



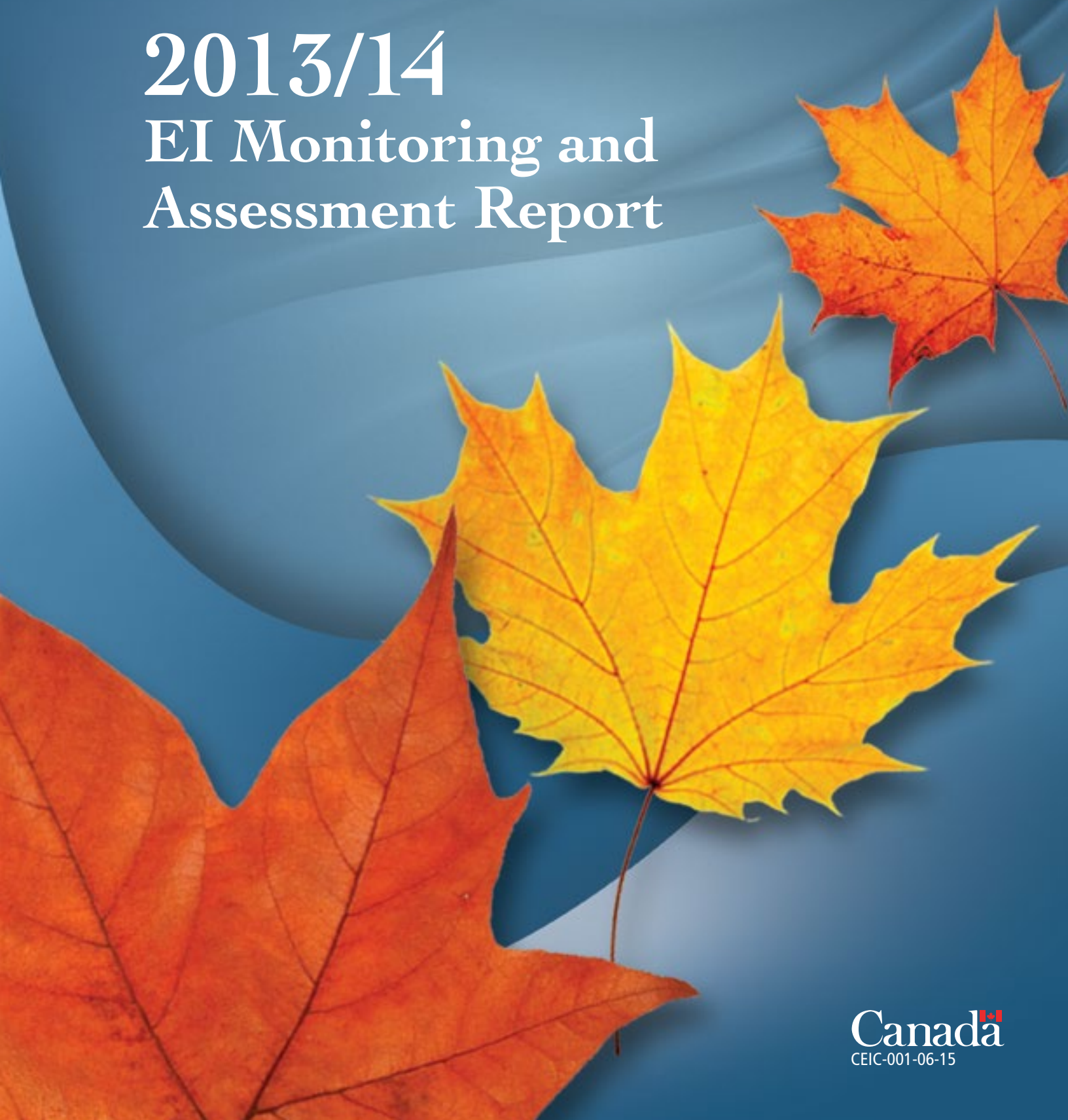
Canada Employment Insurance
Commission (CEIC)

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

Employment Insurance

2013/14

EI Monitoring and
Assessment Report





Canada Employment Insurance
Commission (CEIC)

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

March 2015

The Honourable Pierre Poilievre
Minister of Employment and Social Development,
Democratic Reform and Minister for the National Capital Commission
140 Promenade du Portage
Gatineau QC K1A 0J9

Dear Minister,

We are pleased to present the *2013/14 Employment Insurance Monitoring and Assessment Report*, the eighteenth in a series of annual reports submitted by the Canada Employment Insurance Commission under section 3 of the *Employment Insurance Act*.

This report, which covers the period from April 1, 2013 to March 31, 2014, 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 of moderate economic growth and a modest downward trend in the unemployment rate.

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:

Ian Shugart
Chairperson

Judith Andrew
Commissioner for Employers

Mary-Lou Donnelly
Commissioner for Workers



Employment Insurance

2013/14 EI Monitoring and Assessment Report



Employment Insurance 2013/14 EI Monitoring and Assessment Report

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PDF

Cat. No.: Em-13-1E-PDF

ISSN: 1494-7048

ESDC

Cat. No.: CEIC-001-04-15

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LIST OF ABBREVIATIONS



ACP	Automated Claims Processing	ECC	Employer Contact Centre
AppliWeb	Application On-line	EI	Employment Insurance
AWE	Average Weekly Earnings	EICS	Employment Insurance Coverage Survey
B/C	Benefit to Contribution	EJA	Enhanced Job Alerts
BPS	Business Payrolls Survey	E-ROE	Electronic Record of Employment
CCAJ	Connecting Canadians to Available Jobs	ESDC	Employment and Social Development Canada
CCB	Compassionate Care Benefits	GD-EI	General Division-EI
CCTB	Canadian Child Tax Benefit	GDP	Gross Domestic Product
CEGEP	Collège d'Enseignement Général et Professionnel	HCSB	Hiring Credit for Small Business
CEIC	Canada Employment Insurance Commission	HRSDC	Human Resources and Social Development Canada
CEIFB	Canada Employment Insurance Financing Board	IVR	Interactive Voice Response
CI	Claimant Information	LFS	Labour Force Survey
COEP	Canada Out-of-Employment Panel	LMDA	Labour Market Development Agreements
CPA	Canadian Payroll Association	LMO	Labour Market Opinion
CPI	Consumer Price Index	MIE	Maximum Insurable Earnings
CPP	Canada Pension Plan	MLV	Most Likely Value
CPPD	Canada Pension Plan Disability	MOS	Mobile Outreach Services
CRA	Canada Revenue Agency	MSCA	My Service Canada Account
CV	Coefficient of Variation	MSCBA	My Service Canada Business Account
DFO	Fisheries and Oceans Canada	NERE	New-Entrants/Re-Entrant
EAP	Economic Action Plan	NQAP	National Quality Assurance Program
EBSM	Employment Benefits and Support Measures	NIS	National Investigative Services
		NOC	National Occupational Classification

NQCP	National Quality and Coaching Program	SCC	Service Canada Centre
OAG	Office of the Auditor General	SEPH	Survey of Employment, Payrolls and Hours
OAS	Old Age Security	SIN	Social Insurance Number
OECD	Organisation for Economic Co-operation and Development	SLID	Survey of Labour and Income Dynamics
PAAR	Payment Accuracy Review	SIR	Social Insurance Register
PCIC	Parents of Critically Ill Children	SME	Small and medium-sized enterprise
PRAR	Processing Accuracy Review	TFWP	Temporary Foreign Worker Program
PRP	Premium Reduction Program	VBW	Variable Best Weeks
P/Ts	Provinces and Territories	VER	Variable Entrance Requirement
QPIP	Quebec Parental Insurance Plan	WIC	Working in Canada
ROE	Records of Employment	WWC	Working While on Claim
ROE Web	Record of Employment on the Web		
SAT	Secure Automated Transfer		

EXECUTIVE HIGHLIGHTS



The 2013/14 Employment Insurance Monitoring and Assessment Report examines the Employment Insurance (EI) program for the 2013/14 fiscal year. Unless otherwise indicated, these highlights are for 2013/14 or relate to changes from 2012/13 to 2013/14.

Canada's economy and labour market saw moderate growth and a modest downward trend in the unemployment rate.

- Real gross domestic product grew by 2.2% in 2013/14, equally driven by the goods and service sectors (growth of 2.2% each).
- Annual employment increased by 205,000 (+1.2%). This represents the fourth consecutive annual increase. Meanwhile, the annual unemployment rate dropped from 7.2% to 7.0%.

The number of regular and Work-Sharing claims continued to decline along with benefit payments.

- The number of regular benefits claims decreased by 2.3% to 1.33 million in 2013/14. However, this number remains 2.5% higher than the level recorded in 2007/08, prior to the onset of the late-2000s recession. Regular benefit payments decreased by 1.0% to \$10.0 billion.
- Work-Sharing benefits claims decreased by 16.0% to 11,673 claims, which is below the 2007/08 pre-recession level. In 2013/14, Work-Sharing payments amounted to \$21.3 million, a decrease of 18.4%.

The eligibility rate for Employment Insurance regular benefits increased and has now surpassed pre-recession levels.

- Among unemployed workers who had contributed EI premiums in the 12 previous months and had a valid job separation, 85.8% were eligible to receive EI regular benefits in 2013. This EI eligibility rate increased by 3.9 percentage points from 81.9% in 2012 and has now surpassed pre-recession levels (82.3% in 2007 and 82.7% in 2006).
- This increase was attributable mainly to a shift in the labour market characteristics of unemployed EI contributors toward permanent full-time workers and temporary seasonal workers.

The number of special claims increased, while the number of fishing claims continued to decrease.

- The number of special benefits claims increased by 1.0% to 515,330 in 2013/14. Total special benefits paid increased by 5.7% to \$4.7 billion in 2013/14, which represents the highest increase in the past three years.
- The number of fishing benefits claims decreased by 3.9% to 27,175, the lowest level of fishing claims observed in 14 years. Fishing benefits payments decreased by 1.9% to \$247.9 million.

Participation in Employment Benefits and Support Measures increased significantly.

- A total of 711,042 clients (+7.4%) participated in 1,138,409 interventions (+5.8%).
- The numbers of both active claimants (+9.1%) and non-insured clients (+9.5%) increased significantly, while the number of former claimants declined (-3.1%).
- The use of Employment Assistance Services interventions increased by 6.8% to 962,455, in a context of stable Employment Benefits interventions.
- The Skills Development (SD) component of Employment Benefits interventions remained relatively stable (+0.3%), with provinces and territories focusing on SD – Apprentice (+7.3%), while SD – Regular decreased (-7.0%).
- Provinces and territories focused on increasing the skills and participation of underrepresented groups such as immigrants, members of visible minorities and Aboriginal people.

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

- Service Canada received 2.78 million EI claims in 2013/14, which represents an increase from the previous fiscal year (2.76 million claims in 2012/13).
- Clients made nearly 4.6 million EI-related in-person service requests while 4.2 million enquiries were handled by the EI Specialized Call Centres and 585,000 EI-related enquiries were handled by the 1 800 O-Canada.
- With continued investment in technologies to support automated processing of benefits, 66.2% of EI claims were partially or fully automated in 2013/14. Employers submitted 75% of Records of Employment online and 92.1% of clients received their EI benefit payments via direct deposit.
- The payment accuracy rate increased to 95.4% in 2013/14 from 94.1% in 2012/13. Errors included overpayments and underpayments attributable to three sources: claimants, employers and Service Canada.

INTRODUCTION



Monitoring and assessing the Employment Insurance (EI) program helps provide a clear understanding of its impact on the Canadian economy and its effectiveness in addressing the needs of Canadian workers, their families and their employers.

I. THE EMPLOYMENT INSURANCE PROGRAM

The EI program provides temporary financial assistance to workers who have lost their job through no fault of their own while they look for work or upgrade their skills, and helps unemployed people across the country find employment. The EI program also provides assistance to workers who are sick, pregnant, caring for a newborn or newly adopted child, caring for a family member who is seriously ill with a significant risk of death, as well as to parents caring for their critically ill child.

The Unemployment Insurance program was first implemented in 1940, with the last major reform occurring in 1996. At that time, the name of the program was changed from “Unemployment Insurance” to “Employment Insurance” to reflect the program’s primary objective of promoting employment in the labour force, and to better emphasize that individuals’ access to the program is linked to significant work attachment.

II. THE CANADA EMPLOYMENT INSURANCE COMMISSION

The Canada Employment Insurance Commission (CEIC) has the legislated mandate to annually monitor and assess the EI program, and oversee a research agenda that supports the preparation of its annual *Employment Insurance Monitoring and Assessment Report*. The CEIC presents the report to the Minister of Employment and Social Development at the end of each fiscal year, who then 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 EI program administration and delivery. EI Program operations are carried out by Employment and Social Development Canada (ESDC), which also includes Service Canada, on behalf of the CEIC.

In another key role, the CEIC contributes to the financial transparency of the EI system. Annually, it commissions an EI premium report from the Chief Actuary, prepares a summary report and conveys both reports to the Minister of Employment and Social Development and the Minister of Finance, also for tabling in Parliament. The CEIC also sets the annual maximum insurable earnings, according to legislative

requirement. Legislation has been passed which will confer rate-setting responsibility on the CEIC, starting with the 2017 EI premium rate.

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

The CEIC has four members, three of whom are voting members representing the interests of workers, employers, and government. The Commissioner for Workers and the Commissioner for Employers are appointed by the Governor in Council for terms of up to five years. They are mandated to represent and reflect the views of their respective constituencies, reflecting internally, within ESDC, the concerns and positions of employers and workers on policy development and program delivery related to EI and the labour market. To do this, they engage in ongoing consultations with private sector organizations and individuals interested in and affected by ESDC programs and services, particularly with regard to EI. The Deputy Minister of Employment and Social Development, representing government, acts as the Chairperson of the CEIC, while the Senior Associate Deputy Minister of Employment and Social Development acts as the Vice-Chairperson and has voting privileges only when acting on behalf of the Chairperson.

III. LEGISLATED MANDATE

Section 3 of the *Employment Insurance Act* gives the CEIC the legislated mandate to produce the *Employment Insurance Monitoring and Assessment Report* annually:

“3. (1) The Commission shall monitor and assess the impact and effectiveness, for individuals, communities and the economy, of the benefits and other assistance provided under this *Act*, including:

- (a) how the benefits and assistance are utilized by employees and employers, and
- (b) the effect of the benefits and assistance on the obligation of claimants to be available for and to seek employment and on the efforts of employers to maintain a stable workforce.

(2) The Commission shall report to the Minister on its assessment annually no later than March 31 following the end of a year. The Commission shall make any additional reports at any other times, as the Minister may request.”

IV. THE REPORT

The *Employment Insurance Monitoring and Assessment Report* is produced under the direction and guidance of the CEIC. ESDC officials (including those from Service Canada) support the CEIC in preparing the report. The report relies on multiple sources of information to provide a comprehensive analysis of the EI program, including administrative data, Statistics Canada survey data and peer-reviewed evaluation studies, as well as internal and external reports. As such, this report provides valuable information and evidence with respect to the EI program and the labour market.

This year’s report focuses on the responsiveness of the EI program during the 2013/14 fiscal year, a period marked by moderate economic growth and a modest downward trend in the unemployment rate. The first chapter of this report discusses the state of the Canadian labour market over that period. The second chapter analyzes the usage, impact and effectiveness of EI income benefits provided under Part I of the *Employment Insurance Act* for the same period. The third chapter assesses the support provided to unemployed workers through active re-employment programs and services, under Part II of the *Employment Insurance Act*, known as Employment Benefits and Support Measures. The fourth and final chapter presents information on EI program administration and service delivery.

CHAPTER 1

Labour Market Context



This chapter outlines key labour market developments and the economic context that prevailed in the 2013/14 fiscal year, the period for which this report assesses the Employment Insurance (EI) program.¹ Section I of this chapter provides an overview of the economic situation for the period under review, while section II analyzes key labour market developments.^{2,3} More comprehensive information on various elements discussed in this chapter is available in Annex 1.

I. ECONOMIC OVERVIEW

For the fourth consecutive year, the Canadian economy has experienced real Gross Domestic Product (GDP) growth. However, the rate of growth has slowed down (see Chart 1). GDP growth of 2.0% in 2013 was stronger than GDP growth in 2012 (+1.7%) but weaker than in 2011 (+2.5%) and 2010 (+3.4%). Although Canada has seen a slight decline in economic growth over the past three years, it still exceeds other Group of Seven (G7) countries. In 2013, Canada (+2.0%) had the largest annual GDP growth among the G7, followed by the United States (+1.9%) and the United Kingdom (+1.8%) (see Chart 2).

After experiencing negative growth rates during the late-2000s recession, the Canadian economy started to recover in the third quarter of 2009 and maintained positive GDP growth rates in subsequent quarters, with the exception of the second quarter of 2011

(see Chart 3). In 2013/14, the goods and service sectors helped drive GDP growth, with both experiencing growth of 2.2%. Another strong year in the energy sector saw an increase of 4.3%, which was mainly attributable to the mining, quarrying, and oil and gas extraction industry.

Canada's labour market growth continues to outpace the growth in many countries of the Organization for Economic Co-operation and Development (OECD). Among G7 countries, Canada posted one of the strongest rates of employment growth. Canada and the United Kingdom had identical employment gains of 1.3% in 2013, which ranked second among G7 countries, behind only Germany (+1.5%) (see Chart 4). The employment growth for Canada was almost double the population growth for those aged 15 to 64 (+0.7%) in 2013, indicating that employment growth in the labour market is outpacing population growth.

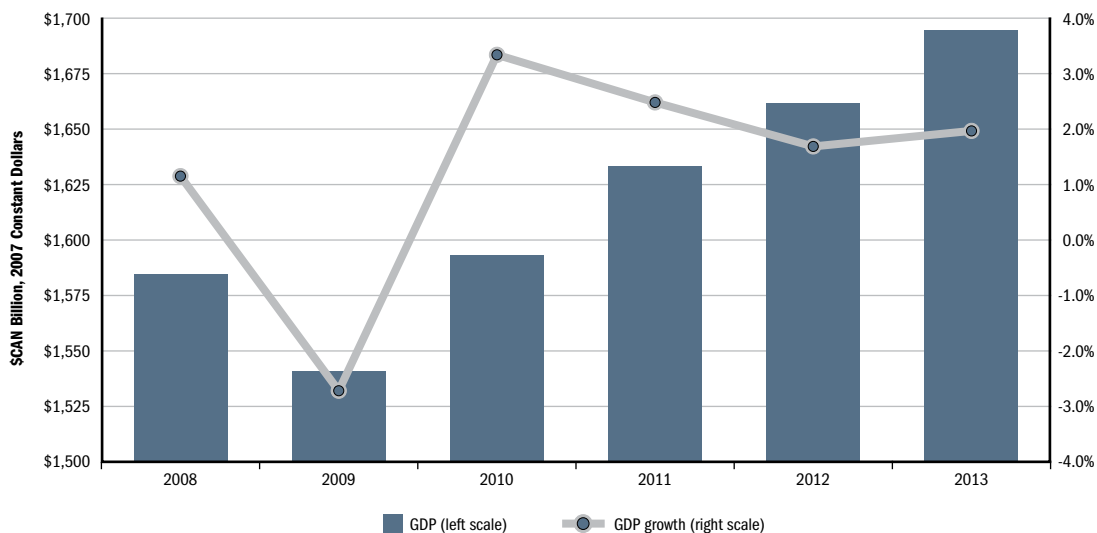
¹ The reporting period analyzed is the fiscal year from April 1, 2013 to March 31, 2014. Unless otherwise indicated, data in this chapter are taken from Statistics Canada's Labour Force Survey (LFS) and the National Income and Expenditure Accounts. Annual data are averages of seasonally unadjusted monthly data, while quarterly and monthly data are seasonally adjusted. Please note that totals may not add up due to rounding.

² Due to revisions made by Statistics Canada, figures for previous years published in previous *Employment Insurance Monitoring and Assessment Reports* have been restated accordingly.

³ Calendar year data were used when data for the fiscal year were not available.

CHART 1

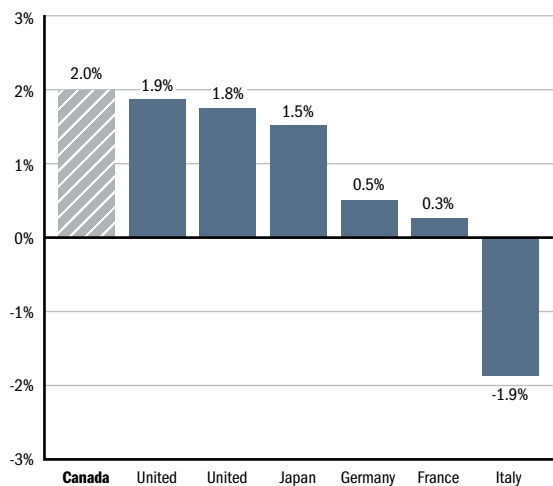
Real Gross Domestic Product Growth, Canada, 2008 to 2013



Source: International Monetary Fund, World Economic Outlook Database.

CHART 2

Real Gross Domestic Product Growth, G7 Countries, 2013



Source: International Monetary Fund, World Economic Outlook Database.

Canadian employment continued to record significant growth since the recession, and the unemployment rate continued to decline. For the fourth consecutive year, the unemployment rate declined in 2013/14 to 7.0% (from 7.2% in 2012/13). Employment rose by 1.2% (+205,000) from 2012/13 to 2013/14, while unemployment declined by 1.4% (-19,100).

The labour productivity⁴ of Canadian businesses increased by 1.7% in 2013/14, after a decline of 0.4% in 2012/13 and a growth of 0.8% in 2011/12 (see Chart 5). The labour productivity growth rate in 2013/14 (+1.7%) is the highest recorded since 2005/06 (+2.7%).

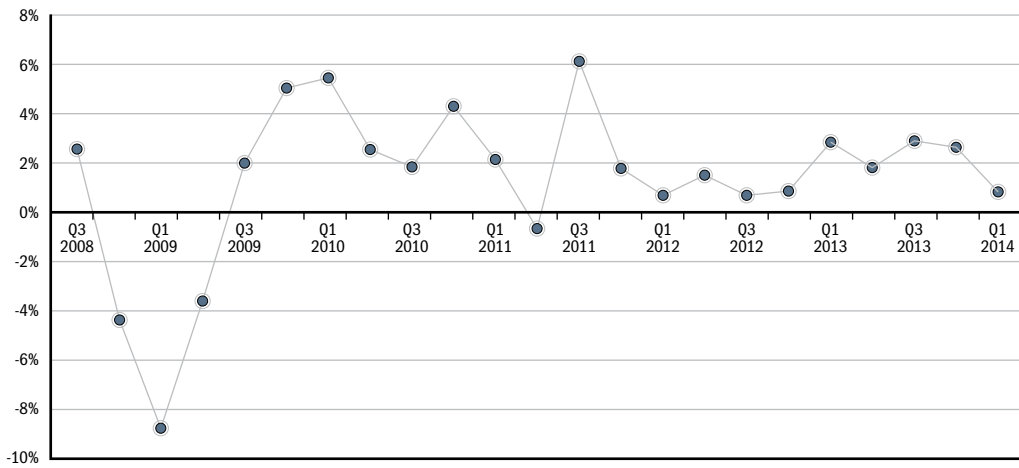
Canada's labour productivity has lagged behind that of many of its peers over the last several decades, hurting Canada's international competitiveness.⁵ In 2013 Canada's labour productivity level ranked fifth among G7 countries, which was lower than the United States, Germany, France and the United Kingdom (see Chart 6). According to the Conference Board of Canada,

⁴ Labour productivity is defined by Statistics Canada as GDP per total hours of work. For example, if GDP in the country was \$100 billion and, in total, individuals worked 10 billion hours, the labour productivity would be \$10.

⁵ The Conference Board of Canada, *Labour Productivity Growth* (Ottawa: The Conference Board of Canada, March 2013).

CHART 3

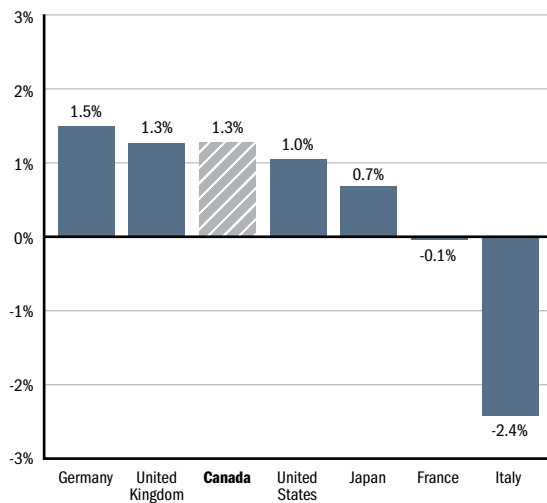
Real Gross Domestic Product Growth (Annualized), by Quarter, 2008 to 2014



Source: Statistics Canada, National Income and Expenditure Accounts.

CHART 4

Annual Employment Growth, 2012 to 2013

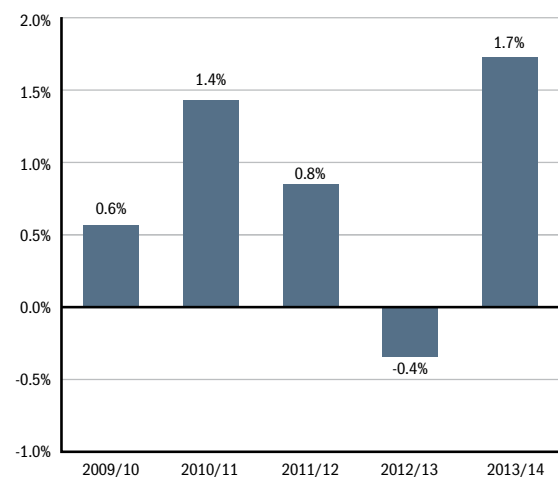


Source: International Monetary Fund, World Economic Outlook Database.

productivity is an important determinant of a country's per capita income over the long term. Countries that are innovative and able to adapt to the ebb and flow of the new global economy boast high productivity and thus a superior standard of living. Countries with higher investment in capital (i.e. machinery and equipment) typically have higher labour productivity growth, as this type of investment enables the use of more efficient and state-of-the-art technology, which helps boost labour productivity. Canada's investment in machinery and equipment as a percentage of GDP has been one of the lowest within the G7 since 2000. This relatively low level of investment is likely a factor in Canada's weak labour productivity.

CHART 5

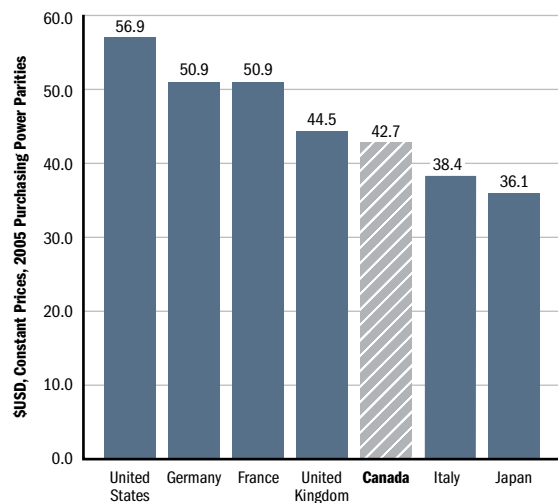
Labour Productivity Growth, Canada, 2009/10 to 2013/14



Source: Statistics Canada, System of National Accounts.

CHART 6

Labour Productivity (Gross Domestic Product per Hour Worked), G7 Countries, 2013



Source: Organization for Economic and Co-operation and Development, OECD StatExtracts.

II. LABOUR MARKET OVERVIEW

1. Participation Rate

The Canadian labour force⁶ grew by 1.0% (+186,000) to 19.1 million in 2013/14, slightly slower than the 1.3% growth witnessed the previous year. Since 2000/01, the growth in the labour force has fluctuated from year to year, with a high of 3.1% in 2002/03 and a low of 0.7% in 2009/10 (see Chart 7). Overall, the labour force growth rate has experienced a gradual decline since 2000/01, but has been stable over the past four years.

