alberta	1.2	1.3	1.5	2.0 [r]	6.1	+209.6
British Columbia	1.9	2.0	1.9	2.9 [r]	8.8	+201.5
Yukon						
Northwest Territories	0.1 [c]	0.1 [c]	0.1 [c]	0.1 [c]	0.2 [c]	+251.1
Nunavut						
Gender						
Men	3.6	3.7	4.1	5.9	16.8	+186.1
Women	8.0	8.3	8.5	12.4	37.3	+199.8
Age						
24 years old and under	0.2	0.2	0.2	0.3	0.7	+190.5
25 to 44 years old	4.2	4.1	4.2	5.8	17.0	+194.0
45 to 54 years old	4.3	4.4	4.4	6.4	18.5	+187.2
55 years old and over	2.9	3.4	3.8	5.9	17.9	+206.0
Canada	**11.6**	**12.0**	**12.5**	**18.3**	**54.1**	**+195.4**

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

[1] Takes into account Family Supplement top-ups paid to claimants with compassionate care benefits.

[2] Amount paid for FY1213 and FY1314 are based on the province or territory where the claimant lived at the end of his/her claim, whereas, for other fiscal years, amount paid are based on the province or territory at the time the claim was established.

[c] For confidentiality purposes, data for Yukon, Northwest Territories and Nunavut have been combined.

[r] Revised.

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

Annex 2.19.1 – Benefits for Parents of Critically Ill Children[1]: New claims established

	2013/2014	2014/2015	2015/2016	2016/2017	Change (%) 2015/2016-2016/2017
Province/Territory					
Newfoundland and Labrador	11	32	58 [r]	43	-25.9
Prince Edward Island	6	10	26	22	-15.4
Nova Scotia	41	64	73 [r]	84	+15.1
New Brunswick	34	77	74 [r]	93	+25.7
Quebec	297	642	822 [r]	888	+8.0
Ontario	507	1,010	1,329 [r]	1,556	+17.1
Manitoba	51	92	129 [r]	164	+27.1
Saskatchewan	36	77	142 [r]	153	+7.7
Alberta	192	408	558 [r]	601	+7.7
British Columbia	163	349	466 [r]	551	+18.2
Yukon					
Northwest Territories	5 [c]	5 [c]	13 [c,r]	14 [c]	+7.7
Nunavut					
Missing data	287	80	50 [r]	42	-16.0
Gender					
Men	367	567	751 [r]	818	+8.9
Women	1,263	2,279	2,989 [r]	3,393	+13.5
Age					
24 years old and under	95	180	216 [r]	222	+2.8
25 to 44 years old	1,370	2,454	3,276 [r]	3,740	+14.2
45 to 54 years old	156	194	226 [r]	229	+1.3
55 years old and over	9	18	22 [r]	20	-9.1
Canada	**1,630**	**2,846**	**3,740 [r]**	**4,211**	**+12.6**

Note: Includes claims for which at least $1 of benefits for Parents of Critically Ill Children was paid. All Parents of Critically Ill Children benefits that are shared between two parents are considered as two separate claims.

[1] Benefits for Parents of Critically Ill Children have been available since June 2013.

[c] For confidentiality purposes, data for Yukon, Northwest Territories, and Nunavut have been combined.

[r] Revised.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data from Service Canada's Manual Pay System.

Annex 2.19.2 – Benefits for Parents of Critically Ill Children[1]: Average actual duration[2] (number of weeks)

	2013/2014	2014/2015	2015/2016	2016/2017 [p]	Change (%) 2015/2016-2016/2017
Province/Territory					
Newfoundland and Labrador	26.6	21.4	17.8 [r]	17.1	-4.0
Prince Edward Island	11.6	10.8	11.0 [r]	24.7	+124.2
Nova Scotia	15.7	19.6	20.6 [r]	20.5	-0.5
New Brunswick	9.1	16.2	21.0 [r]	19.3	-8.4
Quebec	13.1	15.2	14.6 [r]	14.6	+0.1
Ontario	15.9	16.6	20.9 [r]	20.2	-3.2
Manitoba	19.7	16.0	19.9 [r]	19.6	-1.6
Saskatchewan	10.4	15.1	21.4 [r]	18.3	-14.7
Alberta	15.8	16.5	21.1 [r]	20.9	-1.0
British Columbia	15.3	16.3	20.2 [r]	18.0	-11.1
Yukon					
Northwest Territories	23.3 [c]	19.6 [c]	10.5 [c,r]	25.0 [c]	+138.1
Nunavut					
Missing data	10.7	13.0	7.4 [r]	6.2	-15.7
Gender					
Men	12.9	14.9	16.0 [r]	14.3	-11.0
Women	14.1	16.5	18.3 [r]	18.7	+2.2
Age					
24 years old and under	12.7	15.0	15.8 [r]	16.0	+1.3
25 to 44 years old	13.5	15.8	17.2 [r]	16.7	-2.4
45 to 54 years old	16.9	22.1	21.5 [r]	21.7	+0.9
55 years old and over	17.5	11.9	12.7 [r]	21.9	+72.7
Canada	**13.8**	**16.2**	**17.5 [r]**	**17.2**	**-1.9**

Note: Percentage change is based on unrounded numbers. Includes claims for which at least $1 of benefits for Parents of Critically Ill Children was paid. All Parents of Critically Ill Children benefits that are shared between two parents are considered as two separate claims.

[1] Benefits for Parents of Critically Ill Children have been available since June 2013.

[2] Results on the actual duration of benefits for Parents of Critically Ill Children have been estimated using all claims established over the fiscal year.

[c] For confidentiality purposes, data for Yukon, Northwest Territories, and Nunavut have been combined.

[p] Preliminary

[r] Revised.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data from Service Canada's Manual Pay System.

Annex 2.19.3 –Benefits for Parents of Critically Ill Children[1]: Average weekly benefit rate[2] ($)

	2013/2014	2014/2015	2015/2016	2016/2017	Change (%) 2015/2016-2016/2017
Province/Territory					
Newfoundland and Labrador	323	431	422 [r]	446	+5.5
Prince Edward Island	373	376	467 [r]	437	-6.4
Nova Scotia	436	396	403 [r]	441	+9.4
New Brunswick	450	415	435 [r]	402	-7.5
Quebec	410	423	435 [r]	442	+1.6
Ontario	425	435	443 [r]	457	+3.1
Manitoba	419	432	431 [r]	435	+1.0
Saskatchewan	431	452	477 [r]	442	-7.3
Alberta	455	452	457 [r]	462	+1.1
British Columbia	417	434	447 [r]	442	-1.1
Yukon					
Northwest Territories	501 [c]	501 [c]	442 [c,r]	454 [c]	+2.8
Nunavut					
Gender					
Men	456	457	474	481	+1.3
Women	416	428	424 [r]	430	+1.5
Age					
24 years old and under	350	346	376 [r]	374	-0.6
25 to 44 years old	433	441	445 [r]	452	+1.6
45 to 54 years old	396	431	435 [r]	443	+1.8
55 years old and over	371	409	418 [r]	455	+8.9
Canada	**425**	**433**	**440 [r]**	**447**	**+1.5**

Note: Percentage change is based on unrounded numbers. Includes claims for which at least $1 of benefits for Parents of Critically Ill Children was paid. All Parents of Critically Ill Children benefits that are shared between two parents are considered as two separate claims.

[1] Benefits for Parents of Critically Ill Children have been available since June 2013.

[2] Takes into account Family Supplement top-ups paid to claimants with benefits for Parents of Critically Ill Children.

[c] For confidentiality purposes, data for Yukon, Northwest Territories, and Nunavut have been combined.

[r] Revised.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data from Service Canada's Manual Pay System.

Annex 2.19.4 –Benefits for Parents of Critically Ill Children[1]: Amount paid[2] ($ million)

	2013/2014	2014/2015	2015/2016	2016/2017	Change (%) 2015/2016-2016/2017
Province/Territory					
Newfoundland and Labrador	0.1	0.3	0.3	0.3	+9.0
Prince Edward Island	0.0	0.0	0.2	0.1	-23.0
Nova Scotia	0.3	0.5	0.5	0.6	+10.8
New Brunswick	0.2	0.4	0.5	0.5	-1.8
Quebec	1.4	4.0	4.9	5.5	+11.9
Ontario	3.1	6.8	8.9 [r]	9.9	+11.8
Manitoba	0.3	0.6	0.8	1.0	+22.9
Saskatchewan	0.2	0.5	0.9	0.9	+2.5
Alberta	1.2	2.9	3.7	4.2	+14.8
British Columbia	0.9	2.4	2.8	3.1	+8.6
Yukon					
Northwest Territories	0.0 [c]	0.1 [c]	0.1 [c]	0.1 [c]	+62.9
Nunavut					
Missing data	1.2	0.5	0.1	0.1	-13.0
Gender					
Men	2.1	3.7	5.2 [r]	5.3	+0.6
Women	6.9	15.1	18.6 [r]	21.2	+14.3
Age					
24 years old and under	0.4	0.9	1.1 [r]	1.1	-2.9
25 to 44 years old	7.6	16.1	20.5 [r]	23.3	+13.2
45 to 54 years old	1.0	1.8	2.0 [r]	2.0	+1.3
55 years old and over	0.1	0.1	0.1	0.1	-13.3
Canada	**8.9**	**18.9**	**23.8 [r]**	**26.5**	**+11.3**

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

[1] Benefits for Parents of Critically Ill Children have been available since June 2013.

[2] Takes into account Family Supplement top-ups paid to claimants with benefits for Parents of Critically Ill Children.

[c] For confidentiality purposes, data for Yukon, Northwest Territories, and Nunavut have been combined.

[r] Revised.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data from Service Canada's Manual Pay System.

Annex 2.20.1 – Work-Sharing benefits: New claims established

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	Change (%) 2015/2016-2016/2017
Province/Territory						
Newfoundland and Labrador	20 [c]	13 [c]	14	43	41	-4.7
Prince Edward Island			82	12	10	-16.7
Nova Scotia	266	151	20 [c]	205	145	-29.3
New Brunswick	78	67		42	16	-61.9
Quebec	6,310	4,759	3,580	4,451	2,737	-38.5
Ontario	5,373	4,512	2,255	2,849	2,017	-29.2
Manitoba	519	536	262	2,482	915	-63.1
Saskatchewan	11	68	742	1,035	577	-44.3
Alberta	483	1,024	631	7,939	4,872	-38.6
British Columbia	815	534	438	1,463	606	-58.6
Yukon	15	9 [c]	0	0	0	N/A
Northwest Territories	0		0	0	0	N/A
Nunavut	0	0	0	0	0	N/A
Gender						
Men	9,594	8,078	5,952	15,933	8,883	-44.2
Women	4,296	3,595	2,072	4,588	3,053	-33.5
Age						
24 years old and under	759	546	497	1,425	718	-49.6
25 to 44 years old	10,492	5,689	5,130	3,475	9,463	-41.4
45 to 54 years old	7,588	4,584	3,702	2,403	5,539	-43.2
55 years old and over	4,173	2,858	2,295	1,649	4,094	-38.3
Canada	**13,890**	**11,673**	**8,024**	**20,521**	**11,936**	**-41.8**

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

[c] For confidentiality purposes, data for some provinces and territories in different years have been combined.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data, except for the amount paid which is based on a 10% sample.

Annex 2.20.2 – Work-Sharing benefits: Average actual duration[1] (number of weeks)

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	Change (%) 2015/2016-2016/2017
Province/Territory						
Newfoundland and Labrador	16.6 [c]	18.7 [c]	17.3	18.7	25.9 [p]	+38.2
Prince Edward Island			6.9	25.1	13.2 [p]	-47.4
Nova Scotia	13.9	13.3	15.3 [c]	13.2	19.9 [p]	+50.8
New Brunswick	20.7	17.2		17.3	12.1 [p]	-29.9
Quebec	12.7	13.6	13.2	11.9	17.5 [p]	+47.2
Ontario	11.9	14.4	14.0	15.8	12.4 [p]	-21.5
Manitoba	10.3	12.8	15.3	16.1	14.6 [p]	-8.9
Saskatchewan	16.3	10.7	18.5	17.7	17.8 [p]	+0.6
Alberta	8.7	4.6	14.6	21.6	19.6 [p]	-9.2
British Columbia	10.8	12.5	13.9	19.0	12.7 [p]	-33.5
Yukon	9.7	32.1 [c]	N/A	N/A	N/A	N/A
Northwest Territories	N/A		N/A	N/A	N/A	N/A
Nunavut	N/A	N/A	N/A	N/A	N/A	N/A
Gender						
Men	11.8	12.6	13.7	17.2	16.2 [p]	-5.8
Women	12.9	14.1	15.1	18.7	19.9 [p]	+6.5
Age						
24 years old and under	10.7	11.9	11.0	15.8	16.0 [p]	+0.7
25 to 44 years old	11.8	12.4	13.9	17.4	16.9 [p]	-2.5
45 to 54 years old	12.2	13.6	14.5	17.7	17.5 [p]	-1.2
55 years old and over	13.0	13.9	14.7	18.2	17.3 [p]	-4.8
Canada	**12.1**	**13.1**	**14.1**	**17.5**	**17.1 [p]**	**-2.5**

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

[1] In the past, data on the actual duration of Work-Sharing benefits were reported with a lag of one year after the period covered by the Employment Insurance Monitoring and Assessment Report to ensure that data would pertain to claims that had ended. Starting with the 2014/2015 Employment Insurance Monitoring and Assessment Report, data on the actual duration of Work-Sharing benefits are reported for the fiscal year covered by the Report in order to provide timely, relevant and consistent information. Averages listed for previous years have been revised and restated according to this new methodological approach. Changes have been made possible by methodological improvements and the increased availability of historical data. However, data for the fiscal year covered by the Report are preliminary; data for 2016/2017 will be revised, if required, in the 2017/2018 Employment Insurance Monitoring and Assessment Report.

[p] Preliminary.

[c] For confidentiality purposes, data for some provinces and territories in different years have been combined.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data, except for the amount paid which is based on a 10% sample.

Annex 2.20.3 – Work-Sharing benefits: Average weekly benefit rate[1] ($)

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	Change (%) 2015/2016-2016/2017
Province/Territory						
Newfoundland and Labrador	207 [c]	119 [c]	135	168	187	+11.3
Prince Edward Island			160	186	211	+13.4
Nova Scotia	96	117	196 [c]	136	137	+0.7
New Brunswick	133	127		128	176	+37.5
Quebec	112	107	120	116	113	-2.6
Ontario	97	103	118	117	118	+0.9
Manitoba	101	110	135	119	101	-15.1
Saskatchewan	166	194	196	142	142	0.0
Alberta	130	222	146	142	137	-3.5
British Columbia	114	114	121	150	114	-24.0
Yukon	125	117 [c]	N/A	N/A	N/A	N/A
Northwest Territories	N/A		N/A	N/A	N/A	N/A
Nunavut	N/A	N/A	N/A	N/A	N/A	N/A
Gender						
Men	115	123	135	136	131	-3.7
Women	88	103	112	115	107	-7.0
Age						
24 years old and under	97	99	122	133	120	-9.8
25 to 44 years old	107	123	132	133	125	-6.0
45 to 54 years old	108	114	130	128	126	-1.6
55 years old and over	108	113	125	129	124	-3.9
Canada	**107**	**117**	**129**	**131**	**125**	**-4.6**

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

[1] Takes into account Family Supplement top-ups paid to claimants with Work-Sharing benefits.

[c] For confidentiality purposes, data for some provinces and territories in different years have been combined.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data, except for the amount paid which is based on a 10% sample.

Annex 2.20.4 – Work-Sharing benefits: Amount paid[1] ($ million)

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	Change (%) 2015/2016-2016/2017
Province/Territory						
Newfoundland and Labrador	0.2 [c]	0.1 [c]	0.0	0.1	0.2	+128.2
Prince Edward Island			0.1	0.1	0.0	-100.0
Nova Scotia	0.5	0.2	0.3 [c]	0.3	0.7	+107.1
New Brunswick	0.2	0.1		0.0	0.1	+536.2
Quebec	11.8	8.9	8.0	6.0	6.5	+9.9
Ontario	10.2	8.7	5.4	5.3	4.7	-10.1
Manitoba	0.7	1.0	0.5	3.3	3.3	-1.4
Saskatchewan	0.1	0.2	2.4	2.9	2.1	-30.0
Alberta	0.8	1.2	0.4	17.1	23.5	+37.8
British Columbia	1.7	0.9	0.8	3.8	2.4	-37.8
Yukon	0.0	0.0 [c]	0.0	0.0	0.0	N/A
Northwest Territories	0.0		0.0	0.0	0.0	N/A
Nunavut	0.0	0.0	0.0	0.0	0.0	N/A
Gender						
Men	18.6	15.0	14.1	30.5	32.3	+6.0
Women	7.5	6.3	3.6	8.3	11.1	+33.3
Age						
24 years old and under	1.0	1.0	0.8	2.4	2.3	-3.4
25 to 44 years old	9.9	8.7	8.3	17.5	20.3	+16.3
45 to 54 years old	8.9	7.0	5.2	11.6	12.2	+4.7
55 years old and over	6.3	4.6	3.4	7.3	8.6	+17.9
Canada	**26.1**	**21.3**	**17.7**	**38.8**	**43.4**	**+11.9**

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

[1] Takes into account Family Supplement top-ups paid to claimants with Work-Sharing benefits.

[c] For confidentiality purposes, data for some provinces and territories in different years have been combined.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data, except for the amount paid which is based on a 10% sample.

Annex 2.21.1 – Work-Sharing benefits (by industry): New claims established

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	Change (%) 2015/2016-2016/2017
Goods-producing industries	**11,121**	**9,087**	**5,365**	**15,612**	**9,315**	**-40.3**
Agriculture, forestry, fishing and hunting	135	94	75	40	10	-75.0
Mining and oil and gas extraction	17	148	67	514 [c]	281 [c]	-45.3
Utilities	0	0	0			
Construction	278	324	208	627	550	-12.3
Manufacturing	10,691	8,521	5,015	14,431	8,474	-41.3
Service-producing industries	**2,584**	**2,511**	**2,462**	**4,869**	**2,439**	**-49.9**
Wholesale trade	605	722	849	2,026	1,017	-49.8
Retail trade	421	167	171	521	167	-67.9
Transportation and warehousing	80	155 [c]	71 [c]	220 [c]	78 [c]	-64.5
Finance and insurance	36					
Real estate and rental and leasing	18	895 [c]	25	131	203	+55.0
Professional, scientific and technical services	823		889	1,069	543	-49.2
Business, building and support services[1]	329	141	114	170	175	+2.9
Educational services	57[c]	16	49	45[c]	32[c]	-28.9
Health care and social assistance		192	66			
Information, culture and recreation[2]	59	55	60	105	23	-78.1
Accommodation and food services	32	19	26	216	29	-86.6
Other services (except public administration)	117	142	141	352	169	-52.0
Public administration	192 [c]	82 [c]	198 [c]	54 [c]	185 [c]	+242.6
Unclassified						
Canada	**13,890**	**11,673**	**8,024**	**20,521**	**11,936**	**-41.8**

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

[1] This industry sector comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and remediation services) from the North American Industry Classification System.

[2] This industry sector comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American Industry Classification System.

[c] For confidentiality purposes, data for some industries in different years have been combined.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data, except for the amount paid which is based on a 10% sample.

Annex 2.21.2 – Work-Sharing benefits (by industry): Average actual duration[1] (number of weeks)

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	Change (%) 2015/2016-2016/2017
Goods-producing industries	**11.8**	**12.0**	**13.2**	**16.4**	**16.0 [p]**	**-2.7**
Agriculture, forestry, fishing and hunting	16.3	11.8	7.7	8.5	13.0 [p]	+53.2
Mining and oil and gas extraction	21.0	11.3	16.6	20.6 [c]	21.3 [c,p]	+3.7
Utilities	0.0	0.0	0.0			
Construction	14.1	12.5	11.9	14.5	17.4 [p]	+19.7
Manufacturing	11.7	12.0	13.3	16.4	15.6 [p]	-4.7
Service-producing industries	**13.4**	**16.7**	**15.8**	**21.1**	**21.5 [p]**	**+1.6**
Wholesale trade	15.0	16.5	18.1	20.2	20.9 [p]	+3.3
Retail trade	12.1	18.7	11.4	18.2	19.3 [p]	+6.1
Transportation and warehousing	19.1	17.3 [c]	18.2 [c]	21.8 [c]	25.6 [c,p]	+17.7
Finance and insurance	13.0					
Real estate and rental and leasing	19.1	18.1[c]	13.9	18.3	25.7 [p]	+41.0
Professional, scientific and technical services	12.8		15.1	22.3	20.0 [p]	-10.3
Business, building and support services[2]	11.7	15.6	14.8	23.3	19.7 [p]	-15.6
Educational services	21.4 [c]	20.4	15.0	19.6 [c]	22.0 [c,p]	+12.4
Health care and social assistance		12.2	18.5			
Information, culture and recreation[3]	11.6	15.4	17.6	32.2	35.4 [p]	+9.9
Accommodation and food services	11.0	12.5	12.3	25.7	13.8 [p]	-46.6
Other services (except public administration)	12.3	14.2	9.6	20.7	25.2 [p]	+21.8
Public administration	12.1 [c]	15.5 [c]	16.5 [c]	15.8 [c]	19.0 [c,p]	+20.1
Unclassified						
Canada	**12.1**	**13.1**	**14.1**	**17.5**	**17.1 [p]**	**-2.5**

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

[1] In the past, data on the actual duration of Work-Sharing benefits were reported with a lag of one year after the period covered by the Employment Insurance Monitoring and Assessment Report to ensure that data would pertain to claims that had ended. Starting with the 2014/2015 Employment Insurance Monitoring and Assessment Report, data on the actual duration of Work-Sharing benefits are reported for the fiscal year covered by the Report in order to provide timely, relevant and consistent information. Averages listed for previous years have been revised and restated according to this new methodological approach. Changes have been made possible by methodological improvements and the increased availability of historical data. However, data for the fiscal year covered by the Report are preliminary; data for 2016/2017 will be revised, if required, in the 2017/2018 Employment Insurance Monitoring and Assessment Report.

[2] This industry sector comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and remediation services) from the North American Industry Classification System.

[3] This industry sector comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American Industry Classification System.

[c] For confidentiality purposes, data for some industries in different years have been combined.

[p] Preliminary.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data, except for the amount paid which is based on a 10% sample.

Annex 2.21.3 – Work-Sharing benefits (by industry): Average weekly benefit rate[1] ($)

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	Change (%) 2015/2016-2016/2017
Goods-producing industries	**108**	**119**	**125**	**132**	**124**	**-6.1**
Agriculture, forestry, fishing and hunting	99	99	153	142	116	-18.3
Mining and oil and gas extraction	207	131	198	152 [c]	126 [c]	-17.1
Utilities	0	0	0			
Construction	122	112	113	153	148	-3.3
Manufacturing	108	119	124	130	122	-6.2
Service-producing industries	**100**	**112**	**138**	**129**	**129**	**0.0**
Wholesale trade	88	92	169	109	111	+1.8
Retail trade	82	102	126	115	130	+13.0
Transportation and warehousing	102	95 [c]	155 [c]	135 [c]	158 [c]	+17.0
Finance and insurance	124					
Real estate and rental and leasing	128	141 [c]	116	125	132	+5.6
Professional, scientific and technical services	120		122	138	145	+5.1
Business, building and support services[2]	84	97	111	140	139	-0.7
Educational services	100 [c]	103	144	126 [c]	124 [c]	-1.6
Health care and social assistance		86	100			
Information, culture and recreation[3]	104	101	124	179	152	-15.1
Accommodation and food services	103	86	103	211	125	-40.8
Other services (except public administration)	112	118	114	158	151	-4.4
Public administration	103 [c]	92 [c]	128 [c]	148 [c]	130 [c]	-12.2
Unclassified						
Canada	**107**	**117**	**129**	**131**	**125**	**-4.6**

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

[1] Takes into account Family Supplement top-ups paid to claimants with Work-Sharing benefits.

[2] This industry sector comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and remediation services) from the North American Industry Classification System.

[3] This industry sector comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American Industry Classification System.

[c] For confidentiality purposes, data for some industries in different years have been combined.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data, except for the amount paid which is based on a 10% sample.

Annex 2.21.4 – Work-Sharing benefits (by industry): Amount paid[1] ($ million)

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	Change (%) 2015/2016-2016/2017
Goods-producing industries	**20.6**	**15.9**	**11.7**	**27.6**	**30.1**	**+9.1**
Agriculture, forestry, fishing and hunting	0.2	0.2	0.1	0.1	0.0	-70.1
Mining and oil and gas extraction	0.2	0.3	0.3	1.6 [c]	1.3 [c]	-20.2
Utilities	0.0	0.0	0.0			
Construction	1.0	0.6	0.3	0.8	1.4	+77.3
Manufacturing	19.1	14.8	11.1	25.1	27.4	+9.1
Service-producing industries	**5.1**	**5.2**	**5.8**	**11.2**	**12.8**	**+14.3**
Wholesale trade	1.4	1.0	2.4	3.9	3.8	-2.5
Retail trade	1.0	0.6	0.2	0.8	1.2	+47.2
Transportation and warehousing	0.3	0.3 [c]	0.1 [c]	0.4 [c]	0.9 [c]	+131.9
Finance and insurance	0.1					
Real estate and rental and leasing	0.0	2.2 [c]	0.1	0.3	1.0	+247.6
Professional, scientific and technical services	1.3		2.3	2.7	2.6	-4.8
Business, building and support services[2]	0.4	0.3	0.2	0.2	0.8	+265.6
Educational services	0.2 [c]	0.0	0.1	0.1 [c]	0.1 [c]	+1.6
Health care and social assistance		0.2	0.1			
Information, culture and recreation[3]	0.2	0.1	0.2	0.5	0.4	-17.6
Accommodation and food services	0.1	0.0	0.0	1.3	0.7	-48.2
Other services (except public administration)	0.1	0.4	0.1	1.1	1.4	+30.3
Public administration	0.4 [c]	0.2 [c]	0.2 [c]	0.0 [c]	0.5 [c]	+1,459.6
Unclassified						
Canada	**26.1**	**21.3**	**17.7**	**38.8**	**43.4**	**+11.9**

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

[1] Takes into account Family Supplement top-ups paid to claimants with Work-Sharing benefits.

[2] This industry sector comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and remediation services) from the North American Industry Classification System.

[3] This industry sector comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American Industry Classification System.

[c] For confidentiality purposes, data for some industries in different years have been combined.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data, except for the amount paid which is based on a 10% sample.

Annex 2.22.1 – Family Supplement: New claims established

	2015/2016	2016/2017	Change (%) 2015/2016 - 2016/2017
Province/Territory			
Newfoundland and Labrador	2,490	2,500	+0.4
Prince Edward Island	990	1,020	+3.0
Nova Scotia	4,600	4,440	-3.5
New Brunswick	4,100	4,100	0.0
Quebec	17,470	18,200	+4.2
Ontario	27,680	26,330	-4.9
Manitoba	4,390	4,070	-7.3
Saskatchewan	2,660	3,050	+14.7
Alberta	6,380	6,700	+5.0
British Columbia	9,030	8,780	-2.8
Yukon	20	40	+100.0
Northwest Territories	20	90	+350.0
Nunavut	80	90	+12.5
Gender			
Men	16,540	16,480	-0.4
Women	63,370	62,930	-0.7
Age			
24 years old and under	10,420	9,820	-5.8
25 to 44 years old	57,080	57,040	-0.1
45 to 54 years old	10,840	10,980	+1.3
55 years old and over	1,570	1,570	0.0
EI claimant category[1]			
Long-tenured workers	7,300	6,290	-13.8
Occasional claimants	65,170	66,460	+2.0
Frequent claimants	7,440	6,660	-10.5
Canada	**79,910**	**79,410**	**-0.6**

Note: Includes claims for which at least $1 in Family Supplement was paid.

[1] See Annex-2.1 for definitions related to EI claimant categories.

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

Annex 2.22.2 – Family Supplement: Percentage of new claims established which included Family Supplement (%)

	2015/2016	2016/2017
Province/Territory		
Newfoundland and Labrador	2.9	3.4
Prince Edward Island	4.5	4.5
Nova Scotia	5.6	5.4
New Brunswick	4.6	4.6
Quebec	3.5	3.8
Ontario	4.9	4.8
Manitoba	6.8	6.9
Saskatchewan	4.7	6.1
Alberta	2.7	3.3
British Columbia	4.2	4.4
Yukon	0.8	1.7
Northwest Territories	0.9	3.8
Nunavut	6.5	7.0
Gender		
Men	1.5	1.7
Women	7.5	7.5
Age		
24 years old and under	5.4	5.5
25 to 44 years old	6.1	6.5
45 to 54 years old	2.7	3.0
55 years old and over	0.4	0.4
EI claimant category[1]		
Long-tenured workers	1.2	1.2
Occasional claimants	6.6	6.9
Frequent claimants	2.2	2.1
Canada	**4.2**	**4.4**

Note: Includes claims for which at least $1 in Family Supplement was paid.

[1] See Annex-2.1 for definitions related to EI claimant categories.

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

Annex 2.22.3 – Family Supplement: Average weekly Family Supplement ($)

	2015/2016	2016/2017	Change (%) 2015/2016 - 2016/2017
Province/Territory			
Newfoundland and Labrador	42	39	-8.3
Prince Edward Island	43	41	-3.8
Nova Scotia	43	45	+5.8
New Brunswick	39	41	+7.0
Quebec	43	42	-0.5
Ontario	40	43	+7.5
Manitoba	49	55	+13.6
Saskatchewan	44	49	+12.4
Alberta	41	44	+8.0
British Columbia	39	43	+9.0
Yukon	60	30	-50.5
Northwest Territories	15	35	+138.4
Nunavut	61	44	-27.9
Gender			
Men	47	47	+0.6
Women	40	43	+7.0
Age			
24 years old and under	35	38	+9.6
25 to 44 years old	44	47	+6.2
45 to 54 years old	37	36	-2.7
55 years old and over	36	34	-5.0
EI claimant category[1]			
Long-tenured workers	34	38	+11.8
Occasional claimants	42	45	+5.9
Frequent claimants	39	38	-3.6
Canada	**41**	**44**	**+5.8**

Note: Percentage change is based on unrounded numbers. Includes claims for which at least $1 in Family Supplement was paid.

[1] See Annex-2.1 for definitions related to EI claimant categories.

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

Annex 2.22.4 – Family Supplement: Average weekly benefit rate[1] ($)

	2015/2016	2016/2017	Change (%) 2015/2016 - 2016/2017
Province/Territory			
Newfoundland and Labrador	332	341	+2.4
Prince Edward Island	340	343	+1.1
Nova Scotia	329	324	-1.5
New Brunswick	338	340	+0.5
Quebec	353	360	+2.1
Ontario	336	341	+1.5
Manitoba	349	369	+5.7
Saskatchewan	359	359	-0.1
Alberta	357	366	+2.6
British Columbia	338	349	+3.3
Yukon	461	480	+4.1
Northwest Territories	500	432	-13.4
Nunavut	385	344	-10.7
Gender			
Men	393	397	+1.1
Women	330	337	+2.3
Age			
24 years old and under	297	299	+0.4
25 to 44 years old	350	358	+2.4
45 to 54 years old	345	349	+1.3
55 years old and over	363	355	-2.2
EI claimant category[2]			
Long-tenured workers	372	380	+2.0
Occasional claimants	337	344	+2.1
Frequent claimants	361	375	+3.9
Canada	**343**	**350**	**+2.0**

Note: Percentage change is based on unrounded numbers. Includes claims for which at least $1 in Family Supplement was paid.

[1] Averages include all claims which provided Family Supplement top-ups paid to Employment Insurance claimants.

[2] See Annex-2.1 for definitions related to EI claimant categories.