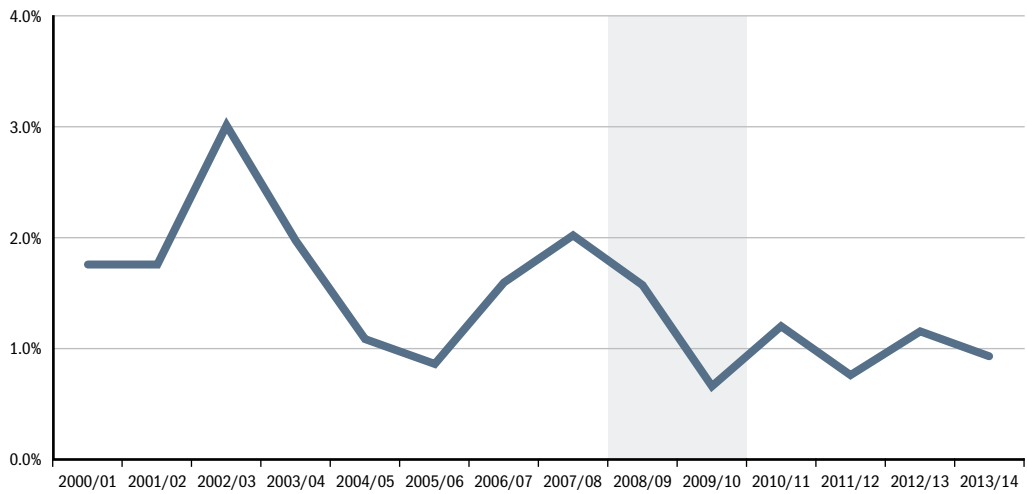
Over the last 10 years, the participation rate⁷ has been relatively stable at around 67% and has remained higher than rates observed in previous decades (see Chart 8). After remaining constant at 66.6% the previous two years, the participation rate dropped 0.2 of a percentage point to 66.4% in 2013/14. In contrast, the percentage of Americans who participated in the labour force reached a 30-year low in 2013/14 (63.1%). The rate peaked in the late-1990s at 67.1% and has been declining particularly since the last recession. A major implication of the recession in the United States has been a significant withdrawal of participants from the labour force. Conversely, there have been fewer discouraged workers in Canada, as relatively more of the unemployed have been successful in finding work.

The participation rate for core-aged people (25 to 54 years) has remained stable over the last decade (see Chart 9). In 2013/14, those aged 25 to 44 had a participation rate of 87.0%, while the 45 to 54 age group had a participation rate of 86.0%. Since 2000/01, the participation rate of individuals aged 65 and older has more than doubled, rising from 5.9% to 13.2% in 2013/14, an increase of 7.3 percentage points. During the same period, the 55 to 64 age group has also seen increases in its participation rate, rising from 51.0% to 64.4% (+13.4 percentage points). The increase in labour force participation of older workers has positive implications for potential skills

⁶ The labour force is defined as the civilian non-institutional population of 15 years of age and older who, during the Labour Force Survey reference week, were employed or unemployed.

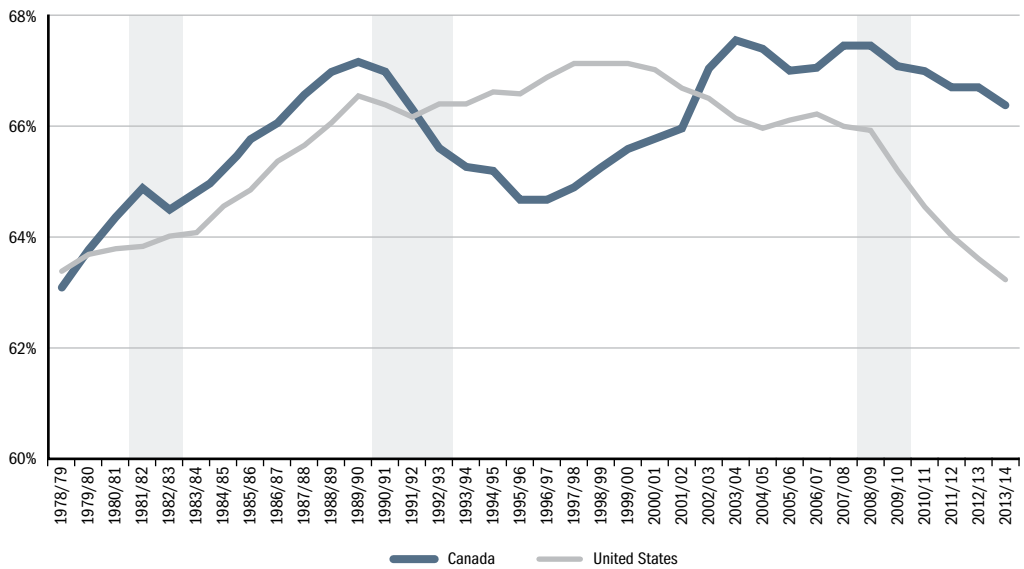
⁷ The participation rate is defined as the total labour force aged 15 years and older—the number of people either working or actively searching for work—as a share of the population aged 15 years and older.

CHART 7
Labour Force Growth Rate, Canada, 2000/01 to 2013/14



Note: Shaded areas correspond to recessionary periods.
Source: Statistics Canada, Labour Force Survey.

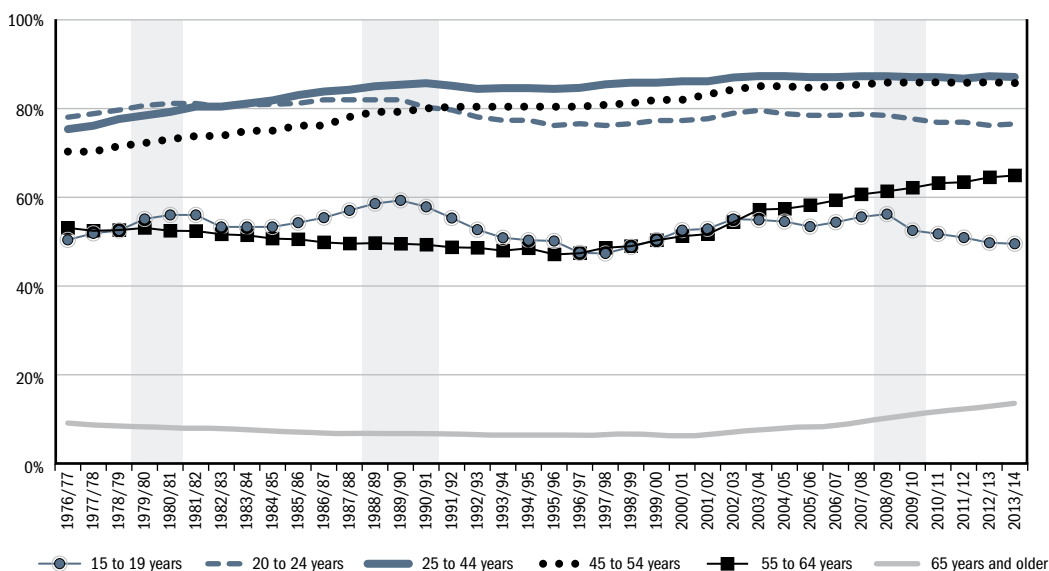
CHART 8
Participation Rate, Canada and United States, 1978/79 to 2013/14



Note: Shaded areas correspond to recessionary periods.
Sources: Statistics Canada, Labour Force Survey; Bureau of Labor Statistics, Current Population Survey.

CHART 9

Participation Rate, by Age, 1976/77 to 2013/14



Note: Shaded area corresponds to a recessionary period.

Source: Statistics Canada, Labour Force Survey.

shortages and pension plan viability. The participation rate for the 15 to 24 age group reached a recent high of 67.1% around the onset of the late-2000s recession in 2008/09, but has since decreased to 63.8% in 2013/14, a drop of 3.3 percentage points. Within this age cohort, individuals aged 15 to 19 participating in the labour force have shown the most decline, decreasing 6.3 percentage points during this period, as compared to a 1.9 percentage point drop for individuals aged 20 to 24.

In the last five years, the number of young people (15 to 24) participating in the labour force has decreased by 3.1% and stands at 2.9 million individuals in 2013/14. On the other hand, the labour force age group of 55 and older has grown consistently for two decades and has more than doubled, increasing from 1.4 million individuals in 1995/96 to 3.6 million individuals in 2013/14. During the same period, the 65 and older age cohort increased threefold, rising from 0.2 million to 0.7 million individuals participating in the labour force. As in the early-1990s recession, high unemployment led to a decline in labour force participation, particularly among younger Canadians who decided to stay in school and delay their entry into the labour market.

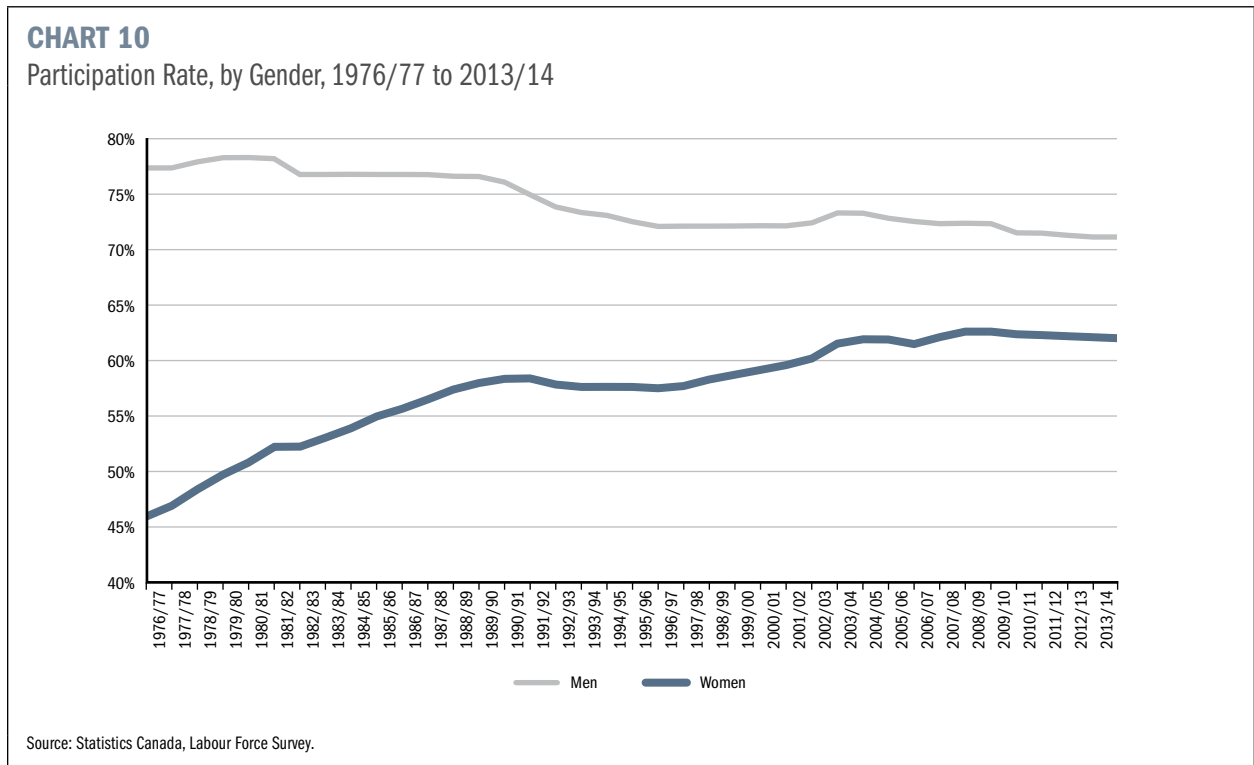
Two potential factors affect the labour participation rate: age effect and cohort effect. The age effect is displayed in the gap between the labour force participation lines, which is the difference in participation between age groups. As individuals get older, their labour force participation rate changes. For example, individuals between the ages of 15 and 19 are, for the most part, still in school, and are not as active in the labour force. However, as this group gets older and moves into the 20 to 24 age group, they enter into their working years and are more active in the labour force. The cohort effect is captured by the slope of the labour participation lines. These slopes potentially identify behavioural changes between individuals born at different times. As Chart 9 shows, participation rates have gradually increased for individuals aged 65 years and older. This behavioural change for the over 65 age group could be caused by the fact that the individuals who are beginning to populate this age group in recent years are from a generation that has lower levels of retirement savings, which forces them to work longer and delay retirement. An alternative explanation is that individuals are adjusting to a new type of retirement in which they have part-time, temporary or casual employment.⁸

⁸ Charles M. Beach, *Canada's Aging Workforce: Participation, Productivity, and Living Standards*, Proceeding of a conference held by the Bank of Canada (Ottawa: Bank of Canada, 2008).

The participation rate for men continues to be higher than for women; however, the trends suggest that this gap is narrowing (see Chart 10). Since 2000/01, the participation rate of women has increased from 59.5% to 62.0% in 2013/14, an increase of 2.5 percentage points. During the same period, men experienced a decrease in their participation rate, from 72.4% to 71.1%, a 1.3 percentage point drop.

2. Employment

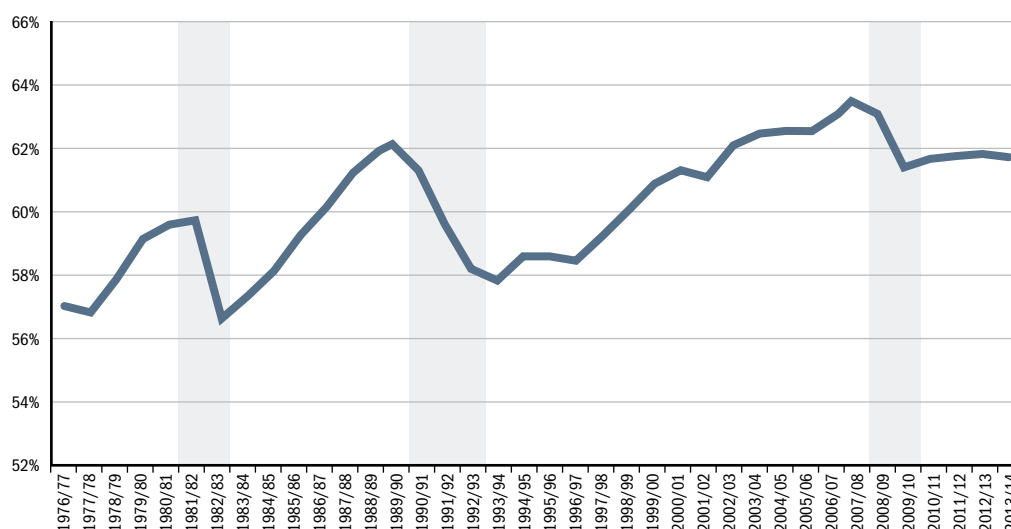
Canada experienced an increase in employment in 2013/14, with a net gain of 205,000 jobs (+1.2%) from 2012/13 to reach an annual average of 17.7 million employed individuals. Canada has seen four consecutive years of increases in employment since a fall in 2009/10 (-1.2%). After an increase between 2011/12 and 2012/13, the national employment rate⁹ decreased slightly to 61.7% in 2013/14 from 61.8% in 2012/13 (see Chart 11).



⁹ The employment rate is the number of persons employed expressed as a percentage of the population 15 years of age and over.

CHART 11

Employment Rate, Canada, 1976/77 to 2013/14



Note: Shaded areas correspond to recessionary periods.

Source: Statistics Canada, Labour Force Survey.

2.1 Employment, by Province¹⁰

In 2013/14, employment gains varied across the Canadian provinces. Alberta (+2.4%) and Saskatchewan (+2.1%) reported the highest growth, while employment grew in Ontario by 1.7%. A strong energy sector in Alberta over the past four years has contributed to maintaining an annual average of 2.6% employment growth since 2010/11, the highest among the provinces.

The Atlantic provinces saw New Brunswick (+0.6%) post modest employment gains, whereas Prince Edward Island (-0.1%), Newfoundland and Labrador (-0.5%) and Nova Scotia (-1.3%) witnessed a reduction in employment levels. In Quebec and British Columbia, employment increased by 0.7% and 0.3%, respectively, while Manitoba experienced employment losses of 0.2%.

2.2 Employment, by Industry

Employment in the service sector has increased consistently over the past decade. In 2013/14, employment in this sector increased by 1.4%, a rate slightly higher than increases in 2012/13 (+1.3%) and 2011/12 (+1.2%). Industries within the service sector that witnessed strong employment increases in 2013/14 included professional, scientific and technical services (+4.3%), and business, building and other support services (+4.1%).

Employment in the goods sector has been increasing in the past four years, with increases of 0.5% in 2013/14 and 2.2% in 2012/13. In particular, the utilities industry witnessed a strong increase in employment (+3.3%), the first one since 2009/10, followed by the construction industry with an increase of 2.8%. By contrast, employment in manufacturing decreased by 1.8% in 2013/14, following an increase in the previous year (+1.9%).

¹⁰ Due to operational difficulties inherent to remote locations, Statistics Canada uses an alternate methodology in the administration of the Labour Force Survey in the territories. To ensure data consistency, the territories are excluded from analysis in this chapter.

2.3 Employment, by Sector, Age and Job Permanency

In 2013/14, employment in the private sector grew by 1.3%, compared to 0.4% in the public sector (see Chart 12). The number of self-employed also increased by 1.4% in 2013/14.

The private sector accounted for 64.6% of overall employment, followed by the public sector at 20.0% and the self-employed at 15.4%. These proportions have remained relatively constant over the past several years. Full-time employment accounted for 80.9% (14.3 million) of employment in Canada, while the remaining 19.1% (3.4 million) were associated with part-time employment, also consistent with proportions witnessed in previous years. Of those who had part-time employment, 70.5% chose to work part-time to go to school, to care for children or because of illness, personal preference, or other personal or family responsibilities; while 9.7% looked for full-time work but could not find any.

In 2013/14, all major age groups experienced increased employment. Individuals aged 55 years and older witnessed the highest employment growth with 4.8%, followed by those aged 15 to 24 with 0.9%. While employment for individuals aged 15 to 24 increased in 2013/14, this increase was only

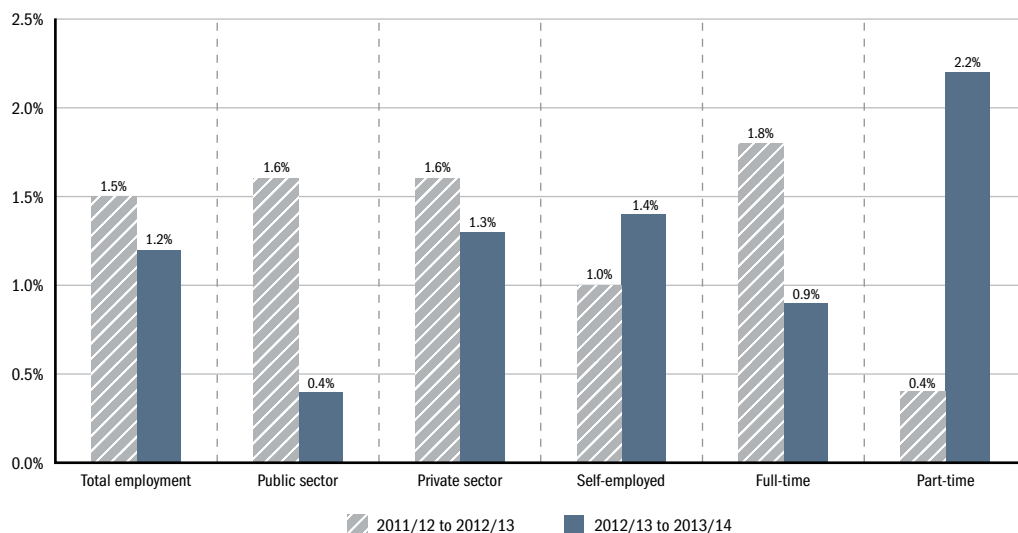
attributable to those aged 20 to 24. This sub-group witnessed an increase of 2.0%, while those aged 15 to 19 experienced a decrease (-1.1%).

Canada's aging demographics have affected the workforce over the past decade, with the number of older workers (55 and older) more than doubling from 1.5 million in 2000/01 to 3.4 million in 2013/14. For the same time period, the number of workers in the core-aged group (25 to 54 years) increased only slightly from 11.0 million in 2000/01 to 11.8 million in 2013/14, while those aged between 15 to 24 years stayed relatively stable, increasing from 2.3 million in 2000/01 to 2.5 million in 2013/14. However, within this 15 to 24 age group, the number of workers aged 15 to 19 has declined by 0.1 million, from 0.9 million to 0.8 million, during the same period. Since 2008/09, the 15 to 19 age group has shown declines in both population and employment levels (-3.9% and -17.4%, respectively).

In Canada, the share of older workers (55 years and older) increased from 10.4% to 19.2% from 2000/01 to 2013/14, which was mainly due to the aging of the "baby boomers". Conversely, during this period, the share of core-aged workers (25 to 54 years) and younger workers (15 to 24 years) declined from 74.0% and 15.6%, respectively, in 2000/01, to 66.8% and 14.0% in 2013/14 (see Chart 13).

CHART 12

Employment Growth, 2011/12 to 2012/13 and 2012/13 to 2013/14

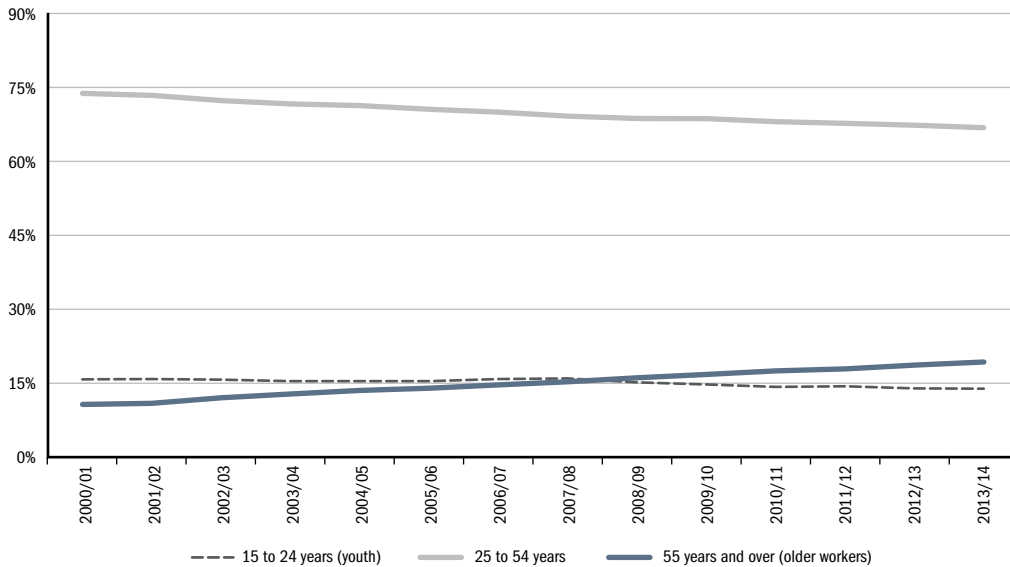


Source: Statistics Canada, Labour Force Survey.

Within the 15-24 age group, workers aged 15-19 showed a steeper decline in employment share (-1.2 percentage points) compared to workers aged 20-24 (-0.3 percentage point).

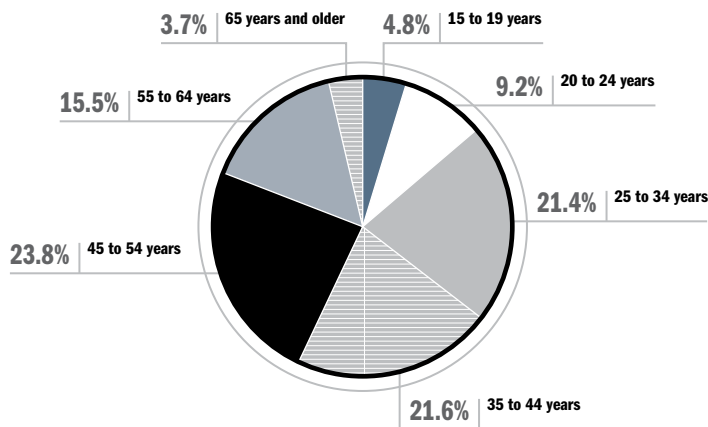
In 2013/14, the age group which represented the largest share of employment was the 45 to 54 year olds (23.8%), while the 65 years and older age group only accounted for 3.7% of total employment (see Chart 14).

CHART 13
Share of Employment, by Age Group, 2000/01 to 2013/14



Source: Statistics Canada, Labour Force Survey.

CHART 14
Share of Employment, by Age Group, 2013/14



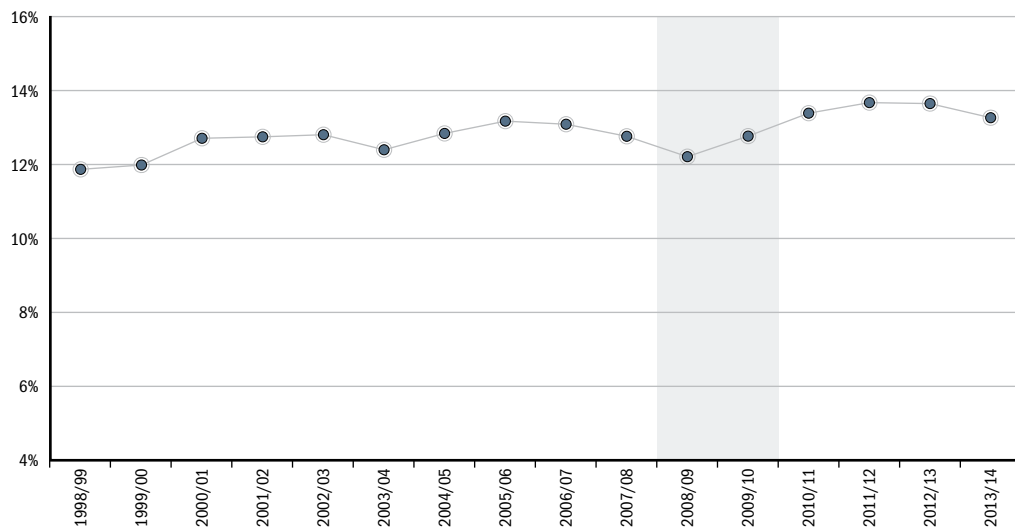
Source: Statistics Canada, Labour Force Survey.

In 2013/14, temporary work arrangements—consisting of seasonal jobs (21.6% of temporary employees), term or contract jobs (52.3%), and casual jobs (25.6%)—represented 13.3% of all employees in Canada (see Chart 15). Among the 15.0 million Canadian employees,¹¹ those with temporary work arrangements in 2013/14 decreased by 24,500 (-1.2%) from the year before.

Older workers aged 55 years and older witnessed a significant increase in the share of temporary employees, from 7.1% in 2000/01 to 13.8% in 2013/14 (see Chart 16). The share of temporary employees aged 15 to 24 was relatively flat prior to the late-2000s recession; however, since then, it has experienced a drop (from 39.5% in 2007/08 to 36.1% in 2013/14). As for the 25 to 54 age group, it has accounted for about 50% of temporary employees since 2000/01.

CHART 15

Temporary Work Arrangements as a Share of Employees, 1998/99 to 2013/14

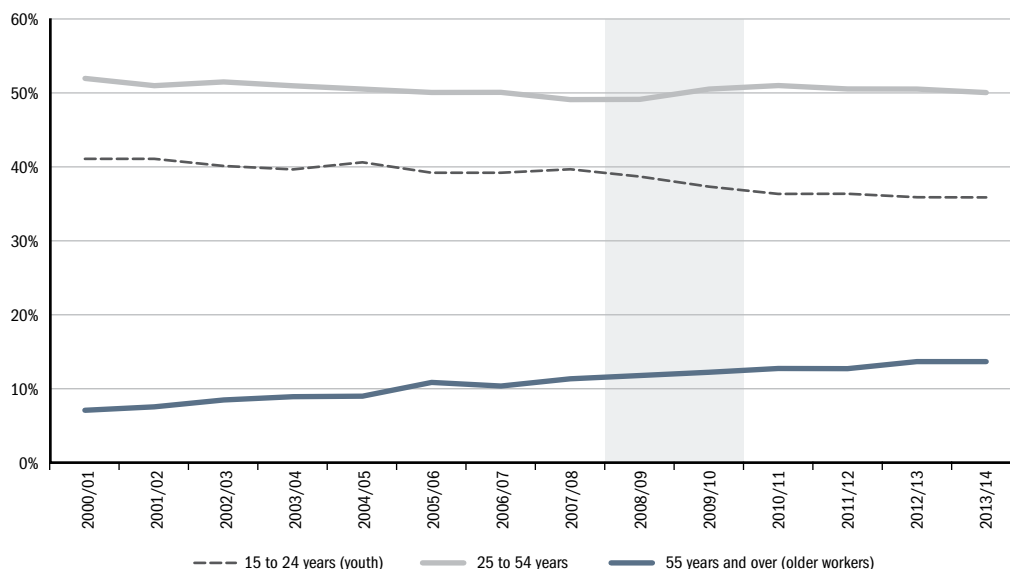


Note: Shaded area corresponds to a recessionary period.
Source: Statistics Canada, Labour Force Survey.

¹¹ Employees are defined in the Labour Force Survey as those who work for others. They can be subdivided into public sector and private sector employees.

CHART 16

Distribution of Temporary Work Arrangements, by Age, 2000/01 to 2013/14



Note: Shaded area corresponds to a recessionary period.

Source: Statistics Canada, Labour Force Survey.

2.4 Employment, by Size of Firm

Small and medium-sized enterprises (SMEs), which are firms with fewer than 500 employees, play an important role in the Canadian economy. According to a Statistics Canada study, SMEs accounted for 54.2% of GDP in Canada in 2005, compared with 50.7% of GDP in the United States.¹²

In 2013/14, the majority of Canadian workers (8.3 million out of 15.1 million employees) worked for SMEs, according to Statistics Canada’s Survey of Employment, Payrolls and Hours. For the past four years, the share of employees working for SMEs has been increasing annually, with the increase ranging between 0.1 and 0.5 percentage point per year. In 2013/14, SMEs accounted for 54.9% of all workers.

Among the workforce, 20.3% of total workers were employed by enterprises that employed fewer than 20 employees, while 19.4% of total workers were

employed by enterprises that employed between 20 and 99 employees. Enterprises with 100 to 499 workers employed 15.2% of total workers and the remaining 45.1% of the workforce worked in large firms that employed 500 or more employees.

Among the provinces, in 2013/14, Ontario accounted for the largest share of SMEs with 40.3%, followed by Quebec with 21.6%, and Alberta and British Columbia with 13.4% and 12.5%, respectively. These percentages are in line with Canada’s population share across provinces.

According to a 2009 study by the Canadian Federation of Independent Business,¹³ SME’s with fewer than 5 employees accounted for 78.9% of total business establishments in Canada, while enterprises with 5 to 49 employees and those with 50 to 499 employees represented 18.9% and 2.1% of total businesses, respectively.

¹² Danny Leung and Luke Rispoli, *The Contribution of Small and Medium-Sized Businesses to Gross Domestic Product: A Canada-United States Comparison*, Economic Analysis Research Paper Series (Ottawa: Statistics Canada, 2011).

¹³ Queenie Wong, *Small Business Profile: An Overview of Canada’s Small and Mid-sized Enterprises (SME)* (Ottawa: Canadian Federation of Independent Business, 2009).

2.5 Wages

Average weekly nominal earnings¹⁴ grew by 1.8% to \$889 in 2013/14. Wage payments determine the EI premiums paid by employers and employees, as well as the level of benefits that claimants can receive, calculated as a proportion of a claimant's wage payments up to the maximum insurable earnings (MIE) amount. The MIE was \$48,600 in 2014, and \$47,400 in 2013.

In 2013/14, similar to the previous year, Alberta continued to have the highest average weekly earnings at \$1,053, followed by Newfoundland and Labrador at \$925, Saskatchewan at \$911 and Ontario at \$905 (see Chart 17). Average weekly earnings in the remaining six provinces were below the national average of \$889, with Prince Edward Island showing the lowest average weekly earnings (\$747).

In 2013/14, the national increase in average weekly nominal earnings was 1.8%. The four provinces exceeding the national average increase were Newfoundland and Labrador (+2.9%) and Alberta (+2.8%), followed by Saskatchewan (+2.6%) and Prince Edward Island (+2.0%). New Brunswick and Manitoba experienced the lowest wage growth

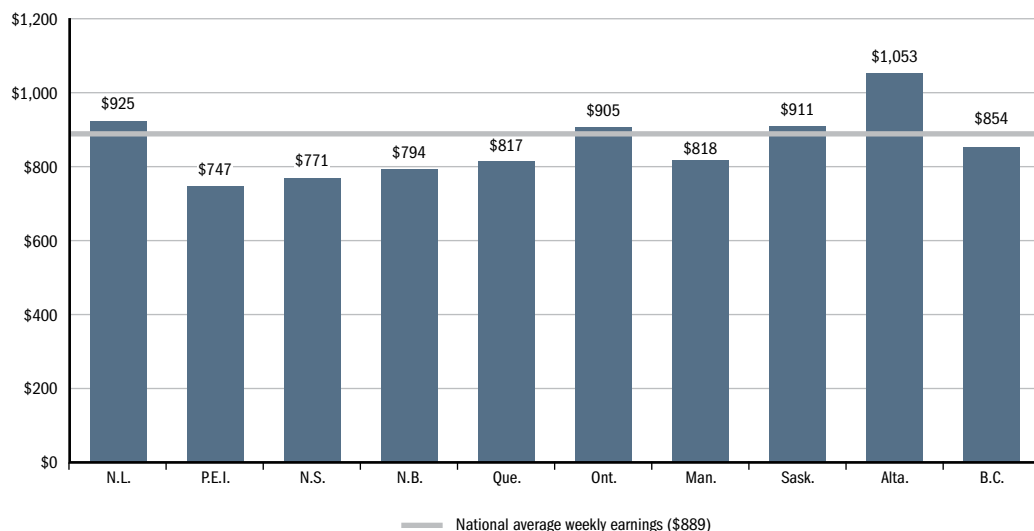
(+0.8% and +0.9%, respectively). Chart 18 compares the increase in nominal earnings to the inflation rate. Manitoba, Prince Edward Island and New Brunswick were the only three provinces that experienced a growth in average weekly nominal earnings that was less than the growth in the Consumer Price Index (CPI) for the province from 2012/13 to 2013/14. However, the variance was only significant in Manitoba.

In 2013/14, employees in the goods sector had higher average weekly earnings (\$1,103) than employees in the service sector (\$841). Over the past decade, employees in the goods sector have consistently had higher average weekly earnings than employees in the service sector.

Employees in the mining, quarrying, and oil and gas extraction industry had the highest average weekly earnings (\$1,707) in 2013/14, followed by workers in the utilities industry (\$1,569) and workers in the construction industry (\$1,107). The accommodation and food services industry, meanwhile, had the lowest average weekly earnings (\$360). This is due partly to the high share of minimum wage workers in the industry, and the high proportion of part-time workers resulting in lower average hours worked per week.

CHART 17

Average Weekly Earnings, by Province, 2013/14

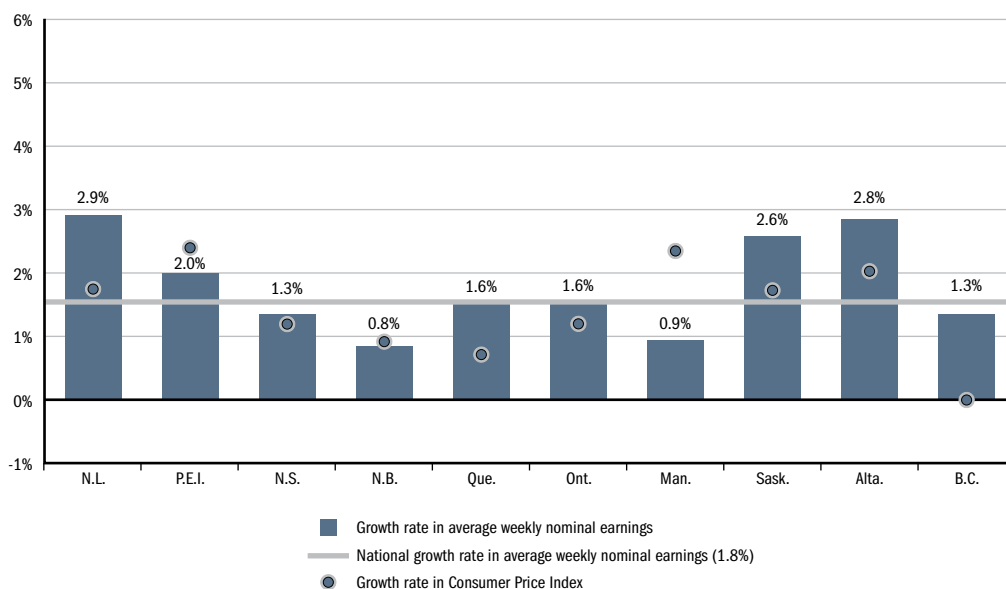


Source: Statistics Canada, Survey of Employment, Payrolls and Hours.

¹⁴ Average weekly earnings are calculated by dividing gross taxable payrolls (excluding overtime) by the number of employees. Gross taxable payrolls include regular pay, bonuses, commissions and other types of special payments. Earnings are expressed in current dollars, not in real terms.

CHART 18

Average Weekly Nominal Earnings and Consumer Price Index, Changes from 2012/13 to 2013/14



Source: Statistics Canada, Survey of Employment, Payrolls and Hours, and Consumer Price Index.

2.6 Hours Worked

In 2013/14, average hours worked per week in the country decreased to 30.4 hours, a decrease of 0.2 of an hour from 2012/13.^{15,16} Average hours worked had increased in the previous three years. EI benefit eligibility requirements and benefit entitlements are based, in part, on the number of insurable hours worked in the previous year.

Employees in Alberta, Newfoundland and Labrador, and New Brunswick worked the most hours per week on average, with 32.7, 32.2 and 31.2 hours, respectively. Employees in Alberta worked on average two hours more a week than the national average. In 2013/14, employees in Prince Edward Island, Manitoba and British Columbia worked the fewest number of hours, with an average of 29.7, 29.6 and 29.5 hours, respectively (see Chart 19).

Employees in the goods sector worked 37.4 hours per week on average in 2013/14, similar to the number in the previous year (37.5 hours). Employees in the service sector, meanwhile, worked 28.5 hours per week on average, which is also similar to results in the previous year (28.6 hours).

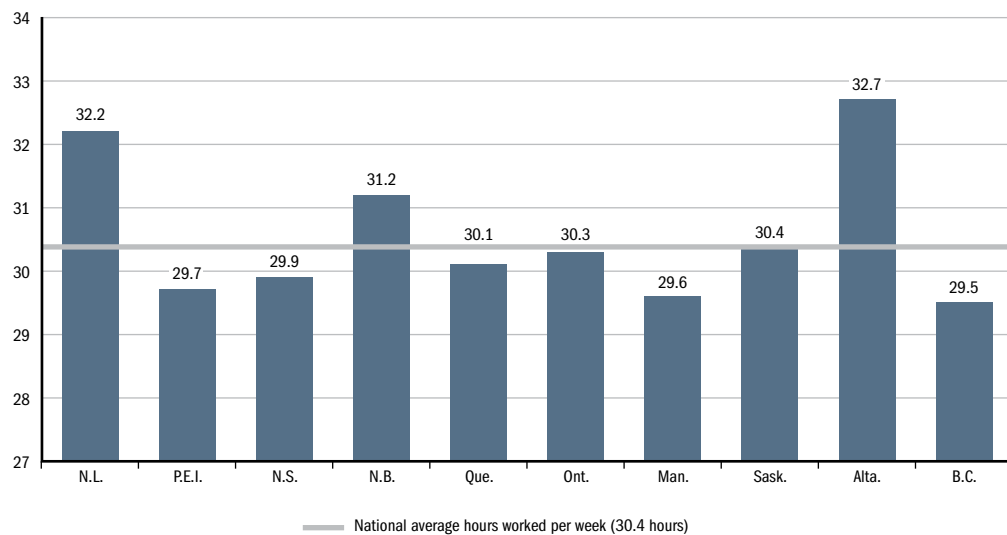
In 2013/14, employees in the mining, quarrying, oil and gas extraction industry worked the most hours per week (40.0 hours), while those in the utilities industry also worked a significant number of hours per week (39.0 hours). The educational services industry had the lowest number of hours worked per week (16.2 hours), 1.9 hours less than the previous year (18.1 hours) and 14.2 hours less a week than the national average.

¹⁵ In order to have a consistent analysis by province and industry, the data focus on employees paid by the hour and does not include employees paid by a fixed salary. According to the Survey of Employment Payrolls and Hours, about 62% of all workers are paid by the hour.

¹⁶ The average hours worked per week is calculated based on the reference period that includes the last seven days of the month. All hours paid are divided by the total number of employees who were paid. If an employee did not get paid in the reference period then they are not captured in the calculation.

CHART 19

Average Hours Worked per Week, by Province, 2013/14



Source: Statistics Canada, Survey of Employment, Payrolls and Hours.

3. Unemployment¹⁷

In 2013/14, there were 1.34 million unemployed individuals on average in a given month compared to 1.36 million in 2012/13, which represented a 1.4% decrease.

For the fourth year in a row, Canada's annual unemployment rate declined, reaching 7.0% in 2013/14 compared to 7.2% a year before (see Chart 20). However, it was still 1.0 percentage point higher than the 6.0% observed in 2007/08, one year prior the onset of the late-2000s recession. The OECD projected that the recovery will continue in Canada, further reducing the unemployment rate to 6.5% by the end of 2015.¹⁸

The duration of unemployment fluctuates for various reasons, including but not limited to the economic business cycle and the skills in demand of the labour market relative to the skills of the unemployed. After a decline in 2012/13 to 18.2 weeks, the average duration of unemployment increased slightly to 18.5 weeks in 2013/14 (see Chart 21).¹⁹

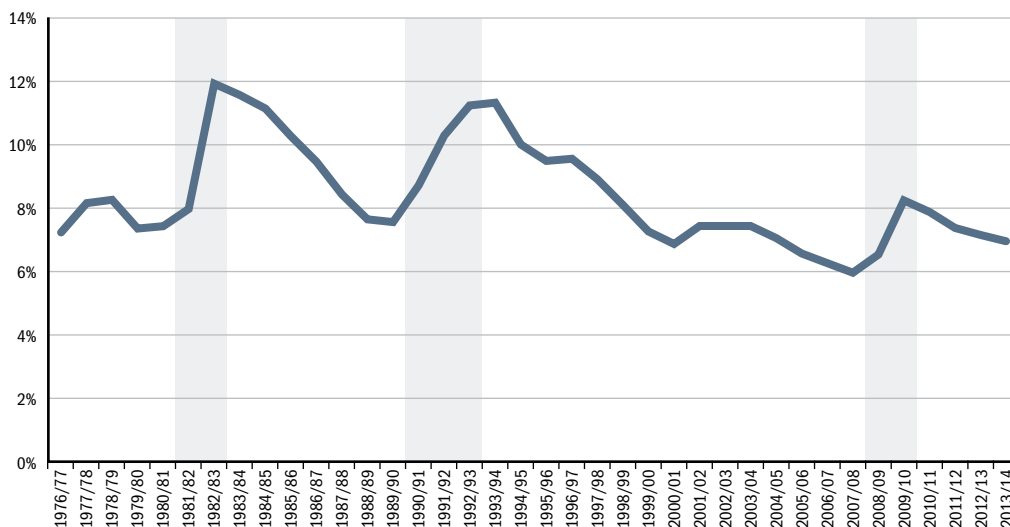
¹⁷ Unemployed persons are those who during the reference week of the Labour Force Survey (LFS): (a) were on temporary layoff during the reference week with an expectation of recall and were available for work, or; (b) were without work, had looked for work in the past four weeks, and were available for work, or; (c) had a new job to start within four weeks from the reference week, and were available for work (source: Statistics Canada [<http://www.statcan.gc.ca/pub/71-543-g/71-543-g2014001-eng.pdf>]).

¹⁸ OECD, *OECD Employment Outlook 2014* (Paris: OECD, 2014).

¹⁹ 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. Note that in order to compare the latest recession with previous recessions, data on duration of unemployment for an individual were limited to a maximum of 99 weeks.

CHART 20

Unemployment Rate, Canada, 1976/77 to 2013/14

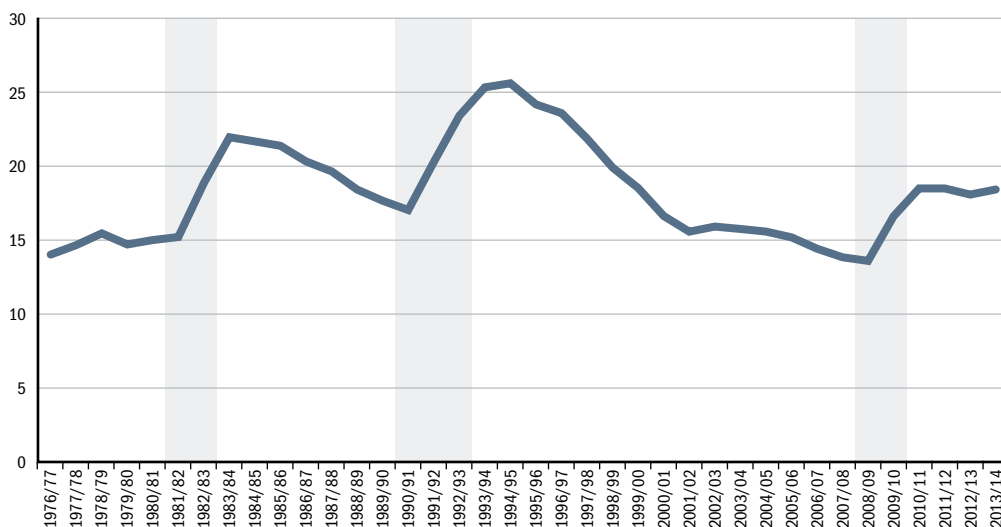


Note: Shaded areas correspond to recessionary periods.

Source: Statistics Canada, Labour Force Survey.

CHART 21

Average Duration of Unemployment (Weeks), Canada, 1976/77 to 2013/14



Note: Shaded areas correspond to recessionary periods.

Source: Statistics Canada, Labour Force Survey.

3.1 Unemployment Rate and Duration, by Province

Similar to the previous year, unemployment rates in Western Canada remained considerably lower than the national average due to the region's strong economic performance in recent years. For the fifth consecutive year, Saskatchewan recorded the lowest unemployment rate (4.2%) of all Canadian provinces in 2013/14, a decrease of 0.3 percentage point from 2012/13, fuelled in large part by demand in global energy markets, followed by Alberta at 4.6%, Manitoba at 5.5% and British Columbia at 6.5% (see Chart 22).

Newfoundland and Labrador and New Brunswick witnessed the largest drop in their unemployment rate, decreasing 0.5 percentage point. Newfoundland and Labrador's unemployment rate fell from 12.1% in 2012/13 to 11.6% in 2013/14, while New Brunswick's decreased from 10.5% to 10.0%.

Quebec's unemployment rate rose slightly from 7.6% in 2012/13 to 7.7% in 2013/14. The unemployment rate in the province has improved from the early 2000s, when the rate was consistently above 8%. This improvement can be attributed to

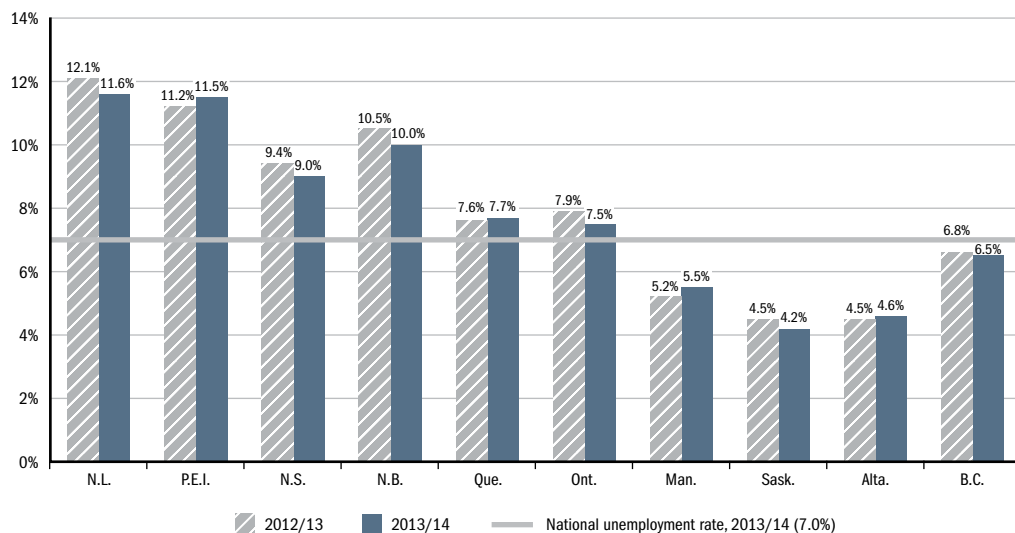
sound employment growth over the past four years, when Quebec witnessed average employment growth of 1.2%.

At 7.5% in 2013/14, the unemployment rate in Ontario was higher than the national average by 0.5 of a percentage point. For each of the past seven years, Ontario's unemployment rate has been higher than the national average. Nevertheless, Ontario is showing signs of strength, as it registered employment growth of 1.7% in 2013/14, higher than the Canadian average (1.2%).

The Atlantic provinces continued to have the highest unemployment rates in the country in 2013/14 despite a downward trend in Newfoundland and Labrador (-0.5 to 11.6%), New Brunswick (-0.5 to 10.0%) and Nova Scotia (-0.4 to 9.0%). In Prince Edward Island, the unemployment rate increased slightly (+0.3 to 11.5%). The higher unemployment rates in these provinces are partly attributable to a greater percentage of workers who participate in seasonal and temporary work compared to other regions.

CHART 22

Unemployment Rate, by Province, 2012/13 and 2013/14



Source: Statistics Canada, Labour Force Survey.

The provinces with the longest duration of unemployment do not necessarily correspond with the provinces with the highest unemployment rates. This is likely due to the nature of unemployment across the country; for instance, in the Atlantic provinces, unemployment levels rise and fall with the seasons to a larger extent,²⁰ while in Ontario and Quebec, the decline in manufacturing has resulted in more displaced workers and more long-term unemployment.²¹ Ontario residents experienced the longest average duration of unemployment (20.0 weeks) in 2013/14, followed by Quebec residents at 19.2 weeks (see Chart 23). The duration of unemployment was below the national average of 18.5 weeks in the remaining provinces. In 2013/14, Saskatchewan experienced the shortest unemployment duration (13.0 weeks), followed by Alberta (13.5 weeks). Compared to 2012/13, Prince Edward Island registered the largest increase in average duration of unemployment (+1.6 week), followed by New Brunswick (+1.5 week) and Alberta (+1.4 week). Saskatchewan (-0.6 week)

and Ontario (-0.2 week) were the only provinces with decreases in average duration of unemployment over the same period.

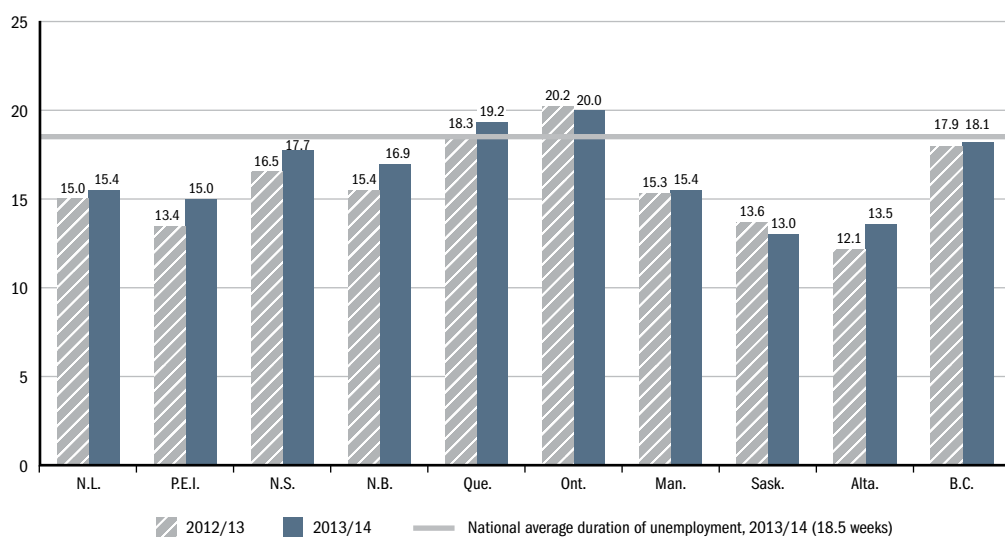
3.2 Unemployment Rate and Duration, by Gender

Men reported a higher unemployment rate than that for women in 2013/14 (see Chart 24). The unemployment rate for men decreased to 7.5%, marking a decline for the fourth consecutive year. For women, the unemployment rate declined for a third straight year in 2013/14 to 6.5%. In 2013/14, for men and women, the unemployment rates were 0.1 and 0.2 percentage point lower, respectively, than those in 2012/13.

As shown in Chart 24, the gender unemployment rate gap reversed itself in the early-1990s. Since that time, unemployment rates for women have remained consistently lower than unemployment rates for men by 0.9 percentage point, on average. In 2013/14, the gender gap was 1.0 percentage point, similar

CHART 23

Average Duration of Unemployment (Weeks), by Province, 2012/13 and 2013/14



Source: Statistics Canada, Labour Force Survey.

²⁰ Andrew Sharpe and Jeremy Smith, *Labour Market Seasonality in Canada: Trends and Policy*, Centre for the Study of Living Standards (Ottawa: prepared for Human Resources and Skills Development Canada, 2005).

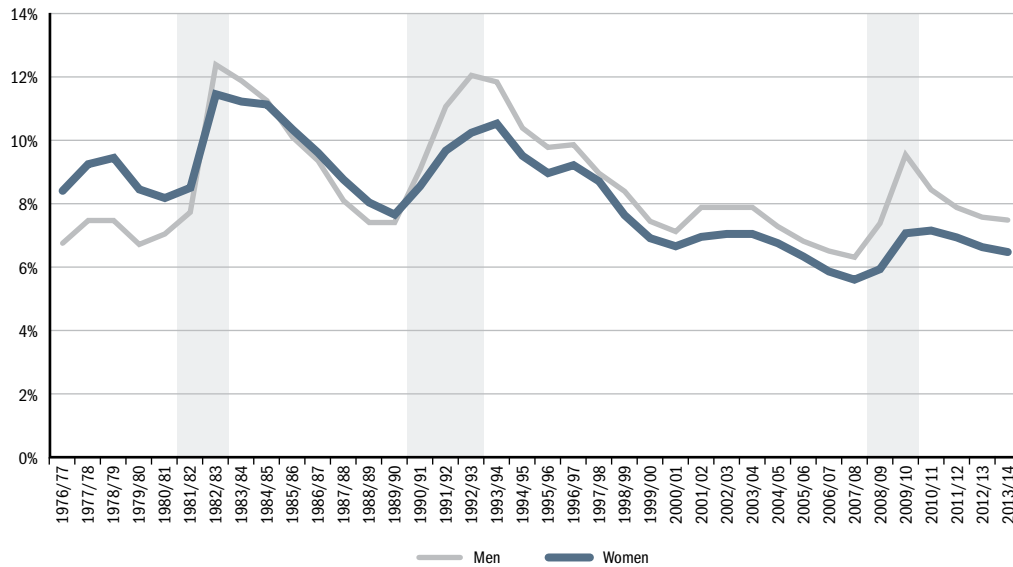
²¹ Jane Lin, *Trends in employment and wages, 2002 to 2007* (Ottawa: Statistics Canada, 2008).

to the previous year's gap of 0.9. In 2009/10, the gender gap was 2.5 percentage points, the largest gap recorded since Statistics Canada started recording comparable data in 1976/77. The gender unemployment rate gap tends to be at its highest during recessions and subsequently falls during recoveries. Indeed, men have historically been overrepresented in goods producing industries, which were the most negatively impacted during the past three recessions.

As indicated in Chart 25, over the last 30 years, men have nearly always experienced a longer average duration of unemployment than women have. In 2013/14, the average duration of unemployment was 18.9 weeks for men and 18.1 weeks for women.

CHART 24

Unemployment Rate, by Gender, 1976/77 to 2013/14

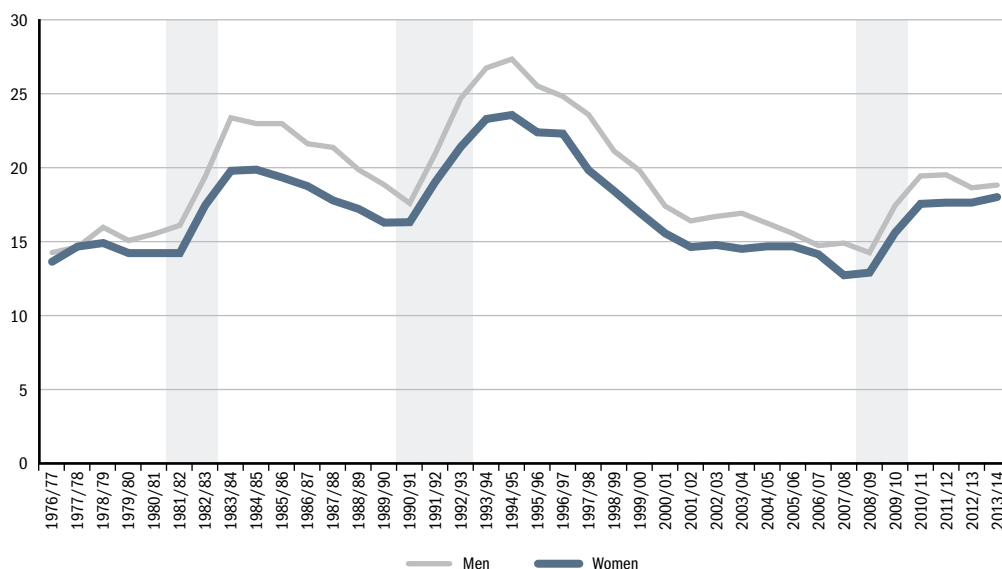


Note: Shaded areas correspond to recessionary periods.

Source: Statistics Canada, Labor Force Survey.

CHART 25

Average Duration of Unemployment (Weeks), by Gender, 1976/77 to 2013/14



Note: Shaded areas correspond to recessionary periods.
Source: Statistics Canada, Labor Force Survey.