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

Annex 2.22.5 – Family Supplement: Amount paid ($ million)

	2011/2012	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	Change (%) 2015/2016-2016/2017
Province/Territory							
Newfoundland and Labrador	4.6	4.3	3.7	3.6	3.4	3.1	-8.7
Prince Edward Island	1.8	1.6	1.3	1.3	1.2	1.3	+7.3
Nova Scotia	7.6	7.1	5.8	5.1	6.2	5.7	-7.7
New Brunswick	5.8	5.5	5.5	5.0	4.9	4.6	-4.7
Quebec	19.1	17.9	15.8	15.2	15.3	15.5	+0.8
Ontario	41.1	39.3	35.6	32.7	32.8	30.0	-8.6
Manitoba	6.3	6.4	5.7	5.4	5.5	6.1	+10.3
Saskatchewan	4.7	4.3	3.9	3.9	3.3	4.2	+27.6
Alberta	7.2	7.1	6.9	7.3	7.4	8.1	+9.0
British Columbia	14.2	13.0	10.8	10.3	10.3	9.8	-4.4
Yukon	0.1	0.1	0.0	0.1	0.0	0.0	-40.5
Northwest Territories	0.2	0.1	0.0	0.1	0.0	0.1	+83.8
Nunavut	0.0	0.1	0.1	0.0	0.1	0.1	-43.8
Gender							
Men	21.7	20.1	17.9	16.4	17.0	17.0	0.0
Women	90.9	86.5	77.3	73.6	73.6	71.6	-2.6
Age							
24 years old and under	17.6	15.4	13.8	13.6	13.5	12.1	-10.2
25 to 44 years old	83.1	78.9	70.6	66.8	67.5	67.0	-0.8
45 to 54 years old	10.7	11.0	9.6	8.4	8.3	8.5	+1.7
55 years old and over	1.1	1.2	1.1	1.2	1.3	1.1	-15.0
EI claimant category[1]							
Long-tenured workers	7.9	87.6	80.6	78.4	77.9	75.9	-2.5
Occasional claimants	93.6	10.7	8.9	7.7	7.4	6.8	-8.8
Frequent claimants	11.1	8.3	5.6	3.9	5.3	6.0	+12.0
Canada	**112.6**	**106.6**	**95.2**	**90.0**	**90.6**	**88.7**	**-2.1**

Note: Data may not add up to the total due to rounding. Percentage change is based on unrounded numbers. Only includes the amounts paid under the Family Supplement provision.

[1] See Annex-2.1 for definitions related to EI claimant categories.

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

Annex 2.23.1 – Working While on Claim: Number of completed claims for regular Employment Insurance benefits with Working While on Claim[1,2]

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017 [p]	Change (%) 2015/2016 - 2016/2017
Province/Territory						
Newfoundland and Labrador	46,040	38,990	38,000	36,560	34,830	-4.7
Prince Edward Island	12,040	10,010	9,100	8,950	8,970	+0.2
Nova Scotia	43,170	37,530	33,780	34,730	34,300	-1.2
New Brunswick	51,930	45,680	44,010	43,590	44,740	+2.6
Quebec	285,700	256,330	257,360	249,000	246,390	-1.0
Ontario	191,680	177,100	180,650	182,430	163,170	-10.6
Manitoba	18,250	15,940	17,750	15,790	17,940	+13.6
Saskatchewan	13,560	11,790	12,590	14,650	15,480	+5.7
Alberta	36,770	34,880	35,170	43,880	73,950	+68.5
British Columbia	80,780	69,650	70,660	66,910	66,380	-0.8
Yukon	1,120	1,190	920	870	760	-12.6
Northwest Territories	710	720	720	750	760	+1.3
Nunavut	360	320	270	230	240	+4.3
Gender						
Men	461,470	415,740	418,680	418,140	439,380	+5.1
Women	320,640	284,390	282,300	280,200	268,530	-4.2
Age						
24 years old and under	78,310	70,010	67,960	67,700	73,210	+8.1
25 to 44 years old	348,650	318,740	319,090	325,920	334,160	+2.5
45 to 54 years old	221,030	199,200	198,710	188,990	182,940	-3.2
55 years old and over	134,120	112,180	115,220	115,730	117,600	+1.6
Canada	**782,110**	**700,130**	**700,980**	**698,340**	**707,910**	**+1.4**

Note: Includes claims for which at least $1 of regular benefit was paid. Includes only claims with at least $1 of employment income earned from working while claim while claiming EI regular benefits.

[1] Starting with the 2016/2017 Employment Insurance Monitoring and Assessment Report, the number and the share of claims with working while on claim are reported based on completed claims for which at least $1 of regular benefit was paid. Estimates for the fiscal year covered by the report are preliminary and will be revised, if required, in next year's report.

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

[p] Preliminary.

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

Annex 2.23.2 – Working While on Claim[1]: Average number of weeks worked while on claim [1,2] (number of weeks)

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017 [p]	Change (%) 2015/2016 - 2016/2017
Province/Territory						
Newfoundland and Labrador	18.5 [r]	15.8	15.6 [r]	15.6 [r]	15.2	-2.7
Prince Edward Island	19.0 [r]	14.5	13.7 [r]	13.1 [r]	13.9	+6.0
Nova Scotia	17.6 [r]	14.9	14.5 [r]	14.3 [r]	13.9	-2.6
New Brunswick	19.5 [r]	15.9 [r]	16.8	13.5 [r]	16.3	-1.7
Quebec	15.9 [r]	13.8 [r]	13.5 [r]	13.4 [r]	13.5	+0.5
Ontario	11.0 [r]	9.6	9.1 [r]	8.3 [r]	8.5	+2.1
Manitoba	7.4 [r]	6.2 [r]	5.7	6.0 [r]	5.8	-2.9
Saskatchewan	8.1 [r]	6.2	5.7 [r]	6.0 [r]	7.0	+12.5
Alberta	7.5 [r]	6.1 [r]	5.9 [r]	6.0 [r]	7.1	+18.6
British Columbia	11.2 [r]	9.6 [r]	8.9 [r]	8.9 [r]	9.0	+0.4
Yukon	10.0 [r]	7.6 [r]	8.7 [r]	7.6 [r]	7.0	-8.3
Northwest Territories	9.4 [r]	4.8 [r]	5.7 [r]	7.0	7.1	+0.4
Nunavut	12.4	7.9 [r]	5.8	7.3 [r]	8.5	+16.9
Gender						
Men	13.6 [r]	11.8 [r]	11.6 [r]	11.2 [r]	11.0	-2.3
Women	14.5 [r]	12.2	11.5	11.1	11.5	+3.2
Age						
24 years old and under	10.9 [r]	9.4 [r]	9.3 [r]	9.1 [r]	8.8	-3.8
25 to 44 years old	13.0 [r]	11.2 [r]	10.7	10.4 [r]	10.4	+0.4
45 to 54 years old	15.6 [r]	13.7 [r]	13.1 [r]	12.8 [r]	12.7	-0.7
55 years old and over	15.8 [r]	13.0	12.4 [r]	12.0 [r]	12.3	+2.5
Canada	**14.0 [r]**	**12.0 [r]**	**11.5**	**11.2 [r]**	**11.2**	**-0.2**

Note: Percentage change is based on unrounded numbers. Includes only weeks with at least $1 of employment income earned from working while claim while claiming EI regular benefits.

[1] Starting with the 2016/2017 Employment Insurance Monitoring and Assessment Report, statistics on weeks worked while on claim are based on completed claims for which at least $1 of regular benefit was paid. Estimates for the fiscal year covered by the report are preliminary and will be revised, if required, in next year's report

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

[r] Revised.

[p] Preliminary.

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

Annex 2.23.3 – Working While on Claim: Average weekly employment income earned from Working While on Claim[1,2] ($)

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017 [p]	Change (%) 2015/2016 - 2016/2017
Province/Territory						
Newfoundland and Labrador	796 [r]	888 [r]	965 [r]	1,014 [r]	997	-1.7
Prince Edward Island	530	676 [r]	664	743 [r]	721	-3.0
Nova Scotia	675 [r]	750 [r]	803 [r]	848 [r]	852	+0.5
New Brunswick	634 [r]	737 [r]	764 [r]	793	794	+0.2
Quebec	632	710	731 [r]	750 [r]	762	+1.5
Ontario	560 [r]	596 [r]	638 [r]	631 [r]	650	+2.9
Manitoba	487	536 [r]	569	574 [r]	623	+8.6
Saskatchewan	588 [r]	671 [r]	699 [r]	769 [r]	739	-4.0
Alberta	750 [r]	794 [r]	841 [r]	891 [r]	834	-6.4
British Columbia	600 [r]	649 [r]	673 [r]	735 [r]	728	-0.9
Yukon	615 [r]	672 [r]	651 [r]	663 [r]	668	+0.7
Northwest Territories	590 [r]	741 [r]	819 [r]	899 [r]	821	-8.7
Nunavut	728 [r]	818 [r]	682	819 [r]	628	-23.3
Gender						
Men	767	841	878 [r]	907 [r]	904	-0.3
Women	416	464 [r]	485 [r]	502 [r]	507	+1.1
Age						
24 years old and under	502	563 [r]	591 [r]	603 [r]	616	+2.0
25 to 44 years old	633 [r]	690	725 [r]	750 [r]	770	+2.7
45 to 54 years old	683	729	761 [r]	793	794	+0.1
55 years old and over	569 [r]	689 [r]	707 [r]	733	731	-0.2
Canada	**623**	**688**	**719**	**744**	**754**	**+1.3**

Note: Percentage change is based on unrounded numbers. Includes employment income only (all amounts paid in Employment Insurance benefits are excluded from the calculation). Only weeks with at least $1 of employment income earned from working while claim while claiming EI regular benefits are taken into account in the calculation.

[1] Starting with the 2016/2017 Employment Insurance Monitoring and Assessment Report, statistics on average weekly employment earnings from working while on claim are based on completed claims for which at least $1 of regular benefit was paid. Estimates for the fiscal year covered by the report are preliminary and will be revised, if required, in next year's report

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

[r] Revised.

[p] Preliminary.

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

Annex 2.23.4 – Working While on Claim[1]: Percentage of completed claims for regular Employment Insurance benefits with employment income from Working While on Claim[2]

	2012/2013 [r]	2013/2014 [r]	2014/2015 [r]	2015/2016 [r]	2016/2017 [p]	Change (% Points) 2015/2016 - 2016/2017
Province/Territory						
Newfoundland and Labrador	67.2	61.4	59.5	60.1	59.8	-0.3
Prince Edward Island	64.4	56.4	55.0	55.6	52.3	-3.3
Nova Scotia	62.9	58.6	56.7	55.4	54.3	-1.0
New Brunswick	67.3	62.8	62.6	61.5	60.0	-1.5
Quebec	61.6	58.6	58.5	57.7	57.3	-0.4
Ontario	46.1	43.1	43.6	44.8	41.9	-2.9
Manitoba	46.5	43.3	45.8	42.8	43.2	+0.4
Saskatchewan	46.5	42.8	43.7	47.2	43.2	-3.9
Alberta	42.6	41.1	41.4	42.5	43.9	+1.5
British Columbia	50.8	47.9	48.2	48.0	47.0	-1.0
Yukon	53.1	53.8	42.4	48.3	39.0	-9.4
Northwest Territories	39.9	45.6	43.1	43.6	44.4	+0.8
Nunavut	37.5	34.0	36.5	41.8	31.6	-10.2
Gender						
Men	53.7	50.2	50.4	49.7	48.8	-1.0
Women	56.1	52.9	52.6	53.5	51.3	-2.2
Age						
24 years old and under	52.5	50.7	51.2	50.8	50.3	-0.5
25 to 44 years old	55.6	53.1	53.5	53.6	52.3	-1.3
45 to 54 years old	60.6	58.6	58.6	58.5	56.7	-1.7
55 years old and over	46.2	39.0	38.5	38.6	37.1	-1.5
Canada	**54.7**	**51.3**	**51.3**	**51.2**	**49.7**	**-1.5**

Note: Percentage change is based on unrounded numbers. Includes claims for which at least $1 of regular benefit was paid.

[1] Starting with the 2016/2017 Employment Insurance Monitoring and Assessment Report, the number and the share of claims with working while on claim are reported based on completed claims for which at least $1 of regular benefit was paid. Estimates for the fiscal year covered by the report are preliminary and will be revised, if required, in next year's report

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

[r] Revised.

[p] Preliminary.

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

Annex 2.24 – Completed pure and combined Employment Insurance claims, by types of benefits, Canada

Benefit type[1]	2014/2015		2015/2016		2016/2017	
	Level of claims	Combined claims (%)	Level of claims	Combined claims (%)	Level of claims	Combined claims (%)
Regular	1,446,200	10.9	1,451,370	11.0	1,467,290	11.9
Fishing	26,660	10.0	26,390	11.1	27,280	13.2
Sickness	368,270	47.3	370,370	47.3	398,040	47.4
Maternity	174,310	98.6	171,150	98.4	175,170	98.4
Parental[2]	199,100	86.9	195,930	86.9	202,880	86.0
Compassionate care	6,640	41.6	6,730	46.2	9,690	41.6
Work-Sharing	10,420	25.0	13,250	19.8	17,950	22.1
Claims[3]	**1,873,880**	**17.5**	**1,879,050**	**17.3**	**1,922,010**	**18.0**

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

[1] Excludes benefits for parents of critically ill children.

[2] Parental benefits for biological parents and parental benefits for adoptive parents are grouped together.

[3] The total number of claims and of combined claims is lower than the sum of claims associated to each benefit type, because combined claims are only counted once even though they appear in more than one benefit type.

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

Annex 2.25.1 – Employment Insurance benefit repayment[1]: People who repaid benefits

	2011	2012	2013	2014	2015	Change (%) 2014-2015
Province/Territory						
Newfoundland and Labrador	11,254	11,799	12,787	14,168	14,766	+4.2
Prince Edward Island	1,013	1,358	1,048	1,275	1,422	+11.5
Nova Scotia	7,350	7,712	7,722	8,738	8,625	-1.3
New Brunswick	5,687	6,488	6,499	7,220	6,869	-4.9
Quebec	48,360	47,748	40,948	40,567	37,645	-7.2
Ontario	45,635	42,376	38,373	43,716	45,100	+3.2
Manitoba	3,096	2,913	2,918	3,084	3,162	+2.5
Saskatchewan	4,842	4,621	4,585	4,690	4,982	+6.2
Alberta	26,890	23,918	22,813	23,415	28,296	+20.8
British Columbia	20,337	18,569	18,676	19,215	20,590	+7.2
Yukon	384	306	288	273	299	+9.5
Northwest Territories	374	317	275	259	264	+1.9
Nunavut	46	143	108	96	108	+12.5
Non-residents of Canada	33	70	69	61	97	+59.0
Gender						
Men	155,614	150,102	140,103	148,848	153,159	+2.9
Women	19,687	18,236	17,006	17,929	19,066	+6.3
Age						
24 years old and under	6,704	6,629	6,098	6,328	5,408	-14.5
25 to 44 years old	74,806	72,133	68,297	72,948	77,047	+5.6
45 to 54 years old	49,526	45,694	41,376	43,660	44,369	+1.6
55 years old and over	44,265	43,882	41,338	43,841	45,401	+3.6
Canada	**175,301**	**168,338**	**157,109**	**166,777**	**172,225**	**+3.3**

[1] As benefit repayments are administered through the tax system, the most recent data available are for the 2015 taxation year.

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

Annex 2.25.2 – Employment Insurance benefit repayment[1]: Amount repaid ($ million)

	2011	2012	2013	2014	2015	Change (%) 2014-2015
Province/Territory						
Newfoundland and Labrador	19.6	19.5	21.0	26.9	28.7	+6.7
Prince Edward Island	1.8	2.9	1.9	2.7	3.8	+42.3
Nova Scotia	12.7	13.9	14.5	17.5	20.0	+14.1
New Brunswick	9.3	11.0	11.6	13.5	14.7	+8.9
Quebec	49.3	49.9	45.3	46.1	44.3	-3.8
Ontario	47.6	44.9	44.5	49.8	54.8	+10.0
Manitoba	3.6	3.6	3.7	4.2	4.4	+4.9
Saskatchewan	5.6	5.5	5.7	6.4	7.1	+11.6
Alberta	35.4	29.8	29.1	31.2	40.0	+28.0
British Columbia	23.8	23.0	23.3	24.9	28.6	+15.2
Yukon	0.5	0.4	0.4	0.4	0.4	+8.9
Northwest Territories	0.5	0.4	0.4	0.4	0.4	+4.4
Nunavut	0.1	0.2	0.1	0.1	0.2	+42.8
Non-residents of Canada	0.0	0.1	0.1	0.1	0.1	-9.0
Gender						
Men	189.6	186.1	182.9	203.8	224.4	+10.1
Women	20.1	19.0	18.8	20.2	23.1	+14.7
Age						
24 years old and under	7.5	7.6	7.2	8.0	7.4	-7.1
25 to 44 years old	80.1	80.2	79.8	89.8	100.9	+12.4
45 to 54 years old	57.3	53.6	52.0	57.1	63.0	+10.4
55 years old and over	64.7	63.7	62.6	69.1	76.1	+10.2
Canada	**209.7**	**205.1**	**201.7**	**224.0**	**247.5**	**+10.5**

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

[1] As benefit repayments are administered through the tax system, the most recent data available are for the 2015 taxation year.

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

Annex 2.26.1 – Contributors to the Employment Insurance program[1]: Employment Insurance premium ($ million)

	Total		% of total	Paid by employers[2]	Paid by employees
	2014	2015	2015	2015	2015
Province/Territories					
Newfoundland and Labrador	356.0	368.5	1.6	214.6	153.9
Prince Edward Island	88.8	90.5	0.4	52.3	38.2
Nova Scotia	585.3	598.7	2.5	343.3	255.4
New Brunswick	468.6	481.9	2.1	276.8	205.1
Quebec	4,198.6	4,306.9	18.3	2,447.4	1,859.5
Ontario	8,915.9	9,269.2	39.4	5326	3,943.1
Manitoba	835.7	865.7	3.7	496.6	369.1
Saskatchewan	785.0	793.3	3.4	455.8	337.5
Alberta	3,579.9	3,546.4	15.1	2,052.8	1,493.6
British Columbia	2,922.7	3,048.2	13.0	1758	1,290.3
Yukon	34.3	34.7	0.1	20.1	14.6
Northwest Territories	48.4	50.9	0.2	29.8	21.1
Nunavut	30.2	31.8	0.1	18.6	13.2
Outside Canada	15.3	15.3	0.1	8.8	6.5
Gender					
Men	12,734.8	13,019.4	55.4	7,506.8	5,512.6
Women	10,124.5	10,480.5	44.6	5,992.8	4,487.7
Missing data	5.3	2.0	0.0	1.1	0.8
Age					
24 years old and under	1,878.4	1,887.5	8.0	1,094.3	793.2
25 to 44 years old	10,729.4	11,034.6	47.0	6,350.6	4,684.1
45 to 54 years old	5,881.6	5,942.0	25.3	3,401.9	2,540.1
55 years old and over	4,369.8	4,631.9	19.7	2,650.6	1,981.3
Missing data	5.3	5.9	0.0	3.4	2.5
Industry					
Goods-producing industries	**5,182.9**	**5,403.00**	**23.0**	**3,130.80**	**2,272.10**
Agriculture, forestry, fishing and hunting	259.0	279.0	1.2	163.4	115.6
Mining, and oil and gas extraction	475.3	453.9	1.9	262.2	191.8
Utilities	212.8	216.2	0.9	120.9	95.3
Construction	1,771.0	1,846.5	7.9	1,095.3	751.2
Manufacturing	2,464.8	2,607.3	11.1	1,489.0	1,118.3
Service-producing industries	**16,393.5**	**17,943.5**	**76.3**	**10,278.2**	**7,665.3**
Wholesale trade	1,201.3	1,241.8	5.3	713.9	528.0
Retail trade	1,809.7	1,932.3	8.2	1,116.5	815.8
Transportation and warehousing	1,035.8	1,095.9	4.7	626.4	469.5
Finance and insurance	1,074.6	1,161.4	4.9	653.5	508.0
Real estate and rental and leasing	365.4	394.3	1.7	229.7	164.7
Professional, scientific and technical services	1,302.3	1,394.9	5.9	807.7	587.1
Business, building and other support services[3]	1,304.9	1,327.5	5.6	768.0	559.5
Educational services	1,786.6	1,843.0	7.8	1,036.0	806.9
Health care and social assistance	1,790.9	2,100.8	8.9	1,207.1	893.7
Information, culture and recreation[4]	762.9	814.4	3.5	466.3	348.1

(continued)

Annex 2.26.1 (continued)

	Total		% of total	Paid by employers	Paid by employees
	2014	2015	2015	2015	2015
Service-producing industries (continued)					
Accommodation and food services	851.7	932.0	4.0	542.9	389.1
Other services (except public administration)	769.7	798.6	3.4	465.2	333.4
Public administration	2,337.8	2,906.6	12.4	1,645.1	1,261.5
Unclassified	**1,288.2**	**155.5**	**0.7**	**91.8**	**63.7**
Canada	**22,864.6**	**23,501.9**	**100.0**	**13,500.8**	**10,001.1**

Note: Totals may not add up due to rounding. Percentage share is based on unrounded numbers.

[1] As Employment Insurance premium payments are administered through the tax system, the most recent data available are for the 2015 taxation year.

[2] Employer contributions are 1.4 times the level of employee contributions. However, employers who participate in the Premium Reduction Program may contribute less than 1.4 times their employees' contributions. See Chapter 2, Section 2.7 for more information.

[3] This industry category comprises the industries with codes 55 (Management of Companies and Enterprises) and 56 (Administrative and Support, Waste Management and Mediation services) from the North American Industry Classification System.

[4] This industry category comprises the industries with codes 51 (Information and Cultural Industries) and 71 (Arts, Entertainment and Recreation) from the North American Industry Classification System.

Source: Canada Revenue Agency, T4 slips with employment income. Data are based on a 10% sample of T4 slips with employment income.

Annex 2.26.2 – Contributors to the Employment Insurance program[1]: Employment income

	Total employment income			Total insurable earnings		Number of workers with employment income			Employment income per worker		Insurable earnings per worker	
	($ million)			($ million)					($ per year)		($ per year)	
	2014	2015	% of total 2015	2014	2015	2014	2015	% of total 2015	2014	2015	2014	2015
Province/Territory												
Newfoundland and Labrador	12,345.2	12,942.9	1.5	8,191.4	8,454.9	275,710	280,320	1.5	44,776	46,172	29,710	30,162
Prince Edward Island	2,634.3	2,696.6	0.3	2,024.1	2,056.5	79,000	79,270	0.4	33,346	34,018	25,622	25,943
Nova Scotia	18,378.3	18,813.3	2.1	13,498.1	13,789.6	474,820	480,560	2.5	38,706	39,149	28,428	28,695
New Brunswick	14,373.8	14,676.1	1.7	10,758.7	11,038.7	387,220	392,710	2.1	37,120	37,371	27,784	28,109
Quebec	167,104.9	170,132.0	19.2	120,481.3	122,514.5	4,202,580	4,193,700	22.2	39,762	40,568	28,668	29,214
Ontario	329,395.5[r]	345,302.5	39.0	206,229.0	214,136.0	6,960,670[r]	7,104,330	37.6	47,322[r]	48,605	29,628[r]	30,142
Manitoba	27,629.1	28,728.4	3.2	19,342.9	19,979.8	665,770	674,840	3.6	41,499	42,571	29,053	29,607
Saskatchewan	27,828.6	28,000.3	3.2	18,375.1	18,491.5	598,890	598,120	3.2	46,467	46,814	30,682	30,916
Alberta	153,445.0	150,170.2	16.9	84,026.4	82,777.5	2,543,420	2,527,190	13.4	60,330	59,422	33,037	32,755
British Columbia	103,628.2	108,376.5	12.2	67,470.4	70,193.3	2,384,780	2,453,250	13.0	43,454	44,177	28,292	28,612
Yukon	1,152.3	1,159.9	0.1	790.0	796.6	24,700	24,560	0.1	46,652	47,227	31,984	32,435
Northwest Territories	2,038.8	2,165.7	0.2	1,133.2	1,193.3	32,570	33,340	0.2	62,597	64,958	34,793	35,792
Nunavut	1,255.4	1,314.3	0.1	705.3	742.0	23,040	23,940	0.1	54,488	54,900	30,612	30,994
Outside Canada	1,485.1	1,652.9	0.2	370.6	365.6	15,090	15,210	0.1	98,416	108,672	24,559	24,037
Gender												
Men	531,677.0	544,450.1	61.4	308,556.2	314,132.7	9,671,570	9,760,040	51.7	54,973	55,784	31,903	32,186
Women	330,622.8	341,394.1	38.5	244,713.8	252,352.5	8,978,620	9,105,030	48.2	36,823	37,495	27,255	27,716
Missing data	394.6	287.4	0.0	126.3	44.7	18,070	16,270	0.1	21,837	17,664	6,989	2,747
Age												
24 years old and under	47,547.5	47,197.8	5.3	44,178.2	44,195.4	3,163,650	3,151,600	16.7	15,029	14,976	13,964	14,023
25 to 44 years old	379,132.7	386,638.8	43.6	260,165.1	266,470.5	7,802,050	7,883,550	41.8	48,594	49,044	33,346	33,801
45 to 54 years old	248,090.0	250,959.3	28.3	143,338.1	144,214.9	4,023,580	3,983,740	21.1	61,659	62,996	35,625	36,201
55 years old and over	187,529.6	200,925.7	22.7	105,588.6	111,508.6	3,660,870	3,842,250	20.3	51,225	52,294	28,842	29,022
Missing data	394.6	409.9	0.0	126.3	140.4	18,110	20,200	0.1	21,789	20,292	6,974	6,950
Industry												
Goods-producing industries	**204,511.4**	**211,052.1**	**23.8**	**125,197.3**	**129,924.8**	**3,655,630**	**3,769,000**	**20.0**	**55,944**	**55,997**	**34,248**	**34,472**
Agriculture, forestry, fishing and hunting	8,724.0	9,354.8	1.1	6,068.8	6,528.6	321,800	334,630	1.8	27,110	27,956	18,859	19,510
Mining, and oil and gas extraction	28,381.7	26,729.5	3.0	11,560.9	10,957.9	260,810	249,290	1.3	108,821	107,223	44,327	43,956
Utilities	11,219.5	11,140.7	1.3	5,290.9	5,351.9	119,840	118,860	0.6	93,621	93,730	44,150	45,027
Construction	66,298.8	68,711.5	7.8	41,995.1	43,562.3	1,271,050	1,318,690	7.0	52,161	52,106	33,040	33,035
Manufacturing	89,887.5	95,115.6	10.7	60,281.5	63,524.0	1,682,130	1,747,530	9.3	53,437	54,429	35,836	36,351
Service-producing industries	**609,451.4**	**668,795.2**	**75.5**	**396,096.5**	**432,933.9**	**13,958,450**	**14,924,240**	**79.0**	**43,662**	**44,813**	**28,377**	**29,009**
Wholesale trade	49,489.2	51,624.0	5.8	29,044.3	29,932.7	849,830	864,520	4.6	58,234	59,714	34,177	34,623
Retail trade	56,050.1	60,344.9	6.8	43,033.3	45,811.1	2,056,390	2,134,710	11.3	27,257	28,268	20,927	21,460
Transportation and warehousing	37,978.7	40,162.6	4.5	25,152.2	26,499.7	765,160	799,420	4.2	49,635	50,240	32,872	33,149

(continued)

Annex 2.26.2 (Continued)

	Total employment income			Total insurable earnings		Number of workers with employment income			Employment income per worker		Insurable earnings per worker	
	($ million)					($ million)			($ per year)		($ per year)	
	2014	2015	% of total 2015	2014	2015	2014	2015	% of total 2015	2014	2015	2014	2015
Service-producing industries (continued)												
Finance and insurance	56,319.2	61,377.2	6.9	26,577.0	28,619.3	723,700	762,150	4.0	77,821	80,532	36,724	37,551
Real estate and rental and leasing	15,324.4	16,108.6	1.8	8,654.0	9,316.5	320,730	344,280	1.8	47,780	46,789	26,982	27,061
Professional, scientific and technical services	61,427.5	65,606.6	7.4	31,560.5	33,668.2	991,480	1,043,650	5.5	61,955	62,863	31,832	32,260
Business, building and other support services[2]	48,195.4	50,178.5	5.7	31,033.5	31,505.6	1,249,470	1,244,320	6.6	38,573	40,326	24,837	25,320
Educational services	63,268.3	65,191.1	7.4	44,249.2	45,463.4	1,347,290	1,356,530	7.2	46,960	48,057	32,843	33,514
Health care and social assistance	59,019.9	69,329.9	7.8	43,391.5	51,583.6	1,392,220	1,601,320	8.5	42,393	43,295	31,167	32,213
Information, culture and recreation[3]	29,362.1	32,072.6	3.6	18,563.6	19,744.7	649,450	673,750	3.6	45,211	47,603	28,584	29,306
Accommodation and food services	22,938.8	25,037.9	2.8	19,806.6	21,627.9	1,336,930	1,446,210	7.7	17,158	17,313	14,815	14,955
Other services (except public administration)	25,525.7	26,390.0	3.0	18,137.2	18,764.7	721,370	737,050	3.9	35,385	35,805	25,143	25,459
Public administration	84,552.1	105,371.3	11.9	56,893.5	70,396.5	1,554,430	1,916,330	10.1	54,394	54,986	36,601	36,735
Unclassified	**48,731.6**	**6,284.2**	**0.7**	**32,102.5**	**3,671.1**	**1,054,180**	**188,100**	**1.0**	**46,227**	**33,409**	**30,453**	**19,517**
Canada	**862,694.4**	**886,131.6**	**100.0**	**553,396.3**	**566,529.8**	**18,668,260**	**18,881,340**	**100.0**	**46,212**	**46,932**	**29,644**	**30,005**

Note: Totals may not add up due to rounding. Percentage share is based on unrounded numbers.

[1] As Employment Insurance premium payments are administered through the tax system, the most recent data available are for the 2015 taxation year.

[2] This industry category comprises the industries with codes 55 (Management of Companies and Enterprises) and 56 (Administrative and Support, Waste Management and Mediation services) from the North American Industry Classification System.

[3] This industry category comprises the industries with codes 51 (Information and Cultural Industries) and 71 (Arts, Entertainment and Recreation) from the North American Industry Classification System.

Source: Canada Revenue Agency, T4 slips with employment income. Data are based on a 10% sample of T4 slips with employment income.