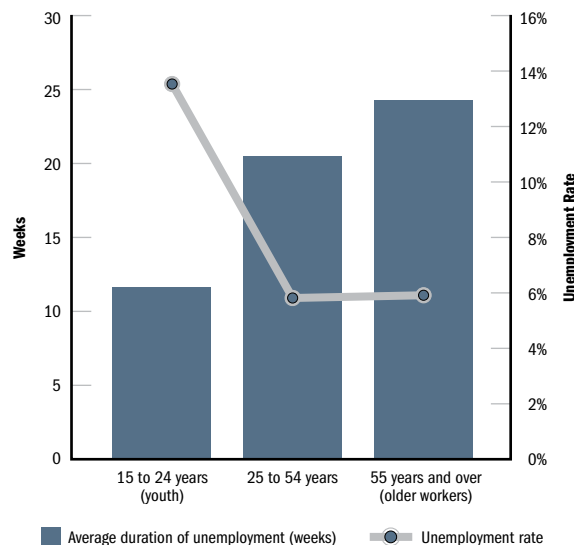
3.3 Unemployment Rate and Duration, by Age

In 2013/14, the unemployment rates across all major age groups experienced little variation except for those between the ages of 15 and 24 who witnessed a decrease. The unemployment rate for individuals between the ages of 25 and 54 slightly decreased to 5.8%, while the rate for individuals 55 years and older marginally increased to 6.0%. Individuals aged between 15 and 24 saw a decline in their unemployment rate from 14.3% to 13.7%. This decline was driven by the 15 to 19 years old sub-group, where the unemployment rate declined by 1.2 percentage point (20.1% to 18.9%). A recent OECD report suggests that tackling youth unemployment and the rising number of young people out of work and out of school should be a priority for Canada.²²

Although younger Canadians continued to face higher unemployment rates than older cohorts in 2013/14, their average duration of unemployment was significantly lower, at 11.6 weeks, than those for core-aged and older workers, which were 20.5 and 24.3 weeks, respectively (see Chart 26). In other words, unemployment spells

CHART 26

Average Duration of Unemployment and Unemployment Rate, by Age Group, 2013/14



Source: Statistics Canada, Labour Force Survey.

²² OECD, *OECD Employment Outlook 2014* (Paris: OECD 2014).

generally last longer for people in older cohorts, although they are less likely to be unemployed than their younger counterparts.

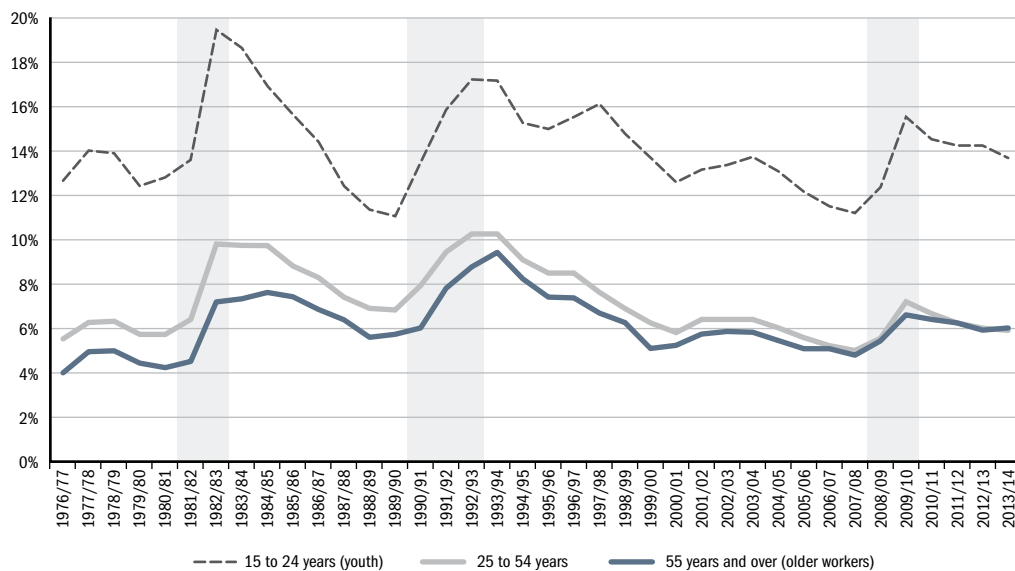
In 2013/14, the youth unemployment rate was 2.4 times higher than that of core-aged workers (25 to 54 years). The gap in the unemployment rates between these groups declined from 8.3 percentage points in 2012/13 to 7.9 percentage points in 2013/14, matching the gap witnessed in 2010/11 (see Chart 27).

3.4 Unemployment Rate, by Educational Attainment

Canadians with higher educational levels have generally found greater success in the labour market, with unemployment rates inversely related to educational attainment. In 2013/14, the unemployment rate among individuals with a university degree²³ was 4.7%, compared with 5.7% for those with a post-secondary certificate or diploma,²⁴ while the unemployment rate was 8.1% for those who graduated from high school,²⁵ compared with 14.5% among those who did not complete high school²⁶ (see Chart 28).

CHART 27

Unemployment Rate, by Age Group, 1976/77 to 2013/14



Note: Shaded areas correspond to recessionary periods.

Source: Statistics Canada, Labor Force Survey.

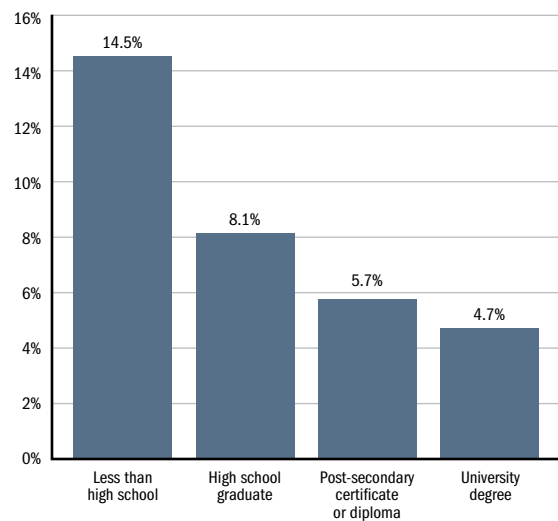
²³ This group includes people with at least a university bachelor's degree.

²⁴ People in this group have a certificate (including a trade certificate) or diploma from an educational institution beyond the secondary level. Such credentials include certificates from vocational schools, apprenticeship training, community colleges, collèges d'enseignement général et professionnel (CEGEPs) and schools of nursing, and certificates below a bachelor's degree obtained at a university.

²⁵ This group includes those who graduated from high school and those who graduated from high school and attained some post-secondary education (but did not complete it).

²⁶ This group includes both those with zero to eight years of education and those who have some high school education but did not graduate.

CHART 28
Unemployment Rate, by Educational Attainment, Canada, 2013/14



Source: Statistics Canada, Labour Force Survey.

3.5 Unemployment, by Reason for Unemployment

Unemployment spells can result from a number of factors. The grounds for a given unemployment spell are a key factor in determining eligibility for EI regular benefits. Generally, benefits are only available to individuals who have lost their job through no fault of their own or left their job with just cause.²⁷

In 2013/14, individuals who became unemployed because they lost their jobs (job losers)²⁸ accounted for the largest share of unemployment in Canada (43.8%). On the other hand, individuals who were unemployed because they left their jobs (job leavers)²⁹ accounted for the smallest share (17.9%) of unemployment. Individuals who have not worked in the last year or never worked accounted for 38.3% of the unemployed. As shown in Table 1, these figures remained similar to those reported in the last three years.

However, these figures differ significantly from the pre-recession figures in 2007/08. The most notable change is in the share of those who have not worked in the last year or never worked, which increased by 8.2 percentage points, from 30.1% in 2007/08 to 38.3% in 2013/14.

3.6 The Long-term Unemployed

In 2013/14, most unemployed people (75.7%) were unemployed for 26 weeks or less, with 32.8% of the unemployed population unemployed for 4 weeks or less. Those unemployed for 52 weeks or more (long-term unemployed) represented 12.2% of the total unemployed and were therefore ineligible for EI benefits (see Chart 29).

However, the share of these long-term unemployed has nearly doubled since the beginning of the late-2000s recession. While this percentage has remained stable compared to the previous year, it has fluctuated between 12.1% and 13.2%

TABLE 1
Share of Unemployment, by Reason for Unemployment, 2007/08 and 2010/11 to 2013/14

	2007/08	2010/11	2011/12	2012/13	2013/14
Job leavers	24.2%	17.6%	18.2%	18.4%	17.9%
Job losers	45.7%	45.4%	42.4%	42.9%	43.8%
Those who have not worked in the last year or never worked	30.1%	37.0%	39.4%	38.7%	38.3%

Source: Statistics Canada, Labour Force Survey.

²⁷ Service Canada determines whether a claimant's reason for job interruption is valid in terms of EI eligibility, in accordance with the *Employment Insurance Act* and the *Employment Insurance Regulations*.

²⁸ "Individuals who lost their job" refers to persons not employed, who last worked within the previous year and left that job involuntarily (due to business conditions or downsizing). It includes people affected by both temporary and permanent lay-offs.

²⁹ "Individuals who left their job" refers to people not employed who last worked within the previous year and left that job voluntarily. Reasons for leaving include personal or family responsibilities, school attendance, change of residence, dissatisfaction with their job, retirement, sale or closure of their business (self-employed only), pregnancy, illness, and no specific reason.

since 2010/11 (see Chart 30). Eligibility for EI regular benefits is based on the amount of insurable hours that an individual has accumulated in the past 52 weeks, which by definition, would exclude the long-term unemployed—those who have been jobless for a year or more—from being eligible for benefits.

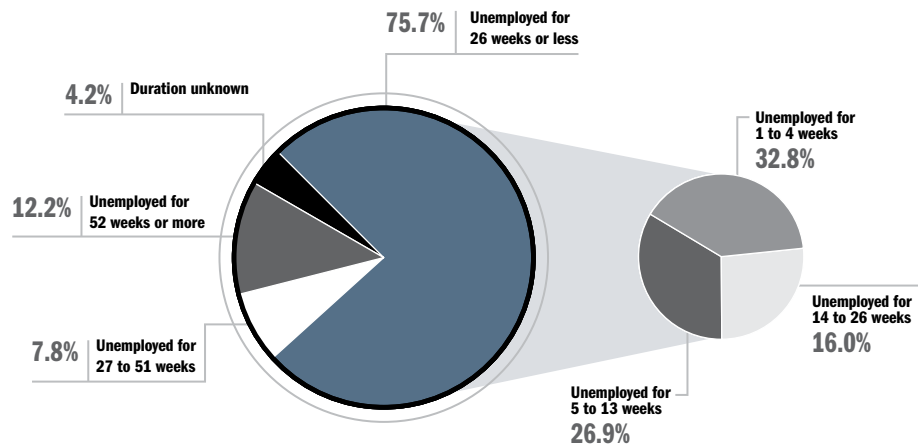
According to the OECD, Canada's long-term unemployed accounted for 12.7% of the total unemployed in 2013 (see Chart 31), which was well below the proportions in all other G7 countries.

In 2013/14, Ontario, Quebec and British Columbia registered the highest percentages of long-term unemployment (i.e. those unemployed for 52 weeks or more), with 13.9%, 13.2% and 12.2%, respectively (see Chart 32). The proportions in the rest of the provinces were lower, ranging from 7.1% to 10.4%. An OECD report recently suggested that, despite an improving labour market, the problem of long-term unemployment remains in Canada, with key determinants being barriers to geographical and occupational mobility, a skills mismatch, and employers' preference for hiring new labour-market entrants and the short-term unemployed.³⁰

From 2012/13 to 2013/14, each province showed modest variations in its share of long-term unemployment, ranging from an increase of 1.4 percentage point in New Brunswick to a decrease of 1.0 percentage point in Ontario. However, all provinces are above their 2007/08 levels. Most notable are Ontario and British Columbia, which have experienced an increase of 7.1 and 5.9 percentage points, respectively. In 2013/14, the share of long-term unemployment among men was 12.5%, slightly higher than that of women (11.8%), and similar to proportions witnessed in the previous year. In 2013/14, among the unemployed aged 55 and older, 17.4% have been unemployed for over a year, higher than the proportions for those aged 25 to 54 (14.1%) and 15 to 24 (5.7%). Since 2011/12, there has been a 4.0 percentage points decrease in the share of long-term unemployment among older workers (55 and older). Conversely, the share of long-term unemployment among youth (15 to 24) has nearly tripled since 2008/09 (2.1%), and has reached its highest rate (5.7%) in 15 years.

CHART 29

Distribution of Total Unemployed, by Duration of Unemployment, 2013/14

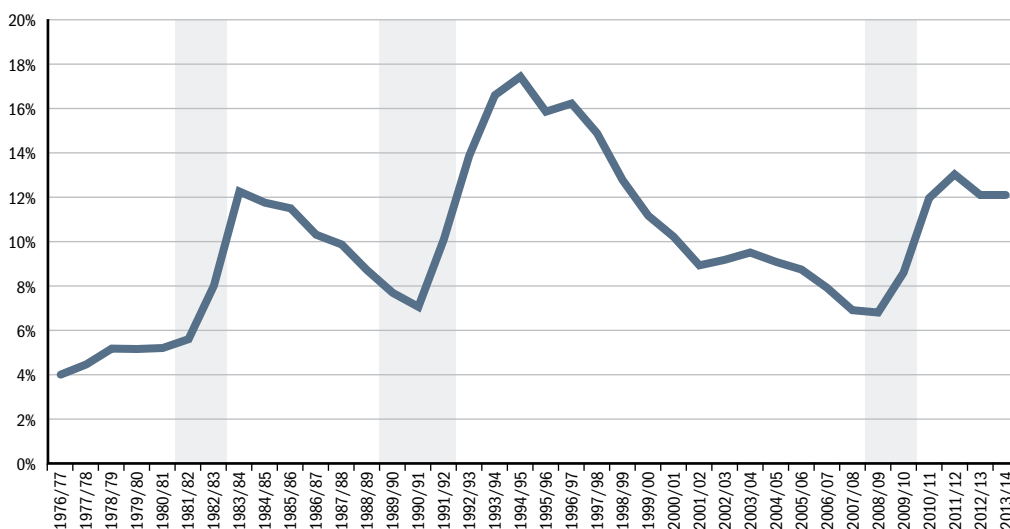


Source: Statistics Canada, Labor Force Survey.

³⁰ OECD, *OECD Employment Outlook 2013* (Paris: OECD, 2013).

CHART 30

Long-term Unemployed as a Percentage of Total Unemployed, 1976/77 to 2013/14

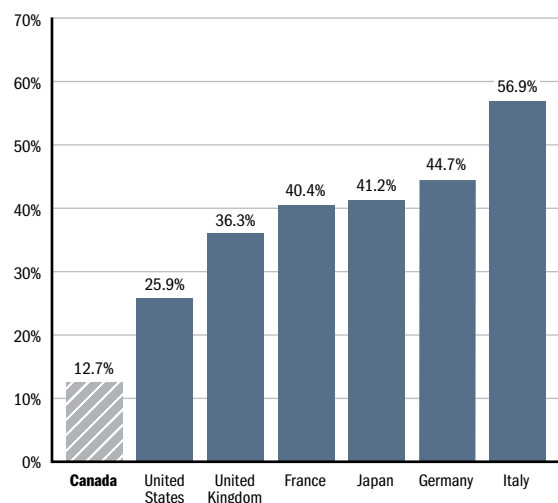


Note: Shaded areas correspond to recessionary periods.

Source: Statistics Canada, Labour Force Survey.

CHART 31

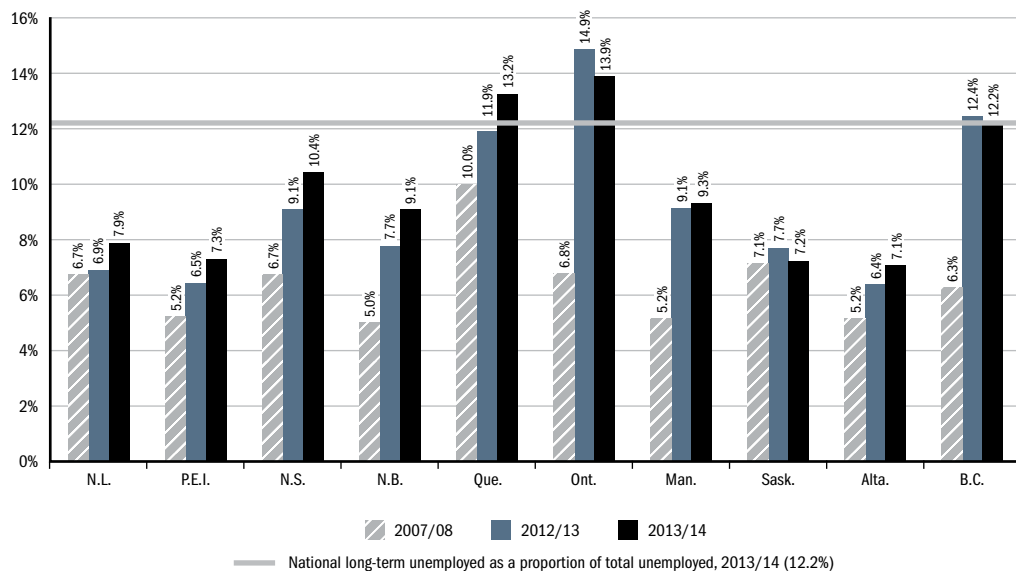
Long-term Unemployed as a Proportion of Total Unemployed, G7 Countries, 2013



Source: Organization for Economic Co-operation and Development, StatExtracts Database.

CHART 32

Long-term Unemployed as a Proportion of Total Unemployed, by Province, 2012/13 and 2013/14



Source: Statistics Canada, Labour Force Survey.

3.7 Job Vacancies and Unemployment-to-Job-Vacancy Ratio

According to Statistics Canada's Business Payrolls Survey, in 2013/14, there were 215,400 vacant jobs in Canada on average in a given month, compared with 246,300 in 2012/13 and 240,400 in 2011/12.³¹ The number of job vacancies varies significantly across provinces. Ontario had the highest number of vacancies (65,800) in 2013/14, followed by Alberta (48,000), Quebec (41,000) and British Columbia (30,200). Combined, Manitoba and Saskatchewan accounted for 18,600 job vacancies and the four Atlantic provinces accounted for a total of 10,700 job vacancies. The health care and social assistance industry had the highest number of job vacancies (30,600) followed by the accommodation and food services industry (28,800). For every job vacancy, there was an average of 6.3 unemployed

people in Canada, while in 2012/13 there were 5.6 unemployed people. The Western provinces registered the lowest unemployment-to-job-vacancy ratios,³² ranging from 2.3 to 5.3, while the Atlantic provinces registered the highest, ranging from 10.0 to 18.4 (see Chart 33).

There were 1.5 unemployed people per job vacancy in the health care and social assistance industry, the lowest ratio among the ten largest industries in Canada, while the construction industry experienced the highest ratio among these industries, with 8.6 unemployed for every vacant job (see Chart 34).³³

Thus, the unemployment-to-job-vacancy ratio shows differences across provinces, with more unemployed people for each available job in the Eastern provinces, and across industries, with the construction industry showing the highest number of unemployment to jobs vacancies.

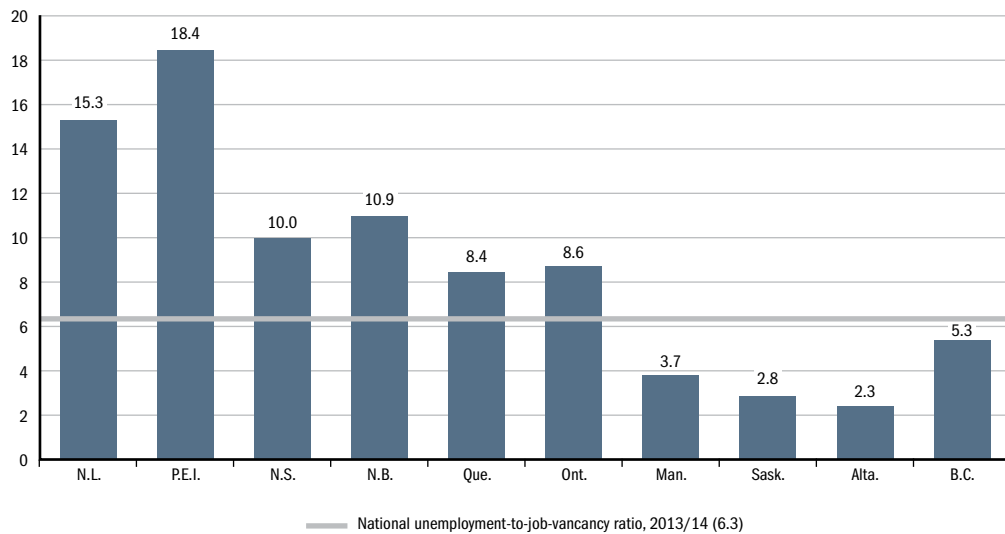
³¹ Data on job vacancies are collected through the monthly Business Payrolls Survey (BPS). A position is considered "vacant" if it meets all three of the following conditions: a specific position exists; work could start within 30 days; and the employer is actively seeking employees from outside the organization to fill the position.

³² The unemployment-to-job-vacancy ratio is calculated using the LFS data by dividing the total number unemployed people, regardless of their previous work experience, by the number of vacant positions. This ratio reflects how many unemployed individuals are available for each vacant position and is a measure of the tightness of the overall labour market.

³³ Industry-specific ratios of unemployment-to-job vacancies are for people who had worked in those industries within the previous 12 months. Those who had never worked or had not worked for at least 12 months are not part of the industry-specific ratios.

CHART 33

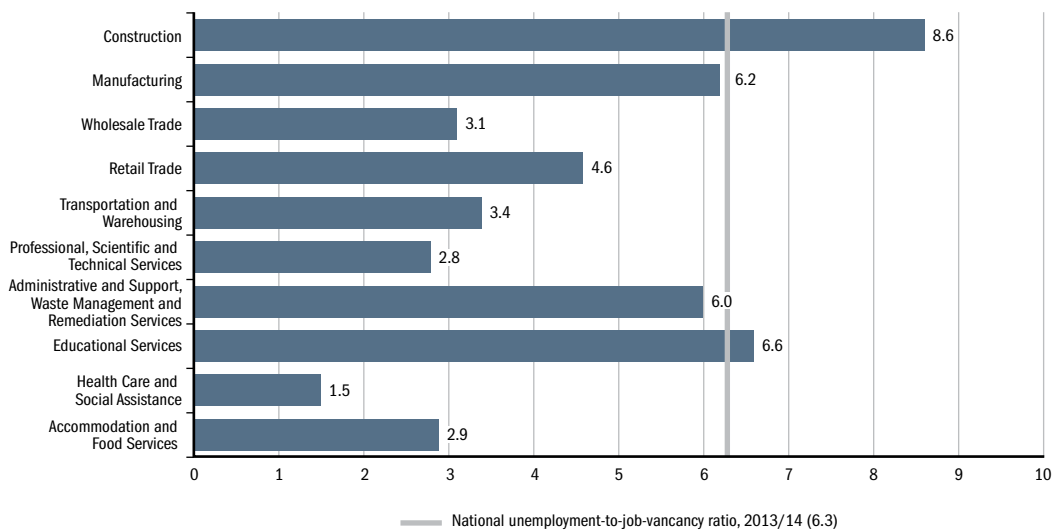
Unemployment-to-Job-Vacancy Ratio (Number of Unemployed People per Job Vacancy), by Province, 2013/14



Source: Statistics Canada, Job Vacancy Statistics.

CHART 34

Unemployment-to-Job-Vacancy Ratio (Number of Unemployed People per Job Vacancy), by Industry, 2013/14



Source: Statistics Canada, Job Vacancy Statistics.

CHAPTER 2

Impacts and Effectiveness of Employment Insurance (Part I of the *Employment Insurance Act*)



This chapter examines the usage, impacts and effectiveness of Employment Insurance (EI) income benefits under Part I of the Employment Insurance Act.

Section I analyses total income benefits, which combine all EI benefit types (regular, fishing, special and Work-Sharing benefits). Section II examines income support provided by EI regular benefits to individuals who lost their jobs through no fault of their own. Section III discusses EI fishing benefits paid to self-employed fishers. Section IV examines the role EI plays in helping Canadians balance work commitments with family responsibilities and personal illnesses through EI special benefits, which include maternity, parental, sickness, compassionate care, and parents of critically ill children (PCIC) benefits. Section V discusses EI Work-Sharing benefits, which help employers and employees avoid temporary layoffs when business activity declines below normal levels. Section VI profiles firms and their employees' usage of EI income benefits. Finally, section VII provides general information on EI finances.

Unless otherwise indicated, numerical figures, tables and charts in this chapter are based on a 10%¹ sample of EI administrative data. Throughout the chapter, data for 2013/14 are compared with data

from previous years and, in some instances, long-term trends are discussed.² More data on the benefits discussed in this chapter can be found in Annex 2. Beyond the discussion of usage (claims³ and benefits paid⁴), this chapter also provides different measures that analyses the support provided by EI Part I benefits.

In this report, the main source used to examine coverage of, eligibility for and accessibility to EI benefits among unemployed people is Statistics Canada's Employment Insurance Coverage Survey. In addition, data from the Labour Force Survey are used to explore eligibility for EI benefits among the employed population. Supplementary analysis of job separations from Records of Employment is also provided in this chapter.

This chapter also analyses the support provided by EI Part I benefits by reporting on various indicators, including the level of, entitlement to, duration of, exhaustion of and income redistribution from benefits. The amount of benefits indicates the generosity of benefits, usually expressed as the average weekly benefit. Entitlement is the maximum number of weeks

- ¹ Due to the relatively small number of fishing, Work-Sharing, compassionate care and parents of critically ill children (PCIC) claims, 100% of these claims (with the exception of the amount paid which is based on a 10% sample) are used to ensure reliability.
- ² Administrative data in this report provide a snapshot of claims for each fiscal year as of the following August. A snapshot of the fiscal years, taken later, would provide slightly different figures, without qualitatively changing the conclusions.
- ³ Claims refer to new claims established in 2013/14 for which at least \$1 of EI benefits was paid. Multiple types of benefits could be included in a single claim.
- ⁴ Benefits paid in 2013/14 could be associated with claims established in previous fiscal years.

of benefits payable, which varies depending on the benefit type being discussed. Duration is the average number of benefit weeks that claimants actually use. Exhaustion occurs for two reasons—claims for which all eligible regular weeks have been paid and claims that have reached the final week of the benefit period before all eligible regular benefits have been paid. Finally, income redistribution transfers income from high earners to low earners and from provinces and regions of low unemployment to provinces and regions of high unemployment.

In addition, throughout the chapter, key EI provisions and pilot projects are discussed. EI provisions (permanent features of the EI program) are either a part of legislation or regulations, while pilot projects are temporary measures that modify or replace existing provisions. EI pilot projects are used to test and assess the labour market impacts of new approaches before considering a permanent change to EI. More specifically, EI pilot projects are used to officially test amendments to the *Employment Insurance Act*, to make regulations more consistent with current industry employment practices, trend or patterns, and/or to improve service to the public. Through these provisions and pilots, the program strives to find a balance between providing adequate income benefits and encouraging work attachment.

This chapter also discusses changes to the EI program introduced through Economic Action Plans (EAP) 2012 and 2013. The changes to the EI program included the Connecting Canadians to Available Jobs initiative, which clarified EI claimants' responsibilities to undertake a reasonable job search; the Variable Best Weeks approach to calculating the weekly EI benefit rate; and the new Working While on Claim (WWC) pilot project.

Through Economic Action Plan 2014, the Government allowed access to sickness benefits for claimants who receive compassionate care benefits and for those who receive benefits for parents of critically ill children (PCIC), effective October 12, 2014; steps will be taken to ensure that apprentices are aware of the existing financial supports available to them through the EI program while they are on technical training—increased awareness will benefit apprentices, as they could start to receive EI benefits more quickly; the Government continues to

implement its plan for jobs and growth by connecting Canadians with available jobs by helping them to acquire the skills that will get them hired or help them get better jobs; changes were introduced to the Employment Insurance program to quickly alert unemployed Canadians to job opportunities through daily job postings; and additional steps have been taken to provide EI premium relief for small businesses through the freezing of the EI premium rate for 2014 and the implementation of the new seven-year break even premium rate setting mechanism in 2017, to ensure small businesses continue to benefit from stable, predictable and affordable premium rates.

For a detailed overview of major changes to the EI program from April 1996 to December 2014, please refer to Annex 7 of the report. For further information on key provisions of the Employment Insurance program regarding eligibility and entitlement, please refer to chapter 1 of the *2011 Monitoring and Assessment Report*.

I. TOTAL INCOME BENEFITS⁵

1. Total Income Benefits, Claims and Benefits

In 2013/14, the total number of new Employment Insurance (EI) claims decreased while benefits increased relative to 2012/13.