Annex 2.27 – Adjusted benefits-to-contributions ratios[1]

	Employment Insurance premium		Employment Insurance regular benefits		Total Employment Insurance benefits		Adjusted regular benefits-to-contributions ratio[2,3] (Canada=1)	Adjusted total benefits-to-contributions ratio[3] (Canada=1)
	2015 ($ million)	% of total 2015	2015 ($ million)	% of total 2015	2015 ($ million)	% of Total 2015	2015	2015
Province/Territory[4]								
Newfoundland and Labrador	368.5	1.6	692.5	6.3	927.6	5.5	4.07	3.49
Prince Edward Island	90.5	0.4	144.0	1.3	215.7	1.3	3.48	3.31
Nova Scotia	598.7	2.5	561.8	5.1	803.1	4.7	2.02	1.86
New Brunswick	481.9	2.1	643.9	5.9	861.8	5.1	2.90	2.48
Quebec	4,306.9	18.3	3,042.8	27.8	3,551.2	21.0	1.51	1.14
Ontario	9,269.2	39.4	2,999.9	27.4	5,357.7	31.7	0.69	0.80
Manitoba	865.7	3.7	286.0	2.6	543.0	3.2	0.71	0.87
Saskatchewan	793.3	3.4	274.1	2.5	497.9	2.9	0.74	0.87
Alberta	3,546.4	15.1	1,166.3	10.6	2,137.2	12.6	0.70	0.84
British Columbia	3,048.2	13.0	1,096.6	10.0	1,955.0	11.5	0.78	0.89
Yukon	34.7	0.1	17.6	0.2	24.7	0.1	1.10	0.99
Northwest Territories	50.9	0.2	18.5	0.2	27.3	0.2	0.77	0.75
Nunavut	31.8	0.1	9.0	0.1	15.4	0.1	0.60	0.67
Outside Canada	15.3	0.1	3.5	0.0	9.5	0.1	0.47	0.86
Gender								
Men	13,019.4	55.4	7,374.4	67.3	8,906.1	52.6	1.21	0.95
Women	10,480.5	44.6	3,582.0	32.7	8,021.0	47.4	0.73	1.06
Missing data	2.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Age								
24 years old and under	1,887.5	8.0	930.4	8.5	1,478.4	8.7	1.09	1.09
25 to 44 years old	11,034.6	47.0	4,771.3	43.5	9,141.8	54.0	0.93	1.15
45 to 54 years old	5,942.0	25.3	2,665.8	24.3	3,202.3	18.9	0.96	0.75
55 years old and over	4,631.9	19.7	2,589.0	23.6	3,104.6	18.3	1.20	0.93
Missing data	5.9	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Industry								
Goods-producing industries	**5,403.0**	**23.0**	**4,797.3**	**43.8**	**6,105.8**	**36.1**	**1.91**	**1.57**
Agriculture, forestry, fishing and hunting	279.0	1.2	496.1	4.5	835.0	4.9	3.91	4.15
Mining, and oil and gas extraction	453.9	1.9	384.5	3.5	454.4	2.7	1.77	1.39
Utilities	216.2	0.9	36.8	0.3	62.8	0.4	0.36	0.40
Construction	1,846.5	7.9	2,592.6	23.7	3,033.6	17.9	3.05	2.28
Manufacturing	2,607.3	11.1	1,287.2	11.7	1,720.0	10.2	1.06	1.29
Service-producing industries	**17,943.5**	**76.3**	**5,943.0**	**54.2**	**10,523.6**	**62.2**	**0.71**	**0.81**
Wholesale trade	1,241.8	5.3	449.5	4.1	648.3	3.8	0.78	0.72
Retail trade	1,932.3	8.2	622.6	5.7	1,104.9	6.5	0.70	0.79

(continued)

Annex 2.27 (Continued)

	Employment Insurance premium		Employment Insurance regular benefits		Total Employment Insurance benefits		Adjusted regular benefits-to-contributions ratio[2,3] (Canada=1)	Adjusted total benefits-to-contributions ratio[3] (Canada=1)
	2015 ($ million)	% of total 2015	2015 ($ million)	% of total 2015	2015 ($ million)	% of total 2015	2015	2015
Service-producing industries (continued)								
Transportation and warehousing	1,096	4.7	463	4.2	650	3.8	0.90	0.82
Finance and insurance	1,161	4.9	152	1.4	414	2.4	0.27	0.50
Real estate and rental and leasing	394	1.7	173	1.6	260	1.5	0.95	0.92
Professional, scientific and technical services	1,395	5.9	570	5.2	877	5.2	0.88	0.87
Business, building and other support services[5]	1,328	5.6	811	7.4	1,154	6.8	1.33	1.21
Educational services	1,843	7.8	678	6.2	1,184	7.0	0.77	0.89
Health care and social assistance	2,101	8.9	340	3.1	1,112	6.6	0.35	0.74
Information, culture and recreation[6]	814	3.5	316	2.9	460	2.7	0.83	0.78
Accommodation and food services	932	4.0	463	4.2	755	4.5	1.10	1.13
Other services (except public administration)	799	3.4	359	3.3	594	3.5	0.99	1.03
Public administration	2,907	12.4	546	5.0	1,310	7.7	0.40	0.63
Unclassified	**156**	**0.7**	**216**	**2.0**	**298**	**1.8**	**3.00**	**2.66**
Canada	**23,502**	**100.0**	**10,957**	**100.0**	**16,927**	**100.0**	**1.00**	**1.00**

Note: Totals may not add up due to rounding. Percentage share is based on unrounded numbers.

[1] As Employment Insurance premium payments are administered through the tax system, the most recent data available are for the 2015 taxation year.

[2] To factor in the Quebec Parental Insurance Plan (QPIP), which reduces the premiums paid by employers and employees in Quebec, and the Premium Reduction Program (PRP), which reduces the premiums paid by employers who offer their employees a short-term disability plan, the regular benefits-to-contributions ratios (adjusted and non-adjusted) have been calculated based on an estimate of the Employment Insurance premiums that would have been paid by employees and employers in the absence of QPIP and PRP, rather than on the premiums that were actually paid.

[3] For ease of analysis, the benefits-to-contributions ratios have been adjusted (i.e., standardized) so that the figure for Canada equals one.

[4] The benefits-to-contributions ratios for the provinces and territories are determined by the location of employers for premiums and by the residence of claimants for benefits. As a result, it is possible that the ratio for some provinces and territories may be under or overstated if contributions are being accredited to a province or territory, while the employment is actually situated in another province or territory.

[5] This industry comprises the industries with codes 55 (management of companies and enterprises) and 56 (administrative and support, waste management and mediation services) from the North American Industry Classification System.

[6] This industry comprises the industries with codes 51 (information and cultural industries) and 71 (arts, entertainment and recreation) from the North American Industry Classification System.

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

Annex 2.28 – Unemployment rates used for the purpose of the Employment Insurance program (by Employment Insurance economic region)[1]

	Regional rate of unemployment[2]														
Effective date[3]	April 10 to May 7, 2016	May 8 to June 11, 2016	June 12 to July 9, 2016	July 10 to Aug. 6, 2016	Aug. 7 to Sept. 10, 2016	Sept. 11 to Oct. 8, 2016	Oct. 9 to Nov. 5, 2016	Nov. 6 to Dec. 3, 2016	Dec. 4 to Jan. 7, 2016/ 2017	Jan. 8 to Feb. 11, 2017	Feb. 12 to March 11, 2017	March 12 to Apr. 8, 2017	Minimum of the 12 months	Average of the 12 months	Maximum of the 12 months
Unemployment rate moving average ending on the month of…[4]	March 2016 (%)	April 2016 (%)	May 2016 (%)	June 2016 (%)	July 2016 (%)	Aug. 2016 (%)	Sept. 2016 (%)	Oct. 2016 (%)	Nov. 2016 (%)	Dec. 2016 (%)	Jan. 2017 (%)	Feb. 2017 (%)	2016/2017 (%)	2016/2017 (%)	2016/2017 (%)
Newfoundland and Labrador															
St. John's.	7.2	7.1	6.5	6.3	6.3	6.4	6.7	8.0	9.2	9.9	9.6	9.2	6.3	7.7	9.9
Newfoundland – Labrador	19.5	18.4	17.4	16.9	17.3	17.5	18.0	18.1	18.6	19.0	18.6	18.9	16.9	18.2	19.5
Prince Edward Island															
Charlottetown	7.2	7.4	7.0	7.5	7.9	9.0	8.4	8.2	7.7	7.9	7.6	7.1	7.0	7.7	9.0
Prince Edward Island	13.8	14.4	14.3	14.0	13.4	13.4	13.8	14.8	14.5	14.2	13.3	13.1	13.1	13.9	14.8
Nova Scotia															
Eastern Nova Scotia	16.4	15.4	14.5	14.3	14.9	14.7	14.7	14.7	14.8	14.7	14.4	14.8	14.3	14.9	16.4
Western Nova Scotia	8.3	8.6	9.3	9.9	10.5	10.3	10.2	9.3	9.1	8.9	9.1	8.7	8.3	9.4	10.5
Halifax	7.2	7.1	6.5	5.6	5.3	5.4	5.7	6.0	5.9	6.1	6.0	6.1	5.3	6.1	7.2
New Brunswick															
Fredericton-Moncton-Saint-John	8.3	8.6	8.6	8.4	7.9	7.4	6.9	7.0	7.3	7.9	7.8	7.7	6.9	7.8	8.6
Madawaska-Charlotte	9.6	8.9	7.9	7.6	8.2	8.8	8.8	8.5	7.4	7.2	7.2	8.0	7.2	8.2	9.6
Restigouche-Albert	14.2	14.4	14.8	15.0	15.5	15.2	15.5	15.5	15.2	14.2	13.6	13.5	13.5	14.7	15.5
Quebec															
Gaspésie - Îles-de-la-Madeleine	16.4	16.9	17.1	17.2	16.3	16.5	16.3	16.6	16.2	16.4	15.5	14.0	14.0	16.3	17.2
Québec	5.2	4.6	4.3	4.2	4.5	4.9	5.0	4.8	4.5	4.4	4.3	4.4	4.2	4.6	5.2
Trois-Rivières	6.3	6.6	7.3	7.1	7.0	6.5	6.8	7.0	7.0	7.1	7.0	6.6	6.3	6.9	7.3
South Central Québec	5.7	6.3	6.3	5.7	5.1	5.3	5.8	5.8	5.4	5.0	4.9	4.9	4.9	5.5	6.3
Sherbrooke	7.4	7.7	7.0	6.7	6.0	5.8	5.8	5.7	6.0	5.8	5.5	5.5	5.5	6.2	7.7
Montérégie	6.0	6.3	6.7	7.1	7.1	7.3	6.9	7.0	6.6	6.4	6.5	6.6	6.0	6.7	7.3
Montréal	8.6	8.5	8.2	8.0	8.0	8.0	7.9	7.5	7.0	6.8	6.7	6.9	6.7	7.7	8.6
Central Quebec	6.7	6.9	6.8	6.6	6.2	6.5	6.8	7.2	7.3	7.4	7.1	7.1	6.2	6.9	7.4
North Western Quebec	9.0	9.6	10.0	10.0	9.4	8.8	8.3	8.3	8.5	8.7	8.4	7.7	7.7	8.9	10.0
Bas-Saint-Laurent – Côte-Nord	9.7	9.7	9.1	8.9	8.5	8.4	9.0	9.6	10.2	10.1	9.9	9.7	8.4	9.4	10.2
Hull	6.6	6.6	7.2	7.3	7.5	7.4	7.5	7.2	6.6	6.0	5.5	5.6	5.5	6.8	7.5
Chicoutimi-Jonquière	9.1	9.9	9.9	9.0	7.2	6.7	6.7	7.1	7.2	7.4	7.7	7.1	6.7	7.9	9.9
Ontario															
Ottawa	6.7	6.9	6.7	6.7	6.3	6.0	5.9	5.8	6.0	6.0	5.7	5.1	5.1	6.2	6.9
Eastern Ontario	8.1	8.2	7.8	7.9	7.6	7.9	7.9	7.9	7.2	6.6	6.0	5.9	5.9	7.4	8.2
Kingston	6.0	6.3	6.5	6.1	5.6	5.4	5.5	5.7	5.6	5.6	5.7	6.1	5.4	5.8	6.5
Central Ontario	6.1	6.3	6.3	6.6	6.8	7.3	7.3	7.2	6.9	6.4	6.5	6.4	6.1	6.7	7.3

(Continued)

Annex 2.28 (Continued)

	Regional rate of unemployment[2]														
Effective date[3]	April 10 to May 7, 2016	May 8 to June 11, 2016	June 12 to July 9, 2016	July 10 to Aug. 6, 2016	Aug. 7 to Sept. 10, 2016	Sept. 11 to Oct. 8, 2016	Oct. 9 to Nov. 5, 2016	Nov. 6 to Dec. 3, 2016	Dec. 4 to Jan. 7, 2016/ 2017	Jan. 8 to Feb. 11, 2017	Feb. 12 to March 11, 2017	March 12 to Apr. 8, 2017	Minimum of the 12 months	Average of the 12 months	Maximum of the 12 months
Unemployment rate moving average ending on the month of...[4]	March 2016\ (%)	April 2016 (%)	May 2016 (%)	June 2016 (%)	July 2016 (%)	Aug. 2016 (%)	Sept. 2016 (%)	Oct. 2016 (%)	Nov. 2016 (%)	Dec. 2016 (%)	Jan. 2017 (%)	Feb. 2017 (%)	2016/2017 (%)	2016/2017 (%)	2016/2017 (%)
Ontario (continued)															
Oshawa	6.1	5.8	6.5	6.5	6.9	6.4	6.0	5.4	5.2	5.3	5.9	5.2	6.0	6.9	8.3
Toronto	7.3	7.5	7.3	6.7	6.3	6.4	6.9	7.1	6.9	6.9	7.0	7.2	6.3	7.0	7.5
Hamilton	5.8	5.4	5.8	6.1	6.2	6.2	6.3	6.3	6.3	5.9	6.0	6.0	5.4	6.0	6.3
St. Catharines	8.3	7.6	8.1	8.5	7.9	6.7	5.8	5.9	6.3	6.5	6.6	6.5	5.8	7.1	8.5
London	6.6	7.3	7.2	7.5	7.5	7.4	7.1	6.8	7.0	7.1	7.3	6.5	6.5	7.1	7.5
Niagara	8.0	8.2	8.5	8.7	8.0	8.1	7.9	8.4	7.7	7.9	7.2	7.1	7.1	8.0	8.7
Windsor	7.3	6.7	6.7	6.8	6.6	6.3	5.9	5.7	6.4	6.5	6.3	5.8	5.7	6.4	7.3
Kitchener	6.1	5.7	5.5	5.6	5.8	5.7	5.4	5.3	5.3	5.2	5.4	5.5	5.2	5.5	6.1
Huron	7.4	7.3	7.2	7.2	6.9	7.5	7.6	8.0	7.6	7.2	6.7	6.7	6.7	7.3	8.0
South Central Ontario	4.8	4.7	4.8	4.8	4.9	5.0	4.4	4.1	3.8	4.2	4.6	4.7	3.8	4.6	5.0
Sudbury	8.5	8.6	8.5	8.2	7.8	7.6	7.1	7.2	7.4	8.0	7.8	7.6	7.1	7.9	8.6
Thunder Bay	7.5	7.3	7.4	7.0	6.7	6.2	6.0	6.0	6.0	5.9	5.8	5.6	5.6	6.5	7.5
Northern Ontario	11.9	12.5	12.6	12.4	11.6	11.4	11.2	11.8	12.1	12.1	12.1	12.0	11.2	12.0	12.6
Manitoba															
Winnipeg	6.2	6.2	6.1	6.2	6.4	6.5	6.6	6.7	6.8	6.8	6.6	6.6	6.1	6.5	6.8
Southern Manitoba	6.7	7.0	7.3	7.2	7.1	6.9	6.8	6.7	6.9	6.9	6.9	6.6	6.6	6.9	7.3
Northern Manitoba	34.7	34.0	33.0	32.5	32.2	32.1	32.4	32.3	32.0	31.5	31.2	30.8	30.8	32.4	34.7
Saskatchewan															
Regina	4.5	5.0	5.1	5.2	5.0	5.1	5.2	5.5	5.4	5.3	5.2	5.1	4.5	5.1	5.5
Saskatoon	6.4	7.1	6.9	6.6	6.2	6.6	6.9	7.2	7.5	7.4	7.4	7.0	6.2	6.9	7.5
Southern Saskatchewan	7.5	7.4	7.3	7.2	7.2	7.4	7.9	7.9	8.1	8.1	7.9	7.5	7.2	7.6	8.1
Northern Saskatchewan	20.1	19.9	20.1	20.1	20.3	20.1	20.1	20.1	20.2	20.3	20.3	20.5	19.9	20.2	20.5
Alberta															
Calgary	8.6	8.4	8.4	8.7	8.9	9.2	9.6	10.3	10.5	10.5	10.2	9.5	8.4	9.4	10.5
Edmonton	6.9	6.9	6.9	7.0	7.7	8.1	7.9	7.1	7.0	7.5	8.2	8.4	6.9	7.5	8.4
Northern Alberta	12.3	12.3	12.5	12.6	12.6	12.3	12.1	12.1	12.3	12.3	12.7	12.7	12.1	12.4	12.7
Southern Alberta	8.1	8.2	8.3	8.7	9.3	9.1	8.9	8.2	8.3	8.2	8.6	8.7	8.1	8.6	9.3
British Columbia															
Southern Interior British Columbia	8.8	8.7	8.9	8.9	9.0	8.9	8.9	9.2	9.5	9.6	9.3	8.8	8.7	9.0	9.6
Abbotsford	7.0	7.1	7.2	6.9	6.3	6.0	6.1	6.7	6.9	6.3	6.4	6.3	6.0	6.6	7.2
Vancouver	6.3	6.0	5.7	5.4	5.5	5.3	5.0	5.0	5.2	5.2	5.0	4.7	4.7	5.4	6.3
Victoria	6.9	7.1	6.6	6.2	5.7	5.6	5.6	5.8	5.8	5.8	5.5	5.2	5.2	6.0	7.1
Southern Coastal British Columbia	7.9	7.0	6.7	6.8	6.6	6.7	7.2	7.7	7.6	7.4	7.0	6.8	6.6	7.1	7.9
Northern British Columbia	11.1	10.8	11.2	11.5	11.5	11.1	11.4	11.7	12.2	12.4	12.8	12.7	10.8	11.7	12.8

(continued)

Annex 2.28 (Continued)

	Regional rate of unemployment[2]														
Effective date[3]	April 10 to May 7, 2016	May 8 to June 11, 2016	June 12 to July 9, 2016	July 10 to Aug. 6, 2016	Aug. 7 to Sept. 10, 2016	Sept. 11 to Oct. 8, 2016	Oct. 9 to Nov. 5, 2016	Nov. 6 to Dec. 3, 2016	Dec. 4 to Jan. 7, 2016/ 2017	Jan. 8 to Feb. 11, 2017	Feb. 12 to March 11, 2017	March 12 to Apr. 8, 2017	Minimum of the 12 months	Average of the 12 months	Maximum of the 12 months
Unemployment rate moving average ending on the month of…[4]	March 2016\ (%)	April 2016 (%)	May 2016 (%)	June 2016 (%)	July 2016 (%)	Aug. 2016 (%)	Sept. 2016 (%)	Oct. 2016 (%)	Nov. 2016 (%)	Dec. 2016 (%)	Jan. 2017 (%)	Feb. 2017 (%)	2016/2017 (%)	2016/2017 (%)	2016/2017 (%)
Territories															
Whitehorse	5.9	5.5	5.9	6.1	7.7	6.6	5.8	5.9	5.6	5.4	5.6	5.4	6.0	7.7	8.2
Yukon	10.4	8.3	6.0	6.0	6.5	6.8	6.8	6.5	8.8	8.2	9.2	5.9	5.9	7.5	10.4
Yellowknife	6.1	6.6	5.7	6.4	5.8	5.5	5.3	5.3	4.8	4.7	5.1	4.4	4.4	5.5	6.6
Northwest Territories	12.7	12.4	12.5	12.2	11.8	11.8	11.1	10.7	10.4	10.1	10.2	10.2	10.1	11.3	12.7
Iqaluit	4.7	5.2	5.5	5.1	5.2	4.5	4.2	3.6	3.4	4.2	4.6	9.7	3.4	5.0	9.7
Nunavut	22.1	21.5	20.9	20.7	20.2	19.6	20.1	20.1	20.4	19.3	18.9	18.7	18.7	20.2	22.1

[1] The unemployment rates in this annex are those used in the administration of the EI program. These rates come from Statistics Canada but may differ from the official unemployment rates due to differences in methodology, as explained below.

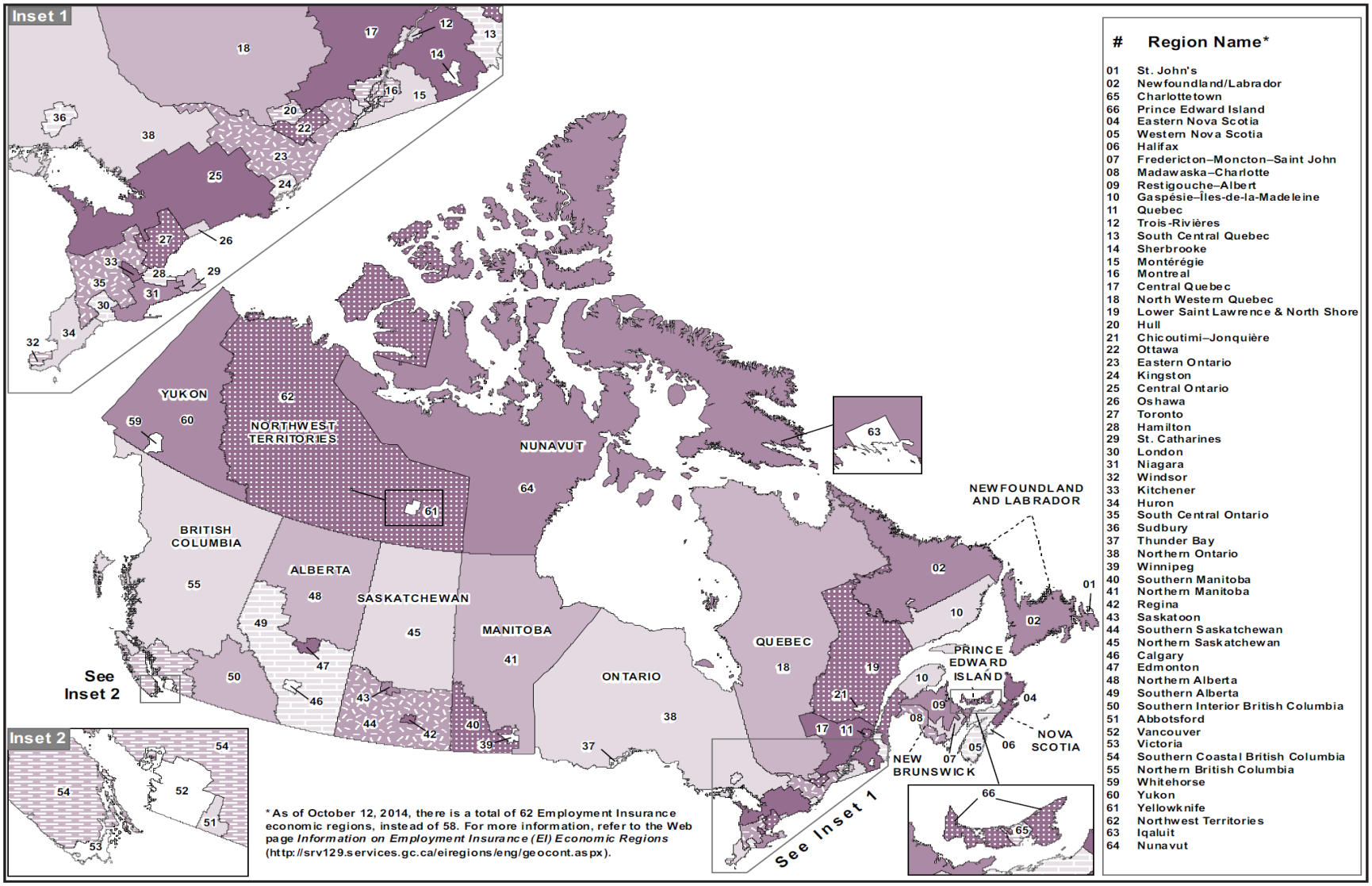
[2] To obtain the monthly unemployment rates used for the purposes of the Employment Insurance program relating to periods before April 10 2016, please refer to the Web page Monthly Seasonal Adjusted Unemployment Rates by EI Economic Region [http://srv129.services.gc.ca/ei_regions/eng/rates.aspx?id=2017]

[3] Effective for new claims established between the dates indicated.

[4] The regional unemployment rates are calculated using a 3-month moving average (or, in the case of the territories, a 12-month moving average if this is larger) of seasonally adjusted unemployment rates for the period ending in the month indicated. These regional rates come from Statistics Canada's Labour Force Survey (LFS). The regional unemployment rates in the provinces incorporate an estimate of the rates of unemployment for status Indians living on reserves, as per section 17 of the Employment Insurance Regulations. Conversely, the regional unemployment rates in the territories are representative of the population, as LFS data cover persons living on and off reserves. A monthly regional unemployment rate substitute is used if Statistics Canada is not able to publish a monthly unemployment rate for reasons of confidentiality.

Source: Statistics Canada, Labour Force Survey (for data on unemployment rate); and Employment and Social Development Canada, Employment Insurance administrative data (for information on effective dates).

Annex 2.29 Employment Insurance economic regions map – 2016/2017



Annex 3

Employment Benefits and Support Measures data tables

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Annex 3.1 – Overview of Labour Market Development Agreements

Province/Territory	Signature date	Implementation date	Allocation ($000s)[1]						
			2017/2018			2016/2017			2015/2016
			$125M top up	$1,95B envelope	Total LMDA funding	$125M top up	$1,95B envelope	Total LMDA funding	Total LMDA funding
Newfoundland and Labrador	September 4, 2008	November 2, 2009	4,602	125,651	130,253	4,505	126,037	130,542	126,780
Prince Edward Island	September 5, 2008	October 5, 2009	1,123	24,484	25,607	1,179	24,899	26,078	25,292
Nova Scotia	June 13, 2008	July 1, 2009	4,639	77,960	82,599	4,898	78,384	83,282	78,592
New Brunswick	December 13, 1996	April 1, 1997	4,884	89,599	94,483	5,084	89,854	94,938	89,819
Quebec	April 21, 1997	April 1, 1998	33,988	574,763	608,751	35,598	576,865	612,464	577,625
Ontario	November 23, 2005	January 1, 2007	40,092	574,961	615,053	43,416	577,144	620,560	574,760
Manitoba	April 17, 1997	November 27, 1997	3,598	42,806	46,404	3,442	42,804	46,246	43,087
Saskatchewan	February 6, 1998	January 1, 1999	3,226	35,158	38,384	2,593	34,959	37,552	35,229
Alberta	December 6, 1996	November 1, 1997	14,822	116,795	131,617	10,491	110,671	121,162	109,404
British Columbia	February 20, 2008	February 2, 2009	13,576	278,354	291,931	13,374	278,971	292,345	279,959
Northwest Territories	February 27, 1998	October 1, 1998	162	3,000	3,162	170	3,031	3,201	3,082
Yukon	July 8, 2009	February 1, 2010	140	3,708	3,848	130	3,602	3,731	3,560
Nunavut	May 11, 2000	April 1, 2000	147	2,761	2,908	119	2,780	2,899	2,811
Canada			**125,000**	**1,950,000**	**2,075,000**	**125,000**	**1,950,000**	**2,075,000**	**1,950,000**

[1] Funds that are transferred to cover administrative costs are not included in the amounts. Please refer to Annex 3.12 for administrative costs.

Annex 3.2 – Employment Insurance (EI) Part II— General definitions

Concept	Definition
Eligibility for Employment Benefits and Support Measures (EBSMs) or similar programs funded under Part II	In 2016/2017, to be eligible for Employment Benefits, individuals must be unemployed and have a current Employment Insurance (EI) claim as an "active EI client" or a claim that ended in the preceding three years as a "former EI client." Those who began a maternity or parental claim in the preceding five years, after which they left the labour market to care for their newborn or newly adopted children, also qualify as former EI clients and are eligible for Employment Benefits upon re-entry into the labour market. Unemployed individuals who are neither active nor former EI clients are considered "non-insured" and are eligible to participate in Employment Assistance Services as well as self-services provided by the National Employment Service.
Labour Market Development Agreements (LMDAs)	LMDAs provide the frameworks within which EBSM delivery takes place. EBSMs are flexible by design, allowing provincial and territorial jurisdictions (P/Ts) to develop and deliver programs that respond to local and regional labour market needs. With the implementation of the Canada-Yukon LMDA on February 1, 2010, all provinces and territories are now fully responsible for the design and delivery of programs similar to EBSMs established under Part II of the EI Act. In support of these activities, Employment and Social Development Canada (ESDC) transfers LMDA funding to the provinces and territories and focuses on accountability, evaluation and ongoing policy development. ESDC also delivers Pan-Canadian programming and maintains, in partnership with the provinces and territories, specific projects and activities in the national interest under Part II of the EI Act. Canada retains responsibility for the delivery of insurance benefits under Part I of the EI Act and for the aspects of labour market development reflective of national interests. For more information on LMDAs, please refer to: https://www.canada.ca/en/employment-social-development/programs/training-agreements/lmda.html .
Apprentices	Apprentices are paid by their employer during periods of practical training. During the classroom portion of their training, apprentices are eligible for regular benefits under Part I of the EI Act. The apprentice requires a referral under the authority of Section 25 of the EI Act to access these benefits. Depending on the regional and local priorities of the province or territory, the apprentice may receive EI Part II support to cover classroom-related expenses.
Aboriginal Skills and Employment Training Strategy (ASETS)	ESDC negotiates agreements with indigenous organizations to design and deliver employment programs and services for indigenous people at the community level. Aboriginal Skills and Employment Training Strategy (ASETS) is the successor to the Aboriginal Human Resources Development Strategy (AHRDS), which expired on March 31, 2010.

Concept	Definition
Aboriginal Skills and Employment Training Strategy (ASETS) (cont'd)	The sunsetting of AHRDS and the modernization of ESDC's Aboriginal labour market programming—through ASETS—coincides with ESDC's process of modernizing the administration of grants and contributions. The ASETS advances labour market outcomes for First Nations, Métis, and Inuit via demand-driven skills development, strategic partnerships with provinces, territories and the private sector, and via increased accountability. It also supports the development of a skilled Aboriginal workforce, which is one of the Aboriginal Economic Development Framework's objectives.
Job Bank	Job Bank is an Internet service that helps connect employers and workers. It is the largest web-based network of job advertisements across Canada and is available to Canadian employers and job seekers free of charge. See http://www.jobbank.gc.ca/home-eng.do?lang=eng .

Annex 3.3 – EBSM Program descriptions

Program	Description
Employment benefits	Targeted Wage Subsidies assist insured participants to obtain on-the-job work experience by providing employers with financial assistance toward the wages of participants. This benefit encourages employers to hire unemployed individuals whom they would not normally hire in the absence of a subsidy. Self-Employment provides financial assistance and business planning advice to EI-eligible participants to help them start their own business. This financial assistance is intended to cover personal living expenses and other expenses during the initial stages of the business. Job Creation Partnerships projects provide insured participants with opportunities to gain work experience that will lead to ongoing employment. Activities of the project help develop the community and the local economy. Skills Development helps insured participants to obtain employment skills by giving them direct financial assistance that enables them to select, arrange for and pay for their own training. Targeted Earnings Supplements encourage unemployed persons to accept employment by offering them financial incentives. Quebec offers a similar measure—Return to Work Supplement—to help with expenses related to returning to work (for example, new tools, office materials or clothing).
Support measures	Employment Assistance Services provide funding to organizations to enable them to provide employment assistance to unemployed persons. The services provided may include individual counselling, action planning, job search skills, job-finding clubs, job placement services, the provision of labour market information, case management and follow-up. Labour Market Partnerships provide funding to help employers, employee and employer associations, and communities to improve their capacity to deal with human resource requirements and to implement labour force adjustments. These partnerships involve developing plans and strategies, and implementing adjustment measures. Research and Innovation supports activities that identify better ways of helping people to prepare for or keep employment and to be productive participants in the labour force. Funds are provided to eligible recipients to enable them to carry out demonstration projects and research for this purpose.

Annex 3.4 – EBSM overview[1]

2016/2017

Clients served[2]	
Gender	
Men	58.9%
Women	41.1%

Age[3]	
15 to 19	5.7%
20 to 24	14.6%
25 to 29	14.1%
30 to 34	12.9%
35 to 39	11.6%
40 to 44	9.8%
45 to 49	9.2%
50 to 54	9.1%
55 and older	12.9%

EI clients served	
Active claimants	78.6%
Former claimants	21.4%

Intervention-to-client ratio	
Clients	751,872
Interventions	1,178,642
Ratio	1.57

Participation in interventions as a percentage of total	
Employment benefits	
Targeted wage subsidies	1.4%
Self-Employment	0.5%
Job Creation Partnerships	0.3%
Skills Development-Regular	4.5%
Skills Development-Apprentices	5.8%
Targeted Earning Supplements	0.0%
Support measures: Employment Assistance Services	
Employment services	51.0%
Group services	2.1%
Individual counselling	31.7%
Pan-Canadian	2.7%

Designated group participation in EBSMs	
Women	43.3%
Indigenous people[4]	7.6%
Persons with disabilities[4]	12.2%
Visible minorities[4]	6.2%

Labour Market	
Employment	18,153,400
Unemployment rate	6.9%

[1] In 2013/2014, Newfoundland and Labrador implemented a new case management system, ended Employment Services contracts with external service providers and re-instituted their network of provincial counsellors. In the context of the transition to this new system, the 2016/2017 administrative data counts for the province are still incomplete. Therefore, the 2016/2017 data on clients and interventions presented in this year's report for the province are estimates, based on partial counts and other sources of information, such as the audited financial statements and temporary transitional data capturing processes for that period.

[2] Clients with an unknown gender were removed from this distribution.

[3] SD-Apprentices and Group Services are excluded from the distribution because client date of birth is not collected.