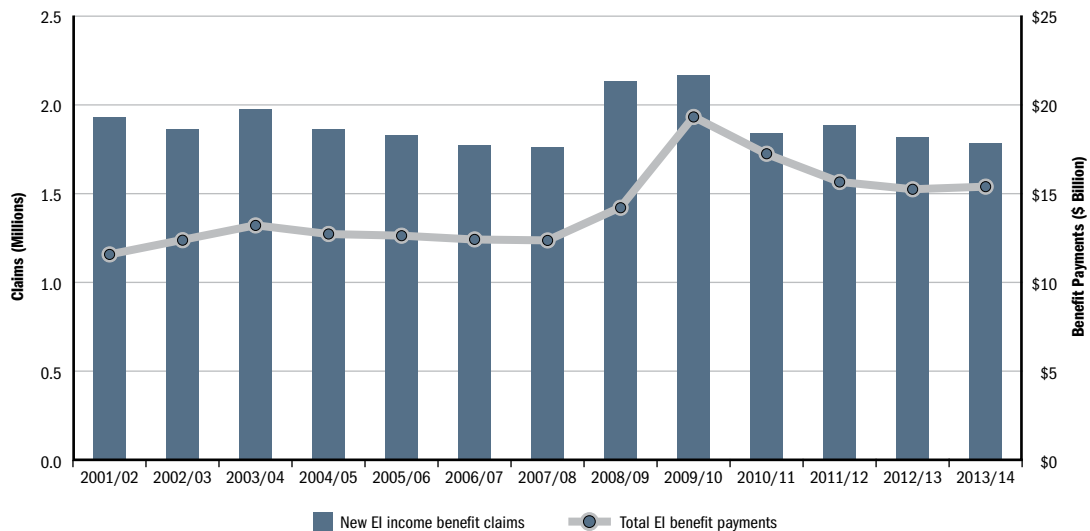
The total number of new EI claims established decreased by 1.5% (27,990), from 1.82 million in 2012/13, to 1.79 million in 2013/14. As illustrated in Chart 1, the total number of new EI claims peaked in 2009/10 at 2.17 million, which coincided with the height of the late-2000s recession in Canada. Since 2010/11, the economy has been growing at a moderate pace, as a result, EI claim volumes have gradually been decreasing.

The decrease in the number of total EI claims in 2013/14 was primarily driven by a 2.3% (-30,970) decline in EI regular benefits claims. A distribution of all EI Part I claims in 2013/14 and 2012/13 is provided in Table 1.

⁵ Starting with the 2013/14 *Employment Insurance Monitoring and Assessment Report*, provincial and territorial figures are based on the province/territory of residence where a claim was initially established; prior years' figures have been restated to reflect this. The previous reporting methodology was based on the province/territory of residence where the claim ended.

CHART 1

Total EI Claims and Total EI Benefits, 2001/02 to 2013/14



Note: Claims are calculated on a Benefit Period Commencement (BPC) basis.

Source: ESDC, Employment Insurance (EI) administrative data.

Unlike the decrease in the number of total EI claims, total EI benefits increased by 1.3% (+\$0.2 billion), from \$15.2 billion in 2012/13 to \$15.4 billion in 2013/14, after a decrease of 3.1% (-\$0.5 billion) in 2012/13. This increase in benefits was mainly attributable to a 5.7% (+0.3 billion) increase in special benefits, which was partially offset by a decrease in regular benefits of 1.0% (-0.1 billion). Until the increase in 2013/14, total EI benefits had decreased for three consecutive years, although, levels are still significantly higher than amounts prior to the late-2000s recession, while claim volumes are lower than pre-recession levels. Specifically, total income benefits were 24.7% higher in 2013/14 than in 2007/08 (\$12.3 billion). Multiple factors help explain why benefits were higher in 2013/14 than in 2007/08. First, between 2001/02 and 2006/07, average weekly benefits increased by 9.2%, while Maximum Insurable Earnings (MIE) remained constant at 39,000. Comparatively, from 2007/08 to 2013/14, average weekly benefits increased by 21.2%, while from 2008 to 2014 the MIE increased by 18.2%. The increased rate of growth in average weekly benefits since 2007/08 has contributed to the higher level of total income benefits in 2013/14 compared to what was experienced in the early 2000s. Second, the Canadian

TABLE 1
Total EI Income Benefits Claims (Part I),
2012/13 and 2013/14

Type of EI Benefit	EI Claims (2013/14)	EI Claims (2012/13)
EI Regular Benefits	1,325,840	1,356,810
EI Special Benefits ¹	515,330	510,040
EI Parental Benefits	191,120	192,470
EI Sickness Benefits	336,800	329,750
EI Maternity Benefits	169,640	170,680
EI Compassionate Care Benefits	6,003	6,102
EI Fishing Benefits	27,175	28,290
EI Work-Sharing Benefits	11,673	13,890
Total²	1,791,950	1,819,940

¹ The numbers for EI special benefits do not add up to the total presented because EI claimants can apply for multiple types of EI benefits in one EI claim.

² The numbers in this table do not add up to the total presented because EI claimants can apply for multiple types of EI benefits in one EI claim.

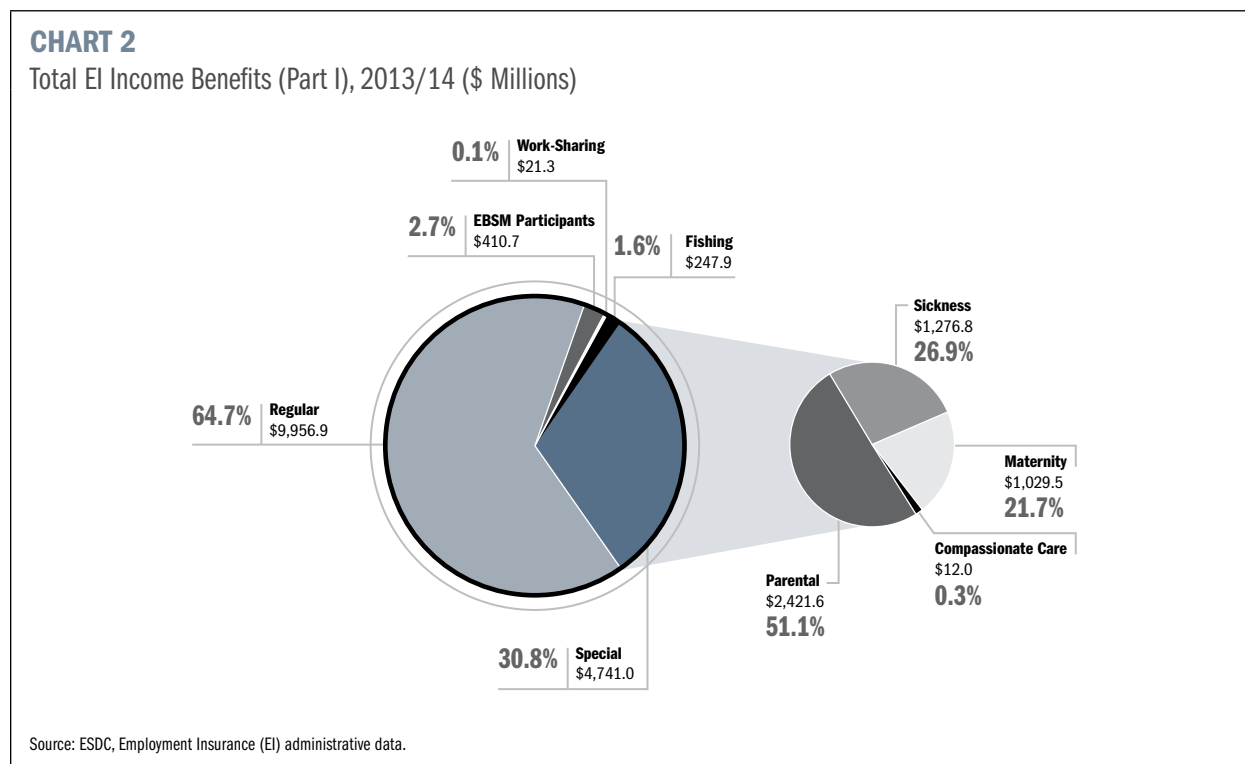
Source: ESDC, Employment Insurance (EI) administrative data.

unemployment rate increased from 6.0% in 2007/08 to 7.0% in 2013/14, after reaching a high of 8.5% in 2009/10, suggesting that poor economic conditions have produced fewer employment opportunities in the post-recessionary period, which has resulted in EI claimants staying on EI benefits longer. In fact, among regular claimants, the average duration of benefits was 21.1% longer on average in the fiscal years from 2007/08 to 2012/13 than what was witnessed from 2001/02 to 2006/07. The longer that an EI claimant stays on benefits (i.e. longer duration) the higher the amount of EI benefits paid.

The increase in EI special benefits between 2012/13 and 2013/14 was largely driven by a 7.2% increase (from \$1.2 billion in 2012/13 to \$1.3 billion in 2013/14) in sickness benefits and a 5.3% (\$2.3 billion in 2012/13 to \$2.4 billion in 2013/14) increase in parental benefits. This increase in parental benefits was mainly attributable to the increase in the average weekly benefit rate, as the volume of claims decreased in 2013/14.

As shown in Chart 2, regular benefits accounted for 64.7% of total income benefits paid in 2013/14, decreasing from 66.1% in the previous year

(-1.4 percentage points). EI regular benefit claims accounted for 74.0% of all EI claims, indicating that the percentage of EI regular benefits paid, as a share of total EI income benefits paid, is under-represented when compared to the share of EI regular claims as a percentage of total EI claims. Special benefits, accounted for 30.8% of total EI income benefits paid in 2013/14, increasing from 29.5% the previous year (+1.3 percentage points). Conversely, EI special benefit claims accounted for 28.8% of total EI claims, indicating that that the percentage of EI special benefits, as a share of total EI income benefits is over-represented when compared to the share of EI special claims. An over-representation for EI special benefits can be explained by longer average claim duration when compared to EI regular benefits. Special benefit claims, on average, had a maximum entitlement of 33.0 entitlement weeks and used 22.6 weeks, while regular benefits claims, on average, had a maximum entitlement of 32.6 weeks and used 19.6 weeks. Longer average duration for special benefit claims is primarily driven by parental and maternity claims, which sees the majority of these claimants exhaust all of their entitlement weeks.⁶ All other types of benefits,



⁶ Sickness and Compassionate Care Benefits are capped at 15 and 6 weeks, respectively, suggesting that a higher average duration among special benefit claims is primarily being hauled up by the parental and maternity claims.

including EI fishing benefits, EI Work-Sharing benefits, and EI Part I benefits paid to Employment Benefits and Support Measures (EBSMs) participants, comprised 4.4% of total EI income benefits. More detailed information on EBSMs can be found in Chapter 3, and more detailed information on total income benefits can be found in Annex 2.1.

The number of regular claims and the total amount of regular benefits tend to be sensitive to economic cycles and labour market conditions, while the number of special claims and the total amount of special benefits tend to be sensitive to demographic shifts and to changes in labour force characteristics. For example, the unemployment rate decreased by 0.2 percentage points, from 7.2% in 2012/13 to 7.0% in 2013/14. This was aligned with declines of 2.3% (-30,970) in the number of EI regular claims and 1.0% (-\$101.7 million) in EI regular benefits. However, there was an increase of 1.0% (+5,310) in the number of EI special claims and 5.7% (+\$256.5 million) in the total amount of

EI special benefits, suggesting that economic cycles and labour market conditions appear to have little impact on special benefit claims.

1.1 Total Income Benefits, by Province and Territory

Provincial and territorial labour markets vary in their demographic and sectoral composition. As shown in Table 2, the provincial/territorial distribution of EI claims does not necessarily align with the distribution of employment in each jurisdiction. For example, the Atlantic provinces had a disproportionate number of claims relative to their employment⁷ share. The Atlantic provinces accounted for 15.0% of total EI claims in 2013/14 but accounted for 6.3% of national employment. In contrast, Ontario accounted for 32.0% of total EI claims in 2013/14, and 38.7% of national employment. The distribution of EI claims and employment across Canada has been consistent since

TABLE 2
EI Claims, Employment, Benefits Paid and Average Weekly Benefit, by Province and Territory, 2013/14

Province/Territory	% of Total EI Claims	% of Employment	% of Total Benefits Paid	Average Weekly Benefit	Average Weekly Earnings
Newfoundland and Labrador	4.6	1.4	5.4	\$422	\$925
Prince Edward Island	1.2	0.4	1.3	\$403	\$747
Nova Scotia	4.4	2.5	4.8	\$404	\$771
New Brunswick	4.8	2.0	5.4	\$403	\$794
Quebec ¹	27.5	22.9	21.9	\$409	\$817
Ontario	32.0	38.6	34.1	\$419	\$905
Manitoba	3.2	3.5	3.1	\$408	\$818
Saskatchewan	2.5	3.2	2.7	\$432	\$911
Alberta	8.2	12.6	9.0	\$453	\$1,053
British Columbia	11.5	12.8	11.7	\$416	\$854
Nunavut	0.1	N/A	0.1	\$464	N/A ²
Northwest Territories	0.1	N/A	0.2	\$489	N/A ²
Yukon	0.1	N/A	0.2	\$472	N/A ²
Canada	100.0	100.0	100.0	\$418	\$889

¹ Quebec claims do not include claims for maternity and parental benefits, as the province has its own program—the Quebec Parental Insurance Plan (QPIP)—to provide such benefits.

² Due to operational difficulties inherent to remote locations, Statistics Canada uses an alternate methodology in the administration of the Labour Force Survey in the territories.

To ensure data consistency, the territories are excluded from analysis for Average Weekly Earnings.

Sources: ESDC, Employment Insurance administrative data; Statistics Canada, Labour Force Survey.

⁷ According to Statistics Canada's definition, "employment" includes persons who, during the reference week, worked for pay or profit, or performed unpaid family work or had a job but were not at work due to own illness or disability, personal or family responsibilities, labour dispute, vacation, or other reason. Those persons on layoff and persons without work but who had a job to start at a definite date in the future are not considered employed.

the early 2000s, with Ontario and Quebec accounting for the majority of all EI claims (59.5%) and employment (61.5%).

In terms of benefits, similar to the analysis of claims, in 2013/14, the Atlantic provinces received a disproportionate amount of benefits relative to their share of national employment. The Atlantic provinces accounted for 16.9% of total benefits, compared with 6.3% of employment. Conversely, Ontario accounted for 34.1% of total benefits, compared with 38.6% of employment. These proportions are consistent with averages for the previous five fiscal years.

In 2013/14, total benefits declined in eight provinces and territories, with the sharpest declines in percentage occurring in Prince Edward Island (-8.3%, -\$18.1 million) and Yukon (-7.2%, -\$2.3 million). Of the five provinces and territories with increases in total benefits, the sharpest increases in percentage occurred in Alberta (+7.8%, +\$100.0 million) and Saskatchewan (+5.2%, +\$20.6 million). With Alberta and Saskatchewan both experiencing strong employment growth in 2013/14, the increase in total benefits paid was mainly driven by strong growth in average weekly earnings in both of these provinces. Therefore, a strong growth in earnings has led to a high average weekly benefit rate resulting in an increase in total benefits paid for Alberta and Saskatchewan.

In 2013/14, average weekly benefit rates increased in every province and territory, except Nunavut (-0.6%, -\$2). The most notable increases in percentage took place in Manitoba (+7.1%, +\$27), British Columbia (+7.0%, +\$27), and Alberta (+6.9%, +\$29). The increases observed in the provincial and territorial average weekly benefit rates were relatively in line with the increases in average weekly earnings, as discussed in Chapter 1. In addition, the maximum weekly benefit in Canada increased from \$501 in 2013 to \$514 in 2014 (+\$13, +3.0%), which contributed to higher average weekly benefits in the provinces and territories. Provincial and territorial average weekly benefits ranged from \$403 in Prince Edward Island and New Brunswick to \$489 in the Northwest Territories. The three territories had the highest average weekly benefit nationally (Table 2). On average, for each of the provinces, EI recipients are receiving less than 55% of the average weekly earnings, which is primarily attributable to the MIE and the maximum weekly benefit rate. In 2014, the MIE was 48,600, resulting in a maximum weekly benefit rate of \$514. This maximum rate results in an average

weekly benefit rate that is less than 55% of the average weekly earnings, as earnings above the MIE are not proportionally captured.

1.2 Total Income Benefits, by Gender and Age

The number of claims established by women decreased by 22,690 (-2.7%) in 2013/14, following a decrease of 21,080 (-2.5%) in 2012/13. The number of claims established by men declined by a modest 5,300 (-0.5%) in 2013/14, after a decrease of 42,600 (-4.2%) in 2012/13.

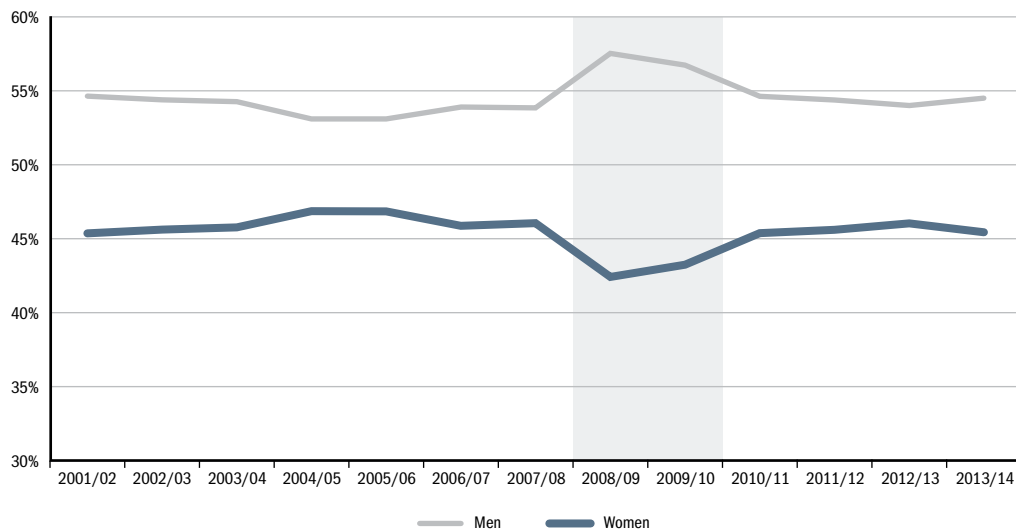
As shown in Chart 3, the proportion of total EI claims established by men increased to a high of 57.6% in 2008/09, while the proportion of total EI claims established by women fell to a low of 42.4%. This is attributable to the fact that the late-2000s recession had a relatively greater impact on industries in the goods sector, such as manufacturing and construction, where men are over-represented (for example, in 2013/14, men accounted for 72.8% and 88.5% of employment in those industries, respectively). However, since 2008/09, the proportion of total EI claims established by men has declined every year up until 2012/13 (54.0%), while in 2013/14 it increased by 0.5 percentage points to 54.5%. In contrast, since 2008/09, the proportion of total EI claims established by women has increased every year up until 2012/13 (46.0%), decreasing to 45.4% in 2013/14. The proportion of claims established in 2013/14 by men and women were similar to the levels observed in the early 2000s.

After three consecutive years of declining total benefits paid to men and women, 2013/14 saw an increase in benefits paid to both genders. Total benefits paid to men increased by 1.2% in 2013/14, after a decrease of 4.6% in the previous year, while total benefits paid to women increased by 0.9% in 2013/14, after a decrease of 1.5% in the previous year.

The total number of EI claims established by younger workers (aged 15 to 24 years) and core-aged workers (aged 25 to 54 years) decreased by 5.6% (-10,830) and 1.9% (-24,310), respectively, while older workers (55 and older) experienced an increase of 2.1% (+7,100). The larger increase in claim volume among older workers could be attributable to the lingering effects of the late-2000s recession, as the labour market undergoes structural change. As shown in Chapter 1, workers

CHART 3

Proportion of Total EI Claims, By Gender, 2001/02 to 2013/14



Note: Shading corresponds to a recessionary period.

Source: ESDC, Employment Insurance administrative data.

55 and older have seen an increase in the share of workers who are employed in temporary work arrangements since the late 2000s recession, which may have resulted in older workers being more susceptible to periods of unemployment. In addition, the aging of the Canadian demographic has significantly increased the size of the older worker cohort, which may have increased the number of EI claims in this age cohort. Since 2007/08, there has been a 33.6% (+857,100) increase in the number of older workers. During the same period, there has only been a 1.3% (+157,200) increase in core-aged workers, while there has been a 5.4% (-140,100) decrease in younger workers.

2. Income Redistribution from Income Benefits

The EI program is considered by many to be a mechanism for income redistribution in Canada, as income benefits are transferred towards individuals in the lower part of the income distribution. In a 2012 evaluation study,⁸ evidence was found that the distributional impact

of EI increased substantially during the late-2000s recession, as the unemployment rate increased to a height of 8.3% in 2009/10. Overall, the benefit and contribution side of EI are redistributive within the Canadian economy.

To measure the extent of redistribution for total EI income benefits, the amount of EI benefits paid to each province/territory, industry or demographic group is divided by the total amount of EI premiums collected. This is the benefits-to-contributions (B/C) ratio. These ratios are then normalized, with the ratio for Canada set at 1.0.⁹ The resulting ratio for each group indicates whether the province/territory, industry or demographic group receives more in EI benefits than it contributes to the program, relative to Canada as a whole. For this report, the amount of EI premiums collected was based on the latest Canada Revenue Agency (CRA) tax data available, which were for 2012. EI benefit data used for this analysis of B/C ratios were therefore for 2012 as well.

⁸ Ross Finnie and Ian Irvine, *The Redistributive Impact of Employment Insurance 2007-2009* (Ottawa: HRSDC, Evaluation Directorate, 2012).

⁹ For ease of analysis, the benefits-to-contributions ratios have been adjusted so that the national figure equals 1.0. Provincial/territorial, industry and demographic figures have been normalized to enable a standardized base for comparative purposes. As a result, actual premium contributions and benefits paid will not equate to adjusted benefits-to-contributions ratios.

A province/territory, industry or demographic group with an adjusted ratio higher than 1.0 is a net beneficiary of the EI program, while those with an adjusted ratio lower than 1.0 are net contributors to the program within a nationwide context. Annex 2.20 provides a detailed account of EI premiums collected and regular benefits paid across different provinces and territories, industries, and demographic groups.

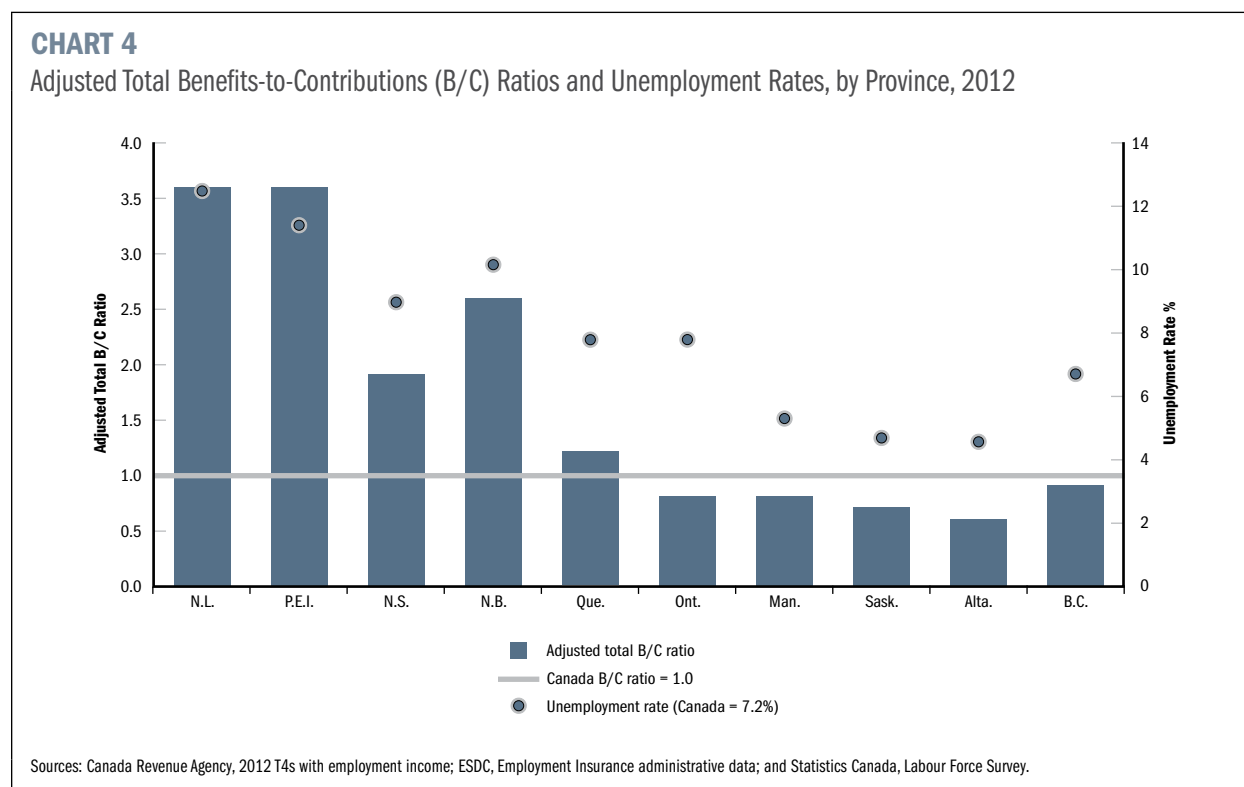
2.1 Total Benefits-to-Contributions Ratios, by Province and Territory^{10,11}

The Atlantic provinces and Quebec continued to be net beneficiaries of EI total income benefits in 2012, as they were in previous years, with adjusted ratios greater than 1.0, while Ontario and the Prairie provinces¹² remained net contributors, with adjusted ratios below 1.0.

Generally, provinces with higher benefits-to-contributions ratios also have higher unemployment rates. In 2012, the four Atlantic provinces were the four largest net beneficiaries of EI total income benefits, and they also had the highest unemployment rates of all provinces (see Chart 4).

2.2 Benefits-to-Contributions Ratios, by Sector

In 2012, the goods sector was a net beneficiary of EI benefits, with an adjusted benefits-to-contributions ratio of 1.5, while the service sector was a net contributor of EI benefits, with an adjusted ratio of 0.9 (see Chart 5). These results are in line with the unemployment rate being higher in the goods sector (6.3%) than in the service sector (4.0%). Within the goods sector, the agriculture, forestry, fishing and hunting industry and the construction industry had the highest benefits-to-contributions ratios (3.5 and 2.1, respectively).



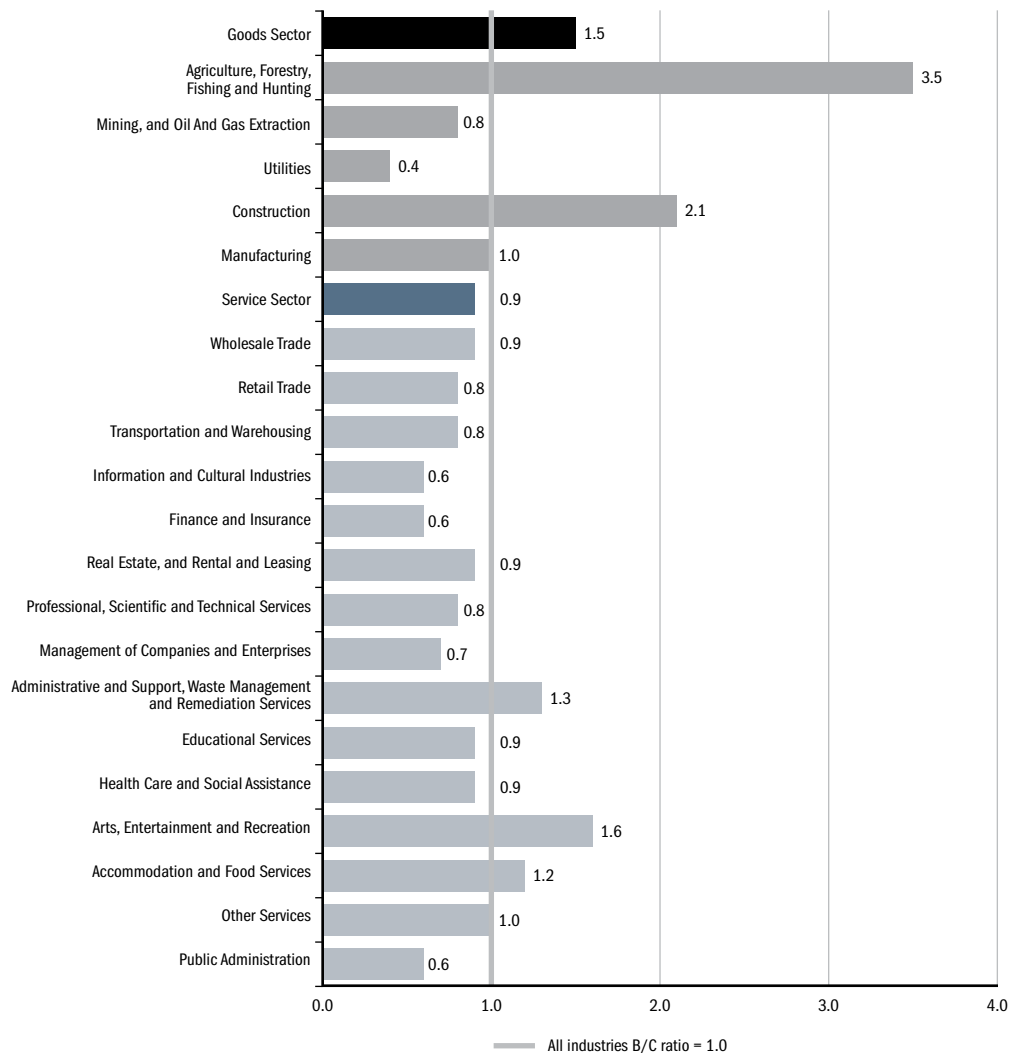
¹⁰ Provincial and Territorial benefits-to-contributions (B/C) ratios are determined by the location of employers for premiums and of claimants for benefits. As a result, it is possible that some provincial/territorial B/C ratios may be under/overstated if contributions are being accredited to a province/territory, while the employment is actually situated in another province/territory.

¹¹ Please refer to Section II.8 on B/C ratio for EI regular beneficiaries.

¹² The Prairie provinces are Manitoba, Saskatchewan and Alberta.

CHART 5

Adjusted Total Benefits-to-Contributions (B/C) Ratio, by Sector and Industry, 2012



Sources: Canada Revenue Agency, 2012 T4s with employment income; ESDC, Employment Insurance administrative data; Statistics Canada, Labour Force Survey.

2.3 Benefits-to-Contributions Ratios, by Gender, Age and Income

In 2012, women were net beneficiaries, with an adjusted benefits-to-contributions ratio of 1.1, while men were net contributors with an adjusted ratio of 0.9. The reason for this difference can be primarily attributed to the fact that women have historically received higher proportions of special benefits (maternity, parental, sickness and compassionate care benefits) than men have, even though they have historically had a lower

unemployment rate (1.0 percentage points lower for women in 2013/14). For example, in 2012/13, women received \$3.7 billion in special benefits compared with \$0.8 billion for men, representing close to a 5:1 ratio, which is consistent with previous years.

Among different age groups, both claimants aged 15 to 24 (youth) and claimants aged 25 to 44 had an adjusted benefits-to-contributions ratio of 1.1, as they made up the majority of maternity and parental benefit recipients. Claimants aged 55 and older had

an adjusted ratio of 1.0. Claimants aged 45 to 54 years were the only net contributors, with an adjusted ratio of 0.8.

A study on the financial impact of receiving EI¹³ concluded that the EI program has a considerable positive income redistribution effect, with lower income families having a higher benefits-to-contributions ratio than higher income families do. In fact, families with after-tax incomes below the median received 34% of total benefits and paid 18% of all premiums, representing a nearly 2:1 ratio of benefits-to-contributions.

3. Family Supplement Provision

The Family Supplement provides additional benefits to low-income families with children who receive the Canadian Child Tax Benefit (CCTB),¹⁴ and who have an annual family net income of less than \$25,921.¹⁵ For eligible claimants, the Family Supplement can increase the benefit rate of 55% to a maximum of 80% of their average weekly insurable earnings and is available for all benefit types.¹⁶ Claimants are eligible to receive the full Family Supplement if their net family income is less than \$20,921. After \$20,921 the Family Supplement is reduced per additional income until \$25,921, when the supplement is equal to zero.

In 2013/14, the average weekly top-up for the Family Supplement was \$43, similar to that in the previous year, and mainly unchanged since 2000/01 (\$42). However, when the Family Supplement is converted into 1997 constant dollars, using the Consumer Price Index (CPI), the average value of the supplement in 2013 was \$32, which is equal to a 34% decrease in the Family Supplement since 2001.¹⁷ A total of 86,000 claims qualified for the Family Supplement in 2013/14, a decrease of 9.3% from the previous year. As Chart 6 indicates, the number of EI claimants receiving the Family Supplement has now decreased for 10 consecutive years, falling from 182,890 in 2001/02 to 86,000 in 2013/14, representing a 53.0% decrease.

As a proportion of total EI claims, claims with Family Supplement have consistently dropped since 2006/07 (from 7.7% in 2006/07 to 4.8% in 2013/14). Over the same time period, the share of Family Supplement benefits to total EI benefits has decreased from 1.2% into 0.8%. The overall decline in these claims can be partially attributed to the fact that the Family Supplement threshold has been held constant at \$25,921 since 1997, while family incomes have continued to rise. From 2001 to 2011, average family incomes increased by 8.5%, from \$61,000 to \$66,200.¹⁸

Women accounted for 68,140 (79.2%) of the 86,000 new claims receiving the Family Supplement top-up in 2013/14, up 1.2 percentage points from 2012/13 (78.0%). This is mainly attributable to females being overrepresented among those receiving special benefits. Special benefit claims with a Family Supplement top-up accounted for 43.1% of all Family Supplement claims in 2013/14; specifically, among maternity and sickness claims. In 2013/14, claimants aged 25 to 44 accounted for the majority of family supplement claims (71.0%). The largest decline in Family Supplement benefits occurred among those aged 15 to 24 years (-12.5%), while claimants aged 55 and older saw an increase (+6.6%).

In 2013/14, low-income families received \$95.2 million in additional benefits through the Family Supplement, a decrease of 10.7% from the previous year. Family Supplement in 2013/14 decreased by roughly the same percentage for both genders (-10.9% for men and -10.7% for women). Women accounted for \$77.3 million (81.2%) of Family Supplement benefits, while men accounted for 17.9 million (18.9%).

In general, recipients of the Family Supplement top-up are entitled to fewer weeks of benefits than non-recipients but use a higher percentage of their entitlement. Among regular claims established

¹³ Constantine Kapsalis, *Financial Impacts of Receiving Employment Insurance* (Ottawa: Data Probe Economic Consulting Inc., 2010).

¹⁴ For more information on the Canadian Child Tax Benefit (CCTB), please visit <http://www.servicecanada.gc.ca/eng/goc/cctb.shtml>.

¹⁵ For the Family Supplement provision, low-income families are defined as families with a net income of up to \$25,921 per year and at least one child less than 18 years of age.

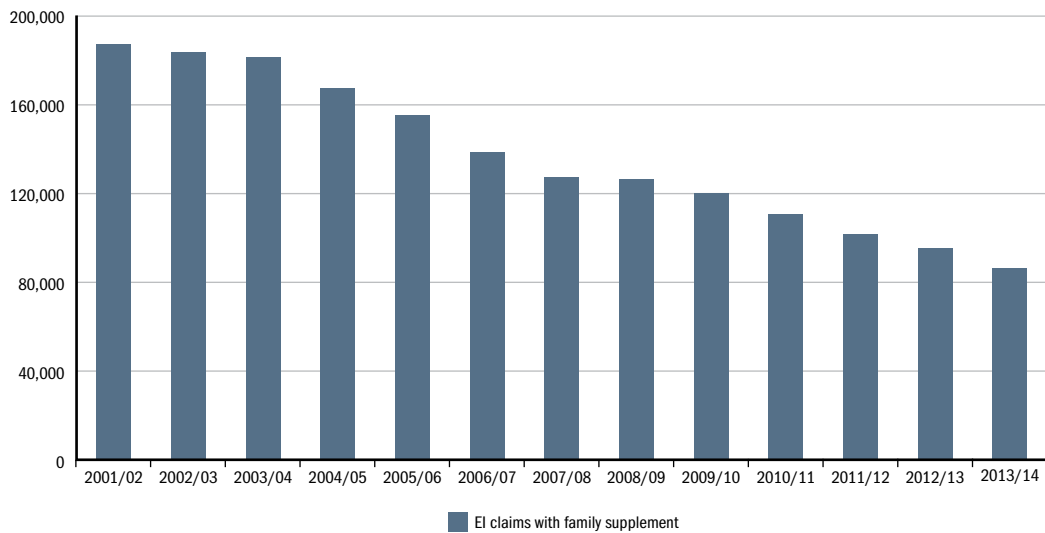
¹⁶ Like other claimants, those receiving the Family Supplement are subject to the maximum weekly benefit, which means that if a claimant is already receiving the maximum benefit they will not receive any additional top-up through the Family Supplement.

¹⁷ ESDC, *Inflation and Fixed Dollar Thresholds: The EI Family Supplement* (Ottawa: ESDC, Strategic Evaluation, November 2014).

¹⁸ Information on average family incomes comes from Statistics Canada, CANSIM Table 2020410. It should be noted that current Statistics Canada tables only provide data for average family income up to 2011.

CHART 6

Number of EI Claims with Family Supplement, 2001/02 to 2013/14



Source: ESDC, Employment Insurance (EI) administrative data.

in 2012/13,¹⁹ Family Supplement recipients were entitled to an average of 29.5 weeks of EI benefits, while non-recipients were entitled to 32.7 weeks. For special benefit claims, the entitlement weeks were similar to that for regular benefits, with Family Supplement recipients being entitled to 28.8 weeks and non-recipients being entitled to 33.4 weeks. However, among regular claims in 2012/13, Family Supplement recipients used 3.3 more weeks of EI benefits, on average, than non-recipients did (23.0 weeks and 19.7 weeks, respectively). A large difference persists among weeks used for special benefit claims in 2012/13, with Family Supplement recipients using 11.9 more weeks than non-recipients (33.1 weeks and 21.2 weeks, respectively).

While the number of claimants receiving the Family Supplement top-up has been on the decline, this analysis suggests that recipients of the supplement rely on EI benefits more than non-recipients do and that the top-up continues to provide important additional temporary income support for low-income families.²⁰

3.1 Family Supplement Benefit Rate

As mentioned above, the Family Supplement can increase the benefit rate by a maximum of 25% (55% to 80%). As shown in Chart 7, the distribution of the number of Family Supplement claims by benefit rate slightly shifted over the period from 2007/08 to 2013/14, with a higher percentage of claims having a lower benefit rate in 2013/14 compared to 2007/08. Conversely, in 2013/14, the proportion of claims with a higher benefit rate was lower than what was experienced in 2007/08. In 2013/14, 4.2% of Family Supplement claims received a benefit rate that was equal to 80%, which was 3.1 percentage points lower than what was witnessed in 2007/08 (7.3%).

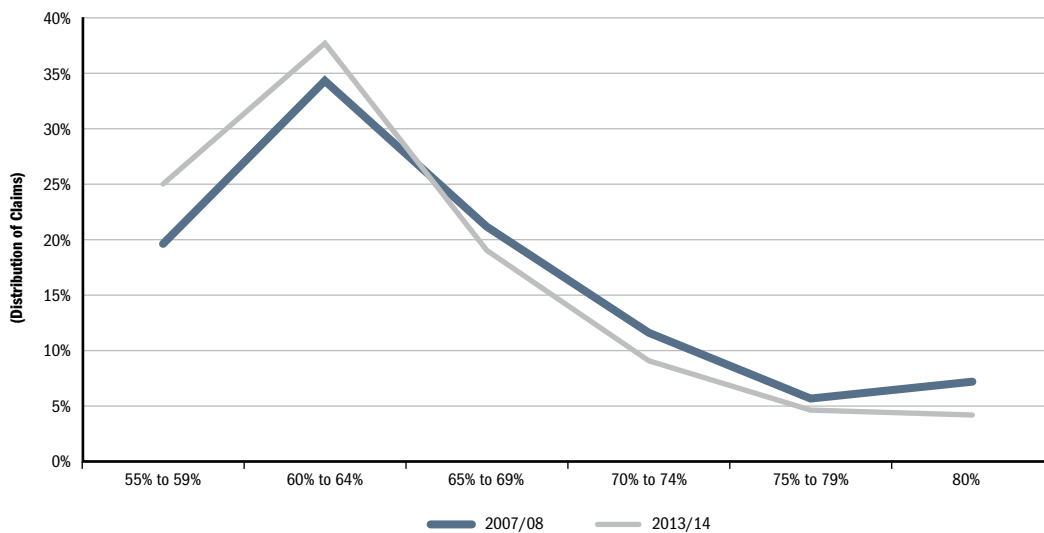
Again, these results are mainly driven by the fact that the Family Supplement threshold has been held constant since 1997, resulting in an average top up that has remained relatively unchanged over the same time frame (roughly \$42). A constant family top-up combined with an increasing average benefit rate has

¹⁹ Data on duration of regular claims with family supplement benefits relate to claims established in 2012/13 to ensure all claims were completed.

²⁰ For the 2013/14 *Monitoring and Assessment Report*, there has been a refinement in methodology to better reflect the entitlement and the duration of family supplement indicators.

CHART 7

Family Supplement Benefit Rate, 2007/08 and 2013/14



Source: ESDC, Employment Insurance (EI) administrative data.

caused the share of Family Supplement claims with higher benefit rates to decrease from 2007/08 to 2013/14.

4. Premium Refund Provision

The EI program has specific provisions for contributors who are unlikely to qualify for benefits. Employees with insured earnings of \$2,000 or less are entitled to a full refund of their EI premiums when they file an income tax return.²¹

According to Canada Revenue Agency (CRA) T4 data from employers, 950,000²² individuals had insured earnings of \$2,000 or less and were eligible for the full EI premium refund in 2012, representing 5.6% of those in paid employment.

While CRA T4 data are based on the population of individuals receiving a T4 tax slip, CRA T1 data include individual taxpayers who received a T4 tax slip and who filed an income tax return.

An evaluation study²³ using CRA T1 individual tax filer data found that 610,000 individual tax-filers with insured earnings below \$2,000 or less and who paid EI premiums, received a full EI premium refund.²⁴ In total, \$10.4 million in full EI premiums were refunded in 2012, a 37.7% decline since 2001 (\$16.7 million). The average refund in 2012, among those who received the full refund, was \$17.04. This is up from 2009 when it was \$16.15, but below the \$22.33 that was experienced in 2001. Overall, the premium refund has declined by 23.75% (-\$5.29), which has primarily been driven by a decrease in the EI premium rate from 2.25% in 2001 to 1.83% in 2012.

²¹ Due to data limitations, the reporting of individuals who were eligible for (T4) and received (T1) the full EI premium refund is based on those who received a T4 slip and had employment income of \$2,000 or less, rather than insurable earnings of \$2,000 or less. Those receiving the full EI premium refund must have filed an income tax return.

²² For the 2013/14 Monitoring and Assessment Report, there has been a refinement in methodology to better reflect the number of individuals who had insured earnings of \$2,000 or less. Figures reported in previous Monitoring and Assessment Reports were slightly overstated.

²³ ESDC, *Inflation and Fixed Dollar Thresholds: Low-Income EI Premium Refund. Trend Analysis 2001-2012*. (Ottawa: ESDC, Evaluation Directorate, 2014).

²⁴ For the 2013/14 Monitoring and Assessment Report, there has been a refinement in methodology to better reflect the number of individuals who received the EI premium refund. Figures reported in previous Monitoring and Assessment Reports were slightly understated.

Chart 8 provides an historical breakdown of individuals who were eligible for and received the full EI premium refund. In 2012, 950,000 individuals were eligible for the full EI premium refund, a decrease of 15.4% (-172,700) since 2001. Similarly, 610,000 individuals received the premium refund in 2012, representing a decline of 18.8% (-141,000) since 2001. These declines can be mainly attributable to the fact that the premium refund threshold has been fixed at \$2,000 since it was introduced in 1997, while the average hourly wage has increased by 37.4% over the same time period (from \$17.2 in 2001 to \$23.7 in 2012). Over time, the combination of a fixed premium refund threshold and a steady increase in hourly wages have led to gradual declines in the number of people who are eligible for and receiving the full EI premium refund.

In 2012, 64.2%²⁵ (610,000) of all individuals eligible for the full EI premium refund filed an income tax return and received benefits. This implies that a substantial proportion (35.8%) of those eligible for the full EI premium refund, did not file an income tax return.

From 2001 to 2012, between 64.2% and 69.6% of all individuals eligible for the full EI premium refund filed an income tax return and received benefits.

4.1 Temporary Hiring Credit for Small Business

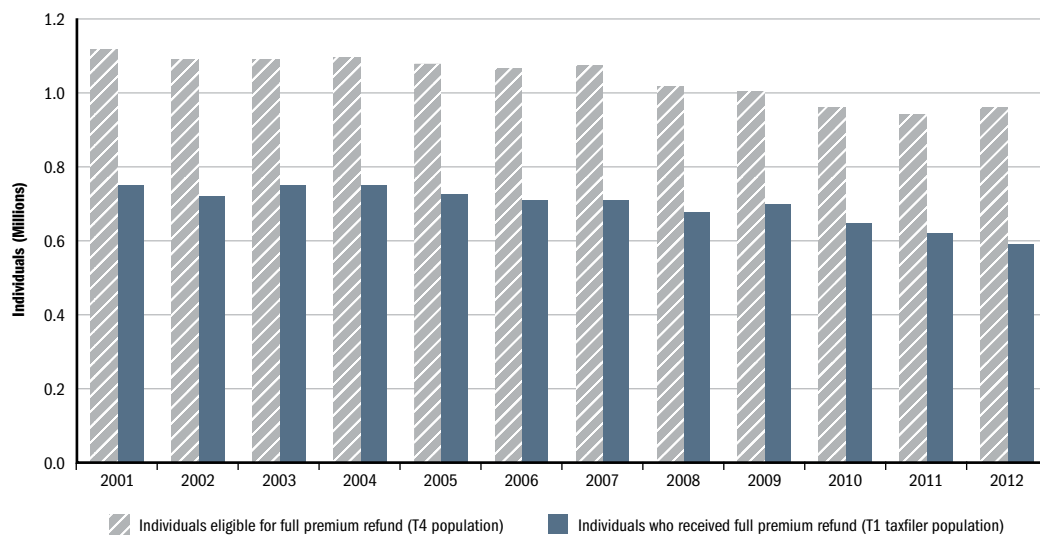
In recognition of the challenges small businesses were facing across the country, Economic Action Plan (EAP) 2011 announced a temporary Hiring Credit for Small Business. Employers whose EI premiums were \$10,000 or less in 2010 received a refund for any increase in their 2011 EI premiums over those paid in 2010, to a maximum of \$1,000.

EAP 2013 extended the temporary credit for one more year, and expanded it to employers whose EI premiums were \$15,000 or less in 2012, with a maximum credit of \$1,000.

In 2013, approximately 560,000 businesses received the temporary Hiring Credit for Small Business at a total cost of about \$225 million, compared to 547,000 businesses at a total cost of \$217 million

CHART 8

Number of Individuals Who Were Eligible for and Received the Full EI Premium Refund, 2001-2012



Note: The T4 data is based on individuals who received a T4 slip and had insurable earnings of \$2,000 or less. Due to data limitations, the T1 data does not use insurable earnings, but instead, is based on T1 individual taxfilers with employment income of \$2,000 or less.

Source: Canada Revenue Agency, T4 and T1 data.

²⁵ Since the preliminary 2011 figures do not take into account future potential late filers, the 55.5% figure could be slightly understated.

in 2012. Future *Monitoring and Assessment Reports* will provide further analysis once mature data is available.

According to an evaluation study,²⁶ approximately 538,750 businesses, representing 61.0% of all businesses, received the HCSB in 2011. The average refund in 2011 was \$386 per recipient business, at a total cost of \$208 million.

5. Employment Insurance Support for Apprentices

Apprenticeship is a key means by which individuals gain the skills and experience they need to be certified in the skilled trades. The skilled trades are a key part of the Canadian labour market—in 2013, approximately 4.6 million Canadians worked in skilled trades that were designated for apprenticeship training, representing 25.7% of employed Canadians (Statistics Canada Labour Force Survey, 2013).

In Canada, the apprenticeship system is an industry-driven learning system that combines on-the-job training (during which the apprentice is an employee and earns a wage) under the direction of a qualified person and technical training that provides the theory to support the workplace training, which is typically provided in class at a college or other training institution.

In most jurisdictions, to start 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 and/or related education to participate in the apprenticeship system. 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.

By the design of the Canadian apprenticeship system, each province or territory has the responsibility for apprenticeship training within its jurisdiction. As a result, the apprenticeship programs in Canada, including the duration and delivery method of technical training, vary across trades and across provinces and territories (P/Ts). In Quebec, for example, apprentices complete all of their technical training before beginning an apprenticeship program. In the other P/Ts, apprentices

complete their technical training during the apprenticeship program, using a variety of approaches. In some cases, they take technical training via self-learning, distance learning, night classes or day release programs.

Many apprentices receiving EI benefits, however, complete their technical training using a traditional block-release approach that requires them to temporarily leave work after completing sufficient hours of on-the-job training to attend a college or other training institution full-time for typically, six to eight weeks. These blocks of in-class technical training normally alternate with periods of on-the-job training that involve 1,200 to 1,800 hours of work. According to the 2007 National Apprenticeship Survey, 68% of apprentices took their technical training in the block release format. Some apprentices completing their technical training through blocks of full-time in-class training may not take this training in a given year for a variety of reasons, including insufficient hours of work, scheduling conflicts, and limited training spaces.

To help potential apprentices who have met the EI eligibility requirements to obtain skills for employment in order to re-enter the labour force, the EI program has special rules and administrative procedures to support apprentices who are unemployed as a result of full-time in-class technical training for which they have been referred by the P/T under section 25 of the *Employment Insurance Act*. This legislative provision allows an apprentice to receive benefits while attending full-time in-class training without having to be available for work or having to look for work. In addition, employees may be entitled for benefits under voluntary employer-funded Supplemental Unemployment Benefit (SUB) Plans.²⁷ Furthermore, apprentices also benefit from having to serve only one two-week waiting period for the full duration of their apprenticeship even if it involves multiple blocks of full-time in-class technical training. In addition, they can take advantage of applying for EI up to seven days before the end of work and can elect to be exempt from bi-weekly reporting requirements. Apprentices attending full-time in-class technical training also receive a special reference code issued by their P/T or training institution that facilitates faster processing of their EI claims.

²⁶ Constantine Kapsalis, *EI Hiring Credit for Small Businesses: Analysis Based On The 2011 T4 File* (Ottawa: Data Probe Economic Consulting Inc. 2014).

²⁷ SUB plans are a way for employers to further support apprentices by increasing apprentices' weekly earnings during periods of technical training. SUB plans can improve retention, increase apprentice completion rates, and encourage growth in the skilled labour force.

TABLE 3
EI Claims by Apprentices Attending Full-Time In-Class Technical Training (\$ Millions)¹

Province/Territory	2013/14	2012/13	2011/12	2010/11
Number of New Apprentice Claims	52,730	51,540	51,040	49,860
Newfoundland and Labrador	2,150	1,810	1,840	1,610
Prince Edward Island	50	360	340	460
Nova Scotia	1,560	1,450	1,150	1,190
New Brunswick	1,770	1,680	2,240	2,140
Ontario	12,920	13,340	13,390	12,780
Manitoba	2,910	3,080	3,030	2,650
Saskatchewan	4,310	4,180	3,650	3,200
Alberta	18,480	17,620	16,530	16,640
British Columbia	8,320	7,720	8,540	8,820
Territories	260	300	330	370
EI Benefits Paid While Attending Full-Time Technical Training	\$200.5	\$185.6	\$188.8	\$177.2
Newfoundland and Labrador	\$8.4	\$6.7	\$6.6	\$5.7
Prince Edward Island	\$0.1	\$1.1	\$1.0	\$1.2
Nova Scotia	\$4.8	\$4.1	\$3.1	\$3.3
New Brunswick	\$5.5	\$5.0	\$6.6	\$6.4
Ontario	\$47.5	\$46.2	\$48.5	\$43.7
Manitoba	\$11.7	\$11.3	\$12.2	\$9.7
Saskatchewan	\$16.2	\$15.0	\$13.5	\$11.4
Alberta	\$75.5	\$68.7	\$65.2	\$63.3
British Columbia	\$29.9	\$26.4	\$30.6	\$30.8
Territories	\$0.9	\$1.2	\$1.4	\$1.7
EI Benefits Paid Outside of Full-Time Technical Training²	\$82.6	\$71.4	\$81.6	\$94.4
Newfoundland and Labrador	\$7.3	\$5.2	\$6.6	\$8.4
Prince Edward Island	\$0.2	\$0.9	\$0.8	\$1.1
Nova Scotia	\$5.2	\$3.3	\$3.4	\$4.8
New Brunswick	\$5.3	\$4.9	\$7.4	\$7.2
Ontario	\$23.2	\$22.2	\$23.9	\$24.4
Manitoba	\$3.3	\$2.7	\$2.8	\$3.1
Saskatchewan	\$3.4	\$3.3	\$2.9	\$3.0
Alberta	\$19.7	\$16.1	\$16.5	\$22.7
British Columbia	\$14.7	\$12.3	\$16.8	\$19.4
Territories	\$0.3	\$0.6	\$0.5	\$0.4
Total EI Benefits Paid to Apprentices Who Attended Full-Time Technical Training in the Year	\$283.1	\$257.1	\$270.4	\$271.6

¹ No values are included for Quebec, which reflects its unique program design in which apprentices complete all of the in-class technical training prior to beginning an apprenticeship program.

² Benefits (regular and special) paid outside of full time in-class technical training to apprentices who also received benefits while attending full time in-class technical training.

Source: ESDC, Employment Insurance administrative data.

Outside of these periods of full-time in-class technical training, an apprentice who loses his or her job due to reasons such as lack of work may also be eligible for EI. For example, many apprentices work in EI regions and industries that experience periods of seasonal unemployment. Eligibility for EI in these cases would require a valid job separation and sufficient insurable hours of work over the qualifying period.

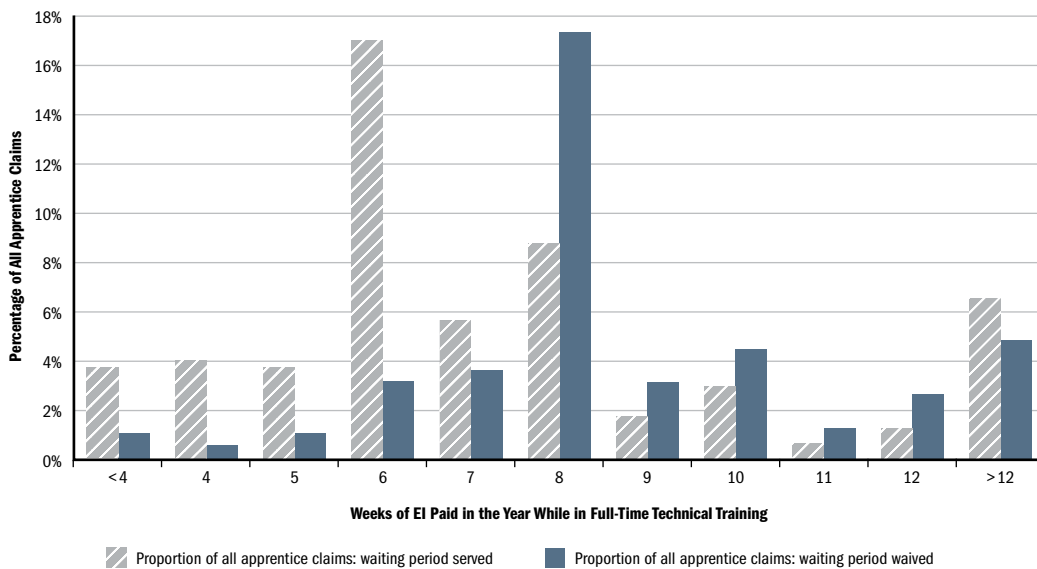
In 2013/14, apprentices established 52,730 new EI claims, an increase of 2.2% over 2012/13, resulting in \$283.1 million in benefits paid, an increase of 10% compared to 2012/13. Of this total, \$200.5 million were paid while the apprentices were unemployed and attending full-time in-class technical training. The remaining \$82.6 million were paid to the same apprentices outside of their full-time technical training, including \$76.4 million paid in regular benefits and \$6.2 million in special benefits. Of the 52,730 new apprentice claims, 23,700 (44.9%) involved benefits paid to the apprentices during both the period outside of their technical training (i.e. shortage of work) and the period of their full-time in-class technical training.

Women accounted for 3.9% of new EI apprentice claims (2,056) in 2013/14, and they received 4.7% of the benefits while 96.1% of new claims (50,674) were established for men who received 95.3% of the benefits. The low number of claims for women is consistent with the low number of women who register in apprenticeship programs.

Chart 9 shows the distribution of the 52,730 new apprentice claims in 2013/14 by the total number of weeks for which EI benefits were paid during the year while attending full-time in-class technical training. For example, when first-year apprentices attended an 8-week block of training and received 6 weeks of EI benefits (the waiting period accounting for the other 2 weeks) they would be included in the 6 weeks bar. If they had previously served a waiting period and received EI for the full duration of their full-time in-class training block, they would be included in the 8 weeks bar. Any additional weeks of EI received outside of the block of in-class technical training are not reflected in Chart 9. When apprentices attended, and received EI benefits for two separate full-time in-class

CHART 9

Distribution of Apprentice EI Claims by Weeks of EI Received While Attending Full-Time Technical Training, Canada, 2013/14



Source: ESDC, Employment Insurance administrative data.

technical training blocks as part of the same claim, the combined total weeks of the two training blocks were used. This explains the rise in the number of claims with more than 12 weeks of full-time training (e.g. two 8-week training blocks in the year for a total of 16 weeks of EI while attending full-time in-class training). The chart also distinguishes between claims for which the waiting period was waived and claims for which the waiting period was served (in 2013/14, roughly 44% of apprentice claimants benefited from the waiving of the waiting period).