[4] Reported counts are generally lower than actual numbers because data are collected through self-identification.

Sources: Client and Participant datasets.

Annex 3.5 – EBSM clients: Clients served, by client type[1,2]

2016/2017						
Provinces and Territories	EI clients				Non-insured clients served	Total clients served
	EI active claimants		Former claimants served	Total EI clients served		
	Target[3]	Active claimants served				
Newfoundland and Labrador	9,200	9,308	1,812	11,120	1,232	12,352
Prince Edward Island	2,911	2,798	709	3,507	1,893	5,400
Nova Scotia	8,800	9,651	2,141	11,792	4,717	16,509
New Brunswick	8,550	11,386	2,859	14,245	8,347	22,592
Quebec	136,500	138,682	26,945	165,627	84,716	250,343
Ontario	75,000	62,339	24,796	87,135	103,402	190,537
Manitoba	9,000	9,941	3,011	12,952	12,963	25,915
Saskatchewan	11,362	11,542	2,742	14,284	1,040	15,324
Alberta	48,000	49,720	14,087	63,807	54,258	118,065
British Columbia	37,500	35,272	8,733	44,005	31,073	75,078
Northwest Territories	300	306	156	462	573	1,035
Yukon	300	201	34	235	85	320
Nunavut	190	116	95	211	628	839
National Headquarters	–	–	–	–	–	–
Total EBSMs	**347,613**	341,262	88,120	429,382	304,927	734,309
Indigenous Pan-Canadian	15,738	10,100	7,463	17,563	–	17,563
Canada	**363,351**	**351,362**	**95,583**	**446,945**	**304,927**	**751,872**

[1] In 2013/2014, Newfoundland and Labrador implemented a new case management system, ended Employment Services contracts with external service providers and re-instituted their network of provincial counsellors. In the context of the transition to this new system, the 2016/2017 administrative data counts for the province are still incomplete. Therefore, the 2016/2017 data on clients and interventions presented in this year's report for the province are estimates, based on partial counts and other sources of information, such as the audited financial statements and temporary transitional data capturing processes for that period.

[2] This table includes clients served between April 1, 2016, and March 31, 2017, with one count per client served.

[3] Each jurisdiction's target refers to the number of EI active clients served, except in Quebec, where it includes both active and former clients served.

Source: Client dataset.

Annex 3.6 – New EBSM interventions[1,2]

	2016/2017														
	N.L.	P.E.I.	N.S.	N.B.	Que.	Ont.[3]	Man.	Sask.	Alta.	B.C.	N.W.T	Yuk.	Nun.	NHQ	Canada
Employment benefits															
Targeted Wage Subsidies	812	832	827	2,461	6,657	2,652	30	–	39	2,073	16	5	–	–	16,404
Self-Employment	236	170	568	362	1,774	–	131	75	226	2,569	21	–	5	–	6,137
Job Creation Partnerships	1,524	68	146	–	–	232	103	–	857	298	25	–	–	–	3,253
Skills Development–Regular	3,206	1,070	1,432	6,300	26,033	6,337	2,043	358	1,270	4,193	82	23	280	–	52,627
Skills Development–Apprentices	2,734	295	1,477	1,994	–	16,394	4,166	6,344	21,554	13,342	154	137	42	–	68,633
Targeted Earning Supplements	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
Total employment benefits	**8,512**	**2,435**	**4,450**	**11,117**	**34,464**	**25,615**	**6,473**	**6,777**	**23,946**	**22,475**	**298**	**165**	**327**	**–**	**147,054**
Support measures: EAS															
Employment services	8,014	4,897	22,532	10,428	196,739	–	32,685	6,367	191,515	126,937	–	219	826	–	601,159
Group services	3,906	–	2,077	–	18,381	–	–	731	–	184	–	–	–	–	25,279
Individual counselling	6,006	1,162	4,009	23,256	68,202	188,071	19,185	6,243	–	55,751	1,521	–	–	–	373,406
Total support measures: EAS	**17,926**	**6,059**	**28,618**	**33,684**	**283,322**	**188,071**	**51,870**	**13,341**	**191,515**	**182,872**	**1,521**	**219**	**826**	**–**	**999,844**
Total support measures: EAS–Without group services	14,020	6,059	26,541	33,684	264,941	188,071	51,870	12,610	191,515	182,688	1,521	219	826	–	974,565
Total benefits and support measures: EAS	**26,438**	**8,494**	**33,068**	**44,801**	**317,786**	**213,686**	**58,343**	**20,118**	**215,461**	**205,347**	**1,819**	**384**	**1,153**	**–**	**1,146,898**
Indigenous Pan-Canadian	478	215	472	588	2,296	5,480	4,788	4,492	3,177	9,032	297	210	78	141	31,744
Grand Total–Benefits and support measures: EAS	**26,916**	**8,709**	**33,540**	**45,389**	**320,082**	**219,166**	**63,131**	**24,610**	**218,638**	**214,379**	**2,116**	**594**	**1,231**	**141**	**1,178,642**
Grand Total–Without group services	**23,010**	**8,709**	**31,463**	**45,389**	**301,701**	**219,166**	**63,131**	**23,879**	**218,638**	**214,195**	**2,116**	**594**	**1,231**	**141**	**1,153,363**

[1] In 2013/2014, Newfoundland and Labrador implemented a new case management system, ended Employment Services contracts with external service providers and re-instituted their network of provincial counsellors. In the context of the transition to this new system, the 2016/2017 administrative data counts for the province are still incomplete. Therefore, the 2016/2017 data on clients and interventions presented in this year's report for the province are estimates, based on partial counts and other sources of information, such as the audited financial statements and temporary transitional data capturing processes for that period.

[2] Interventions in this table refer to all new starts between April 1, 2016 and March 31, 2017.

[3] Ontario counts one individual counselling intervention per client.

Source: Participant dataset.

Annex 3.7 – EBSM designated members: Women[1,2]

	New starts, by intervention (%)—2016/2017														
	N.L.	P.E.I.	N.S.	N.B.	Que.	Ont.	Man.	Sask.	Alta.	B.C.	N.W.T	Yuk.	Nun.	NHQ	Canada
Employment benefits															
Targeted Wage Subsidies	62.6	42.1	43.7	51.0	44.6	42.4	33.3	–	48.7	41.6	38.5	100.0	–	–	45.0
Self-Employment	46.7	39.4	43.5	36.2	43.3	–	36.6	29.3	43.4	47.9	41.7	–	80.0	–	44.2
Job Creation Partnerships	43.8	72.1	59.6	–	–	66.4	19.4	–	42.7	37.9	–	–	–	–	45.1
Skills Development–Regular	41.1	56.1	53.3	49.3	40.3	46.2	52.6	40.8	48.0	54.6	31.0	30.4	50.7	–	44.4
Skills Development–Apprentices	8.5	5.4	4.4	3.8	–	2.7	2.8	5.2	6.2	4.9	8.8	8.0	4.8	–	4.6
Targeted Earning Supplements	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
Total employment benefits	**33.5**	**44.4**	**34.2**	**41.1**	**41.3**	**18.1**	**19.6**	**7.3**	**10.1**	**22.9**	**17.8**	**13.9**	**45.3**	**–**	**25.9**
Support measures: EAS															
Employment services	43.5	48.3	48.4	47.8	44.7	–	48.6	32.6	45.8	47.1	–	56.2	47.9	–	45.5
Individual counselling	51.4	52.6	49.2	44.7	44.6	49.0	48.6	39.3	–	46.5	34.3	–	–	–	46.6
Total support measures: EAS	**46.6**	**49.1**	**48.5**	**45.7**	**44.7**	**49.0**	**48.6**	**35.9**	**45.8**	**46.9**	**34.3**	**56.2**	**47.9**	**–**	**46.0**
Total benefits and support measures: EAS	**38.2**	**47.8**	**46.5**	**44.5**	**44.3**	**45.3**	**45.4**	**25.9**	**41.9**	**44.3**	**31.2**	**38.0**	**47.2**	**–**	**43.3**
Indigenous Pan-Canadian	39.7	50.7	44.1	49.1	44.9	43.5	42.4	42.7	29.9	41.3	45.1	29.5	52.6	66.7	41.5
Grand total–Benefits and support measures: EAS	**38.2**	**47.9**	**46.5**	**44.6**	**44.3**	**45.2**	**45.2**	**29.1**	**41.7**	**44.2**	**33.9**	**35.0**	**47.5**	**66.7**	**43.3**

[1] In 2013/2014, Newfoundland and Labrador implemented a new case management system, ended Employment Services contracts with external service providers and re-instituted their network of provincial counsellors. In the context of the transition to this new system, the 2016/2017 administrative data counts for the province are still incomplete. Therefore, the 2016/2017 data on clients and interventions presented in this year's report for the province are estimates, based on partial counts and other sources of information, such as the audited financial statements and temporary transitional data capturing processes for that period.

[2] All percentages are based on new start interventions only (the number of interventions started in 2016/2017).

Source: Participant dataset.

Annex 3.8 – EBSM designated members: Persons with disabilities[1,2]

New starts, by intervention (%)—2016/2017	N.L.	P.E.I.	N.S.	N.B.	Que.	Ont.	Man.	Sask.	Alta.	B.C.	N.W.T	Yuk.	Nun.	NHQ	Canada
Employment benefits															
Targeted Wage Subsidies	–	2.5	16.2	4.8	35.7	8.0	3.3	–	–	28.3	–	20.0	–	–	21.7
Self-Employment	–	–	13.7	1.7	1.8	–	6.1	2.7	4.4	31.8	–	–	–	–	15.6
Job Creation Partnerships	–	5.9	10.3	–	–	–	4.9	–	2.7	36.9	–	–	–	–	4.9
Skills Development–Regular	–	4.7	20.3	4.9	4.0	–	4.5	10.1	1.4	34.7	–	4.3	1.4	–	6.3
Skills Development–Apprentices	–	–	0.1	0.3	–	–	0.2	1.5	–	0.5	–	–	–	–	0.3
Targeted Earning Supplements	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
Total employment benefits	**–**	**3.2**	**11.7**	**4.0**	**10.0**	**0.8**	**1.7**	**2.0**	**0.2**	**13.5**	**–**	**1.2**	**1.2**	**–**	**5.5**
Support measures: EAS															
Employment services	–	18.8	27.1	19.2	7.9	–	8.4	10.3	3.6	37.3	–	3.7	1.6	–	13.8
Individual counselling	–	9.2	36.2	8.7	5.6	8.3	6.3	9.6	–	40.4	0.7	–	–	–	12.8
Total support measures: EAS	**–**	**16.9**	**28.5**	**12.0**	**7.3**	**8.3**	**7.6**	**9.9**	**3.6**	**38.2**	**0.7**	**3.7**	**1.6**	**–**	**13.4**
Total benefits and support measures: EAS	**–**	**13.0**	**26.1**	**10.0**	**7.6**	**7.4**	**7.0**	**7.1**	**3.2**	**35.5**	**0.7**	**2.6**	**1.5**	**–**	**12.4**
Indigenous Pan-Canadian	3.8	5.6	7.0	3.7	0.5	2.5	6.6	5.7	1.8	5.6	0.3	0.5	–	4.3	4.4
Grand total–Benefits and support measures: EAS	**0.2**	**12.8**	**25.8**	**9.9**	**7.6**	**7.2**	**6.9**	**6.9**	**3.2**	**34.3**	**0.6**	**1.9**	**1.4**	**4.3**	**12.2**

[1] In 2013/2014, Newfoundland and Labrador implemented a new case management system, ended Employment Services contracts with external service providers and re-instituted their network of provincial counsellors. In the context of the transition to this new system, the 2016/2017 administrative data counts for the province are still incomplete. Therefore, the 2016/2017 data on clients and interventions presented in this year's report for the province are estimates, based on partial counts and other sources of information, such as the audited financial statements and temporary transitional data capturing processes for that period.

[2] All percentages are based on new start interventions only (the number of interventions started in 2016/2017). These reported counts are generally lower than actual numbers because data are collected through self-identification.

Source: Participant dataset.

Annex 3.9 – EBSM designated members: Indigenous people[1,2]

	New starts, by intervention (%)—2016/2017														
	N.L.	P.E.I.	N.S.	N.B.	Que.	Ont.	Man.	Sask.	Alta.	B.C.	N.W.T	Yuk.	Nun.	NHQ	Canada
Employment benefits															
Targeted Wage Subsidies	–	0.6	2.5	–	–	1.7	13.3	–	2.6	10.6	61.5	40.0	–	–	1.9
Self-Employment	–	–	4.6	–	0.1	–	5.3	9.3	1.3	7.4	41.7	–	–	–	3.9
Job Creation Partnerships	–	–	1.4	–	–	0.9	15.5	–	7.1	22.5	–	–	–	–	4.6
Skills Development–Regular	–	1.4	3.6	–	–	1.0	10.6	8.7	1.3	12.1	58.6	13.0	82.5	–	2.2
Skills Development–Apprentices	0.3	–	–	–	–	0.1	1.2	1.8	0.1	0.3	23.1	–	–	–	0.4
Targeted Earning Supplements	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
Total employment benefits	**0.1**	**0.8**	**2.2**	**–**	**–**	**0.5**	**4.5**	**2.3**	**0.4**	**4.5**	**35.2**	**3.0**	**70.6**	**–**	**1.5**
Support measures: EAS															
Employment services	–	1.2	3.5	–	0.1	–	12.2	12.9	7.7	14.2	–	12.3	89.7	–	6.6
Individual counselling	–	2.1	3.9	–	–	0.9	8.1	12.4	–	15.3	72.9	–	–	–	3.6
Total support measures: EAS	**–**	**1.4**	**3.6**	**–**	**0.1**	**0.9**	**10.7**	**12.7**	**7.7**	**14.5**	**72.9**	**12.3**	**89.7**	**–**	**5.5**
Total benefits and support measures: EAS	**–**	**1.2**	**3.4**	**–**	**0.1**	**0.8**	**10.0**	**9.0**	**6.9**	**13.4**	**65.7**	**8.3**	**84.3**	**–**	**5.0**
Indigenous Pan-Canadian	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Grand total–Benefits and support measures: EAS	**4.1**	**3.7**	**4.8**	**1.3**	**0.8**	**3.3**	**16.8**	**26.1**	**8.3**	**17.1**	**72.5**	**40.7**	**85.3**	**100.0**	**7.6**

[1] In 2013/2014, Newfoundland and Labrador implemented a new case management system, ended Employment Services contracts with external service providers and re-instituted their network of provincial counsellors. In the context of the transition to this new system, the 2016/2017 administrative data counts for the province are still incomplete. Therefore, the 2016/2017 data on clients and interventions presented in this year's report for the province are estimates, based on partial counts and other sources of information, such as the audited financial statements and temporary transitional data capturing processes for that period.

[2] All percentages are based on new start interventions only (the number of interventions started in 2016/2017). These reported counts are generally lower than actual numbers because data are collected through self-identification.

Source: Participant dataset.

Annex 3.10 – EBSM designated members: Visible minorities[1,2,3]

New starts, by intervention (%)—2016/2017															
	N.L.	P.E.I.	N.S.	N.B.	Que.	Ont.	Man.	Sask.	Alta.	B.C.	N.W.T	Yuk.	Nun.	NHQ	Canada
Employment benefits															
Targeted Wage Subsidies	–	6.0	1.6	1.4	–	10.1	10.0	–	2.6	9.3	7.7	–	–	–	3.5
Self-Employment	–	1.2	2.8	1.7	–	–	13.0	10.7	1.8	11.6	16.7	–	–	–	5.8
Job Creation Partnerships	–	1.5	–	–	–	9.5	8.7	–	0.7	8.7	–	–	–	–	2.0
Skills Development–Regular	–	6.7	2.9	2.5	–	15.3	20.3	14.2	2.8	10.1	22.4	4.3	0.4	–	4.1
Skills Development–Apprentices	–	–	0.1	–	–	0.1	0.7	1.0	0.1	0.2	4.1	–	–	–	0.2
Targeted Earning Supplements	–	–	–	–	–	0	–	–	–	–	–	–	–	–	–
Total employment benefits	**–**	**5.1**	**1.6**	**1.8**	**–**	**5**	**7.3**	**1.8**	**0.3**	**4.3**	**9.6**	**0.6**	**0.3**	**–**	**2.3**
Support measures: EAS															
Employment services	–	14.5	4.4	7.0	–	0	20.1	9.5	1.6	13.5	–	0.5	1.0	–	5.0
Individual counselling	–	6.5	3.0	4.7	–	12.7	21.8	9.7	–	13.2	15.8	–	–	–	10.2
Total support measures: EAS	**–**	**13.0**	**4.2**	**5.4**	**–**	**12.7**	**20.7**	**9.6**	**1.6**	**13.4**	**15.8**	**0.5**	**1.0**	**–**	**7.0**
Total benefits and support measures: EAS	**–**	**10.7**	**3.9**	**4.5**	**–**	**11.8**	**19.3**	**6.9**	**1.5**	**12.4**	**14.6**	**0.5**	**0.8**	**–**	**6.4**
Indigenous Pan-Canadian	–	–	–	–	–	0	–	–	–	–	–	–	–	–	–
Grand total–Benefits and support measures: EAS	**–**	**10.5**	**3.8**	**4.5**	**–**	**11.5**	**17.8**	**5.6**	**1.5**	**11.9**	**11.7**	**0.3**	**0.7**	**–**	**6.2**

[1] In 2013/2014, Newfoundland and Labrador implemented a new case management system, ended Employment Services contracts with external service providers and re-instituted their network of provincial counsellors. In the context of the transition to this new system, the 2016/2017 administrative data counts for the province are still incomplete. Therefore, the 2016/2017 data on clients and interventions presented in this year's report for the province are estimates, based on partial counts and other sources of information, such as the audited financial statements and temporary transitional data capturing processes for that period.

[2] Quebec and NHQ did not report participation levels for members of the visible minority groups. Therefore, these jurisdictions were excluded from the calculation of the national average.

[3] All percentages are based on new start interventions only (the number of interventions started in 2015/2016). These reported counts are generally lower than actual numbers because data are collected through self-identification.

Source: Participant dataset.

Annex 3.11 – EBSM and Pan-Canadian activities: Part I – Final expenditures

	In $000s by intervention—2016/2017														
	N.L.	P.E.I.	N.S.	N.B.	Que.	Ont.	Man.	Sask.	Alta.	B.C.	N.W.T.	Yk.	Nun.	NHQ	Canada
Self-Employment	1,461	1,165	2,229	3,209	8,088	68	931	590	1,463	3,413	181	–	–	–	**22,798**
Job Creation Partnerships[1]	1,580	113	171	14	44	412	252	–	40	314	–	–	–	–	**2,940**
Skills Development	22,955	7,282	16,568	41,352	55,904	77,186	26,041	23,804	115,088	51,140	965	697	323	–	**439,305**
Total[2]	**25,996**	**8,560**	**18,968**	**44,575**	**64,036**	**77,666**	**27,224**	**24,394**	**116,591**	**54,867**	**1,146**	**697**	**323**	**–**	**465,043**

[1] In Quebec, this amount refers only to Pan-Canadian activities.

[2] Totals may not add due to rounding.

Source: Benefit and Overpayment System.

Annex 3.12 – EBSM final expenditures[5]

	In $000s by intervention—2016/2017														
	N.L.	P.E.I.	N.S.	N.B.	Que.	Ont.[4]	Man.	Sask.	Alberta	B.C.	N.W.T.	Yk.	Nun.	NHQ	Canada
Employment benefits															
Targeted Wage Subsidies	5,804	4,060	3,999	12,818	81,153	2,654	173	–	465	9,049	203	38	352	–	**120,768**
Self-Employment	6,186	2,008	5,518	5,153	24,536	39	1,073	263	1,230	13,574	160	–	10	–	**59,752**
Job Creation Partnerships	9,734	601	1,404	–	–	2,422	999		8,599	11,067	–	–	–	–	**34,827**
Skills Development	95,211	14,479	37,409	57,319	237,845	165,709	26,020	31,375	64,758	120,892	1,190	1,513	1,579	–	**855,300**
Targeted Earning Supplements including Supplément de retour au travail	–	–	–	–	–	–	–	–	–	–	–	–	–	–	**–**
Total employment benefits	**116,936**	**21,149**	**48,331**	**75,290**	**343,534**	**170,825**	**28,264**	**31,638**	**75,051**	**154,582**	**1,553**	**1,552**	**1,941**	**–**	**1,070,647**
Support measures: EAS															
Employment assistance	6,252	3,461	32,070	10,131	156,429	336,002	11,618	4,333	42,737	108,592	1,171	1,599	150	–	**714,544**
Total support measures: EAS	**6,252**	**3,461**	**32,070**	**10,131**	**156,429**	**336,002**	**11,618**	**4,333**	**42,737**	**108,592**	**1,171**	**1,599**	**150**	**–**	**714,544**
Sub-total : Employment benefits and support measures: EAS	**123,188**	**24,610**	**80,400**	**85,421**	**499,963**	**506,828**	**39,882**	**35,971**	**117,788**	**263,174**	**2,724**	**3,150**	**2,091**	**–**	**1,785,191**
Other support measures															
Labour Market Partnerships	2,924	1,344	1,987	8,685	111,704	18,024	5,247	1,219	3,374	11,034	187	114	43	–	**165,886**
Research and Innovation	298	124	894	832	797	95,708	1,117	362	–	16,095	119	187	–	–	**116,533**
Total Other Support Measures	**3,221**	**1,467**	**2,882**	**9,517**	**112,501**	**113,732**	**6,364**	**1,581**	**3,374**	**27,129**	**307**	**302**	**43**	**–**	**282,419**
Total EBSM— Part II	**126,409**	**26,078**	**83,282**	**94,938**	**612,464**	**620,560**	**46,246**	**37,552**	**121,162**	**290,303**	**3,031**	**3,452**	**2,133**	**–**	**2,067,610**
Overcontribution[1]	4,133			–	–		–	–		2,042	170	280	765	–	**7,390**
Pan Canadian (see details in Annex 3.13)	1,850	225	1,596	1,302	9,006	20,449	14,145	11,253	12,798	13,874	2,628	980	2,296	21,660	**114,063**
Adjustment[2]	(7,125)					(1,459)					(151)	(106)	(296)		**(9,138)**
Total including Pan Canadian	**125,267**	**26,302**	**84,878**	**96,240**	**621,470**	**639,549**	**60,392**	**48,805**	**133,960**	**306,219**	**5,678**	**4,606**	**4,899**	**21,660**	**2,179,925**
Administrative costs related to LMDAs[3]	**8,903**	**2,695**	**10,142**	**8,922**	**58,920**	**57,277**	**6,078**	**6,021**	**9,594**	**20,535**	**1,450**	**389**	**702**		**191,629**

[1] Overcontributions will be recovered during 2017/2018.

[2] This adjustment reflects overpayments established, refunds of previous years' expenditures and other accounting adjustments.

[3] Net Administrative costs include $181 million (salary and non-salary) to administer LMDAs and $11 million for rent.

[4] Expenditures for Ontario TWS (Job Placement with Incentives) were estimated by Ontario. In Ontario's financial statements, actual expenditures for Ontario's TWS-similar interventions were included in total EAS expenditures, because the province has integrated these services in its employment service model, in order to maximize the flexibility of program delivery by third-party service providers.

[5] Totals may not add due to rounding.

Source: Provincial/territorial audited statements.

Annex 3.13 – EI Part II Pan-Canadian – Final expenditures[1]

	In $000s by intervention—2016/2017														
	N.L.	P.E.I.	N.S.	N.B.	Que.	Ont.	Man.	Sask.	Alberta	B.C.	N.W.T.	Yk.	Nun.	NHQ	Canada
Pan-Canadian - Programming funds															
Aboriginal Skills and Employment Training Strategy	1,850	225	1,596	1,302	9,006	20,449	14,145	11,253	12,798	13,874	2,628	980	2,296	659	93,062
Labour Market Partnerships	–	–	–	–		–	–	–	–	–	–	–	–	14,982	14,982
Research and Innovation	–	–	–	–	–	–	–	–	–	–	–	–	–	6,019	6,019
Grand total Pan-Canadian	**1,850**	**225**	**1,596**	**1,302**	**9,006**	**20,449**	**14,145**	**11,253**	**12,798**	**13,874**	**2,628**	**980**	**2,296**	**21,660**	**114,063**

[1] Totals may not add due to rounding.
Source: SAP.

Annex 3.14 – Returns to employment and unpaid benefits indicators[1]

	2016/2017											
	Clients who returned to employment[2]						Unpaid benefits ($ millions)[2]					
	Targets[3]	Results				Results vs. Targets (%)	Targets[3]	Results				Results vs. Targets (%)
		SD-Apprentices	Group Services	Other[4]	Total			SD-Apprentices	Group Services	Other[4]	Total[5]	
Newfoundland and Labrador	5,600	1,509	–	2,187	3,696	66%	24.0	16.5	–	6.8	23.2	97%
Prince Edward Island	2,001	186	–	1,895	2,081	104%	6.9	2.2	–	5.0	7.1	103%
Nova Scotia	5,500	1,098	220	3,835	5,153	94%	24.0	13.4	1.7	8.9	24.0	100%
New Brunswick	7,850	1,001	–	7,299	8,300	106%	30.2	7.4	–	22.6	30.0	99%
Quebec	50,900	–	5,109	61,359	66,468	131%	240.0	–	41.2	293.1	334.3	139%
Ontario	40,000	12,423	–	24,621	37,044	93%	270.0	139.8	–	122.9	262.7	97%
Manitoba	7,000	2,958	–	3,607	6,565	94%	44.0	31.6	–	15.0	46.6	106%
Saskatchewan	5,700	3,619	130	2,967	6,716	118%	50.0	49.2	1.5	24.0	74.7	149%
Alberta	25,000	16,680	–	12,991	29,671	119%	225.0	265.1	–	119.8	384.9	171%
British Columbia	21,750	8,598	35	12,417	21,050	97%	130.0	103.4	0.3	49.0	152.7	117%
Northwest Territories	200	95	–	82	177	89%	2.5	1.0	–	1.1	2.0	82%
Yukon	250	100	–	76	176	70%	2.6	1.1	–	0.4	1.5	58%
Nunavut	110	42	–	33	75	68%	0.8	0.8	–	0.4	1.2	153%
Canada	**171,861**	**48,309**	**5,494**	**133,369**	**187,172**	**109%**	**1,050.0**	**631.4**	**44.6**	**669.0**	**1,345.0**	**128%**

[1] In 2013/2014, Newfoundland and Labrador implemented a new case management system, ended Employment Services contracts with external service providers and re-instituted their network of provincial counsellors. In the context of the transition to this new system, the 2016/2017 administrative data counts for the province are still incomplete. Therefore, the 2016/2017 data on clients and interventions presented in this year's report for the province are estimates, based on partial counts and other sources of information, such as the audited financial statements and temporary transitional data capturing processes for that period.

[2] ASETS activity resulted in 7,860 returns to employment and $15.9 million in unpaid benefits. These amounts are not included in the provincial totals.

[3] Targets are for EBSM regular clients only.

[4] The "Other" category includes all other EBSMs. SD-Apprentices and Group Services are reported separately because a different methodology is used to calculate returns to employment for these two measures.

[5] Some unpaid benefit figures have been rounded.

Source: Results dataset.

Annex 3.15 – Returns to employment by EBSM intervention[1,2]

	2016/2017														
	N.L.	P.E.I.	N.S.	N.B.	Que.[4]	Ont.	Man.	Sask.	Alta.	B.C.[4]	N.W.T[4]	Yuk.	Nun.	NHQ	Canada
Employment benefits															
Targeted Wage Subsidies	134	333	335	1,511	1,559	941	18	–	3	882	5	4	–	–	5,725
Self-Employment	130	119	376	350	1,231	7	70	36	57	848	8	–	–	–	3,232
Job Creation Partnerships	363	26	60	–	–	58	31	0	268	127	–	–	–	–	933
Skills Development—Regular	1,278	522	744	2,254	9,725	888	602	378	188	1,764	22	21	10	–	18,396
Skills Development—Apprentices[3]	1,509	186	1,098	1,001	0	12,423	2,958	3,619	16,680	8,598	95	100	42	–	48,309
Targeted Earning Supplements	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
Total benefits	3,414	1,186	2,613	5,116	12,515	14,317	3,679	4,033	17,196	12,219	130	125	52	–	76,595
Support measures: EAS															
Employment services	188	700	2,086	1,012	42,435	–	1,695	952	12,475	7,523	–	51	23	–	69,140
Group services	–	–	220	–	5,109	–	–	130	–	35	–	–	–	–	5,494
Individual counselling	94	195	234	2,172	6,409	22,727	1,191	1,601	–	1,273	47	–	–	–	35,943
Total support measures: EAS	282	895	2,540	3,184	53,953	22,727	2,886	2,683	12,475	8,831	47	51	23	–	110,577
Total employment benefits and support measures: EAS	3,696	2,081	5,153	8,300	66,468	37,044	6,565	6,716	29,671	21,050	177	176	75	–	187,172
Target	5,600	2,001	5,500	7,850	50,900	40,000	7,000	5,700	25,000	21,750	200	250	110	–	171,861
Results vs. targets (%)	**66%**	**104%**	**94%**	**106%**	**131%**	**93%**	**94%**	**118%**	**119%**	**97%**	**89%**	**70%**	**68%**	**–**	**109%**

1 In 2013/2014, Newfoundland and Labrador implemented a new case management system, ended Employment Services contracts with external service providers and re-instituted their network of provincial counsellors. In the context of the transition to this new system, the 2016/2017 administrative data counts for the province are still incomplete. Therefore, the 2016/2017 data on clients and interventions presented in this year's report for the province are estimates, based on partial counts and other sources of information, such as the audited financial statements and temporary transitional data capturing processes for that period.

2 Results associated solely with the ASETS are not available.

3 Results for SD-Apprentices do not match those in Annex 3.14. Results presented in this Annex are associated with the last intervention in which a client participated. Employment Benefits participation supersedes participation in Employment Services.

4 Due to the methodology difference, these numbers are different from the POB's result.

Sources: Results dataset and Common System for Grants and Contributions (CSGC).

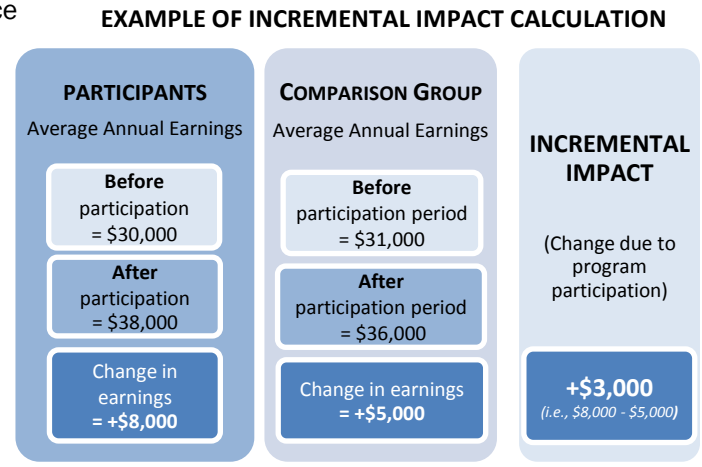
Annex 3.16: INCREMENTAL IMPACTS OF EBSMs AT THE NATIONAL AND PROVINCIAL LEVELS

The following presents the results from an analysis of EBSM incremental impacts over three years after participation for active claimants who started participating in 2007-2008 or between 2006 and 2008 (i.e., post-program impacts over three consecutive years between 2008 and 2012 or 2006 and 2012). The national results from this analysis were presented in the 2013/2014 EI MAR. This section of Annex 3 presents the national results as well as those at the provincial levels.

1. Study Objective and Methodology

Incremental impacts of EBSMs represent the direct effect of program participation on participants' labour market experience (i.e., earnings from employment/self-employment, incidence of employment and use of EI) after participation. The role of the incremental impact analysis is to isolate the effects of participation from other factors such as inflation, economic cycles, layoff, etc. In order to achieve this, the incremental impact analysis compares the labour market experience of participants before and after their participation, with that of non-participants before and after the same period (see diagram).