Apprentices who only received EI while attending full-time in-class technical training received an average of 8.6 weeks of benefits in 2013/14. Apprentices who also received benefits outside of their block of full-time in-class training received an average of 17.4 weeks of EI benefits during the year (17.3 weeks in 2012/13). The average weekly benefit rate for apprentices is higher than that for the EI program overall (\$462 vs. \$418). In 2013/14, apprentices in Canada received an average of \$3,800 in EI regular benefits while attending full-time in-class technical training. Apprentices who also received benefits outside of their period of full-time in-class technical training received an average of \$3,473.3 in additional regular benefits during the year.

II. ASSISTING CANADIANS DURING UNEMPLOYMENT: EMPLOYMENT INSURANCE REGULAR BENEFITS²⁸

Employment Insurance (EI) regular benefits provide temporary financial assistance to workers who have lost their job through no fault of their own, while they look for work or upgrade their skills,²⁹ provided that they have contributed to the program and accumulated the required number of insurable hours. In most cases, individuals require between 420 and 700 hours of insurable

employment to qualify, based on the unemployment rate in the economic region where they reside at the time of making their claim, to access regular benefits. This feature of the (EI) program is referred to as the Variable Entrance Requirement (VER).

However, workers who have recently entered the labour market for the first time (new entrants) and those who have limited or no work experience in the last two years (re-entrants) require 910 insurable hours, regardless of where they reside. These two groups are collectively known as new-entrants/re-entrants (NEREs).

1. Employment Insurance Regular Claims and Regular Benefits

The number of new EI regular claims established in 2013/14 declined to 1.33 million from 1.36 million in 2012/13, representing a decrease of 2.3% (-30,970). Despite the moderate decline of regular claims over the past few years, the number of new EI regular claims remained 2.5% higher than the level (\$1.29 million) observed in 2007/08, prior to the onset of the late-2000s recession. As shown in Chart 10, since 2009/10 the number of new regular claims has been declining, except for 2011/12, which saw an increase of 1.4%. It is worth noting that, given the overall growth of the economy, the number of new EI regular claims are unlikely to return to the pre-recession level of 27.1%.

Generally, the number of EI regular claims tends to be sensitive to economic cycles and labour market conditions. As the economy and labour market continued to improve in 2013/14, the number of new EI regular claims declined. As discussed in Chapter 1, there was a net gain of 205,000 jobs in 2013/14, leading to a decrease in the unemployment rate from 7.2% in 2012/13 to 7.0% in 2013/14.

Along with the decrease in the number of EI regular claims, for the fourth consecutive year, the total EI regular benefits paid to Canadians witnessed a slight decline of 1.0% (-\$0.1 billion), from \$10.1 billion in 2012/13 to \$10.0 billion in 2013/14.

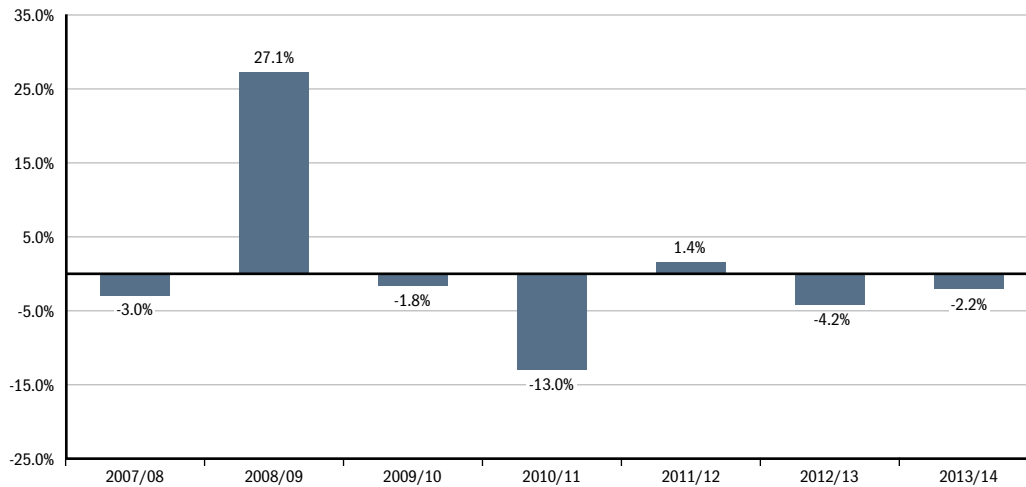
²⁸ Starting with the 2013/14 *Employment Insurance Monitoring and Assessment Report*, provincial and territorial figures are based on the province/territory of residence where a claim was initially established; prior years' figures have been restated to reflect this. The previous reporting methodology was based on the province/territory of residence where the claim ended.

²⁹ Part II of the *Employment Insurance Act* assists Canadians to prepare for, find and maintain employment. Some of these activities include Employment Benefits and Support Measures (EBSMs). For further information, please refer to Chapter 4 of this report.

As seen in Chart 11, in 2013/14, the average weekly benefits for regular claims experienced a growth of 5.8% (+\$23), from \$396 in 2012/13 to \$419 in 2013/14. The average weekly benefit rate

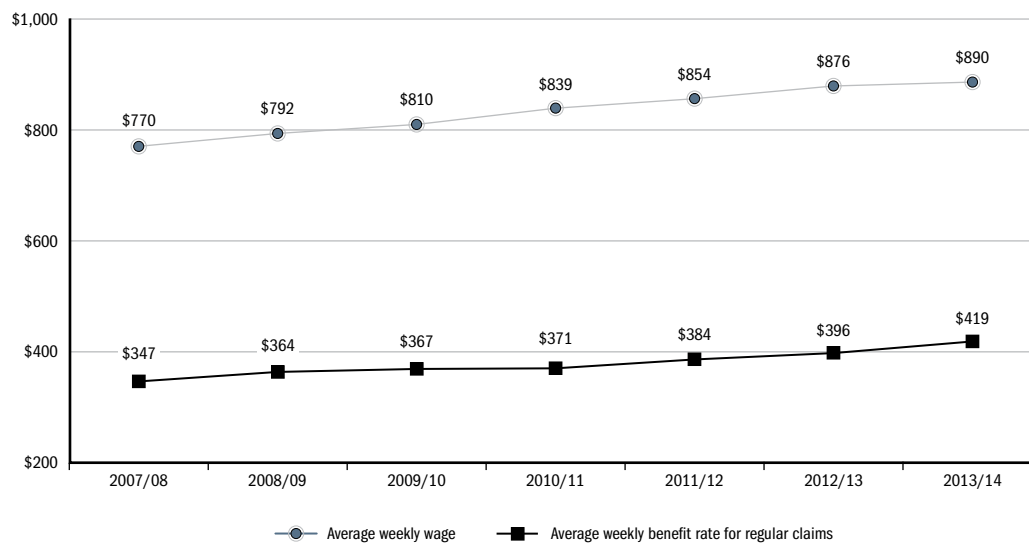
paid for all types of EI benefits is determined by the maximum insurable earnings (MIE)³⁰ level. The MIE is the income level up to which EI premiums are paid which impacts the maximum weekly benefit; in 2014

CHART 10
Percentage Change of EI Regular Claims, 2007/08 to 2013/14



Source: ESDC, Employment Insurance administrative data.

CHART 11
Average Weekly Wage and Average Weekly Regular Benefit Rate, Canada, 2007/08 to 2013/14



Source: Statistics Canada, Survey of Employment, Payrolls and Hours and ESDC, Employment Insurance administrative data.

³⁰ <http://www.servicecanada.gc.ca/eng/ei/information/maximum2014.shtml>.

the maximum weekly benefit increased to \$514 from \$501 in 2013. As a result, increases in MIE drove up the average weekly benefit rate, which inevitably increased average weekly benefits paid.

1.1 Employment Insurance Regular Claims and Benefits, by Province

As seen in Chart 12, in 2013/14, Manitoba (-5.8%), New Brunswick (-5.5%) and Prince Edward Island (-5.3%) witnessed declines in the number of EI regular claims. It is interesting to note that Newfoundland and Labrador and Alberta observed increases in their share of new EI regular claims (+1.4% and +1.0%, respectively). These upward trends of claims in the two provinces were driven by numerous factors. First, for both provinces the number of new EI regular claims made by men in 2013/14 increased by 1.8% and 2.6%, respectively. Second, again for both provinces, those in the working age cohort of 25 to 44 observed increases of 3.0% and 1.7%, respectively. These two factors combined could have potentially contributed to the overall increase of new EI regular claims observed in both Alberta and Newfoundland and Labrador.

Nationally, in 2013/14 both men and women recorded a decline in their share of new EI regular claims, 0.7% and 4.6%, respectively. Among the age groups youth witnessed the largest decrease (-6.8%), followed by those aged 45 to 54 years with a decrease

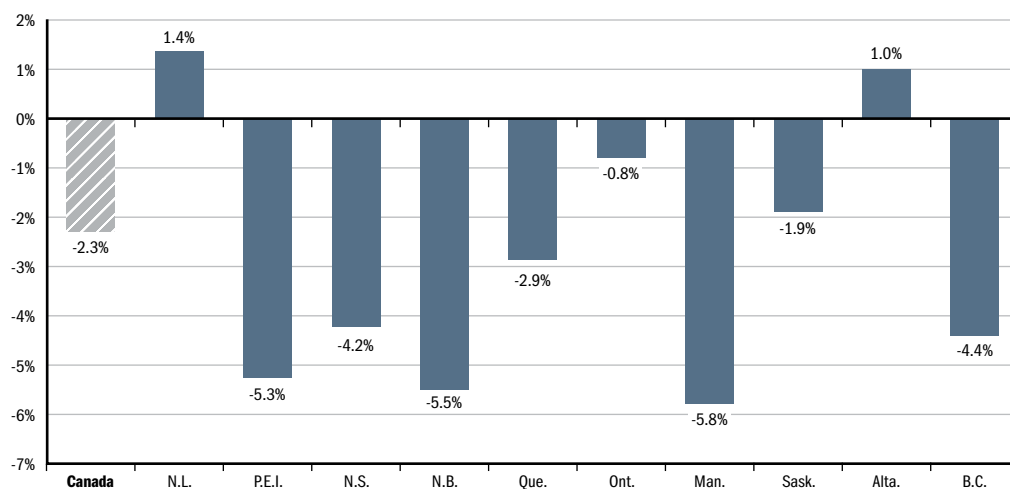
of 2.8%. Additionally, the number of new EI regular claims established by youth decreased for all the provinces, the highest decrease being witnessed in Prince Edward Island with 16.1%, followed closely by New Brunswick with a decrease of 15.9%.

Chart 13 depicts changes in EI regular benefits by province; in 2013/14 Alberta and Ontario were the only two provinces to experience increases in EI regular benefits (+6.4% and +2.5%, respectively). The decline in benefit payments for the majority of provinces was proportionate to their decrease in new EI regular claims. The greatest decline in benefit payments was observed in Prince Edward Island with a decline of 11.3%. This decline was partially attributable to a decrease in their shared number of new EI claims (-5.3%), a decrease of 6.0% in average duration from 24.8 weeks in 2012/13 to 23.3 weeks.

While the increases in benefit payments for men and women in Alberta mirrored that of the regular claims, the story was quite different in Ontario, where men witnessed an increase in benefit payments of 4.8%, while women on the other hand saw a decline of 1.1% in benefit payments. Among the age groups, not surprisingly for Alberta those aged between 25 to 44 witnessed the greatest increase in benefit payments (+9.1%), followed by those aged 45 to 54 with an increase of 3.5%. For Ontario, the greatest increase in benefit payments was observed by older workers (55 and older) with

CHART 12

Percentage Change in EI Regular Claims, by Province, Between 2012/13 and 2013/14



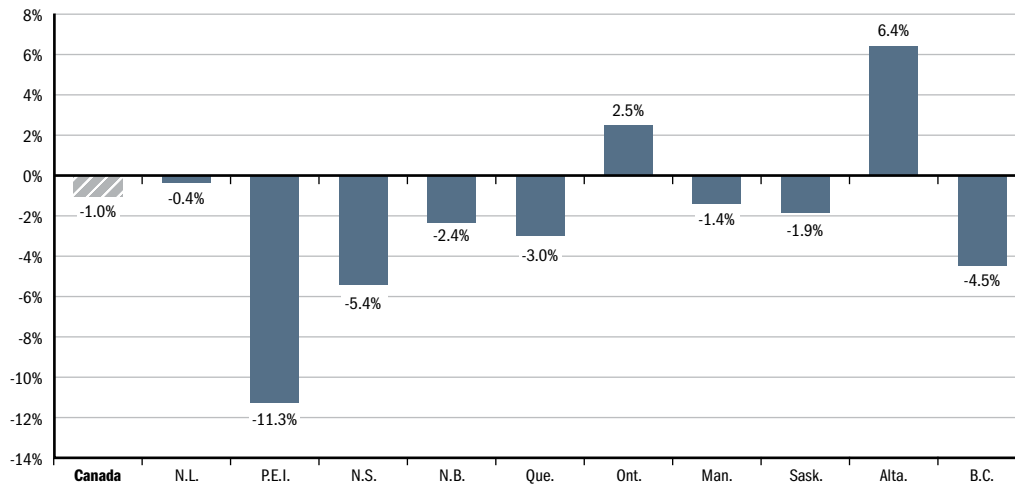
Source: ESDC, Employment Insurance administrative data.

an increase of 8.2%, which was proportionate to their participation in the labour force (12.1%). In addition, from a national perspective older worker's labour force participation increased by 4.3% in 2013/14 (see Chapter 1).

When comparing the provincial distribution of EI regular claims to the provincial distribution of those employed in 2013/14, the Atlantic provinces, and Quebec were over-represented among EI regular claims, while Ontario and the Western provinces were under-represented (Table 4).

CHART 13

Percentage Change in EI Regular Benefits, by Province, Between 2012/13 and 2013/14



Source: ESDC, Employment Insurance administrative data.

TABLE 4

Regular EI Claims, Employment¹ and Regular Benefits Paid, by Province and Territory, 2013/14

Province or Territory	Share of those Employed	Share of Regular EI Claims	Share of Regular Benefits Paid
Newfoundland and Labrador	1.3%	4.8%	6.3%
Prince Edward Island	0.4%	1.2%	1.4%
Nova Scotia	2.5%	4.5%	5.2%
New Brunswick	2.0%	5.2%	6.2%
Quebec	22.9%	32.0%	29.2%
Ontario	38.6%	30.2%	30.4%
Manitoba	3.6%	2.7%	2.5%
Saskatchewan	3.1%	2.1%	2.1%
Alberta	12.6%	6.3%	6.0%
British Columbia	13.0%	10.6%	10.3%
Territories	N/A ²	0.3%	0.5%
Canada	100.0%	100.0%	100.0%

¹ Statistics Canada, Labour Force Survey.

² The Labour Force Survey does not capture employment data for the Territories.

Source: ESDC, Employment Insurance administrative data.

Virtually identical to the previous year, the combined Atlantic provinces accounted for 15.7% of total EI regular claims in 2013/14, but represented only 6.3% of those employed. In comparison, Ontario accounted for 30.2% of total regular claims, with 38.6% of those employed, while Quebec accounted for 32.0% of the national regular claims volume and 22.9% of those employed. The Western provinces combined accounted for 21.7% of total EI regular claims, with 32.2% of all employment.

1.2 Employment Insurance Regular Benefits, by Employment Insurance Economic Region

The Canadian economy is comprised of urban regions that are significant economic hubs, as well as rural regions that preserve more traditional industries that are essential to the functioning of the economy. The six largest census metropolitan areas in terms of population—Vancouver, Calgary, Edmonton, Toronto, Ottawa and Montréal—are used to characterize the profiles of EI regular benefits in major urban cities.

As illustrated in Table 5, in 2013/14, the share of new EI claims for the six major cities is consistent with their share of benefits. Among these major cities, Montréal collected the largest share of EI regular claims with 11.5% followed by Toronto with 11.0%. The benefits collected followed a slightly different trend. Toronto collected 11.9%, while Montréal collected 10.6%. Toronto and Montréal represent one-fifth of total new regular claims.

The average weekly benefits were higher in the six major cities \$424, than in other regions (\$417). However, among the six major urban cities, Edmonton (\$437) and Calgary (\$431) had higher average weekly benefits than the national average of \$419.

1.3 Employment Insurance Regular Claims and Benefits, by Industry

In 2013/14, the number of new EI regular claims in the goods industry increased by 4.0% (+19,760). As illustrated in Chart 14, the goods industry observed a modest employment gain of +0.5% (+21,000). However, the increase in EI regular claims in the goods industry was mainly driven by the employment loss observed in the manufacturing industry (-1.8%). In 2013/14, for those employed in the goods industry, manufacturing industry recorded the highest representation (43.9%) followed by construction with 35.1%. Along with an increase in the number of EI regular claims, EI regular benefits paid in the goods industry increased by 4.5% (+\$177 million). In 2013/14, the two industries that observed the greatest increases in regular benefits were the mining, oil and gas extraction industry, and the construction industry, with increases of 19.4% and 9.2%, respectively.

TABLE 5
Key Statistics for Regular Benefits in the Six Major Urban Cities, 2013/14

	% of Regular Claims	% of Amount Paid in Regular Benefits	Average Regular Weekly Benefit
Montréal	11.5%	10.6%	\$412
Ottawa	1.5%	1.4%	\$399
Toronto	11.0%	11.9%	\$392
Calgary	2.0%	2.0%	\$431
Edmonton	2.3%	2.0%	\$437
Vancouver	4.4%	4.3%	\$384
Total of the 6 Major Urban Cities	32.7%	32.2%	\$424
Other ¹	67.3%	67.8%	\$417
Canada	100.0%	100.0%	\$419

¹ The category under Other is comprised of the remaining 52 EI economic regions.

Source: ESDC, Employment Insurance administrative data.

In 2013/14, unlike the goods industry, the service industry witnessed a decline in the number of new regular claims (-3.6%, -28,500). This decline was attributed to an employment gain of 1.4% (+184,000) observed (see Chart 14).

Similar to last year, in 2013/14 the Education services established the largest proportion of new EI regular claims in the service industry with 145,810 claims, representing a slight decrease from the previous year (-1.5%, -2,270), even though the industry experienced a net loss of employment (-0.7%) in 2013/14. The Public Administration industry was in a similar condition in 2013/14; it experienced a decrease in the number of new claims as well as a decrease in employment levels compared to the previous year.

In line with the decrease in the number of regular claims, regular benefits paid to claimants in the service industry fell by 2.0% (-\$116 million) in 2013/14, after recording decreases of 6.9% in 2012/13 and 13.2% in 2011/12. The largest increase in benefits paid in the service industry occurred in the professional, scientific and technical service sector (+7.0%), while the greatest decline in benefits paid occurred

in health care and social assistance (-8.3%), followed by the arts, entertainment and recreation service industries (-7.2%).

1.4 Employment Insurance Regular Claims and Benefits, by Gender

Of the 1.33 million new EI regular claims made in 2013/14 women accounted for 39.1% of total claims and received 34.1% of regular benefits. Men on the other hand accounted for 60.9% of total regular claims in 2013/14, and received 65.9% of the EI regular benefits, similar to results observed the previous year.

Nonetheless, in 2013/14, the number of new EI regular claims decreased for both men and women (-0.7% and -4.6%, respectively). Similar observations were made as in previous years; in 2013/14, men continued to receive higher EI regular benefits. Interestingly enough, in 2013/14 the gender distribution of regular benefits paid is not in line with the gender distribution of EI regular claims established; men on average received higher weekly benefits than women. For example, in 2013/14, the average weekly benefit for regular claims was \$443 for men, \$61 higher than that for women (\$382).

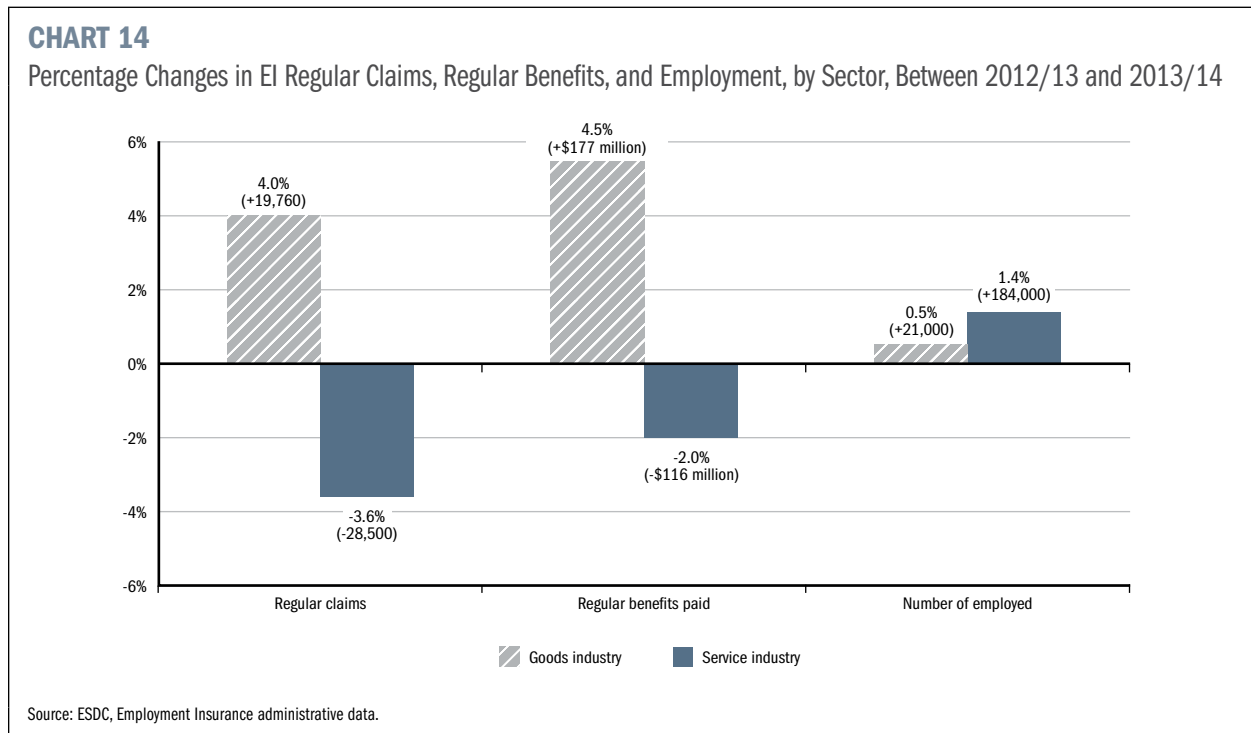
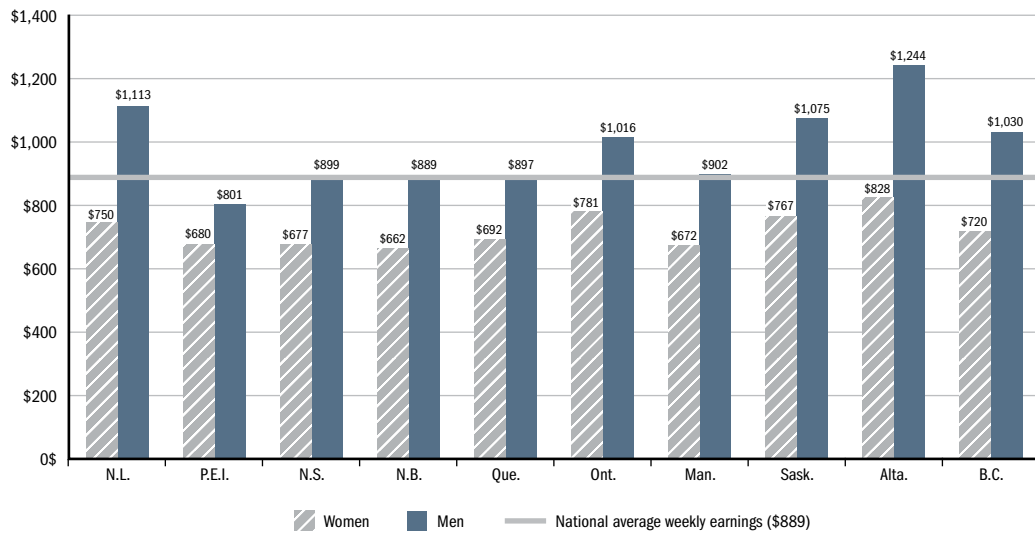


CHART 15

Average Weekly Earnings, by Gender and Province, 2013/14



Source: Statistics Canada, Survey of Employment, Payrolls and Hours.

Examining this situation a little further, though women have consistently increased their presences in higher-paying jobs traditionally dominated by men, and have been witnessing a slightly higher upward trend in average weekly earnings, overall, they continue to earn less in average weekly earnings. In 2013/14, the average weekly earnings for men was \$1,012, \$246 higher than that of women (\$766).

It should be noted that in 2013/14, while both genders witnessed increases in average weekly nominal earnings, women witnessed 0.7 percentage points higher than did men. Despite of this increase, men continue to earn more than women. In fact, in 2013/14 with the exception of Prince Edward Island men exceeded the national average of \$889 in all other provinces, while women were below the national average in all provinces (see Chart 15).

1.5 Employment Insurance Regular Claims Benefits, by Age

In 2013/14, the number of regular claims established by core-aged workers (aged 25 to 54) and young workers (aged 15 to 24) decreased by 2.5% (-23,490) and 6.9% (-9,510), respectively, while older workers (55 and older) experienced an

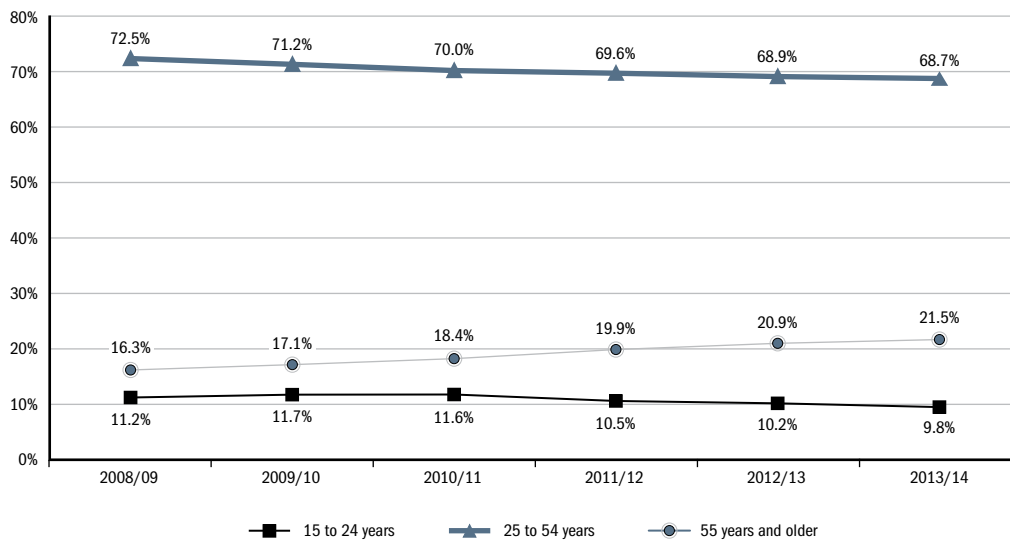
increase of 0.7% (+2,000). The trend is consistent with what was observed in the past, and could be attributed to the aging population.

As illustrated in Chart 16, the proportion of regular claims established by core-aged workers (25 to 54) has declined slightly, from 68.9% in 2012/13 to 68.7% in 2013/14, while that of older workers has increased, from 20.9% in 2012/13 to 21.5% in 2013/14. The increase among older workers can be attributed to the increase in their share of the Canadian labour force. Older workers accounted for 19.2% of the labour force in 2013/14, a slight increase from 18.5% in 2012/13 (see Chapter 1).

In 2013/14, the proportion of EI regular claims made by youth (15 to 24) accounted for 9.8%. Of the 129,400 EI regular claims by youth, 38.1% were in positions that require either a college diploma or apprenticeship training, and 29.9% occupied positions that require on-the-job training. Additionally, the top National Occupational Classification for new regular claims established by youth was industrial, electrical and construction trades (24.1%). Similarly, the most common occupation (17.5%) for new EI regular claims established by those aged 25 to 44 was also industrial electrical and construction trades.