The analysis covered up to 100% of active and former claimants who started their participation in EBSMs between January 1, 2007 and December 31, 2008 or between January 1, 2006 and December 31, 2008. This analysis was conducted at the national level with participants from the 13 PTs. It was also conducted at the provincial level for 9 provinces. Results were not produced for Quebec since the Quebec Government is responsible for evaluating its LMDA[1]. As well, it was not possible to produce incremental impacts for the territories because the number of participants was too low to generate reliable results. The 2007-2008 reference period was used at the national level as well as in provinces where the number of participants was sufficient to produce results. The period was extended by one year (2006-2008) in other provinces in order to increase the sample size. Despite adding this year, the number of participants for some EBSMs was still too low to generate impacts for those program and services.



The analysis was conducted using linked administrative data from EI Part I and II and the Canada Revenue Agency (CRA). The comparison group was composed of active claimants who were eligible to participate in EBSMs but did not start participation in 2007 or 2008 or between 2006 and 2008.

The impacts of EBSM participation on improving the labour market experience of participants were measured using the following indicators:

- **Average earnings** from employment and/or self-employment: An increase in earnings indicates that participants improved their employment situation by either working more hours or by having a better paying job than they did before participation.

[1] Evaluations of programs and services delivered under the Quebec LMDA are available on Emploi Quebec Website : http://www.emploiquebec.gouv.qc.ca/publications-et-formulaires/

- **Incidence of employment** (i.e., incidence of having earnings from employment and/or self-employment): Measures whether participants were more likely to be employed after participation. A gain means that a higher proportion of participants were employed after participation than they would have been if they had not participated or if they had received minimal employment services.
- **Amount of EI benefits received**: Measures the average amount of EI benefits collected.
- **Average number of weeks in receipt of EI**: Measures the average number of weeks participants spent on EI.

The same methodology was used at national and at the provincial levels.

2. National Results

The following presents results at the national level and for the 9 provinces covered by this analysis. The national results are presented along with a text description to help readers understand how to interpret the results. The provincial results are presented in table format only. Since different reference periods were used at the national level and across provinces (i.e., 2007-2008 or 2006-2008) the results are not directly comparable.

The national analysis covered active claimants in the 2007-2008 period. Key results are as follows:

Skills Development (SD): As shown in Table 1 below, SD participants experienced earnings gains in each of the three years after participation but those increases became larger over time. The incremental gains averaged $2,300 per year. Active claimants also had an average incremental increase of 4.7 percentage points in their incidence of employment in the three years following participation. As well, SD participation resulted in lower use of EI benefits. The incremental decreases averaged $400 per year.

Targeted Wage Subsidies (TWS): Active claimants had incremental gains in earnings in each of the three years following the end of their TWS participation averaging $1,300 per year. These gains were accompanied by incremental increases in incidence of employment in each year after participation averaging 6.1 percentage points per year. Most impacts on EI benefits collected were not statistically significant at the 95% level. In this context, it is not possible to draw any clear conclusion about TWS effectiveness in reducing the use of EI after participation.

Self-Employment (SE): Over the three-year period following the end of their participation, active claimants had an average incremental reduction of $10,200 per year in their earnings from employment and/or self-employment and a reduction of 19 percentage points per year in their incidence of employment.

The earnings results should be interpreted with caution, as they may not fully capture the financial situation of participants. Impacts were examined using individual earnings reported in the T1 and T4 taxation files from CRA, and measured relative to active claimants who did not participate in SE and may have been in any employment/unemployment situation following participation (e.g., unemployed, paid employee or self-employed). According to a study from Statistics Canada, self-employed individuals in Canada have a lower average annual income than paid employees ($46,200 versus $52,400 in 2009), but the average net worth of their households is 2.7 times that of the paid employee households, which indicates that some self-employed individuals may leave funds within their business for reinvestment purposes.[2] Since the incremental impacts of SE were measured relative to a comparison group that also included paid employees and did not take the net worth of participants and comparison cases into account, the results may not be fully reflective of the financial situation of SE participants after their participation.

[2] Sébastien LaRochelle-Côté and Sharanjit Uppal, "The Financial Well-Being of the Self-Employed," *Perspectives on Labour and Income*, vol. 23, no. 4, Winter 2011.

The incremental impact analysis also shows that SE participants collected $1,600 less in EI benefits per year on average. Those results should also be interpreted carefully since the time worked under self-employment does not allow self-employed Canadians to qualify for regular EI benefits.

Job Creation Partnerships (JCP): Participation in JCP improved active claimants' earnings by an average of $1,200 per year. They also had incremental increases in the incidence of employment in each of the three years after participation, averaging 4.9 percentage points per year. As well, on average, active claimants collected $300 less in EI benefits annually.

Employment Assistance Services only (EAS-only): Impacts were measured for the active claimants who only participated in EAS without receiving other programs or services. EAS participation was effective at helping active claimants to return to employment. Incremental impact results show that they improved their incidence of employment, while reducing their use of EI in the three year period after participation. Specifically, they had an average incremental gain of 0.6 percentage points per year in their incidence of employment, as well as average incremental decreases of $390 per year in their use of EI benefits.

Active claimants had incremental decreases in their earnings averaging $465 per year. However, the result should be interpreted with caution, as EAS is a short term and low intensity measure that is not focused on human capital development. EAS mostly includes services such as counselling, help with job search, development of return-to-work action plans and, in some cases, very short training such as first aid. In this context, it may not be reasonable to expect that participation in EAS-only would result in improving participants' earnings. However a recent evaluation on the timing of participation in EAS showed that participants who started their EAS within four weeks after initiating an EI claim had earnings gains in both the short- and medium-term after participation and achieved quicker return to employment.

Overall, results at the national level are similar to those in the provinces, with modest differences.

TABLE 1. INCREMENTAL IMPACTS AT THE NATIONAL LEVEL (for Active Claimants who Started an EBSM between 2007 and 2008)					
Indicators	Post-program period			Average annual impact	Total impact
	1st year	2nd year	3rd year		
Skills Development (n=18,025)					
Earnings ($)	292***	2,745***	3,904***	2,314***	6,943***
Incidence of employment (percentage points)	3.1***	5.2***	5.8***	4.7***	N/A
EI benefits ($)	-755***	-298***	-191***	-415***	-1,244***
EI weeks (weeks)	-2.3***	-0.9***	-0.5***	-1.2***	-3.7***
Targeted Wage Subsidies (n=9,114)					
Earnings ($)	1,270***	1,112***	1,580***	1,338***	4,014***
Incidence of employment (percentage points)	7.7***	5.3***	5.6***	6.1***	N/A
EI benefits ($)	-32	-55	-209**	-99	-296
EI weeks (weeks)	0.3	0.2	-0.3	0.1	0.2
Self-Employment (n=10,220)[1]					
Earnings ($)	-11,412***	-9,929***	-9,375***	-10,236***	-30,708***
Incidence of employment (percentage points)	-22.7***	-18.3***	-16.1***	-19.0***	N/A
EI benefits ($)	-2,038***	-1,473***	-1,172***	-1,561***	-4,682***
EI weeks (weeks)	-5.7***	-4.0***	-3.1***	-4.2***	-12.7***
Job Creation Partnerships (n=2,456)					
Earnings ($)	1,427***	1,286**	850	1,179**	3,537**
Incidence of employment (percentage points)	6.1***	4.5***	3.8***	4.9***	N/A
EI benefits ($)	-513***	-404***	-44	-320***	-961***
EI weeks (weeks)	-0.8**	-0.8**	0.3	-0.5	-1.4
Employment Assistance Services (EAS) (n=108,230)					
Earnings ($)	-1,113***	-368***	87	-465***	-1,395***
Incidence of employment (percentage points)	0.6***	0.6***	0.8***	0.6**	N/A
EI benefits ($)	-512***	-371***	-288***	-390***	-$1,171
EI weeks (weeks)	-1.7***	-1.1***	-0.8***	-1.2***	-3.6***

Significance level *** 1%; ** 5%; * 10%

1 Earnings results for Self-Employment should be interpreted with caution. They may not fully capture the financial wellbeing of participants. The impacts were examined using individual earnings reported in the T1 and T4 taxation files from CRA, and measured relative to active claimants who did not participate in SE and may have been in any employment/unemployment situation following participation (e.g., unemployed, paid employee or self-employed). According to a study from Statistics Canada, self-employed individuals in Canada have a lower average annual income than paid employees ($46,200 versus $52,400 in 2009), but the average net worth of their households is 2.7 times that of the paid employee households, which indicates that some self-employed individuals may leave funds within their business for reinvestment purposes.[3] Since the incremental impacts of SE were measured relative to a comparison group that also included paid employees and did not take the net worth of participants and comparison cases into account, the results may not be fully reflective of the financial wellbeing of SE participants after their participation. As well, the decreases in EI use may be due to EI eligibility effect as self-employed Canadians cannot qualify for regular EI benefits.

[3] Sébastien LaRochelle-Côté and Sharanjit Uppal, "The Financial Well-Being of the Self-Employed," *Perspectives on Labour and Income*, vol. 23, no. 4, Winter 2011.

2.2 Newfoundland and Labrador

TABLE 2. INCREMENTAL IMPACTS FOR ACTIVE CLAIMANTS IN NEWFOUNDLAND AND LABRADOR (for Active Claimants who Started an EBSM between 2006 and 2008)					
Indicators	Post-program period			Average annual impact	Total impact
	1st year	2nd year	3rd year		
Skills Development (n=8,611)					
Earnings ($)	$1,820***	$3,836***	$6,477***	$4,046***	$12,139***
Incidence of employment (percentage points)	1.0**	2.5***	2.9***	2.1***	N/A
EI benefits ($)	-$800***	-$319***	-$200***	-$440***	-$1,319***
EI weeks (weeks)	-3.4***	-1.8***	-1.4***	-2.2***	-6.6***
Targeted Wage Subsidies (n=728)					
Earnings ($)	$4,229***	$3,331***	$3,234***	$3,598***	$10,795***
Incidence of employment (percentage points)	6.5***	5.3***	4.9***	5.6***	N/A
EI benefits ($)	-$1,677***	-$1,229***	-$1,055***	-$1,320***	-$3,961***
EI weeks (weeks)	-4.4***	-3.1***	-2.5***	-3.3***	-9.9***
Self-Employment (n=314)[1]					
Earnings ($)	-$8,102***	-$5,771***	-$5,647***	-$6,507***	-$19,520***
Incidence of employment (percentage points)	-19.9***	-18.3***	-14.8***	-17.7***	N/A
EI benefits ($)	-$3,860***	-$2,951***	-$2,268***	-$3,026***	-$9,079***
EI weeks (weeks)	-12.0***	-8.9***	-7.0***	-9.3***	-27.9***
Job Creation Partnerships (n=1,346)					
Earnings ($)	-$300	-$678	-$837*	-$605	-$1,815
Incidence of employment (percentage points)	3.2***	1.6	2.3**	2.4***	N/A
EI benefits ($)	-$714***	-$445***	-$116	-$425***	-$1,275***
EI weeks (weeks)	-1.0**	-0.2	0.9**	-0.1	-0.2
Employment Assistance Services (EAS) (n=11,904)					
Earnings ($)	$927***	$2,158***	$2,503***	$1,863***	$5,588***
Incidence of employment (percentage points)	2.0***	2.2***	2.1***	2.1***	N/A
EI benefits ($)	-$375***	-$176***	-$128**	-$226***	-$679***
EI weeks (weeks)	-0.9***	-0.3**	-0.1	-0.4***	-1.3***

Significance level *** 1%; ** 5%; * 10%
1 See note 1 under table 1.

2.3 Prince Edward Island

TABLE 3. INCREMENTAL IMPACTS FOR ACTIVE CLAIMANTS IN PRINCE EDWARD ISLAND (for Active Claimants who Started an EBSM between 2007 and 2008)					
Indicators	Post-program period			Average annual impact	Total impact
	1st year	2nd year	3rd year		
Skills Development (n=1,516)					
Earnings ($)	$2,635***	$4,591***	$5,054***	$4,091***	$12,273***
Incidence of employment (percentage points)	1.7**	3.0***	2.6***	2.4***	N/A
EI benefits ($)	-$477***	-$393***	-$168	-$346***	-$1,038***
EI weeks (weeks)	-1.1***	-1.1**	-0.7	-1.0***	-2.9***
Targeted Wage Subsidies					
Not available due to low sample size.					
Self-Employment					
Not available due to low sample size.					
Job Creation Partnerships					
Not available due to low sample size.					
Employment Assistance Services (EAS) (n=1,635)					
Earnings ($)	$426***	$870	$1,089**	$795**	$2,386**
Incidence of employment (percentage points)	1.7**	2.0**	1.0	1.6**	N/A
EI benefits ($)	-$645***	-$330**	-$506	-$494***	-$1,481*
EI weeks (weeks)	-1.8***	-0.6	-1.2***	-1.2***	-3.6***

Significance level *** 1%; ** 5%; * 10%

2.4 Nova Scotia

TABLE 4. INCREMENTAL IMPACTS FOR ACTIVE CLAIMANTS IN NOVA SCOTIA (for Active Claimants who Started an EBSM between 2006 and 2008)					
Indicators	Post-program period			Average annual impact	Total impact
	1st year	2nd year	3rd year		
Skills Development (n=4,911)					
Earnings ($)	$3,427***	$5,996***	$7,728***	$5,714***	$17,142***
Incidence of employment (percentage points)	6.3***	8.3***	9.7***	8.1***	N/A
EI benefits ($)	-$1,051***	-$532***	-$440***	-$675***	-$2,024***
EI weeks (weeks)	-3.2***	-1.7***	-1.3***	-2.1***	-6.2***
Targeted Wage Subsidies (n=307)					
Earnings ($)	$3,889***	$2,642**	$3,151**	$3,228**	$9,683**
Incidence of employment (percentage points)	6.2**	6.4**	7.7**	6.8**	N/A
EI benefits ($)	-$1,374***	-$834***	-$835**	-$1,015***	-$3,044***
EI weeks (weeks)	-4.3***	-2.3**	-2.5**	-3.0***	-9.1***
Self-Employment (n=846)[1]					
Earnings ($)	-$10,302***	-$8,752***	-$9,691***	-$9,561***	-$28,683***
Incidence of employment (percentage points)	-29.5***	-25.4***	-22.4***	-25.8***	N/A
EI benefits ($)	-$2,506***	-$2,116***	-$1,814***	-$2,145***	-$6,436***
EI weeks (weeks)	-7.3***	-5.7***	-5.0***	-6.0***	-18.0***
Job Creation Partnerships (n=350)					
Earnings ($)	$571	$543	-$923	$64	$191
Incidence of employment (percentage points)	3.9*	-1.1	-1.4	0.5	N/A
EI benefits ($)	-$664**	-$426	-$245	-$445*	-$1,335*
EI weeks (weeks)	-2.3**	-1.3	-0.7	-1.4*	-4.3*
Employment Assistance Services (EAS) (n=9,456)					
Earnings ($)	$177	$1,346***	$1,653***	$1,059***	$3,176***
Incidence of employment (percentage points)	1.2***	1.9***	1.4***	1.5***	N/A
EI benefits ($)	-$705***	-$579***	-$414***	-$566***	-$1,698***
EI weeks (weeks)	-2.3***	-1.7***	-1.2***	-1.7***	-5.1***

Significance level *** 1%; ** 5%; * 10%

1 See note 1 under table 1.

2.5 New Brunswick

TABLE 5. INCREMENTAL IMPACTS FOR ACTIVE CLAIMANTS IN NEW BRUNSWICK (for Active Claimants who Started an EBSM between 2006 and 2008)					
Indicators	Post-program period			Average annual impact	Total impact
	1st year	2nd year	3rd year		
Skills Development (n=4,528)					
Earnings ($)	$1,051	$5,158***	$7,120***	$4,443***	$13,328***
Incidence of employment (percentage points)	9.4***	9.9***	11.9***	10.4***	N/A
EI benefits ($)	-$752***	-$294	$86	-$320*	-$960*
EI weeks (weeks)	-0.8	0.5	0.8	0.2	0.5
Targeted Wage Subsidies (n=388)					
Earnings ($)	$1,998**	$1,276	$1,777**	$1,684**	$5,051*
Incidence of employment (percentage points)	7.6***	6.0***	7.7***	7.1***	N/A
EI benefits ($)	$441	$802**	$720**	$655**	$1,964**
EI weeks (weeks)	2.0**	2.9***	2.2**	2.4***	7.2***
Self-Employment (n=628)[1]					
Earnings ($)	-$9,224***	-$8,154***	-$7,771***	-$8,383***	-$25,149***
Incidence of employment (percentage points)	-26.7***	-26.1***	-20.2***	-24.3***	N/A
EI benefits ($)	-$3,297***	-$2,804***	-$2,512***	-$2,871***	-$8,613***
EI weeks (weeks)	-8.6***	-7.0***	-6.1***	-7.2***	-21.7***
Job Creation Partnerships					
JCP was not delivered in New Brunswick during the observed period.					
Employment Assistance Services (EAS) (n=12,841)					
Earnings ($)	$1,636***	$2,528***	$2,668***	$2,277***	$6,832***
Incidence of employment (percentage points)	3.1***	3.7***	3.8***	3.5***	N/A
EI benefits ($)	-$117	$6	$183*	$24	$72
EI weeks (weeks)	0.0	0.5*	1.0***	0.5**	1.5**

Significance level *** 1%; ** 5%; * 10%

1 See note 1 under table 1.

2.6 Ontario[2]

TABLE 6. INCREMENTAL IMPACTS FOR ACTIVE CLAIMANTS IN ONTARIO (for Active Claimants who Started an EBSM between 2007 and 2008)					
Indicators	Post-program period			Average annual impact	Total impact
	1st year	2nd year	3rd year		
Skills Development (n=17,015)					
Earnings ($)	-$1,959***	$379	$1,607***	N/A	N/A
Incidence of employment (percentage points)	4.2***	5.4***	6.0***	5.2***	N/A
EI benefits ($)	-$799***	-$233***	-$187***	-$406***	-$1,219***
EI weeks (weeks)	-2.3***	-0.6***	-0.5***	-1.1***	-3.4***
Targeted Wage Subsidies (n=2,530)					
Earnings ($)	$2,176*	$2,439*	$2,650*	$2,479**	$7,437**
Incidence of employment (percentage points)	7.3***	11.3***	8.6***	9.1***	N/A
EI benefits ($)	$442*	$61	-$104	$133	$399
EI weeks (weeks)	1.4*	0.2	0.0	0.6	1.7
Self-Employment (n=3,731)[1]					
Earnings ($)	-$10,930***	-$9,433***	-$8,575***	-$9,646***	-$28,937***
Incidence of employment (percentage points)	-23.9***	-18.4***	-14.5***	-18.9***	N/A
EI benefits ($)	-$1,681***	-$1,099***	-$794***	-$1,191***	-$3,573***
EI weeks (weeks)	-4.7***	-2.9***	-2.0***	-3.2***	-9.6***
Job Creation Partnerships (n=668)					
Earnings ($)	$2,248*	$3,513***	$3,290**	$3,017**	$9,051**
Incidence of employment (percentage points)	7.3***	7.2***	5.8***	6.8***	N/A
EI benefits ($)	-$518*	-$381	$70	-$276	-$829
EI weeks (weeks)	-1.9***	-1.2*	-0.3	-1.1**	-3.4**
Employment Assistance Services (EAS) (n=35,302)					
Earnings ($)	-$654***	$465***	$895***	$235	$706
Incidence of employment (percentage points)	2.8***	3.1***	3.3***	3.1***	N/A
EI benefits ($)	-$669***	-$280***	-$162***	-$370***	-$1,111***
EI weeks (weeks)	-2.2***	-0.7***	-0.5***	-1.1***	-3.3***

Significance level *** 1%; ** 5%; * 10%

1 See note 1 under table 1.

2 In Ontario, participation in SD is up to three years in length. In the incremental impact analysis, the participation period is defined as two years. As a result, participants may still be in training during the first year of post-program results. Therefore, it is not unexpected to observe incremental decreases in earnings, as participants are not available for full time work in year 1 and will be transitioning into employment in year 2. To interpret trends for Ontario, the third year is the most relevant period to consider for incremental impacts. As a result, the average annual impact and total impact are not applicable for Ontario.

2.7 Manitoba

TABLE 7. INCREMENTAL IMPACTS FOR ACTIVE CLAIMANTS IN MANITOBA (for Active Claimants who Started an EBSM between 2006 and 2008)					
Indicators	Post-program period			Average annual impact	Total impact
	1st year	2nd year	3rd year		
Skills Development (n=3,750)					
Earnings ($)	$3,387***	$5,971**	$7,032**	$5,461**	$16,384**
Incidence of employment (percentage points)	10.6**	10.1**	11.8**	10.8**	N/A
EI benefits ($)	-$546***	-$458***	-$212**	-$405***	-$1,215***
EI weeks (weeks)	-1.8***	-1.3***	-0.6**	-1.2***	-3.7***
Targeted Wage Subsidies (n=339)					
Earnings ($)	-$1,345	-$768	-$86	-$722	-$2,166
Incidence of employment (percentage points)	6.9*	2.6	2.7	4.1	N/A
EI benefits ($)	-$407	-$751**	-$251	-$470	-$1,409
EI weeks (weeks)	-1.4	-1.8	-0.5	-1.3	-3.8
Self-Employment (n=517)[1]					
Earnings ($)	-$12,450***	-$9,940***	-$9,231***	-$10,540***	-$31,621***
Incidence of employment (percentage points)	-26.6***	-21.3***	-19.1***	-22.3***	N/A
EI benefits ($)	-$1,364***	-$1,177***	-$999***	-$1,180***	-$3,541***
EI weeks (weeks)	-3.8***	-3.0***	-2.5***	-3.1***	-9.3***
Job Creation Partnerships (n=286)					
Earnings ($)	$4,126***	$4,655***	$5,029***	$4,470***	$13,409***
Incidence of employment (percentage points)	8.1***	7.5***	9.9***	8.5***	N/A
EI benefits ($)	-$549**	-$427	-$130	-$369*	-$1,106*
EI weeks (weeks)	-1.8**	-1.7**	-0.6	-1.4**	-4.1**
Employment Assistance Services (EAS) (n=15,131)					
Earnings ($)	-$320	$266	$407*	$118	$353
Incidence of employment (percentage points)	2.8***	3.5***	1.7***	2.7***	N/A
EI benefits ($)	-$363***	-$235***	-$253***	-$284***	-$851***
EI weeks (weeks)	-1.4***	-0.8***	-0.8***	-1.0***	-3.0***

Significance level *** 1%; ** 5%; * 10%

1 See note 1 under table 1.

2.8 Saskatchewan

TABLE 8. INCREMENTAL IMPACTS FOR ACTIVE CLAIMANTS IN SASKATCHEWAN (for Active Claimants who Started an EBSM between 2006 and 2008)					
Indicators	Post-program period			Average annual impact	Total impact
	1st year	2nd year	3rd year		
Skills Development (n=1,375)					
Earnings ($)	$2,299***	$5,189***	$6,961***	$4,839***	$14,517***
Incidence of employment (percentage points)	5.8***	6.4***	6.5***	6.2***	N/A
EI benefits ($)	-$401***	-$223**	$83	-$180**	-$541**
EI weeks (weeks)	-1.0***	-0.7***	0.1	-0.5**	-1.6**
Targeted Wage Subsidies					
Not available due to low sample size.					
Self-Employment					
Not available due to low sample size.					
Job Creation Partnerships					
JCP was not delivered by Saskatchewan during the observed period.					
Employment Assistance Services (EAS) (n=5,269)					
Earnings ($)	-$371	$731**	$1,381***	$580**	$1,741**
Incidence of employment (percentage points)	1.9***	2.1***	0.9	1.6***	N/A
EI benefits ($)	-$442***	-$332***	-$278***	-$351***	-$1,052***
EI weeks (weeks)	-1.3***	-1.0***	-0.8***	-1.0***	-3.1***

Significance level *** 1%; ** 5%; * 10%

2.9 Alberta

TABLE 9. INCREMENTAL IMPACTS FOR ACTIVE CLAIMANTS IN ALBERTA (for Active Claimants who Started an EBSM between 2006 and 2008)					
Indicators	Post-program period			Average annual impact	Total impact
	1st year	2nd year	3rd year		
Skills Development (n=2,356)					
Earnings ($)	-$121	$1,044	$2,359**	$1,108	$3,324
Incidence of employment (percentage points)	9.3***	10.0***	10.6***	10.0***	N/A
EI benefits ($)	-$277*	$137	$42	-$33	-$98
EI weeks (weeks)	-1.0**	0.2	0.0	-0.3	-0.7
Targeted Wage Subsidies					
Not available due to low sample size.					
Self-Employment (n=658)[1]					
Earnings ($)	-$13,493***	-$12,430***	-$13,046***	-$12,990***	-$38,970***
Incidence of employment (percentage points)	-14.7***	-14.4***	-13.9***	-14.3***	N/A
EI benefits ($)	-$971***	-$658***	-$308*	-$646***	-$1,938***
EI weeks (weeks)	-2.4***	-1.6***	-0.8*	-1.6***	-4.9***
Job Creation Partnerships (n=521)					
Earnings ($)	$144	-$950	-$1,144	-$650	-$1,950
Incidence of employment (percentage points)	7.0***	9.8***	3.7	6.8***	N/A
EI benefits ($)	$314	$616***	$503**	$478***	$1,433***
EI weeks (weeks)	0.9	1.6***	1.4**	1.3***	4.0***
Employment Assistance Services (EAS) (n=20,997)					
Earnings ($)	-$969***	-$627**	-$602**	-$733***	-$2,198***
Incidence of employment (percentage points)	1.7***	1.6***	0.8*	1.4***	N/A
EI benefits ($)	-$530***	-$253***	-$164***	-$315***	-$946***
EI weeks (weeks)	-1.5***	-0.6***	-0.4***	-0.8***	-2.5***

Significance level *** 1%; ** 5%; * 10%
1 See note 1 under table 1.

2.10 British Columbia

TABLE 10. INCREMENTAL IMPACTS FOR ACTIVE CLAIMANTS IN BRITISH COLUMBIA (for Active Claimants who Started an EBSM between 2007 and 2008)					
Indicators	Post-program period			Average annual impact	Total impact
	1st year	2nd year	3rd year		
Skills Development (n=4,090)					
Earnings ($)	$2,560***	$5,559***	$6,395***	$4,824***	$14,471***
Incidence of employment (percentage points)	5.8***	7.2***	6.9***	6.6***	N/A
EI benefits ($)	-$768***	-$448***	-$173**	-$463***	-$1,389***
EI weeks (weeks)	-2.3***	-1.3***	-0.5***	-1.4***	-4.1***
Targeted Wage Subsidies (n=1,491)					
Earnings ($)	$3,121***	$3,141***	$3,756***	$3,319***	$9,957***
Incidence of employment (percentage points)	7.1***	5.9***	6.5***	6.5***	N/A
EI benefits ($)	$113	-$161	-$111	-$53	-$158
EI weeks (weeks)	0.5	-0.3	-0.4	-0.1	-0.2
Self-Employment (n=1,764)[1]					
Earnings ($)	-$10,521***	-$8,450***	-$7,806***	-$8,915***	-$26,746***
Incidence of employment (percentage points)	-17.7***	-13.8***	-13.1***	-14.8***	N/A
EI benefits ($)	-$1,723***	-$1,155***	-$735***	-$1,204***	-$3,613***
EI weeks (weeks)	-4.7***	-3.1***	-1.8***	-3.2***	-9.5***
Job Creation Partnerships					
Not available due to low sample size.					
Employment Assistance Services (EAS) (n=28,985)					
Earnings ($)	-$511***	$299***	$801***	$196	$589
Incidence of employment (percentage points)	3.6***	2.6***	3.0***	3.0***	N/A
EI benefits ($)	-$507***	-$337***	-$298***	-$381***	-$1,142***
EI weeks (weeks)	-1.7***	-0.9***	-0.8***	-1.1***	-3.4***

Significance level *** 1%; ** 5%; * 10%
1 See note 1 under table 1.

2.11 Total Impacts by Province

TABLE 11. TOTAL IMPACTS FOR ACTIVE CLAIMANTS BY PROVINCE
(for Active Claimants who Started an EBSM between 2007 and 2008)

Indicators	Newfoundland and Labrador	Prince Edward Island	Nova Scotia	New Brunswick	Ontario	Manitoba	Saskatchewan	Alberta	British Columbia
Skills Development									
Earnings ($)	$12,139***	$12,273***	$17,142***	$13,328***	N/A	$16,384**	$14,517***	$3,324	$14,471***
EI benefits ($)	-$1,319***	-$1,038***	-$2,024***	-$960*	-$1,219***	-$1,215***	-$541**	-$98	-$1,389***
EI weeks (weeks)	-6.6***	-2.9***	-6.2***	0.5	-3.4***	-3.7***	-1.6**	-0.7	-4.1***
Targeted Wage Subsidies									
Earnings ($)	$10,795***	Not available due to low sample size.	$9,683**	$5,051*	$7,437**	-$2,166	Not available due to low sample size.	Not available due to low sample size.	$9,957***
EI benefits ($)	-$3,961***		-$3,044***	$1,964**	$399	-$1,409			-$158
EI weeks (weeks)	-9.9***		-9.1***	7.2***	1.7	-3.8			-0.2
Self-Employment[1]									
Earnings ($)	-$19,520***	Not available due to low sample size.	-$28,683***	-$25,149***	-$28,937***	-$31,621***	Not available due to low sample size.	-$38,970***	-$26,746***
EI benefits ($)	-$9,079***		-$6,436***	-$8,613***	-$3,573***	-$3,541***		-$1,938***	-$3,613***
EI weeks (weeks)	-27.9***		-18.0***	-21.7***	-9.6***	-9.3***		-4.9***	-9.5***
Job Creation Partnerships									
Earnings ($)	-$1,815	Not available due to low sample size.	$191	JCP was not delivered in New Brunswick during the observed period.	$9,051**	$13,409***	JCP was not delivered by Saskatchewan during the observed period.	-$1,950	Not available due to low sample size.
EI benefits ($)	-$1,275***		-$1,335*		-$829	-$1,106*		$1,433***	
EI weeks (weeks)	-0.2		-4.3*		-3.4**	-4.1**		4.0***	
Employment Assistance Services (EAS)									
Earnings ($)	$5,588***	$2,386**	$3,176***	$6,832***	$706	$353	$1,741**	-$2,198***	$589
EI benefits ($)	-$679***	-$1,481*	-$1,698***	$72	-$1,111***	-$851***	-$1,052***	-$946***	-$1,142***
EI weeks (weeks)	-1.3***	-3.6***	-5.1***	1.5**	-3.3***	-3.0***	-3.1***	-2.5***	-3.4***

Significance level *** 1%; ** 5%; * 10%
[1]See note 1 under table 1.

Important: Incremental impacts in any given province cannot be compared to those of another province, due to differences in the macroeconomic context in each of the jurisdictions.

Annex 4

Key program administration data and results

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Annex 4.1.1 – Service delivery: In-person Employment Insurance requests[1] (in millions)

	2011/2012	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	% Change[2]
Region							
Atlantic	1.0	0.8	0.8	0.6	0.7	0.7	0.0
Quebec	1.6	1.3	1.2	1.1	1.1	1.3	18.2
Ontario	1.6	1.4	1.3	1.2	1.0	1.0	0.0
Western	1.5	1.3	1.2	1.2	1.3	1.4	7.7
Canada	**5.7**	**4.9**	**4.6**	**4.0**	**4.1**	**4.4**	**7.3**

Note: Totals may not add up due to rounding.

[1] These values could reflect multiple requests by the same client. Statistics include clients assisted face to face and those serving themselves at a Client Access Work Station (CAWS) computer.

[2] Percentage change between 2015 to 2016 and 2016 to 2017.

Source: Service Canada, Employment Insurance (EI) administrative data.

Annex 4.1.2 – Service delivery: My Service Canada account logins[1] (in millions)

	2011/2012	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	% Change[2]
Region							
Atlantic	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Quebec	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Ontario	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Western	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Canada	**23.4**	**18.9**	**21.2**	**22.8**	**28.4**	**29.3**	**3.2**

Note: Totals may not add up due to rounding.

[1] Regional breakdowns for MSCA logins are not available. The data tracking system used for MSCA is a secure information portal; hence, Service Canada does not track personal identifying client information through this portal. Personal identifying client information would be needed in order to capture regional data.

[2] Percentage change between 2015 to 2016 and 2016 to 2017.

Source: Service Canada, Employment Insurance (EI) administrative data.

Annex 4.1.3 – Service delivery: Points of service for EI program delivery[1] (number)

	2011/2012	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	% Change[2]
Region							
Atlantic	88	88	86	84	84	84	0.0
Quebec	117	107	97	95	93	94	1.1
Ontario	198	197	185	172	167	167	0.0
Western	222	216	213	205	213	213	0.0
Canada	**625**	**608**	**581**	**556**	**557**	**558**	**0.2**

Note: Totals may not add up due to rounding.

[1] The values represent existing points of service as of March 31st for each fiscal year. Points of service include Service Canada Centres, Schedule Outreach sites and Service Canada Community Offices.

[2] Percentage change between 2015 to 2016 and 2016 to 2017.

Source: Service Canada, Employment Insurance (EI) administrative data.

Annex 4.2.1 – Call centres: Enquiries resolved via Employment Insurance voice response system (in millions)

	2011/2012	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	% Change[1]
Canada	**29.0**	**22.6**	**22.0**	**20.0**	**18.6**	**18.6**	**0.3**

[1] Percentage change between 2015 to 2016 and 2016 to 2017.

Source: Service Canada, Employment Insurance (EI) administrative data.

Annex 4.2.2 – Call centres: Calls answered (Employment Insurance specialized call centres) (in thousands)

	2011/2012	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	% Change[1]
Canada	**5,290**	**4,364**	**4,166**	**3,789**	**3,418**	**3,959**	**15.8**

[1] Percentage change between 2015 to 2016 and 2016 to 2017.

Source: Service Canada, Employment Insurance (EI) administrative data.

Annex 4.2.3 – Call centres: First contact resolution – Employment Insurance specialized call centres[1] (%)

	2011/2012	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	% Change[2]
Canada	**N/A**	**84.4**	**80.7**	**82.6**	**86.3**	**83.7**	**-3.0**

[1] The first contact resolution metric was not fully implemented until 2012 to 2013. It was introduced partway through 2011 to 2012. As a result, the metric for that year is not fully comparable to those for subsequent years.

[2] Percentage change between 2015 to 2016 and 2016 to 2017.

Source: Service Canada, Employment Insurance (EI) administrative data.

Annex 4.2.4 – Call centres: 1 800 O-Canada Employment Insurance related calls[1] (in thousands)

	2011/2012	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	% Change[2]
Region							
Atlantic	57	57	60	53	54	46	-14.8
Quebec	183	152	140	134	143	94	-34.3
Ontario	171	176	195	185	189	138	-27.0
Western	165	163	185	179	214	161	-24.8
Canada	**576**	**548**	**580**	**552**	**605**	**442**	**-26.9**

Note: Totals may not add up due to rounding.

[1] Data includes calls from within Canada only.

[2] Percentage change between 2015 to 2016 and 2016 to 2017.

Source: Service Canada, Employment Insurance (EI) administrative data.

Annex 4.2.5 – Call centres: First call resolution - 1 800 O-Canada Employment Insurance related calls[1] (%)

	2011/2012	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	Difference[2]
Region							
Atlantic	9.9%	13.6%	10.8%	8.8%	11.5%	17.6%	6.1
Quebec	8.9%	13.7%	11.5%	9.0%	11.1%	17.0%	5.9
Ontario	11.3%	13.9%	12.2%	9.2%	11.9%	17.7%	5.8
Western	10.6%	14.0%	12.2%	9.6%	12.7%	18.4%	5.7
Canada	**10.2%**	**19.4%**	**11.9%**	**9.2%**	**11.9%**	**17.8%**	**5.9**

Note: Totals may not add up due to rounding.

[1] EI Related Calls received on 1 800 O-Canada are based on program activities (enquiries) and more than one program activity may apply to a call. First Call Resolution was derived from program activity statistics that indicated only program information was provided to a caller to satisfy an EI related enquiry and a referral to the program was not required. While one enquiry may have been resolved at first contact, a caller may still have additional enquiries related to EI or other Government of Canada programs and services.

[2] Difference between 2015 to 2016 and 2016 to 2017.

Source: Service Canada, Employment Insurance (EI) administrative data.

Annex 4.3.1 – Mobile outreach services: All Employment Insurance information sessions – Citizens (number)

	2011/2012	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	% Change[1]
Region							
Atlantic	219	209	114	119	133	115	-13.5
Quebec	582	461	425	586	395	277	-29.9
Ontario	1,021	1,003	1,029	632	470	381	-18.9
Western	306	318	202	282	177	152	-14.1
Canada	**2,128**	**1,991**	**1,770**	**1,619**	**1,175**	**925**	**-21.3**

[1] Percentage change between 2015 to 2016 and 2016 to 2017.

Source: Service Canada, Employment Insurance (EI) administrative data.

Annex 4.3.2 – Mobile outreach services: Workers facing mass layoffs reached (number)

	2011/2012	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	% Change[1]
Region							
Atlantic	689	1,382	998	1,095	1,904	769	-59.6
Quebec	7,509	6,331	5,668	6,972	4,290	2,408	-43.9
Ontario	5,267	6,621	6,277	6,637	1,888	2,623	38.9
Western	2,160	2,598	2,207	3,202	2,894	2,361	-18.4
Canada	**15,625**	**16,932**	**15,150**	**17,906**	**10,976**	**8,161**	**-25.6**

[1] Percentage change between 2015 to 2016 and 2016 to 2017.

Source: Service Canada, Employment Insurance (EI) administrative data.

Annex 4.3.3 – Mobile outreach services: Employers reached (number)

	2011/2012	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	% Change[1]
Region							
Atlantic	298	154	134	47	204	46	-77.5
Quebec	1,822	771	470	272	175	221	26.3
Ontario	2,144	962	718	496	376	305	-18.9
Western	421	594	241	136	115	183	59.1
Canada	**4,685**	**2,481**	**1,563**	**951**	**870**	**755**	**-13.2**

[1] Percentage change between 2015 to 2016 and 2016 to 2017.

Source: Service Canada, Employment Insurance (EI) administrative data.

Annex 4.3.4 – Mobile outreach services: Work-Sharing sessions – Citizens (number)

	2011/2012	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	% Change[1]
Region							
Atlantic	15	20	23	10	14	17	21.4
Quebec	226	192	217	193	172	118	-31.4
Ontario	129	82	90	55	75	52	-30.7
Western	35	17	24	5	18	3	-83.3
Canada	**405**	**311**	**354**	**263**	**279**	**190**	**-31.9**

[1] Percentage change between 2015 to 2016 and 2016 to 2017.

Source: Service Canada, Employment Insurance (EI) administrative data.

Annex 4.4.1 – Electronic Records of Employment (eROEs): New Record of Employment web registrations (number)

	2011/2012	2012/2013	2013/2014	2014/2015[1]	2015/2016	2016/2017	% Change[2]
Canada	**45,097**	**39,000**	**55,521**	**37,224**	**48,249**	**51,625**	**7.0**

[1] As of fiscal year 2014 to 2015, a change in methodology occurred. Consequently, the number of registrations is now based on the organization ID. Prior to fiscal year 2014 to 2015, new ROE Web registrations were counted based on the business number. To note: one organization may be comprised of more than one business number.

[2] Percentage change between 2015 to 2016 and 2016 to 2017.

Source: ROE Single Database, Corporate Client Information Service (CCIS or Easy Access) - Employer Summary Table (Note: 2nd copy paper ROEs loaded in CCIS).

Annex 4.4.2 – Electronic Records of Employment (eROEs): Record of Employment submitted electronically by employers[1] (number)

	2011/2012	2012/2013	2013/2014	2014/2015[2]	2015/2016	2016/2017	% Change[3]
Canada	**5,904,097**	**6,247,235**	**6,868,995**	**7,490,971**	**8,122,245**	**8,726,202**	**7.4**

[1] Electronic Records of Employment (eROEs) consist of Web eROEs and Secure Automated Transfer (SAT) eROEs.

[2] As of fiscal year 2014 to 2015, a change in methodology occurred. Consequently, the number of registrations is now based on the organization ID. Prior to fiscal year 2014 to 2015, new ROE Web registrations were counted based on the business number. To note: one organization may be comprised of more than one business number.

[3] Percentage change between 2015 to 2016 and 2016 to 2017.

Source: ROE Single Database, Corporate Client Information Service (CCIS or Easy Access) - Employer Summary Table (Note: 2nd copy paper ROEs loaded in CCIS).

Annex 4.4.3 – Electronic Records of Employment (eROEs): % distribution of paper Records of Employment versus electronic Records of Employment (%)

	2011/2012		2012/2013		2013/2014		2014/2015		2015/2016		2016/2017		Year-by-Year Comparison[1]
	eROEs	Paper	eROEs	Paper	eROEs	Paper	eROEs	Paper	eROEs	Paper	eROEs	Paper	
Canada	**65.8**	**34.2**	**69.7**	**30.3**	**75.0**	**25.0**	**80.2**	**19.8**	**84.1**	**15.9**	**88.1**	**11.9**	**4.8**

[1] This figure represents the percentage point increase over the percentage of ROEs submitted electronically the previous fiscal year.

Source: ROE Single Database, CCIS - Employer Summary Table (Note: 2nd copy paper ROEs loaded in CCIS).

Annex 4.5.1[1] – Employment Insurance claims processing: Claims processed (number)

	2011/2012	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	% Change[2]
Region							
Atlantic	385,658	367,938	363,173	367,670	377,698	380,477	0.7
Quebec	839,999	829,635	812,714	816,579	806,524	777,249	-3.6
Ontario	914,101	876,935	891,160	903,317	886,613	868,584	-2.0
Western	717,352	694,316	699,424	751,325	885,074	942,287	6.5
Canada	**2,857,110**	**2,768,824**	**2,766,471**	**2,838,891**	**2,955,909**	**2,968,597**	**0.4**

[1] Annex 4.5 previously reported on Claimants Receiving Benefits through Direct Deposit. This section is now included in Annex 4.6.

[2] Percentage change between 2015 to 2016 and 2016 to 2017.

Source: Service Canada, Employment Insurance (EI) administrative data.

Annex 4.5.2 – Employment Insurance claims processing: Payment accuracy rates[1,2] (%)

	2011/2012	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	% Change[3]
Region							
Atlantic	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Quebec	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Ontario	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Western	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Canada	**95.2**	**94.1**	**95.4**	**95.5**	**93.9**	**95.4**	**1.6**

[1] The EI Payment Accuracy Review (EI PAAR) program cannot provide results at a regional level as the sample size (a random sample of 500 EI claims per year) is insufficient to provide statistically valid results. Results are only available at a national level with a level of confidence of 95% and a margin of error of ±5%. Source: ESDC.

[2] For analysis of the Payment Accuracy Rate by source, please refer to section 4. Quality: 4.1.1 EI Payment Accuracy Review of Chapter 4 of this Report for more information.

[3] Percentage change between 2015 to 2016 and 2016 to 2017.

Source: Service Canada, Employment Insurance (EI) administrative data.

Annex 4.5.3 – Employment Insurance claims processing: Processing accuracy rates (%)

	2011/2012	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	% Change[1]
Region							
Atlantic	90.8	94.7	97.0	94.7	95.6	94.0	-1.7
Quebec	90.5	91.5	92.6	94.4	98.0	95.2	-2.9
Ontario	80.6	80.5	81.8	82.6	83.8	77.7	-7.3
Western	84.9	84.3	84.1	85.3	89.1	75.6	-15.2
Canada	**85.9**	**86.9**	**87.9**	**88.5**	**90.8**	**85.5**	**-5.8**

[1] Percentage change between 2015 to 2016 and 2016 to 2017.

Source: Service Canada, Employment Insurance (EI) administrative data.

Annex 4.5.4 – Employment Insurance claims processing: Speed of payment (%)

	2011/2012	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	% Change[1]
Region							
Atlantic	73.7	77.5	73.0	75.9	88.9	89.5	0.7
Quebec	71.3	82.4	78.2	79.0	84.1	83.0	-1.3
Ontario	71.1	70.6	67.8	69.9	83.5	82.1	-1.7
Western	69.5	68.4	58.9	65.9	81.5	81.7	0.3
Canada	**71.1**	**74.5**	**69.3**	**72.3**	**83.8**	**83.2**	**-0.7**

[1] Percentage change between 2015 to 2016 and 2016 to 2017.

Source: Service Canada, Employment Insurance (EI) administrative data.

Annex 4.6.1 – Electronic services: Applications submitted online (%)

	2011/2012	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	% Change[1]
Region							
Atlantic	98.5	98.8	98.8	98.7	98.8	98.6	-0.2
Quebec	97.7	97.9	97.9	98.0	98.1	98.2	0.1
Ontario	97.9	98.4	98.5	98.5	98.7	98.7	0.0
Western	98.1	98.6	98.5	98.6	98.6	98.3	-0.3
Canada	**98.0**	**98.4**	**98.4**	**98.4**	**98.5**	**98.4**	**-0.1**

[1] Percentage change between 2015 to 2016 and 2016 to 2017.

Source: Service Canada, Employment Insurance (EI) administrative data.

Annex 4.6.2 – Electronic services: Partially or fully automated claims (%)

	2011/2012	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	% Change[1]
Region							
Atlantic	66.8	74.1	73.6	73.6	77.6	78.9	1.7
Quebec	60.5	65.6	68.2	68.4	70.6	71.3	1.0
Ontario	59.0	65.5	66.3	67.5	71.0	72.1	1.5
Western	55.8	61.6	60.1	62.4	68.0	71.9	5.7
Canada	**59.7**	**65.7**	**66.2**	**67.2**	**70.8**	**72.7**	**2.7**

[1] Percentage change between 2015 to 2016 and 2016 to 2017.

Source: Service Canada, Employment Insurance (EI) administrative data.

Annex 4.6.3 – Electronic services: Claimants receiving benefits through direct deposit[1] (%)

	2011/2012	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	% Change[2]
Region							
Atlantic	88.0	90.3	92.1	93.8	95.7	96.7	1.0
Quebec	91.2	92.7	93.6	94.6	95.5	96.0	0.5
Ontario	88.5	90.8	91.9	93.3	94.6	95.3	0.7
Western	88.0	89.6	91.0	92.1	93.7	95.1	1.5
Canada	**88.9**	**90.9**	**92.1**	**93.4**	**94.7**	**95.6**	**1.0**

[1] Prior to the 2013/14 Monitoring and Assessment Report, this information was reported under Annex 4.5.

[2] Percentage change between 2015 to 2016 and 2016 to 2017.

Source: Service Canada, Employment Insurance (EI) administrative data.

Annex 4.7.1 – Integrity operations: Investigations completed (number)

	2011/2012	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	% Change[2]
Region							
NIS[1]	38,584	32,510	29,464	32,289	39,675	38,815	-2.2
Atlantic	49,162	44,569	29,452	27,342	23,084	25,119	8.8
Quebec	90,988	80,868	65,148	62,503	57,303	62,822	9.6
Ontario	103,658	95,657	65,152	66,643	102,491	94,463	-7.8
Western	84,661	83,932	100,471	77,466	114,844	100,239	-12.7
Canada	**367,053**	**337,536**	**289,687**	**603,640**	**337,397**	**321,458**	**-4.7**

[1] National Investigative Services (NIS).

[2] Percentage change between 2015 to 2016 and 2016 to 2017.

Source: Service Canada, Employment Insurance (EI) administrative data.

Annex 4.7.2 – Integrity operations: Value of overpayments imposed ($ million)

	2011/2012	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	% Change[2]
Region							
NIS[1]	13.3	11.2	9.0	15.9	15.8	13.6	-13.9
Atlantic	20.4	23.6	20.0	13.9	11.5	16.6	44.3
Quebec	38.8	54.7	43.2	39.9	41.6	43.2	3.8
Ontario	45.7	59.0	44.9	30.1	40.2	58.7	46.0
Western	31.7	39.8	40.6	28.7	53.3	79.2	48.6
Canada	**150.0**	**188.3**	**157.7**	**128.5**	**162.4**	**211.4**	**30.2**

[1] National Investigative Services (NIS).

[2] Percentage change between 2015 to 2016 and 2016 to 2017.

Source: Service Canada, Employment Insurance (EI) administrative data.

Annex 4.7.3 – Integrity operations: Value of penalties imposed ($ million)

	2011/2012	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	% Change[2]
Region							
NIS[1]	4.1	3.7	2.3	4.9	4.7	3.0	-36.2
Atlantic	6.6	7.8	5.3	5.3	3.6	4.1	13.9
Quebec	12.2	14.4	11.9	11.1	10.2	10.1	-1.0
Ontario	12.6	13.9	11.2	6.9	9.2	10.8	17.4
Western	8.3	10.5	9.5	8.3	15.1	19.3	27.8
Canada	**43.8**	**50.3**	**40.1**	**36.4**	**42.8**	**47.3**	**10.5**

[1] National Investigative Services (NIS).

[2] Percentage change between 2015 to 2016 and 2016 to 2017.

Source: Service Canada, Employment Insurance (EI) administrative data.

Annex 4.7.4 – Integrity operations: Total savings ($ million)

	2011/2012	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	% Change[2]
Region							
NIS[1]	30.9	28.6	22.6	35.4	33.4	28.7	-14.1
Atlantic	49.5	52.9	43.9	39.5	39.6	44.9	13.4
Quebec	98.3	121.6	105	100.2	104.5	105.5	1.0
Ontario	107.8	120.4	97.9	87	95.7	118.5	23.8
Western	99.1	115	113.6	88.7	139.1	164.1	18.0
Canada	**385.6**	**438.5**	**383.0**	**350.8**	**412.3**	**461.7**	**12.0**

Note: Total includes overpayments, penalties, and employer fines in 2016-2017.

[1] National Investigative Services (NIS).

[2] Percentage change between 2015 to 2016 and 2016 to 2017.

Source: Service Canada, Employment Insurance (EI) administrative data.

Annex 5

Employment Insurance financial information

Annex 5.1 Employment Insurance operating account 480

Annex 5.1 – Employment Insurance operating account ($ million)

Statement of operations and accumulated surplus (deficit) for the year ended March 31[1]			
	2014/2015	2015/2016	2016/2017
Revenues and funding			
Premiums	22,962.3	23,491.1	22,537.4
Interest[2]	12.8	37.8	14.7
Penalties	39.7	57.2	51.3
Total revenues and funding	**23,014.8**	**23,586.1**	**22,603.3**
Expenditures[3]			
Part-I: Employment Insurance benefits			
Regular benefits	10,885.7	12,058.2	12,907.2
Fishing benefits	276.2	287.1	300.6
Work-Sharing benefits	18.1	40.4	47.5
Special benefits for insured employees	5,046.8	5,238.2	5,529.2
Parental benefits[4]	2,570.8	2,633.1	2,721.3
Sickness benefits	1,357.4	1,444.0	1,560.3
Maternity benefits	1,090.6	1,124.2	1,172.0
Other special benefits[5]	28.0	36.8	75.5
Special benefits for self-employed	9.1	9.2	9.8
Total income benefits	**16,235.8**	**17,632.9**	**18,794.3**
Less: Benefit repayments[6]	**(230.4)**	**(264.6)**	**(263.1)**
Total Part-I: Employment Insurance benefits	**16,005.4**	**17,368.3**	**18,531.2**
Part-II: Employment benefits and support measures			
Employment benefits[7]	1,930.7	1,938.7	2,067.4
Support measures	116.1	111.7	112.5
Labour market partnerships	112.7	110.3	106.7
Research and innovation	3.4	1.4	5.8
Total Part-II: Employment benefits and support measures	**2,046.8**	**2,050.3**	**2,179.9**
Administration costs	**1,657.1**	**1,653.3**	**1,775.9**
Bad debts	**50.1**	**120.9**	**31.9**
Total expenditures	**19,759.3**	**21,192.9**	**22,518.9**
Net surplus for the year	**3,255.4**	**2,393.2**	**84.4**
Accumulated surplus (deficit) at beginning of year	**(2,733.7)**	**521.7**	**2,914.9**
Accumulated surplus (deficit) at end of year	**521.7**	**2,914.9**	**2,999.4**

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

[1] The terms used for accounting items referred to in this annex have been harmonized with the terminology used elsewhere in this report and may therefore differ from those appearing in the Public Accounts of Canada.

[2] This interest includes interest accrued on overdue accounts receivable.

[3] Expenditures reported in Chapter II of this report are based on administrative data and may differ from the ones reported in the financial statements of the Employment Insurance Operating Account that are included in the Public Accounts of Canada, due to methodological differences.

[4] Include parental benefits paid to biological parents and adoptive parents.

[5] Include compassionate care benefits and benefits for parents of critically ill children.

[6] These repayments correspond to benefit repayments from higher income claimants.

[7] These benefits correspond to transfer payments to provinces and territories related to labour market development agreements, net of previous fiscal years' over-contribution.

Source: Government of Canada, Public Accounts of Canada 2017, Volume-I: Summary Report and Consolidated Financial Statements (Ottawa: Receiver General for Canada, October 2017; and Government of Canada, Public Accounts of Canada 2016, Volume I: Summary Report and Consolidated Financial Statements (Ottawa: Receiver General for Canada, October 2016).

Annex 6

Key studies referenced in chapters 2 to 4

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2. Inflation and Fixed Dollar Thresholds: The EI Family Supplement 483
3. Use of EI Regular and Special Benefits by Maternity and Parental Claimants....484
4. Use of Sickness Flexibility Provisions....484
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24. Assessing the Hiring Credit for Small Business 15
25. Employment Insurance and Aboriginal Skills and Employment Training Strategy (ASETS) 16

1. 2017 Actuarial Report on the Employment Insurance Premium Rate

Author(s), Year

Office of the Chief Actuary, 2016

Objective(s)

The purpose of this report is to provide the Commission with all the information prescribed under section 66.3 of the EI Act. Pursuant to this section, the Chief Actuary shall provide the Commission with a report that sets out: i) the forecast premium rate for the upcoming year and a detailed analysis in support of the forecast; ii) the calculations performed for the purposes of sections 4, 66 and 69 of the EI Act; and iii) the source of the data, the actuarial and economic assumptions and the actuarial methodology used.

Key finding(s)

- The 2017 Maximum Insurable Earnings (MIE) was $51,300 or a 1.0% increase from the 2016 MIE of $50,800.
- The 2017 estimated employer premium reduction due to qualified wage-loss replacement (WLR) plans is $955 million, compared to $915 million in 2016.

Availability

This report is available on the Canada Employment Insurance Financing Board's web site at: http://www.osfi-bsif.gc.ca/Eng/Docs/EI2017.pdf

2. Inflation and Fixed Dollar Thresholds: The EI Family Supplement

Author(s), Year

ESDC, Evaluation Directorate, 2014

Objective(s)

This paper examines the extent to which the number of families eligible to receive the EI family supplement has decreased over the period between 2001 and 2013. It also examines how the real value of the family supplement (adjusted for inflation) has evolved and explores the concept of an indexed eligibility threshold.

Key finding(s)

- Between 2001 and 2012, the number of households in Canada that received the EI family supplement has decreased by roughly 50%, from 160,155 claimants in 2001 to 79,598 in 2012. Many factors, including changes in family composition, real wage growth, and inflation, can explain this decrease. The total cost of the EI family supplement also has decreased, from $181.6 M in 2001 to $98.7 M in 2012.
- The average nominal value of the family supplement paid to claimants has been relatively constant between 2001 and 2012, but when adjusted for inflation, the real value of the family supplement has decreased by 19% over the same period.
- This paper suggested indexing the eligibility threshold and the value of the supplement to a measure of price increases. A first approach would be to use the same rate of increase that is used to adjust the maximum insured earnings to index family supplement eligibility. With this approach, the eligibility threshold would have been $31,504 in 2013. Under the second scenario based on the Consumer Price Index, the eligibility for family supplement would have been capped at $35,211 in 2013.

Availability

A PDF version of this document can be ordered by calling 1 800 O-Canada (1-800-622-6232). If you use a TTY, call 1-800-926-9105. The PDF version can only be sent via e-mail. Please note there will be a certain delay before receiving the documents.

3. Use of EI Regular and Special Benefits by Maternity and Parental Claimants

Author(s), Year

ESDC, Evaluation Directorate, 2013

Objective(s)

This study examines the use of EI special and regular benefits by maternity and parental claimants. The objective is to determine the extent to which these claimants combine benefits and how. Given that Quebec introduced the Quebec Parental Insurance Plan in 2006, the focus of the report is on claims from Canada outside of Quebec.

Key finding(s)

- The number of maternity and parental claims rose by 17.5% from FY0203 to FY1011. Most noticeable is the increase in parental claims for males, which rose by 43.1% from 18,830 to 26,950 over the same period.
- Most claimants did not combine benefits. For males, 84.5% of the parental claims were not combined with any other type of claims. When males combined benefits, they most often did so with regular benefits (11.2%). The overall duration of claims averaged 20 weeks.
- For females, the proportion of claims with only maternity/parental benefits was 82.7%. When benefits were combined, females most often combined maternity/parental benefits with sickness benefits (11.9%). When sickness benefits were combined with maternity/parental benefits, almost all claims paid sickness benefits first (98.3%). The overall duration of claims averaged 47.6 weeks.
- Working in occupations requiring university education or a high level of skill for management positions decreased the likelihood of combining benefits. As insured earnings and insured hours increased there was a decrease in the likelihood that claimants would combine benefits.

Availability

A PDF version of this document can be ordered by calling 1 800 O-Canada (1-800-622-6232). If you use a TTY, call 1-800-926-9105. The PDF version can only be sent via e-mail. Please note there will be a certain delay before receiving the documents.

4. Use of Sickness Flexibility Provisions

Author(s), Year

ESDC, Evaluation Directorate, 2016

Objective(s)

The paper examines the use of the provisions that expanded access to EI sickness benefits for claimants in receipt of parental benefits (March 24, 2013), compassionate care benefits or benefits for parents of critically ill children (October 12, 2014).

Key finding(s)

The study suggests that few claimants took advantage of the provisions:

- The number of parental claims converted to sickness benefits increased from 134 (FY1112) to 485 (FY1415). The average duration of sickness benefits used in converted claims seems to have slightly increased in the post-provision periods while the proportion of claims that exhausted sickness benefits remained at similar levels.

- The number of claims for compassionate care benefits converted to sickness benefits increased from 63 in FY1314 to 93 in FY1514.
- No claim for the benefits for parents of critically ill children used the provisions in FY1314 and FY1415.

Availability

A PDF version of this document can be ordered by calling 1 800 O-Canada (1-800-622-6232). If you use a TTY, call 1-800-926-9105. The PDF version can only be sent via e-mail. Please note there will be a certain delay before receiving the documents.

5. Compassionate Care Benefits: Update

Author(s), Year

ESDC, Evaluation Directorate, 2018

Objective(s)

The report describes the impact of the 2016 extension of the maximum duration on compassionate care benefits usage, and presents a socio-economic profile of individuals who applied for and received the benefits.

Key finding(s)

- In FY1516, most compassionate care applicants were caring for their mother or father (58.1 %), followed by a spouse or partner (27.5%).
- On average, 8.7 weeks of benefits were paid in FY1516 compared to 4.8 in FY1011.
- Approximately one third of compassionate care applicants did not receive benefits. The main reason for not receiving the benefits was that the applicants received other employment insurance benefits, followed by the absence of the medical certificate.
- Applicants in British Columbia and Territories were statistically significantly more likely to have their applications approved.
- Multivariate analysis suggests that the probability of not using all weeks available to the claimants is mainly explained by the mortality of care recipients. However, the impact of the mortality on this probability is mitigated by the extension of the benefits duration from 6 to 26 weeks.

Availability

A PDF version of this document can be ordered by calling 1 800 O-Canada (1-800-622-6232). If you use a TTY, call 1-800-926-9105. The PDF version can only be sent via e-mail. Please note there will be a certain delay before receiving the documents.

6. The Redistributional Impact of Employment Insurance 2007–2009

Author(s), Year

Ross Finnie, Queen's University School of Policy Studies; and Ian Irvine, Concordia University (for HRSDC, Evaluation Directorate, 2013)

Objective(s)

The objective of this study is to investigate the degree to which Canada's EI program has redistributed purchasing power during the recent economic recession. More precisely, the period of investigation runs from 2007 to 2009, although results from the 2002 to 2006 period are also presented in order to place the recession period in a longer-term context.

Key finding(s)

- EI redistributes income substantially when the unit of analysis is individual earnings. The lower deciles of the distribution benefit both on the contributions and benefits sides.
- The quantitative redistributional impact of EI in 2009 appears to be approximately twice the impact of 2007.
- In 2007 and 2008, Quebec was the largest recipient of benefits (even without accounting for family benefits). However, 2009 saw a reversal of this pattern: Quebec's benefits increased by 20%, whereas Ontario's benefits increased by almost 50%, a reflection of how much harder the recession hit the employment sector in Ontario than in Quebec.

Availability

A PDF version of this document can be ordered by calling 1 800 O-Canada (1-800-622-6232). If you use a TTY, call 1-800-926-9105. The PDF version can only be sent via e-mail. Please note there will be a certain delay before receiving the documents.

7. Financial Impacts of Receiving Employment Insurance

Author(s), Year

Constantine Kapsalis, Data Probe Economic Consulting Inc., 2010

Objective(s)

This study explores the financial impact of receiving EI benefits. It probes the evolution of individual incomes before, during and after the receipt of EI benefits, as well as the influence of receiving EI on household consumption.

Key finding(s)

- The average EI beneficiary experienced a 38% drop in wages during a year with EI. The most important offsetting factor was EI; it replaced about 38% of lost wages. The second most important factor was investment income; it replaced about 9% of lost wages. Other income sources played a lesser role.
- Lower income families received a higher return of their contributions than did higher income families. In fact, families with after-tax income below the median received 34% of total benefits and paid 18% of all premiums in 2007. The study also found that EI halved the incidence of low income among beneficiaries (from 14% to 7%) during that period.

Availability

A PDF version of this document can be ordered by calling 1 800 O-Canada (1-800-622-6232). If you use a TTY, call 1-800-926-9105. The PDF version can only be sent via e-mail. Please note there will be a certain delay before receiving the documents.

8. Industry of Employment after a Layoff

Author(s), Year

ESDC, Economic Policy Directorate, 2016

Objective(s)

This study examines whether EI claimants returned to their industry of employment after a layoff by looking at the probabilities of re-employment, the patterns of re-employment and transition between industries for EI claimants after job separation, as well as their determinants.

Key finding(s)

- Over the period of 2005 to 2013, 56% of laid-off workers returned to the same industry of layoff, regardless of their EI claim status, while only 27% of them changed industry. Another 10% left the labour force, while the remaining 7% were still looking for work at the time of the survey.
- Claiming EI also reduced the likelihood of the laid-off workers to change industry. 21% of laid-off workers that claimed EI changed industry compared to 33% of laid-off workers that did not claim EI and changed industry.
- Re-employed workers' wage variation was similar for claimants and non-claimants who returned to the same industry following their layoff. However, a higher proportion of claimants than non-claimants experienced a wage drop when changing industry (51% vs 43% respectively).

Availability

A PDF version of this document can be ordered by calling 1 800 O-Canada (1-800-622-6232). If you use a TTY, call 1-800-926-9105. The PDF version can only be sent via e-mail. Please note there will be a certain delay before receiving the documents.

9. Estimating the Impact of Active Labour Market Programs using Administrative Data and Matching Methods

Author(s), Year

Andy Handouyahia, Georges Awad, Stéphanie Roberge, Tony Haddad and Yves Gingras, ESDC, Evaluation Directorate, 2016

Objective(s)

This study discusses the impacts of three active labour market programs delivered in Canada between 2002 and 2005 under the Labour Market Development Agreements. It analyzes the impacts of the programs on the employability and employment earnings of the participating individuals in the short and medium term (up to five years) following their participation, by comparing individuals who received these interventions to those who did not participate.

Key finding(s)

- The overall effect of the program in raising employment and earnings among the participants is positive and highly significant. The participants also had reduction in EI benefits collected after their participation.
- Participation in Skills Development (SD) services led to the largest incremental gains in employment earnings among all active labour market programs. During the five years following participation, the annual employment earnings of participants were $204 to $4,059 higher than if they had not participated. The incremental impacts on earnings grew continuously over the five years that followed the end of participation.
- SD participants also had gains in incidence of employment, ranging from 2.4 to 4.4 percentage points.
- Similarly, participants in Targeted Wage Subsidies had incremental gains in earnings and incidence of employment after participating in those services.
- Employment Assistance Services participants had increases in incidence of employment and decreases in EI use in all years after participation which suggest that they returned to employment after participation. However, those participants had short-term decreases in earnings.

Availability

This study can be found on Statistics Canada International Symposium Series' web site at: http://www5.statcan.gc.ca/olc-cel/olc?ObjId=11-522-X201700014740&ObjType=47&lang=en&limit=0

10. Commuting and Mobility Patterns of Employment Insurance (EI) Recipients and Non-Recipients

Author(s), Year

HRSDC, Evaluation Directorate, 2011

Objective(s)

This report investigates whether EI benefits can foster mobility by helping to finance mobility and commuting costs. It also examines the alternative hypothesis—that, by providing a safety net, EI benefits can lower the pressure to move or commute to areas where better job opportunities are available. This paper compares mobility and commuting patterns of EI recipients and non-recipients.

Key finding(s)

The study suggested that EI does not discourage workers from being mobile:

- EI recipients were found to be more likely than non-EI recipients to commute 30 kilometres or more to go to work.
- EI recipients were more likely to work outside their census subdivision of residence.
- Following a job loss, EI recipients were more likely than non-EI recipients to move more than 100 kilometres away.

Availability

A PDF version of this document can be ordered by calling 1 800 O-Canada (1-800-622-6232). If you use a TTY, call 1-800-926-9105. The PDF version can only be sent via e-mail. Please note there will be a certain delay before receiving the documents.

11. Interprovincial Mobility and Earnings

Author(s), Year

André Bernard, Ross Finnie and Benoît St-Jean, Statistics Canada, 2008

Objective(s)

This study looks at interprovincial migration longitudinally to identify factors that affect the probability that someone will move and to quantify the labour market gains associated with migration. It also compares the situations of migrants and non-migrants.

Key finding(s)

- Factors such as personal and labour market characteristics, as well as moving costs, play a key role in mobility decisions.
- Individuals in slack local labour markets are more inclined to migrate to another province. Improvements in labour market conditions and labour market outcomes of individuals would appear likely to reduce out-migration rates.
- Younger people were much more likely to migrate with results suggesting that young migrants leaving relatively poorer provinces successfully integrate into their new labour market.

Availability

This study can be found on Statistics Canada's web site at:
http://www.statcan.gc.ca/pub/75-001-x/2008110/pdf/10711-eng.pdf.

12. Regional Out-Migration and Commuting Patterns of Employment Insurance (EI) Claimants

Author(s), Year

HRSDC, Evaluation Directorate, 2012

Objective(s)

This paper compares the mobility and commuting behaviour of EI claimants living in high and low unemployment regions. The objective is to determine whether EI claimants residing in high unemployment regions were less mobile than those living in low unemployment regions and whether the mobility gap could be attributed to generosity of EI benefits.

Key finding(s)

The study suggested that EI does not impede mobility:

- Between 2007 and 2011, about 24% of EI claimants were commuters (i.e. their home address and employer's address were located in two different economic regions) and 7% were movers (i.e. they changed their home economic region between claims).
- Claimants residing in high unemployment regions (unemployment rate over 12%) were less likely to move (by about 2 percentage points) and more likely to commute (by about 4 percentage points) than claimants residing in lower unemployment regions.
- The lower likelihood of moving out of high unemployment regions could not be attributed to the longer EI entitlement provided in these regions. And only a small part of the commuting gap (about 1 percentage point) was attributed to the EI entitlement.

Availability

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13. ROE-based Measures of EI Eligibility: Update 2001-2016

Author(s), Year

ESDC, Evaluation Directorate, 2018

Objective(s)

This study examines the percentage of job separators with enough hours to meet the variable entrance requirement (VER) and the percentage of laid-off job separators with an EI claim. It looks at the eligibility and the claim rates across unemployment rates, provinces, industries and regions.

Key Finding(s)

- The percentage of Record of Employment (ROE) with enough combined hours in a given year to qualify for EI regular benefits varies from a low of 67.9% (2007) to a high of 73.9% (2009) over the 2001 to 2016 period.
- The percentage of the laid-off job separators with enough combined hours in the last 52 weeks to qualify for EI regular benefits followed a general downward trend from 2001 (75.4%) to 2016 (70.1%). The percentage of the laid-off job separators with enough combined hours generally increased with the unemployment rate.
- The share of the laid-off job separators who received EI benefits among the total number of laid-off job separators with enough hours in the last 52 weeks trended downward during the 2001-2016 period from 67.1% in 2001 to 57.0% in 2016. In a given year, eligibility typically increased with the unemployment rate.
- Regression analysis shows that the probability to receive EI benefits is the highest in the Construction industry (72.7%) and the lowest in the Information, culture and recreation industry (59.6%).

Availability

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14. Record of Employment and Interruptions of Earnings: Firms

Author(s), Year

ESDC, Evaluation Directorate, 2018

Objective(s)

The study examines the extent to which employers issue a Record of Employment (ROE) when there is an interruption of earnings and how the percentage of earnings interruptions without an ROE varies by characteristics of the job.

Key finding(s)

- The percentage of earnings interruptions without an ROE generally declined over the years from 46.2% in 2000 to 30.2% in 2014.
- The frequency of earnings interruptions without an ROE varies by industry sector, firm size, earnings percentiles, union membership, and provinces and territories.
- In 2014, the Service sector had the highest percentage of earnings interruptions without an ROE (32.7%) while the Manufacturing industry had the lowest percentage (18.1%).
- The percentage of earnings interruptions without an ROE was 40.8% for small-sized firms in 2014, which is about 17 percentage points higher than for medium sized or large firms (23.7%).
- The percentage of earnings interruptions without an ROE decreases with higher earnings.
- A higher proportion of earnings interruptions without an ROE was observed for non-unionized jobs (34.2%) compared to unionized jobs (12.9%).
- The Territories had the highest proportion of interruptions without an ROE (40.8%), followed by British Colombia (35.9%).

Availability

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15. Access and Eligibility to EI Regular Benefits among Young People in Canada's Labour Market

Author(s), Year

ESDC, Employment Insurance Policy Directorate, 2018

Objective(s)

This study examines the coverage, eligibility, and access of young people to the EI program over time (2000 to 2015) on the basis of different demographic characteristics.

Key finding(s)

- Between 2008 and 2015, there was a 7.4 percentage points decline, from 61.8% in 2000 to 54.4% in 2015, in the EI coverage rate of youth. Over the same period of time, the decline is only 0.7 percentage points for people aged 25-44 years.

- The EI eligibility rate for youth was 54.0% in 2015, while it was 82.1% for individuals aged 25-44 years and 90.7% for those aged 45 years and over.
- The Beneficiaries-to-Unemployment (B/U) and Beneficiaries-to-Unemployment Contributors (B/UC) ratios for youth declined by almost 7 percentage points over the period of 2000 to 2015.
- Compared to men, women always had lower B/U and B/UC ratios (around 10 percentage points lower).
- The study finds that the decline in EI coverage for youth was due to the rise in EI non-contributors among the unemployed youth, while the drop in eligibility was primarily due to the lower number of insurable hours and valid job separations among the young unemployed EI contributors.

Availability

A PDF version of this document can be ordered by calling 1 800 O-Canada (1-800-622-6232). If you use a TTY, call 1-800-926-9105. The PDF version can only be sent via e-mail. Please note there will be a certain delay before receiving the documents.

16. Extension of Employment Insurance Regular Benefits to Unemployed Workers with Exhausted Entitlement in Commodity-Based Regions

Author(s), Year

ESDC, Employment Insurance Policy Directorate, 2018

Objective(s)

This study examines the effects of the extended benefits announced in Budget 2016 on regular benefit claimants residing in 15 EI economic regions most affected by the downturn in commodity prices of 2015, and who exhausted their entitlement prior to the implementation of the measure (referred in the study as “reach-back claimants”).

Key finding(s)

- A total of 75,690 reach-back claims received $301.5M in additional benefits.
- Almost half (49.4%) of these reach-back claims (37,420) were from Alberta.
- Claims associated with long-tenured workers (LTWs) accounted for 30.6% of all reach-back claims but received 64.6% of all additional EI regular benefits paid. This reflects the greater number of additional weeks they were entitled to receive.
- Reach-back claims received on average 8.8 weeks (18.1 weeks for LTWs and 4.7 weeks for non-LTWs, reflecting the greater entitlement for LTWs). Among all affected reach-back claims, 74.8% exhausted their additional benefit entitlement. The exhaustion rate was 86.8% for non-LTWs and 47.6% for LTWs.

Availability

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17. Evaluation of Initiatives to Extend EI Regular Benefits

Author(s), Year

ESDC, Evaluation Directorate, 2016

Objective(s)

This study presents the evaluation findings of the Extended Duration of EI Regular Benefits (EDB) and the Pilot Project Relating to Extended Benefits (Pilot 15). It examines the take up by EI claimants of the additional weeks of benefits provided and the impact on the length of EI claims, as well as on the likelihood of exhausting entitlements and benefits during the pilot periods.

Key finding(s)

- The EDB provided an estimated spending stimulus of 2.5 billion dollars between March 9, 2008 and September 11, 2010, for which 57% ($1.41 billion) is attributed to the additional EDB weeks paid and 43% ($1.09 billion) is attributed to increased use of regular entitlement among all EI claimants.
- The EDB initiative resulted in 34% of regular claimants using additional benefits, of which 76% used the entire additional 5 weeks. In addition, the EDB initiative allowed all claimants, not only claimants who used the additional weeks, to remain on EI for 1.6 weeks longer on average and to reduce entitlement benefit exhaustion by 5.3 percentage points.
- Pilot Project No. 15 reduced the number of seasonal workers facing an income gap with a 3.3 percentage point probability decrease, and also led to a decrease in the income gap length of seasonal income gappers by 2.2 weeks on average.
- However, only 3.2% of the total 558 million of additional benefit paid during Pilot 15 period was used by seasonal income gappers.

Availability

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18. Who are Workers Working for When Working While on Claim?

Author(s), Year

ESDC, Evaluation Directorate, 2016

Objective(s)

This study investigates the pre-claim and post-claim relationships between EI claimants who work while on claim and their employers. The target population is composed of “pure” regular claimants (those who received only regular benefits during their claim) who started their claim in 2010.

Key finding(s)

- Almost three-quarters (73.8%) of claimants who worked while on claim did so for a single employer.
- The average claimant who worked while on claim, worked about one-third (32.3%) of the weeks spent on claim. The weeks of employment (both in absolute terms and as a percentage of the weeks on claim) increase with the number of employers. This suggests that those who try to work more weeks during the claim have to look for employment opportunities with more employers.
- For 76.0% of claimants, working during an EI claim led to longer than a year employment after the claim.
- Virtually all claimants (94.8%) who worked while on claim worked for the same employer before and/or after their claim.

Availability

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19. Employment Insurance Support of Apprenticeship Training

Author(s), Year

ESDC, Employment Insurance Policy Directorate, and Service Canada Employment Insurance Benefits Processing Directorate, 2018.

Objective(s)

This study examines the performance of administrative processing of EI claims for apprentices, identifies the source and/or reason that warrants manual intervention, and analyzes the impacts of not serving the waiting period.

Key finding(s)

- A greater share of EI apprentices (84.5% in FY1617) had their application finalized within 28 days of filling compared with all regular claimants (78.5% in FY1617).
- Overall, 76.2% of the 57,099 applications from EI apprentices in FY1617 have been fully or partially processed automatically compared with 72.7% for all applications. Among all apprentices' applications processed automatically, over three-quarters were fully processed automatically.
- The main reason for delays in the processing of an application is the delay in receiving the Record of Employment.
- 40.5% of EI apprentices filed their application only after their course had already begun, suggesting that they were possibly unaware of the filing process, did not have all the information required to submit their application early enough or had sufficient financial resources to afford to wait before receiving their first EI benefits payments.
- Of all apprentices' applications that were finalized in FY1617, 45.8% were exempted from serving the waiting period. On average, apprentices received $416 in EI benefits per week.

Availability

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20. Job-related Training of Older Workers

Author(s), Year

Jungwee Park, Statistics Canada, 2012

Objective(s)

This study focus on three areas: if there is differences in the participation rate in job-related training between those aged 55 to 64 (older workers) and those aged 25 to 54 (core aged employees); the characteristics of older workers that are associated with an increased participation in job training; and finally how the participation of older workers in employer-supported training has changed over time.

Key finding(s)

- Older-workers (55 to 64) have a much lower probability of taking job-related training than core-aged individuals. Specifically, 32% of older workers took training compared to 45% of core-aged workers.

- Among older workers, the characteristics associated with lower training rates were education less than postsecondary, temporary employment, and sales and service jobs.
- The training gap between older and younger workers has been closing, primarily because of increases in educational attainment and changes in types of jobs.

Availability

This report is available on Statistics Canada's web site at:
http://www.statcan.gc.ca/pub/75-001-x/2012002/article/11652-eng.pdf

21. Training and the Duration of Employment Insurance Benefits

Author(s), Year

ESDC, Economic Policy Directorate, 2016

Objective(s)

This study, using data from the Survey of Labour and Income Dynamics (SLID), looked at the impact of participation in job-related training on the incidence of receiving EI regular benefits and the duration of regular benefit payments during the period 2002 to 2008.

Key finding(s)

- For men who participated in job-related training in a given year, the probability of receiving EI regular benefits in the following year was reduced by 1.4 percentage points, from an average predicted probability of 4.7%.
- For women who participated in job-related training in a given year, the probability of receiving EI regular benefits in the following year was found to be reduced by 0.6 percentage points, from an average predicted probability of 4.1%.
- Among different types of training, it was found that it is employer-sponsored and workplace-based job-related training that reduced the incidence of receiving EI regular benefits; self-sponsored and classroom-based job-related training were not found to have an impact.
- With respect to the duration of EI regular benefits, participation in job-related training in a given year had only a limited impact, reducing the duration of benefit payments in the following year by 1.6 days among male recipients and 0.9 days among female recipients.

Availability

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22. Usage of the Work-Sharing Program: 2000/2001 to 2016/2017

Author(s), Year

ESDC, Evaluation Directorate, 2018

Objective(s)

This report examines the usage of the Work-Sharing program, including the number and distribution of layoffs averted and the incidence of shutdowns among Work-Sharing employers from FY0001 to FY1617.

Key finding(s)

- From FY0001 to FY1617, Work-Sharing participants accounted for less than 1% of employment in Canada.
- Work-sharing usage and expenditures are counter-cyclical: the Program is used more intensively during periods of economic downturn and less intensively during periods of economic recovery.

- The average benefit duration was around 20 weeks. It peaked at 39.4 in FY0809 when temporary extensions were available.
- The estimated layoffs averted varied from lows of around 1,000 in FY0708 and in FY1415 to more than 24,000 in FY0910.
- More than half of employers (55.7%) who participated in the Work-Sharing program in 2001 had shut down in 2015, compared to 75.4% of non-Work-Sharing employers during the same period.

Availability

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23. EI Payroll Tax Refunds: The Characteristics of Firms Benefitting from the EI Premium Reduction Program 2000-2013

Author(s), Year

ESDC, Evaluation Directorate, 2016

Objective(s)

This study describes the characteristics of firms benefitting from the EI Premium Reduction Program (PRP) over tax years 2000 to 2013.

Key finding(s)

- The PRP has four categories of short-term disability plans that qualify for premium reduction. Employers may register and receive premium reductions for more than one plan. Most employers (around 90%) register for Category 3 plans - representing weekly indemnity plans with a minimum benefit period of at least 15 weeks.
- Larger firms were found to be more likely to participate in the PRP and to register more than one plan. Firms that had unions were also more likely to participate. These observations are consistent with previous results.
- In 2013, there were 26,650 employers with EI premium reductions, down from 31,040 participating employers in 2000. The decline in employer participation coincided with an increase by 21% in the number of employers in Canada. The changes in employer participation did not result in a decline in the percentage of workers covered: both the number of workers and the percentage of workers covered increased over the period. At the end of the study period, 7.1 million (34.8%) of workers had employment in firms receiving a premium reduction.

Availability

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24. Assessing the Hiring Credit for Small Business

Author(s), Year

Finance Canada and ESDC, Employment Insurance Policy Directorate, 2018

Objective(s)

This study examines if the Hiring Credit for Small Business (HCSB) was effective in encouraging employment by increasing the number of workers within firms or by increasing their payrolls, and explores if the HCSB increased qualifying firms' productivity, revenues, investment, or research and development (R&D) spending.

Key finding(s)

- Between 2011 and 2013, the HCSB provided an average of $220 million in employer premium relief to approximately 550,000 firms annually.
- Firms that benefitted from the HCSB received on average $400, or about 0.6% of their combined total of payrolls and EI premiums.
- Generally, the study found no statistical evidence that the HCSB increased employment or payrolls, or helped improve firm performance in the form of increased productivity, revenue, investment or research and development expenditures.
- The only positive evidence found by the study suggested that the HCSB helped increase hiring among unincorporated start-ups.

Availability

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25. Employment Insurance and Aboriginal Skills and Employment Training Strategy (ASETS)

Author(s), Year

ESDC, Labour Market Information Directorate, 2018

Objective(s)

This study examines the labour market outcomes of ASETS participants before and after their participation in the program.

Key finding(s)

- Over one-third (36.9%) of ASETS participants were EI-clients; the rest (63.1%) were Consolidated Revenue Fund (CRF) clients. Both groups generally improved their labour market outcomes associated with program participation.
- For all cohorts from 2006 to 2012, for EI-clients, compared to the pre-program level, it was found that:
  - Post-program average earnings increased by 22.6%.
  - Post-program incidence of employment remained almost unchanged, with some variations across cohorts.
  - The proportion of participants who received EI benefits increased by 0.8 percentage points, although there is a slight decrease for 2009 and 2011 cohorts. The average number of weeks on EI also increased by about 10.1%, suggesting evidence for improved attachment to the labour market.
  - The proportion of participants who paid EI premiums decreased by 4.4 percentage points. However, the amount of EI premiums paid per year per client increased by 18.1%, with some variations across cohorts.

Availability

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Annex 7

Recent legislative changes to the Employment Insurance program

Annex 7.1 Major changes to the Employment Insurance program implemented from April 1, 1996 to January 1, 2018 498

Annex 7.1 Major changes to the Employment Insurance program implemented and in force from April 1, 1996 to January 1, 2018

Budget Implementation Act 2017, No. 1, S.C. 2017, c. 20, Division 11, Part 4 (Bill C-44)	
Element	**Rationale**
Family Caregiver Benefits for Adults	
• Effective December 3, 2017, the 15-week EI Family Caregiver benefit for adults is available to provide income support to eligible caregivers who take time off work to provide care or support for an adult family member who is critically ill or injured. Any family member or person who is considered to be like family is eligible to receive benefits.	• Helps individuals balance work and family responsibilities by reducing the financial pressure they face when an adult family member is suffering from a critical illness or injury.
• Bill C-44 also amended the *Canada Labour Code* to protect the jobs of employees in federally regulated enterprises while they take unpaid leave to care for their critically ill or injured family member.	• Recognizes that caregivers are likely to take time away from work when an adult member in their family is critically ill.
Family Caregiver Benefits for Children	
• Effective December 3, 2017, the EI Family Caregiver benefit for children replaces the EI Parents of Critically Ill Children benefits. Up to 35 weeks of EI benefits continues to be available for the care of a critically ill child. Any family member or person who is considered to be like family is now eligible to receive benefits, rather than only parents.	• Enhances access to benefits by expanding eligibility to a wider support network that includes extended family members, rather than only parents.
Making it Easier to Apply for Caregiving Benefits	
• To improve access to EI caregiving benefits, nurse practitioners and medical doctors are now able to sign medical certificates. • This change, effective December 3, 2017, applies to the following benefits: Family Caregiver benefit for children, Family Caregiver	• For many Canadians, nurse practitioners are the first and most frequent point of contact with the health care system. This change makes it easier for caregivers to access benefits.

benefit for adults, and Compassionate Care benefits.

Earlier Access to Maternity Benefits	
• As of December 3, 2017, pregnant workers can begin receiving EI maternity benefits as early as 12 weeks before the expected week of childbirth. Previously EI maternity benefits were accessible up to 8 weeks prior to the expected week of childbirth.	• This increased flexibility allows pregnant workers to consider their personal, health, and workplace circumstances when choosing when to begin their claim for maternity benefits.
• The *Canada Labour Code* was amended to ensure that workers in federally regulated sectors have the job protection they need while they are receiving maternity benefits.	• Aligns job protection for workers in workplaces that are federally regulated with the change to EI maternity benefits.

More Choice for Parents	
• As of December 3, 2017, parents with a newborn or newly adopted child can choose between standard and extended parental benefits. • The EI standard parental benefits provide up to 35 weeks of benefits at a 55% income replacement rate paid over 12 months. • The EI extended parental benefits provide up to 61 weeks of benefits at a 33% income replacement rate paid over 18 months. • When applying for EI, parents must choose between standard or extended parental benefits, and the choice cannot be changed once a payment has been made. • Parents must choose the same option. Parental benefits can be shared, at the same time or separately. • Adjustments were made to the rules for combining EI benefits. They include a Schedule to convert EI weeks paid at the 33% income replacement rate into EI weeks paid at 55% income replacement rate for situations when EI regular benefits are combined with EI extended parental benefits. A benefit period extension is provided in these situations to allow a claimant to receive the equivalent of up to 50 “standard” EI weeks.	• Helps working parents manage work and family responsibilities by allowing them to choose the option of EI parental benefits that best meets their family’s needs.

Budget Implementation Act 2016, No. 2, S.C. 2016, c. 12 (Bill C-29)	
Element	**Rationale**
Changes to the Definition of Suitable Employment Under the *Employment Insurance Act*	
• Amendments introduced under Part IV, Division 1 of the *Budget Implementation Act No. 2* amend the *Employment Insurance Act* to change the definition of what is classified as suitable employment when determining whether a claimant should be disentitled to EI benefits. • The definition of suitable employment is modified to exclude claimants being unable to work as a result of a labour dispute; claimants working at lower rates of earnings or conditions less favourable than those observed by agreements between employers and employees or conditions observed by good employers; and if it is not the claimant`s usual occupation and is performed at a lower rate of earnings or in conditions less favourable than those a claimant might reasonably expect to obtain in their usual occupation.	• Enhances the flexibility and responsiveness of the EI program in situations where employers may be engaged in hiring practices determined not to be those recognized by good employers, including lower levels earnings or not providing conditions of work that employees can expect to obtain in their usual occupation for claimants in that profession. • While long-standing requirements for claimants to search for and accept available work while receiving Employment Insurance benefits continue to be upheld, restrictions on these requirements have been eased with respect to commuting times, offered wages and the types of work claimants are required to accept.

Budget Implementation Act 2016, No. 1, S.C. 2016, c. 7 (Bill C-15)	
Element	**Rationale**
Reduced Waiting Period for Employment Insurance Benefits	
• Amendments introduced under Part IV, Division 12 of the *Budget Implementation Act No. 1* amend the *Employment Insurance Act* to reduce the waiting period for EI benefits from two weeks to one week. • These changes came into effect on January 1, 2017.	• The waiting period for EI benefits acts as a deductible. Shortening the waiting period will help ease financial pressures when claimants become unemployed or leave work temporarily due to health or family pressures.
Elimination of the New Entrant and Re-Entrant (NERE) Requirements for Employment Insurance Benefits	
• Effective July 3, 2016, additional eligibility criteria that restricted access to Employment Insurance regular and fishing benefits for workers who were entering or re-entering the labour market were removed. Changes to the *Employment Insurance Regulations* and *Employment Insurance (Fishing) Regulations* were also made. • Claimants, including those formerly defined as NEREs are now required to meet their regional	• Ensures greater equity for new entrants and re-entrants in accessing EI benefits. • Evaluation of the NERE provisions by Employment and Social Development Canada concluded that the NERE provisions did not act to discourage future frequent use of EI, the original intent of the provision.

variable entrance requirement (420 to 700 hours of insurable employment, reduced from 910 hours) to access EI regular benefits.

  - NEREs are those who had minimal or no labour market attachment (less than 490 hours of work) in the 52-week period prior to the qualifying period.

- All NERE self-employed fishers will now need to reach regional insurable earnings entrance requirements ($2,500 to $4,200, reduced from $5,500) to qualify for EI fishing benefits.
  - NEREs are those who had minimal or no labour market attachment (less than $3,000 in earnings from employment as a fisher) in the 52-week period prior to the qualifying period.
- This change also makes it a requirement for workers qualifying for EI-funded training supports through Labour Market Development Agreements (under Part II of the *Employment Insurance Act*) to demonstrate that they qualify for benefits under Part I of the *Employment Insurance Act*.

Extra Weeks of Benefits for Workers in Regions Affected by Downturns in Global Commodity Prices

- Eligible workers could receive five additional weeks (up to a maximum of 50 weeks) of EI regular benefits in 15 economic regions that exhibited a sharp and sustained increase in the unemployment rate without showing significant signs of a recovery.
- Eligible long-tenured workers were also eligible to receive up to 20 additional weeks to their entitlement (up to a maximum of 70 weeks) in these regions.
- Extended benefits were available for a period of one year starting in July 2016, and applied to claimants who started a claim for EI regular benefits on or after January 4, 2015 and were still unemployed.
- The applicable economic regions were: Newfoundland/Labrador; Sudbury; Northern Ontario; Northern Manitoba; Saskatoon; Southern Saskatchewan; Northern Saskatchewan; Calgary; Edmonton; Northern Alberta; Southern Alberta; Southern Interior British Columbia; Northern British Columbia; Whitehorse; and Nunavut.
- Declines in global commodity prices since late 2014 led to sharp and sustained shocks of unemployment in commodity-based regions.
- This temporary measure is meant to provide the financial support these workers need while they search for work and to inform possible future changes to the EI program.
- This measure ensures that long-tenured workers, who may have spent years working in one industry or for one employer, have the financial support they need while they search for work, possibly in an entirely different industry and/or acquire the skills necessary to change career.
- Regions selected as eligible for extra weeks were selected as a result of their unemployment rates increasing by two percentage points or more for a sustained period, in comparison to its lowest point during a defined reference period, with no signs of economic recovery.

Regulatory Amendments: Simplifying Job Search Requirements (2016)	
Element	**Rationale**
Changes to the Definition of Suitable Employment Under the *Employment Insurance Regulations*	
• Amendments to the *Employment Insurance Regulations*, announced in Budget 2016, replaced the criteria for determining what constitutes suitable employment that a claimant is expected to search for and obtain, by removing specific criteria for various claimant categories and those related to daily commuting times; and easing the criteria related to the offered earnings and type of work which claimants must accept, with provisions describing employment that was not suitable. • These changes came into effect on July 3, 2016.	• Introduces more flexibility and simplifies job search responsibilities.

Regulatory Amendments: Working While on Claim (2016)	
Element	**Rationale**
Working While on Claim Pilot Projects	
• On August 7, 2016, as part of Budget 2016, the Government introduced Pilot Project No. 20 (Working While on Claim Pilot Project). This pilot allows all eligible claimants to choose from two options. • Under the default rule, claimants can keep 50 cents of EI benefits for every dollar earned (up to a maximum of 90% of their weekly insurable earnings). Under the optional rule, claimants can choose to earn up to the greater of $75 or 40% of their weekly benefit rate (earnings beyond this threshold result in their weekly EI benefits being reduced dollar-for-dollar). • This pilot applies to regular, fishing, parental and compassionate care benefits but excludes maternity and sickness benefits. The 'optional rule' does not apply to claimants receiving special benefits for self-employed persons, where only the 'default rule' is available. • This new pilot project is scheduled to conclude on August 11, 2018. • Since 2005, a number of Working While on Claim	• Pilot Project No. 20 tests how offering the choice of two options for the treatment of income earned while on claim will encourage people to accept work, particularly low income claimants. • Pilot Project No. 8 tests to determine whether allowing claimants to earn more income without a reduction in their EI benefits give them incentives to accept all available work. • Pilot Project No. 17 provides additional data to assess the effectiveness of pilot parameters during a period of economic recovery and a full economic cycle. • Pilot Project No. 18 tests whether a new approach further encouraged claimants to work additional days while on claim. Pilot Project No. 18 was amended to test which method, parameters under Pilot Project No. 17 or those under Pilot Project No. 18, is more effective in encouraging claimants to work more while receiving EI benefits. • Pilot Project No. 19 provides additional data to assess the effectiveness of the pilot parameters and test which method, parameters under Pilot

(WWC) pilot projects were introduced.

- Pilot Project No. 8 took effect on December 11, 2005 in 23 EI economic regions with an unemployment rate of 10% or higher. The parameters of this pilot were re-introduced nationally in 2008 as Pilot Project No. 12, which was then extended (effective October 12, 2010) until August 6, 2011.
- Budget 2011 announced a one-year renewal of the WWC Pilot Project parameters through a new pilot (Pilot Project No. 17), available nationally until August 4, 2012.
- These pilot projects (Pilot Projects No. 8, No. 12 and No. 17) increased the amount that claimants were allowed to earn while on claim to $75 per week or 40% of their weekly EI benefit rate, whichever was higher. Any income above that amount was deducted dollar-for-dollar from benefits. These pilot projects applied to regular, fishing, parental and compassionate care benefits, but excluded maternity and sickness benefits.
- On August 5, 2012, as part of Budget 2012, the Government introduced Pilot Project No. 18 under which claimants kept 50% of their EI benefits from the first dollar earned, up to 90% of weekly insurable earnings to ensure that claimants did not earn more than when they were working. Claimants with earnings during the period beginning on August 7, 2011 and ending on August 4, 2012 could elect to have their EI weekly benefits calculated based on the parameters of the previous WWC pilot project (Pilot Project No. 17) rather than the Pilot Project No. 18. This pilot project concluded on August 1, 2015.
- On August 2, 2015, as part of Budget 2015, the Government re-introduced the parameters of Pilot Project No. 18 under Pilot Project No. 19. This pilot project ended on August 5, 2016.

Project No. 17 or those under Pilot Project No. 18, is more effective in encouraging claimants to work more while receiving EI benefits.

Economic Action Plan 2015 Act, No. 1, S.C. 2015, c. 36 (Bill C-59)	
Element	**Rationale**
Increased Duration of Compassionate Care Benefits	
• Amendments to the *Employment Insurance Act* increased the duration of compassionate care benefits to a maximum of 26 weeks (up from 6 weeks) and allowed weeks of benefits to be taken within a 52-week period (up from a 26-week period). • Bill C-59 also amended the *Canada Labour Code* concurrently to ensure that the jobs of employees in federally regulated enterprises remain protected while they avail themselves of compassionate care benefits. • These changes came into effect on January 3, 2016.	• Provides additional financial security to Canadians workers and their families providing end-of-life care or support.

Regulatory Amendments: Unemployment Rates in the Territories and Employment Insurance Economic Regions in the Territories and Prince Edward Island (2014)	
Element	**Rationale**
New Regional Unemployment Rate Methodology in the Territories and New Employment Insurance Economic Regions in the Territories and Prince Edward Island	
• Amendments to the *Employment Insurance Regulations* replaced the administratively set 25 percent unemployment rate used for Employment Insurance (EI) purposes in the Yukon, the Northwest Territories and Nunavut with variable monthly regional unemployment rates. Under this new approach, the regional monthly unemployment rate is henceforth equal to the greater of a seasonally adjusted unemployment rate based on a 3-month moving average or a 12-month moving average. A monthly regional unemployment rate substitute is used if Statistics Canada is not able to publish a monthly unemployment rate for reasons of confidentiality.	• Ensures a better reflection of regional labour market conditions in the territories. • Offers a balance between responsiveness to regional labour market conditions in the territories (with the 3-month moving average) and better protection against statistical variance (with the 12-month moving average).
• In addition, the EI economic regions of Prince Edward Island, Yukon, the Northwest Territories and Nunavut were each divided into two EI economic regions, one consisting of the capital area and the other the remaining non-capital area. • These changes came into effect on October 12,	• Recognizes differences in labour market realities between the capital and the non-capital areas in the Yukon, the Northwest Territories, Nunavut and Prince Edward Island.

2014.

Economic Action Plan 2014 Act, No. 2, S.C. 2014, c. 39 (Bill C-43)	
Element	**Rationale**
Small Business Job Credit	
• Division 14 of the *Economic Action Plan Act 2014 No. 2* amended Section 96 of the *Employment Insurance Act* to allow for businesses with $15,000 or less in employer premiums paid per year to receive a partial refund of premiums paid for the 2015 and 2016 tax years. • The Small Business Job Credit applied to Employment Insurance premiums paid by small businesses. The credit was calculated as the difference between premiums paid at the legislated rate of $1.88 per $100 of insurable earnings and the reduced small business rate of $1.60 per $100 of insurable earnings. • Since employers pay 1.4 times the legislated rate, this 28-cent reduction in the legislated rate was equivalent to a reduction of 39 cents per $100 of insurable earnings in EI premiums paid by small employers. • The 39-cent premium reduction applied in addition to the premium reduction related to Quebec's parental insurance plan, the Québec Parental Insurance Plan. • Eligibility for the Small Business Job Credit was determined by the Canada Revenue Agency based on T4 information provided, and employers did not have to apply separately for this credit.	• Ensures savings for employers on their Employment Insurance premium obligations and brings small business premium contributions more in line with premium rates that would be introduced following implementation of the seven year break even rate formula to be implemented in 2017. • Businesses will have additional resources to pursue expansion opportunities that would lead to additional hiring of workers within the Canadian economy and helps businesses to take advantage of emerging opportunities and compete in the global economy.

Economic Action Plan 2014 Act, No. 1, S.C. 2014, c. 20 (Bill C-31)	
Element	**Rationale**
Enhanced Access to Sickness Benefits for Compassionate Care Benefits or Parents of Critically Ill Children Benefits Claimants	
• Effective October 12, 2014, claimants receiving compassionate care benefits (CCB) or parents of critically ill children (PCIC) benefits no longer have to be otherwise available for work to receive sickness benefits. This legislative change allows	• Recognizes that a claimant who becomes ill or injured while in receipt of CCB or PCIC benefits may not be able to take care of a gravely ill family member or his/her a critically ill child.

claimants who fall ill or injured while receiving CCB or PCIC benefits to access sickness benefits and then resume collecting the balance of their CCB or PCIC benefits, if needed, once their sickness benefits have been paid.	• Enhances the flexibility and responsiveness of the EI program.

Regulatory Amendments: Access to Maternity and Parental Benefits (2012)	
Element	**Rationale**
Limiting Access to Maternity and Parental Benefits to Persons Authorized to Remain in Canada	
• Claimants who leave Canada and whose work permit and Social Insurance Number (SIN) expire are no longer eligible to receive maternity and parental benefits. • Claimants with a valid SIN can continue to receive these benefits both inside and outside Canada.	• Ensures that maternity and parental benefits are paid only to claimants with ongoing ties to the Canadian labour market—notably, those authorized to live and work in Canada.

Jobs and Growth Act, 2012, S.C. 2012, c. 31 (Bill C-45)	
Element	**Rationale**
Canada Employment Insurance Financing Board Act	
• Effective March 7, 2013, the *Canada Employment Insurance Financing Board Act* has been suspended until the Employment Insurance Operating Account has returned to cumulative balance and the Canada Employment Insurance Financing Board can fulfill its full legislative mandate.	• Ensures that independent Employment Insurance rate-setting is performed in the most cost-effective manner.
Premium Rate-setting	
• An interim rate-setting regime takes effect, under which Employment Insurance premium rates are set by the Governor-in-Council on the joint recommendation of the Minister of Employment and Social Development and the Minister of Finance. The 2014 rate is the first rate set under the interim regime.	• Ensures premium rates are set according to the premium rate-setting mechanism set out in the *Employment Insurance Act*, and provides ongoing stability and predictability for contributors.

Helping Families in Need Act, S.C. 2012, c. 27 (Bill C-44)	
Element	**Rationale**
Parents of Critically Ill Children	
• Effective June 9, 2013, a 35-week Employment Insurance special benefit became available to provide income support to eligible parents who are unable to work while providing care or support to a critically ill or injured child under the age of 18.	• Helps parents balance work and family responsibilities by reducing the financial pressure faced by parents who take time off work to care for their critically ill or injured children.
• Bill C-44 also amended the *Canada Labour Code* to protect the jobs of employees in federally regulated enterprises while they take unpaid leave to care for their critically ill or injured child.	• Recognizes the needs of parents who are likely to take time away from work when their child is critically ill.
Enhanced Access to Sickness Benefits for Parental Benefits Claimants	
• Effective March 24, 2013, claimants receiving parental benefits no longer have to be otherwise available for work to receive sickness benefits. This legislative change allows claimants who fall ill or injured while receiving parental benefits to access sickness benefits and then resume collecting the balance of their parental benefits, if needed, once their sickness benefits have been paid.	• Recognizes that it may be difficult for a parent who becomes ill or injured to take care of and bond with his/her child. • Enhances the flexibility and responsiveness of the EI program.

Jobs, Growth and Long-term Prosperity Act, S.C. 2012, c. 19 (Bill C-38)	
Element	**Rationale**
Connecting Canadians to Available Jobs	
• Enhanced the content and frequency of job and labour market information for job seekers. • Strengthened and clarified claimants' obligations by defining reasonable job search and suitable employment for claimants who were receiving regular or fishing benefits. • Ensured qualified Canadians were considered before temporary foreign workers were hired to fill job vacancies.	• Ensures unemployed Canadians are better connected with available jobs in their local area. • Clarifies claimants' responsibility to undertake a reasonable job search for suitable employment while receiving EI regular or fishing benefits.

- Initiated discussions with provinces and territories to make skills training and job search support available to Employment Insurance (EI) claimants earlier in their claim.

Variable Best Weeks	
• Effective April 7, 2013, claimants (with the exception of fishing and self-employed claimants) have Employment Insurance (EI) benefits calculated based on the weeks of their highest insurable earnings during the qualifying period. • The best 14 to 22 weeks are used to calculate EI benefits, depending on the unemployment rate in the EI economic region where the claimant resides.	• Makes the EI program more responsive to regional economic conditions. • Ensures that those living in areas with similar labour market conditions receive similar benefits.

Premium Rate-setting	
• The Employment Insurance (EI) premium rate-setting mechanism has been amended whereby the premium rate will be set annually at a seven-year break-even rate. This revised rate-setting mechanism is intended to come into force once the Employment Insurance Operating Account has returned to cumulative balance. • The legislated limit on year-to-year changes to the premium rate has been adjusted from 15 cents to 5 cents per $100 of insurable earnings. • Advanced the date by which the premium rate must be set to September 14, rather than November 14.	• Ensures that the Employment Insurance Operating Account is in cumulative balance at the end of the seven-year period. • Enhances the predictability and stability of the EI premium rate. • Provides employers and workers with more notice of the EI premium rate for the coming year.

Social Security Tribunal	
• The Social Security Tribunal (SST) replaced the four Employment and Social Development Canada tribunals for Employment Insurance (EI), Canada Pension Plan (CPP) and Old Age Security (OAS) appeals with a single decision-making body. • The SST is comprised of two levels of appeal, similar to the previous appeal process: – The General Division has an Employment	• Eliminates administrative duplication in appeals and tribunal services by replacing the administrative tribunal system for major federal social security programs with a single-window decision body. • This new approach to appeals introduced a number of measures to improve efficiencies, simplify and modernize the process and reduce costs.

Insurance Section for EI appeals, and an Income Security Section for CPP and OAS appeals. A vice-chairperson heads each of the sections of this Division.

  - The Appeal Division reviews decisions made by the General Division. The third vice-chairperson heads this Division.

- Before an EI appeal can be filed with the SST, clients must make a formal request for reconsideration. This is a new process whereby EI clients who disagree with the Canada Employment Insurance Commission's decision are able to submit new or additional information that the Commission is required to review to determine if the decision can be reversed or modified.
- Appeals are considered and decided by single member panels. Tribunal members have the authority to summarily dismiss an appeal when the member is satisfied that the appeal has no reasonable chance of success.
- The SST began its operations on April 1, 2013.

***Keeping Canada's Economy and Jobs Growing Act*, S.C. 2011, c. 24 (Bill C-13)**	
Element	**Rationale**
Temporary Hiring Credit for Small Businesses	
• Provided small businesses with a temporary hiring credit of up to $1,000 against an increase in the firm's 2011 Employment Insurance premiums over those paid in 2010. • Available to approximately 525,000 employers whose total EI premiums were at or below $10,000 per employer in 2010 and will reduce their 2011 payroll costs by about $165 million.	• Encourages additional hiring in small businesses, and helps them to take advantage of emerging opportunities and compete in the global economy.

Regulatory Amendments: Extended EI Benefits and Best 14 Weeks Pilot Projects (2010)	
Element	**Rationale**
Extended Employment Insurance Benefits Pilot Project	
• Pilot Project No. 6, Pilot Project Relating to Increased Weeks of Benefits, was introduced	• Tests the cost and impact of extending the number of weeks of benefits in EI economic regions of relatively

for a two-year period on June 6, 2004 in 24 Employment Insurance (EI) economic regions with an unemployment rate of 10% or higher. It increased the maximum number of weeks for which regular benefits could be paid by five, to a maximum of 45 weeks.

- The parameters of this pilot were re-introduced as a new pilot project on June 11, 2006, under Pilot Project No. 10, for a period of 18 months in 21 EI economic regions and were further extended until May 31, 2009. Pilot Project No. 10 increased the maximum number of weeks for which regular benefits could be paid by five, to a maximum of 45 weeks.

high unemployment.

- Pilot Project No. 10 ended earlier, on February 28, 2009, and was replaced by the national Extra Five Weeks Budget measure, which came into effect on March 1, 2009 and lasted until September 11, 2010. It increased the maximum number of weeks for which regular benefits could be paid by 5, to a maximum of 50 weeks, on all claims that were open between March 1, 2009, and September 11, 2010.

- Provides time-limited, broad-based support for all workers during the recent recession.

- On September 12, 2010, the Government of Canada re-introduced the parameters of the Extended Employment Insurance Benefits Pilot Project (as Pilot Project No. 15) for two years, until September 15, 2012, or earlier if there was a sustained economic recovery. An automatic termination trigger was implemented in regions where regional unemployment rates were below 8% for 12 consecutive months. It included the same 21 Employment Insurance (EI) economic regions as Pilot Project No. 10.
- Pilot Project No. 15 increased the maximum number of weeks for which regular benefits could be paid by five, to a maximum of 45 weeks.
- Pilot Project No. 15 concluded earlier in three regions where the unemployment rate was less than 8% for 12 consecutive months. This was the case for the EI economic region of St. John's (September 24, 2011), Chicoutimi-Jonquière (March 24, 2012) and Sudbury (June 23, 2012).

- Tests the effectiveness of providing additional EI regular benefits in reducing the number of individuals experiencing an income gap between EI and their return to work, as well as the impact of a regional unemployment rate-based trigger.
- Allows for further collection of data and testing to more fully capture the impact of increasing the maximum number of weeks for which regular benefits could be paid during a period of economic recovery.

Best 14 Weeks Pilot Project	
• Pilot Project No. 7 (Best 14 Weeks) was introduced on October 30, 2005, in 23 EI economic regions with unemployment rate of 10% or higher. The parameters of the pilot project were re-introduced on October 26, 2008, for two years, as Pilot Project No. 11 in 25 Employment Insurance (EI) economic regions with an unemployment rate of 8% or higher. • Under this pilot project, EI benefits were based on claimants' 14 weeks of highest earnings in the qualifying period.	• Tests whether basing claimants' benefit rate on their 14 weeks of highest earnings in the qualifying period (generally 52 weeks) before they claimed EI encouraged claimants to accept all available work.
• Initially scheduled to end on October 23, 2010, Pilot Project No. 11 was subsequently extended until June 25, 2011. • Budget 2011 announced a one-year renewal of the Best 14 Weeks pilot project parameters (as Pilot Project No. 16) in the same 25 EI economic regions until June 23, 2012. Pilot Project No. 16 was subsequently extended until April 6, 2013.	• Provides additional data to assess the effectiveness of the pilot during a period of economic recovery and a full economic cycle.

***Fairness for Military Families (Employment Insurance) Act*, S.C. 2010, c. 9 (Bill C-13)**	
Element	**Rationale**
Improved Access to Parental Benefits for Military Families	
• The Employment Insurance (EI) parental benefits eligibility window has been extended to support Canadian Forces (CF) members, including reservists, who are ordered to return to duty while on parental leave or whose parental leave is deferred as a result of an imperative military requirement. • This gives these CF members a window of up to 104 weeks following their child's birth or adoption in which to access part or all of their 35 weeks of EI parental benefit entitlement.	• Provides additional flexibility to CF members to access parental benefits for parent-child care and bonding, while recognizing the importance of military service.

Jobs and Economic Growth Act, S.C. 2010, c. 12 (Bill C-9)	
Element	**Rationale**
Employment Insurance Operating Account	
• The Employment Insurance Operating Account was established in the accounts of Canada to record all Employment Insurance (EI) related credits and charges since January 1, 2009, the date from which the Canada Employment Insurance Financing Board (CEIFB) was to ensure that EI revenues and expenditures broke even and the Employment Insurance Account was closed. • This change repeals the provision under which advances from the Consolidated Revenue Fund to the Employment Insurance Account were made and the provision under which interest could be paid on the balance of the Employment Insurance Account. • The CEIFB's obligation to set EI premium rates under section 66 of the *Employment Insurance Act* has been clarified to ensure that EI revenues and expenditures recorded in the Employment Insurance Operating Account balance over time, beginning January 1, 2009.	• Further strengthens the transparency and effectiveness of the financing of the EI program. • In line with steps taken in 2008 to establish the CEIFB.

Fairness for the Self-employed Act, S.C. 2009, c. 33 (Bill C-56)	
Element	**Rationale**
Special Benefits for Self-employed Persons	
• Effective January 31, 2010, Employment Insurance (EI) special benefits (maternity, parental, sickness and compassionate care benefits) have been extended to self-employed workers. Self-employed persons can opt into the EI program on a voluntary basis. Benefits were paid starting January 1, 2011. • These benefits for self-employed persons mirror special benefits available to salaried employees under the current EI program.	• Provides a voluntary scheme of EI benefits to self-employed Canadians for life transitions such as the birth of a child, adoption, illness, injury or critical illness of a family member.

Budget Implementation Act, 2009, S.C. 2009, c. 2 (Bill C-10)	
Element	**Rationale**
Career Transition Assistance Initiative	
• Two measures to support long-tenured workers: – The Extended Employment Insurance and Training Incentive extended EI regular benefits to a maximum of 104 weeks for long-tenured workers who enrolled in long-term training, including up to 12 weeks of EI regular benefits for job search. – The Severance Investment for Training Initiative allowed eligible long-tenured workers who used their severance payments to invest in full-time training to receive EI regular benefits sooner. • For the purposes of the Career Transition Assistance Initiative, long-tenured workers' claims must have started on or after January 25, 2009, and no later than May 29, 2010.	• Improved claimants' incentive to renew or upgrade their skills. • Encouraged claimants to invest in their own training. • Encouraged claimants to undertake long-term training to improve their re-employability.
Premium Rate Freeze	
• This measure froze Employment Insurance (EI) premium rates for employees at $1.73 per $100 for 2010, the same rate as in 2009 and 2008.	• Maintained premium rate stability during the recession despite higher EI costs.
Premium Rates	
• Legislation was enacted to retroactively set the premium rates for 2002, 2003 and 2005.	• This retroactive change was made necessary by the ruling of the Supreme Court of Canada in the *CSN-Arvida* case, in which the Court ruled that the premium rates in 2002, 2003 and 2005 were not constitutionally valid as regulatory fees and represented an unlawful tax on premium payers.

Budget Implementation Act, 2008, S.C. 2008, c. 28 (Bill C-50)	
Element	**Rationale**
Temporary Additional Employment Insurance Benefits for Unemployed Long-tenured Workers	
• Long-tenured workers are individuals who have	• Benefited workers who faced unemployment with low

worked and paid Employment Insurance (EI) premiums for a significant period and have previously made limited use of EI regular benefits.

- Provided up to 20 weeks of additional benefits, depending on how long an eligible individual had been working and paying into EI.
- Applied to claimants who met the long-tenured worker definition and who made their claim between January 4, 2009, and September 11, 2010.

prospects of finding work and who had previously made limited use of EI benefits.

- Helped workers who, in many cases, had skills that were not easily transferable. For such workers, finding a new job in their industry or an alternative one may have been particularly difficult in the economic environment of that time period.

Canada Employment Insurance Financing Board	
• The legislation creating the Canada Employment Insurance Financing Board (CEIFB) received Royal Assent on June 18, 2008. • The CEIFB's legislated mandate was to: – set Employment Insurance (EI) premium rates in a transparent fashion; – manage a separate account where excess premiums were held and invested; and – maintain a reserve to ensure the Employment Insurance Operating Account breaks even over time.	• Ensures that EI revenues were sufficient to cover EI costs in the following year. • Uses current premium surpluses to reduce future premium rates.

Regulatory Amendments: New Entrants and Re-Entrants Pilot Project (2008)	
Element	**Rationale**
New Entrants and Re-Entrants Pilot Project	
• Pilot Project No. 9 (New Entrants and Re-Entrants Pilot Project) was introduced on December 11, 2005 in 23 Employment Insurance (EI) economic regions with an unemployment rate of 10% or higher. The parameters of the pilot project were renewed on December 7, 2008, as Pilot Project No. 13 in 25 EI economic regions with an unemployment rate of 8% or higher. • The pilot project reduced the number of hours New Entrants and Re-Entrants (NEREs) needed to be eligible for EI regular benefits	• Tests to determine whether providing NEREs with lower EI eligibility requirements and informing them of EI employment programs improves their employability and helps reduce their future reliance on EI benefits, partly by improving their access to measures under Part II of the *Employment Insurance Act*.

from 910 to 840.

- Pilot Project No. 13 sunset as scheduled on December 4, 2010.

Regulatory Amendments: Quebec Parental Insurance Plan (2006)	
Element	**Rationale**
Quebec Parental Insurance Plan	
• Effective January 1, 2006, Quebec residents receive maternity and parental benefits through the Quebec Parental Insurance Plan (QPIP) while they continue to have access to sickness and compassionate care benefits through the Employment Insurance (EI) program. • The *Employment Insurance Regulations* provide for a reduction of EI premiums for Quebec residents, reflecting the savings to the Employment Insurance Operating Account resulting from the Government of Quebec providing maternity and parental benefits.	• Ensures consistency with the *Employment Insurance Act* provisions that provinces may provide their own benefit plans, as long as they provide benefits equivalent to those offered under the EI program.

Regulatory Amendments: Compassionate Care Benefit (2006)	
Element	**Rationale**
Definition of Family Member	
• Effective June 14, 2006, expanded the eligibility criteria and the definition of family member for the compassionate care benefit from that of immediate family to include extended family members and any other individuals considered by the person who has a serious medical condition to be like family members.	• Expands the definition of family member to ensure that additional caregivers, who were previously excluded from the definition of family member, are able to get access to income support when they must leave work to care for a family member who has a serious medical condition.

Budget Implementation Act, 2005, S.C. 2005, c. 30 (Bill C-43)	
Element	**Rationale**
Premium Rate-setting Process	
• Effective January 1, 2006, the legislation	• Allows for a new rate-setting process where the

allows the Canada Employment Insurance Commission to set the premium rate under a new rate-setting mechanism. • In setting the rate, the Commission will take into account the principle that the premium rate should generate just enough premium revenue to cover payments to be made for that year. It will also consider the report from the Employment Insurance Chief Actuary and any public input.	Employment Insurance premium rate is determined independently by the Canada Employment Insurance Commission.

***Budget Implementation Act, 2003*, S.C. 2003, c. 15 (Bill C-28)**	
Element	**Rationale**
Compassionate Care Benefits	
• Since January 4, 2004, compassionate care benefits have been available to help eligible family members to provide or arrange care for a family member who has a serious medical condition with a significant risk of death. The duration of the benefits is up to 6 weeks within a 26-week period. • Flexibility is a key feature of the benefits. Claimants can choose how and when to claim benefits within the 26-week window. Eligible family members can decide to have one person claim all six weeks or decide to share the benefit. Eligible family members can claim weeks of compassionate care benefits concurrently or consecutively.	• Provides support to workers during temporary absences from work to provide care or support to a family member who has a serious medical condition with a significant risk of death within 26 weeks.

***Budget Implementation Act, 2001*, S.C. 2002, c. 9 (Bill C-49)**	
Element	**Rationale**
Extension of Benefit Period for Parental Benefits – Child in Hospital	
• Effective April 21, 2002, parents of a newborn or newly adopted child who is hospitalized can have their parental benefit window extended up to 104 weeks, instead of 52 weeks.	• Provides flexibility for parents who choose to wait until their child comes home before collecting parental benefits.
Maximum Duration of Combined Special Benefits	
• Effective March 3, 2002, the maximum number	• Ensures full access to special benefits for biological

of combined weeks of special benefits has been increased from 50 to 65 weeks and the benefit period may be extended accordingly, under certain circumstances.	mothers who claim sickness benefits prior to and following maternity or parental benefits. • Responds to the ruling of the Canadian Human Rights Tribunal in the *McAllister-Windsor* case.

Regulatory Amendments: Small Weeks Provision (2001)	
Element	**Rationale**
Small Weeks Provision	
• Before the introduction of the Variable Best Weeks method of calculating claimant benefits on April 7, 2013, benefits were calculated based on the average weekly earnings in the 26-week period prior to claiming benefits. The small weeks provision allowed claimants to exclude weeks where they earned less than $225 unless those weeks were needed to satisfy the "minimum divisor". • Pilot projects tested a $150 exclusion from 1997 to 2001 before legislating the parameters of the pilot projects ($150 exclusion) in all Employment Insurance (EI) economic regions on November 18, 2001. On September 7, 2003, the legislation was amended to increase the exclusion to $225.	• At the time when the small weeks provision was introduced, weekly EI benefit rates were based on an average insured earnings in the 26 weeks preceding the last day of employment. Including "small weeks" in the calculation of a claimant's average earnings resulted in reduced weekly EI benefit amounts. This approach to calculating EI benefit rates could have the unintended effect of discouraging some workers from accepting weeks with lower earnings.
• Between October 2005 and April 2013, EI claimants in the select EI economic regions had their benefit rates calculated according to the Best 14 Weeks pilot project provisions. • The small weeks provision was replaced by the Variable Best Weeks provision on April 7, 2013, except for fishers.	• Removes program features which may discourage workers from accepting all available work. Calculating the weekly benefit rate using insurable earnings from the 14 highest weeks of insurable earnings aims to ensure that workers who accept work with lower earnings will not see a reduction in their EI benefits.

***An Act to amend the Employment Insurance Act and the Employment Insurance (Fishing) Regulations*, S.C. 2001, c. 5 (Bill C-2)**	
Element	**Rationale**
Intensity Rule	
• Effective October 1, 2000, eliminated the intensity rule, which had reduced the benefit rate by 1 percentage point for every 20 weeks of Employment Insurance regular benefits used in the past. The maximum reduction was 5 percentage points.	• Eliminated an ineffective rule that had the unintended effect of being punitive.

Benefit Repayment (Clawback)	
• Applied new rule, effective retroactively to the 2000 taxation year: – First-time claimants of regular or fishing benefits are now exempt from the benefit repayment. – Claimants of special benefits (maternity, parental and sickness benefits) are no longer required to repay any of those benefits. – The benefit repayment threshold for regular and fishing benefits was set at one level: $48,750 of net income, with a repayment rate of 30%. The maximum repayment is the lesser of 30% of excess net income above the threshold of $48,750, or 30% of the claimant's benefits.	• Corrects a discrepancy, as analysis indicated that the benefit repayment provision was having a disproportionate impact on middle-income claimants. • Focuses on repeat claimants with high incomes. • Simplifies the provision.

Re-Entrant Parents	
• Effective retroactive to October 1, 2000, the rules governing new entrants/re-entrants have been adjusted so that claimants who are re-entering the workforce following an extended absence to raise children and who have received parental benefits are now only required to work the same number of hours as other workers to qualify for regular benefits.	• Ensures that parents returning to the workforce following an extended absence to raise young children are not penalized.

Maximum Insurable Earnings	
• The maximum insurable earnings (MIE) will remain at $39,000 until average earnings exceed this level, at which time the MIE will be based on average earnings.	• Corrects a discrepancy in which the MIE was higher than the average industrial wage.

Budget Implementation Act, 2000, S.C. 2000, c. 14 (Bill C-32)	
Element	**Rationale**
Parental Benefits	
• Effective December 31, 2000, the duration of parental benefits has been increased from 10 to 35 weeks.	• Helps working parents to better balance their work and family responsibilities by providing them with temporary income replacement when they take time off work to take care of their newborn in the first year of the child's life or the first year of placement of the child (for adoptive parents).
Entrance Requirements: Special Benefits	
• Effective December 31, 2000, the number of hours of insurable employment required to qualify for maternity, parental or sickness benefits has been reduced from 700 to 600 hours.	• Improves access to special benefits.
Waiting Period	
• Effective December 31, 2000, the second parent sharing parental leave is no longer required to serve the two-week waiting period.	• Promotes gender equality and improves flexibility by reducing the income loss for the second parent.
Allowable Earnings While on Claim (Parental Benefits)	
• Effective December 31, 2000, claimants receiving parental benefits can also earn $50 or 25% of their weekly parental benefit rate, whichever is higher, without a reduction of their Employment Insurance benefits.	• Improves flexibility and fosters labour attachment by allowing parents to work while receiving parental benefits.

Employment Insurance Act, S.C. 1996, c. 23 (Bill C-12)	
Element	**Rationale**
Hours-based System	
• Effective January 1997, Employment Insurance eligibility is based on hours of insurable employment rather than weeks worked. • For regular benefits, claimants need 420 to 700 hours of insurable employment instead of 12 to	• Introduces a fairer and more equitable measure of time worked by making all hours count. • Removes inequities and anomalies of the weeks system by: – recognizing the intense work patterns of some

20 weeks of insurable employment.

- For special benefits, claimants need 700 hours instead of 20 weeks.

employees;

  - correcting the anomaly that existed under the Unemployment Insurance, when a week of 15 hours or a week of 50 hours each counted as one week; and
  - eliminating the 14-hour job trap as, under the Unemployment Insurance, those working fewer than 15 hours (either all of the time or some of the time) with a single employer were not insured or not fully insured.

New Entrants and Re-Entrants

- Effective July 1996, new entrants and re-entrants to the labour force needed 26 rather than 20 weeks of insurable employment to qualify for Employment Insurance (EI) regular benefits. In January 1997, the 26 weeks were converted to 910 hours.
  - This rule applies only to those who have had minimal or no labour market attachment (that is those who had less than 490 hours of work) during the 52-week period prior to the qualifying period. Time on EI, workers' compensation, disability benefits and sick leave count as time worked.
- Effective July 1996, new entrants and re-entrants to the labour force needed 26 rather than 20 weeks of insurable employment to qualify for EI fishing benefits. In January 1997, the 26 weeks were converted into earnings of $5,500 from employment as a fisher.
  - This rule applies only to those who have had minimal or no labour market attachment (that is those who had less than $3,000 in earnings from employment as a fisher) in the 52-week period prior to the qualifying period. Time on EI, workers' compensation, disability benefits and sick leave counts as time worked.

- Discourages a cycle of reliance by ensuring that workers, especially young people, develop a significant attachment to the labour force before collecting EI benefits.
- Reintroduces insurance principles to the system by ensuring that workers make a reasonable contribution to the system before collecting benefits.
- Strengthens the relationship between work effort and entitlement to benefits.

Reduction in Maximum Insurable Earnings

- The maximum insurable earnings (MIE) was reduced to $39,000 per year ($750 per week) in July 1996 and frozen at this level until 2006.

- Adjusts the MIE to a level where Employment Insurance benefits would no longer be competitive with wages in some parts of the country and in some

This reduced the maximum weekly benefit to $413 (55% of $750), from $448 in 1995 and $465 for the first six months of 1996.	industries. • Was based on a formula that took into account average wage increases over the eight years before the reduction. Because the high inflation and wage increases of the 1980s continued to be considered in setting the MIE, it had escalated faster than wages.
Reduced Maximum Duration of Regular Benefits	
• Effective July 1996, the maximum length of a claim was reduced from 50 to 45 weeks.	• Reflects the fact that most claimants find work within the first 40 weeks of receiving benefits.
Calculation of Weekly Benefit Rate	
• Weekly benefits were calculated based on total earnings over the 26-week period preceding the establishment of the claim, divided by the number of weeks of work in this period or the minimum divisor of 14 to 22 (depending on the regional rate of unemployment), whichever is higher. The result is multiplied by 55% to determine the weekly benefit rate.	• Creates a strong incentive to work more than the minimum amount of time to qualify for benefits (at least two more weeks than the old entrance requirement). • Provides an incentive to work in the “shoulder” season.
Family Supplement	
• Claimants with children who receive the Canada child tax benefit and who have an annual family net income of up to $25,921 receive a top-up of their basic Employment Insurance benefits. • The Family Supplement increased the maximum benefit rate to 65% in 1997, to 70% in 1998, to 75% in 1999 and to 80% in 2000.	• Improves assistance to those most in need, because: – the old 60% dependent rate under the Unemployment Insurance was very poorly targeted—about 45% of low-income families did not qualify; and – about 30% of those who did receive the 60% rate had family incomes over $45,000.
Allowable Earnings While on Claim	
• Effective January 1997, claimants can earn $50 or 25% of their weekly benefit rate, whichever is higher, without a reduction of their Employment Insurance benefits. Prior to 1997, the exemption was only 25% of the weekly benefit rate.	• Helps low-income claimants. • Encourages claimants to maintain work attachment and increase their earnings from work.

Benefit Repayment (Clawback)	
• Benefits were repaid at the rate of $0.30 for every $1 of net income above the threshold. • For those who had collected 20 or fewer weeks of benefits in the last five years, the threshold was $48,750 of net income (the former level was $63,570). The maximum repayment remained at 30% of benefits received. • For those with more than 20 weeks of benefits in the last five years, the threshold was $39,000 of net income. The maximum repayment varied from 50% to 100% of benefits received, depending on previous use.	• Makes benefits fairer and more accurately reflective of insurance principles. • Discourages repeated use of EI by those with high levels of annual income. • The Benefit Repayment provision was revised in Bill C-2 (2001).

Intensity Rule	
• The intensity rule reduced the benefit rate by 1 percentage point for every 20 weeks of regular or fishing benefits collected in the past five years. • The maximum reduction was 5 percentage points.	• Introduces an element of experience rating to the program, since heavy users of the system bore more of the costs. • Discourages use of Employment Insurance as a regular income supplement rather than insurance for times of unpredictable job loss, while not excessively penalizing those who makes long or frequent claims. • Creates a better balance between contributions made and benefits received. • Repealed in Bill C-2 (2001).

First-dollar Coverage	
• Effective January 1997, all earnings from the first dollar are insurable up to the maximum yearly insurable earnings. There are no weekly minimums or maximums for determining earnings.	• Creates a more equitable and balanced system—all earnings are insurable. • Decreases paper burden for employers. • Helps guard against abusing the system to avoid paying premiums.

Premium Refunds	
• Since 1997, workers earning $2,000 or less per year have had their premiums refunded.	• Helps workers who must pay premiums but do not have enough hours to qualify for benefits.

Increased Sanctions for Fraud	
• Effective July 1996, penalties for fraud by employers and claimants were increased. • Since January 1997, claimants who committed fraud after June 1996 have faced higher entrance requirements.	• Protects the integrity of the Employment Insurance program.

Part II of the *Employment Insurance Act*: Employment Benefits and the National Employment Service	
• Part II of the *Employment Insurance Act* provides authority for three types of arrangements for employment program implementation and delivery with support from EI funds.	• The Canada EI Commission is authorized to: – establish federal employment programs, coupled with a duty to work with provincial governments regarding their design, delivery and evaluation; – enter into agreements for the administration on its behalf of its employment benefits and support measures; and – enter into agreements with provinces and other entities to contribute toward the costs of their similar benefits and measures programs (Labour Market Development Agreements).