CHART 16

Proportion of EI Regular Claims, by Age, 2008/09 to 2013/14



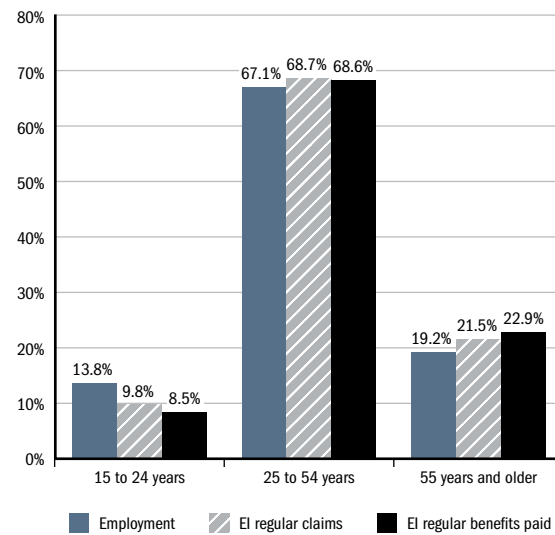
Source: ESDC, Employment Insurance administrative data.

When comparing the age distribution of EI regular claims to the age distribution of those employed in 2013/14, it was observed that young workers were under-represented, while core-aged workers and older workers were slightly over-represented (Chart 17). For example, older workers (55 and older) accounted for 21.5% of EI regular claims in 2013/14, while their share of employment was 19.2%, a slight increase from the previous year. One explanation for the difference among the various age groups may be that young workers generally have limited or no work experience. New-entrants and re-entrants' (NERE)³¹ provision requires individuals who are new to the labour force, as well as those returning after an extended absence, to meet a higher EI eligibility requirement.

In 2013/14, regular benefits paid decreased for all age groups, with the exception of those 55 and older who witnessed a slight increase of 1.8%, which is consistent with their increase in claims. The core-aged group (25 to 54 years old) registered a 1.6% decrease in regular benefits, while those aged 15 to 24 witnessed the largest decrease (-3.5%).

CHART 17

Distribution of EI Regular Claims and Employment, by Age, 2013/14



Sources: ESDC, Employment Insurance administrative data and Statistics Canada, Labour Force Survey.

³¹ More detailed information on NEREs can be found in Chapter 1 of the 2011 EI Monitoring and Assessment Report, at <http://www.esdc.gc.ca/eng/jobs/ei/reports/mar2011/index.shtml>.

1.6 Employment Insurance Regular Benefits, by Claimant Category

Effective January 6, 2013, the *Employment Insurance Regulations* were modified to establish three EI claimant categories used to determine claimant responsibilities in regards to undertaking a reasonable job search for suitable employment. The three new EI claimant categories are long-tenured workers,³² frequent claimants³³ and occasional claimants.^{34,35} The following analysis of new EI regular claims is based on the new EI claimant categories. For information regarding the national distribution and provincial breakdown of EI regular claims based on the old EI claimant categories, please refer to the *2012 EI Monitoring and Assessment Report*.

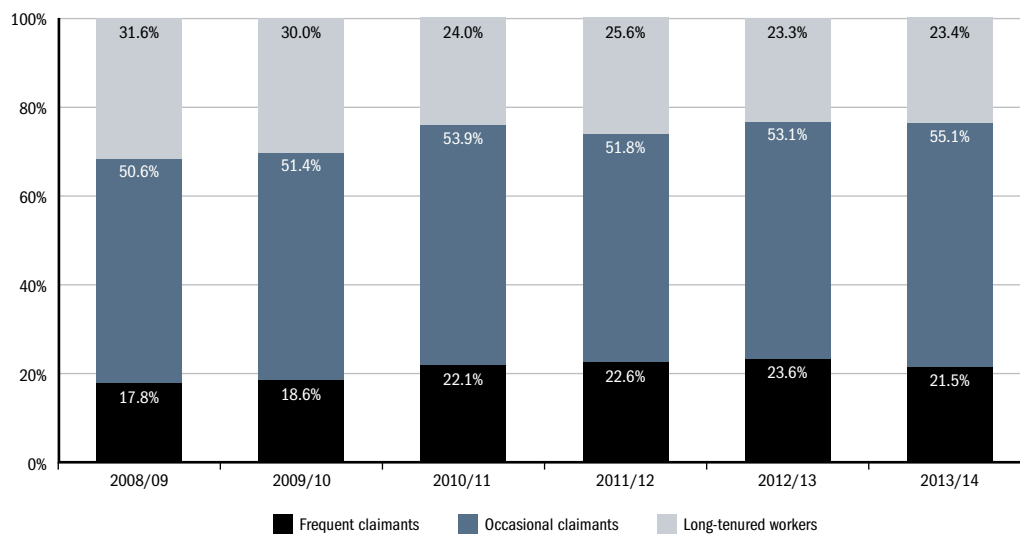
In 2013/14, occasional claimants accounted for the largest share (55.1%) of all EI regular claims, followed by frequent claimants (21.5%) and long-tenured workers (23.4%). As shown in Chart 18, the share of

EI regular claims for long-tenured workers remained essentially unchanged (+0.1 percentage point); the proportion of occasional claimants increased by 2.0 percentage points while frequent claimants decreased by 2.1 percentage points.

In 2013/14, similar to previous years, the composition of EI regular claims varied from province to province. As illustrated in Chart 19, the Atlantic provinces had a higher proportion of frequent claimants and a lower proportion of long-tenured workers in comparison to other provinces. For example, in 2013/14, frequent claimants represented 49.2% of the total regular claims in the Atlantic provinces, while in Quebec, Ontario and the Western provinces, the proportions were 27.4%, 13.2% and 13.0%, respectively. The higher proportion of frequent claimants in the Atlantic provinces is primarily attributable to the higher proportion of employment in seasonal industries, such as fishing, forestry, agriculture, and tourism.

CHART 18

Proportion of EI Regular Claims, by Claimant Category, 2008/09 to 2013/14



Source: ESDC, Employment Insurance administrative data.

³² Long-tenured workers are individuals who have paid at least 30% of the annual maximum employee's EI premiums in 7 of the past 10 years, and who, over the last 5 years, have collected 35 or fewer weeks of EI regular or fishing benefits.

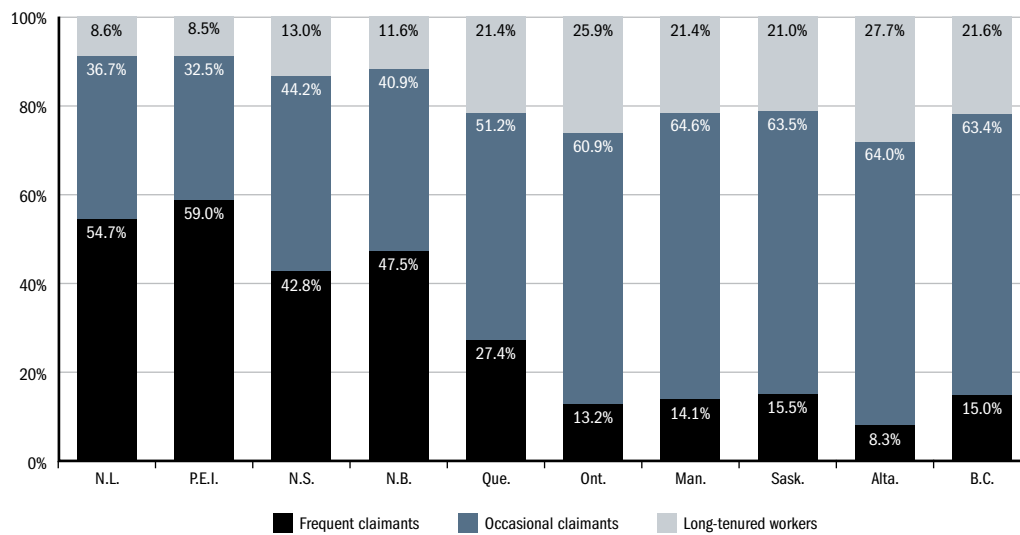
³³ Frequent claimants are individuals who have had three or more claims for EI regular or fishing benefits, and have collected more than 60 weeks of EI regular or fishing benefits in the past 5 years.

³⁴ Occasional claimants are individuals who do not meet the definition of long-tenured workers or frequent claimants.

³⁵ For more information on the new EI claimant categories, please visit <http://www.servicecanada.gc.ca/eng/sc/ei/ccaj/claimant.shtml>.

CHART 19

Proportion of EI Regular Claims, by Province and EI Claimant Category, 2013/14



Source: ESDC, Employment Insurance administrative data.

1.7 Employment Insurance Regular Benefits, by Education Level

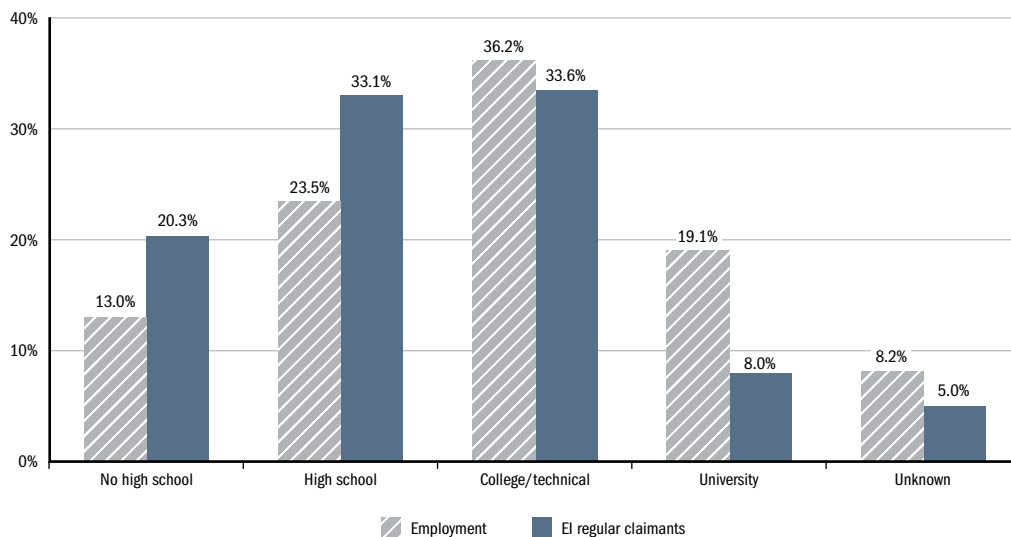
As discussed in Chapter 1, individuals with higher educational attainment tend to experience more successful labour market outcomes than those with less education. Chart 20 compares the distribution of those employed by the educational level required for an occupation with the distribution of EI regular claimants by educational attainment in 2013/14. The actual education level is not used when determining the educational level of an EI claimant. The Employment Insurance Program refers to the National Occupational Classification (NOC) matrix³⁶ as a reference when determining the education level required for the work performed.

Individuals employed in occupations that did not require a high school diploma accounted for 13.0% of employment but represented 20.3% of all EI regular claimants. However, individuals employed in occupations that required a university degree accounted for 19.1% of those employed, represented only 8.0% of EI regular claimants. As discussed in previous reports, the inverse relationship between educational attainment and use of EI regular benefits has continued over time.

³⁶ For more information on the National Classification Matrix please refer to: <http://www5.hrsdc.gc.ca/cnp/English/NOC/2011/pdf/Matrix.pdf>.

CHART 20

Distribution of Employment and EI Regular Claims, by Educational Requirement of Their Occupation, 2013/14



Sources: ESDC, Employment Insurance administrative data and Statistics Canada, Labour Force Survey.

2. Coverage, Eligibility and Access to Employment Insurance Regular Benefits

The Employment Insurance (EI) program is designed to provide financial support to unemployed individuals who have recently lost employment through no fault of their own (e.g. a valid job separation) and have accumulated the necessary insurable hours of employment over the past year or since their last claim, whichever is shorter.

The following sections examine the unemployed population and various sub-populations of the unemployed population as they relate to the EI program. More specifically, the unemployed population can be examined from the perspective of the core eligibility requirements (contributed to EI, valid job separation, sufficient insured hours). As illustrated in Chart 21, in 2013 there were 1,312,300 unemployed individuals (bar U), of which 819,700 had contributed to the EI program (bar UC). Of those who had worked and contributed to EI, there were 624,100 individuals who had a valid job separation (bar S). Further examination

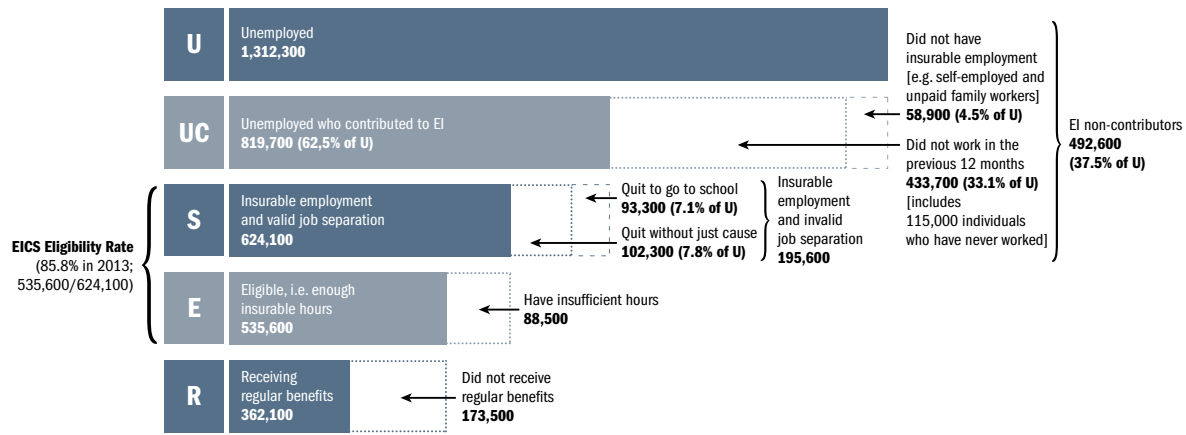
of the sub-populations reveals that 535,600 individuals were eligible for EI—meaning they also had accumulated sufficient insurable hours (bar E); of that group, a total of 362,100 individuals received regular benefits (bar R).

The following sections elaborate on the number of unemployed individuals in 2013 who were covered by EI (section 2.1), eligible for EI regular benefits (section 2.2) and had access to EI regular benefits (section 2.3). The majority of the statistics in these sections are based on results from the 2013 Employment Insurance Coverage Survey (EICS)³⁷ conducted by Statistics Canada. The EICS was originally launched in 1997, primarily to better understand the relationship between the number of persons in receipt of employment insurance (EI) benefits and the number of unemployed. The results allow users to draw a comprehensive profile of the unemployed and other persons who may have been entitled to EI benefits due to a recent break in employment or a situation of underemployment.

³⁷ The main purpose of the Employment Insurance Coverage Survey (EICS) is to study the coverage of the EI program. It provides a meaningful picture of who does or does not have access to EI benefits, among the jobless and underemployed. The EICS also covers access to maternity and parental benefits. For more information, please visit <http://www23.statcan.gc.ca/imdb/p2SV.pl?Function=getSurvey&SDDS=4428&lang=en&db=imdb&adm=8&dis=2>.

CHART 21

From Unemployment to Eligibility, Canada, 2013



Source: Statistics Canada, Employment Insurance Coverage Survey.

2.1 Coverage of Employment Insurance Regular Benefits

The EI program’s definition of coverage is similar to that of other insurance programs. As such, an individual is considered covered by the EI program if he or she has paid EI premiums at a given time in the previous 12 months.

This section analyzes the unemployed population who paid EI premiums in the previous 12 months leading up to their unemployment spell in 2013. Also examined is the population of unemployed individuals who had not paid EI premiums in the previous 12 months leading up to unemployment.

2.1.1 Coverage of Employment Insurance Regular Benefits, National Statistics

According to the Employment Insurance Coverage Survey, there were 1,312,300 unemployed individuals in Canada (shown as bar U in Chart 21) in 2013.³⁸ This represents a slight increase of 0.2% from the 1,310,000 unemployed individuals reported in 2012.

The 2013 EICS estimated that, among the 1,312,300 unemployed individuals, 819,700 had paid EI premiums in the previous 12 months before becoming unemployed (referred to as contributors), representing 62.5% of all unemployed people (see Chart 21, bar UC).

According to the 2013 EICS, there were also 492,600 individuals who had not contributed to EI in the previous 12 months before their unemployment spell (referred to as non-contributors), representing 37.5% of the unemployed (see Chart 21, white bar located to the right of UC). Those who had not paid EI premiums include self-employed workers,³⁹ unpaid family workers, and individuals who had been unemployed for more than 12 months or had never worked. As illustrated in Chart 21 (white bar located to the right of UC), in 2013, there were 58,900 self-employed and unpaid family workers representing 4.5% of the total unemployed population; in addition, there were 433,700 individuals who had been unemployed for more than 12 months or who had never worked, representing a combined 33.1% of the total unemployed population. Table 6 provides a distribution of unemployed EI contributors and non-contributors; from 2007, just before

³⁸ The Employment Insurance Coverage Survey (EICS) estimate of the number of unemployed people differs slightly from that of the Labor Force Survey (LFS), as the EICS statistics are collected quarterly, while LFS statistics are collected monthly.

³⁹ Self-employed individuals can opt in and subsequently pay premiums for special benefits (see chapter 2, section IV), but they are not eligible for regular benefits

TABLE 6
Distribution of Unemployed EI Contributors and Non-Contributors, Canada, 2007 to 2013

	2007	2008	2009	2010	2011	2012	2013
EI Contributors	70.0%	70.1%	70.3%	64.7%	64.5%	61.7%	62.5%
EI Non-Contributors	30.0%	29.9%	29.7%	35.3%	35.5%	38.3%	37.5%
Have no recent insurable employment (e.g. self-employed and unpaid family workers)	5.2%	4.4%	4.9%	3.0%	3.4%	4.4%	4.5%
Have not worked in the previous 12 months	17.6%	18.3%	18.3%	24.1%	25.0%	24.6%	24.3%
Have never worked	7.2%	7.2%	6.5%	8.3%	7.1%	9.3%	8.8%

Note: Totals may not add up due to rounding.

Source: Statistics Canada, Employment Insurance Coverage Survey.

the late-2000s recession, to 2013, the proportion of unemployed who are non-contributors to EI has increased, mainly due to the increase in the proportion of unemployed individuals who had not worked in the previous 12 months, from 17.6% in 2007 to 24.3% in 2013. As a result, the EI coverage rate (proportion of the unemployed who had paid EI premiums in the previous 12 months) decreased from 70.0% to 62.5% between 2007 and 2013.

2.1.2 Coverage of Employment Insurance Regular Benefits, by Province

EI coverage rates vary by province, from a high of 80.1% in the Atlantic provinces to a low of 55.1% in Ontario. Differences in the

composition of the unemployed population who had not contributed to EI in the previous 12 months help explain the variation in coverage rates among the provinces. As indicated in Table 7, a significant share of Ontario's unemployed population had been unemployed for more than 12 months (28.0%); a large share of its unemployed population had never worked (10.9%); and 6.0% had not been paying EI premiums due to the nature of their job, such as self-employment. In comparison, the proportion of long-term unemployed, those who had never worked, and those with non-insurable employment were significantly lower in the Atlantic provinces.

TABLE 7
Distribution of Unemployed EI Contributors and Non-Contributors, by Region, 2013

	Canada	Atlantic ¹	Quebec	Ontario	Western ²
Unemployed EI Contributors	62.5%	80.1%	68.0%	55.1%	62.6%
Unemployed EI Non-Contributors	37.5%	19.9%	32.0%	44.9%	37.4%
Have no recent insurable employment (e.g. self-employed and unpaid family workers)	4.5%	1.5%	2.7%	6.0%	4.8%
Have not worked in the previous 12 months	24.3%	13.5%	22.7%	28.0%	23.7%
Have never worked	8.8%	4.9%	6.5%	10.9%	8.9%

¹ The Atlantic provinces comprise Newfoundland and Labrador, Prince Edward Island, New Brunswick and Nova Scotia.

² The Western provinces comprise Manitoba, Saskatchewan, Alberta and British Columbia.

Note: Totals may not add up due to rounding.

Source: Statistics Canada, Employment Insurance Coverage Survey.

2.1.3 Coverage of Employment Insurance Regular Benefits, by Gender and Age

In 2013, the male coverage rate was 64.3%, decreasing slightly from 65.2% in 2012, which can be attributed to small increases to those who had no recent insurable employment and those who had not worked in the previous 12 months. Conversely, the female coverage rate was 60.0%, increasing from 57.1% in 2012, which can be attributed to slight decreases to those with no recent insurable employment, had not worked in the previous 12 months, or had never worked. Since 2008, the gender gap in the coverage rate has decreased from 12.3 to 4.3 percentage points in 2013.

In 2013, the youth (aged 15–24) coverage rate decreased to 48.0%, from 50.1% in 2012. Meanwhile, workers aged 25 and older had a 65.5% coverage rate, increasing slightly from 64.3% in 2012. Coverage rates among youth tend to be significantly lower than that of adults 25 and over. This can be explained by differences in the proportion of individuals who have never worked. In 2013, among unemployed individuals aged 15–24, 25.3% had never worked, compared to 2.8% for those aged 25 and older. The proportion of unemployed youth (aged 15–24) who had never worked has decreased slightly from 25.7% in 2012 to 25.3% in 2013, but it still represents a significant 9.6 percentage points increase in comparison to 2007 (15.7%).

2.2 Eligibility for Employment Insurance Regular Benefits

To be eligible for EI regular benefits, individuals must first be covered by the EI program—meaning they must have paid EI premiums in the previous 12 months before their unemployment spell. In addition, to be eligible, individuals must have had a valid job separation and have accumulated enough insurable hours of work before their job separation.

This section examines the population with a valid job separation and who have accumulated enough insurable hours to be eligible for EI regular benefits (see Chart 21, blue bar E).

2.2.1 Eligibility for Employment Insurance Regular Benefits, National Statistics

The 2013 EICS estimated that 624,100 unemployed individuals had a valid job separation who met the EI program parameters, making them potentially eligible for EI benefits (see Chart 21, blue bar S).

In 2013, there were also 195,600 (14.9%) individuals whose job separation did not meet the EI program's parameters (see Chart 21, white bar located to the right of S). These include unemployed individuals who quit their job to go to school (93,300 or 7.1% of the unemployed population) and those who quit for other reasons without just cause⁴⁰ (102,300 or 7.8% of the unemployed population).

Among the 624,100 unemployed population in 2013 who were covered by the EI program and had a valid job separation, 535,600 had accumulated the necessary hours and were thus eligible to receive EI regular benefits⁴¹ (see Chart 21, blue bar E), for an eligibility rate of 85.8% (535,600/624,100). The 2013 EI eligibility rate of 85.8% represents an increase of 3.9 percentage points from 81.9% in 2012 and has surpassed pre-recession levels (i.e. 82.3% in 2007 and 82.7% in 2006).

The remaining 88,500 of the unemployed population who had contributed to EI in the previous 12 months and had a valid job separation did not accumulate sufficient insurable hours of employment to qualify for EI benefits in 2013.

2.2.2 Eligibility for Employment Insurance Regular Benefits, by Province

In 2013, eligibility rates were above 80% across the country, from a low of 81.5% in British Columbia to a high of 96.4% in New Brunswick (see Chart 22). Compared with 2012 EICS figures, the EI eligibility rate increased in 9 out of the 10 provinces.

The only decrease occurred in British Columbia, with the eligibility rate falling from 86.4% in 2012 to 81.5% in 2013. British Columbia's eligibility rate fell by almost 5 percentage points, due to the dual effect

⁴⁰ For more information on job separations that are not acceptable to the EI program, please refer to <http://www.servicecanada.gc.ca/eng/ei/types/regular.shtml#eligible>.

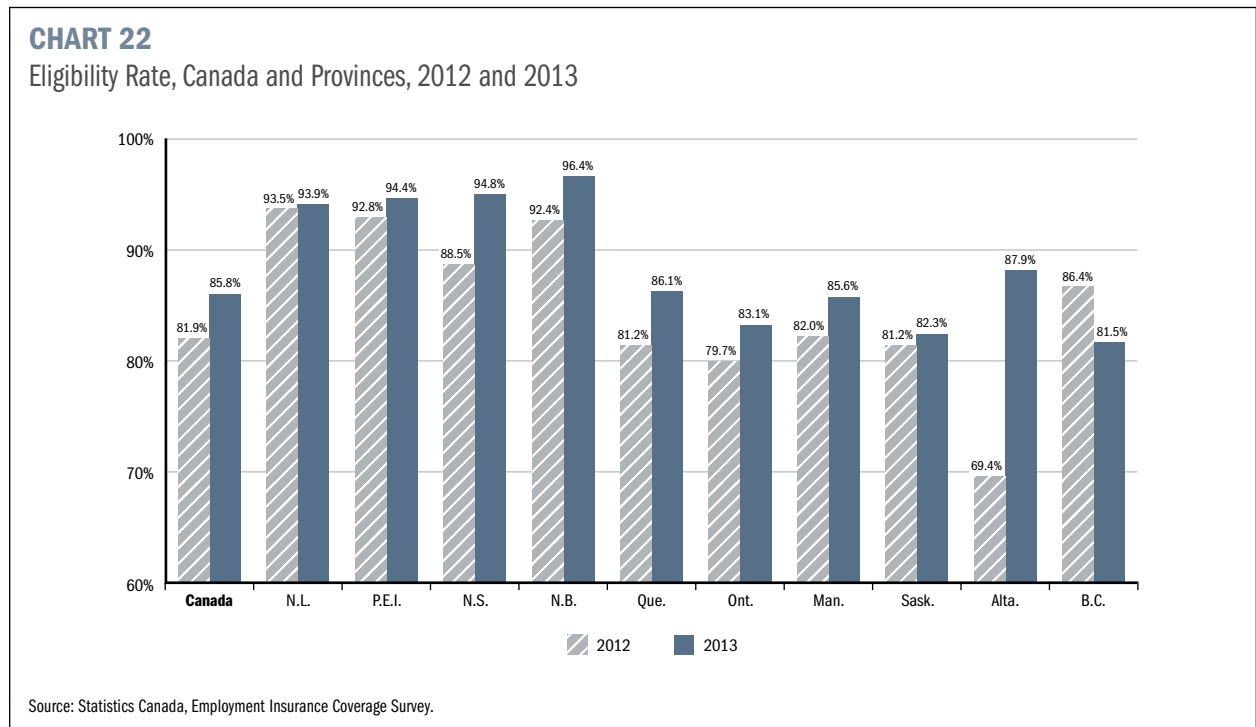
⁴¹ Please note that due to the design of the EICS questionnaire, it is not possible to differentiate unemployed individuals eligible for regular benefits from those eligible for other types of income benefits. However, as this analysis focuses on unemployed people who fall within the parameters of the program, the numerator, E, can be seen as a proxy for the number of unemployed people eligible for regular benefits.

of a 1,300 decrease in the numerator (unemployed workers with enough insurable hours of employment to qualify for EI) and a 2,800 increase in the denominator (unemployed with insurable employment and a valid job separation).

The largest increases were observed in Alberta (+18.5 percentage points) and Nova Scotia (+6.3 percentage points). Alberta's eligibility rate has shown large fluctuations between 2011 and 2013, with eligibility rates falling from 78.2% in 2011 to 69.4% in 2012, before increasing to 87.9% in 2013. A partial explanation for this is that Alberta's eligibility rate in 2012 had the largest coefficient of variation⁴² (11.3%) among all provinces; this may have contributed to an underestimation of its eligibility rate, due to sampling error.

2.2.3 Eligibility for Employment Insurance Regular Benefits, by Gender and Age

In 2013, EI eligibility rates increased for all demographic groups, except for women and adult women (see Table 8). The EI eligibility rate for men increased from 81.9% in 2012 to a high of 89.8% in 2013, while eligibility for women decreased from 81.9% to 80.0%. The significant increase to the male eligibility rate from 2012 to 2013 can be attributed to the dual effect of a 16,300 increase in the numerator (unemployed men with enough insurable hours of employment to qualify for EI) and a 15,800 decrease in the denominator (unemployed men with insurable employment and a valid job separation).



⁴² The coefficient of variation (CV) of an estimate is obtained by dividing the standard error of the estimate by the estimate itself and is expressed as a percentage of the estimate. It is used to measure the potential size of sampling error. The higher the coefficient of variation, the higher the chances of sampling error and more caution should be used when interpreting the estimate.

TABLE 8
EI Eligibility Rate by Demographic Groups, Canada, 2008 to 2013

	2008 (%)	2009 (%)	2010 (%)	2011 (%)	2012 (%)	2013 (%)
EI Eligibility Rate	82.2%	86.2%	83.9%	78.4%	81.9%	85.8%
Women	77.8%	84.3%	84.4%	77.0%	81.9%	80.0%
Men	84.6%	87.3%	83.6%	79.4%	81.9%	89.8%
Unemployed Youth (15 to 24 Years Old)	51.9%	62.8%	48.4%	42.1%	45.2%	54.5%
Unemployed Adult (25 Years and Older)	89.1%	90.5%	89.6%	85.1%	87.9%	90.4%
Unemployed Adult Women	86.4%	88.3%	89.6%	82.0%	88.9%	85.5%
Unemployed Adult Men	90.6%	91.8%	89.5%	87.4%	86.8%	93.8%

Source: Statistics Canada, Employment Insurance Coverage Survey.

As reported in previous *EI Monitoring and Assessment Reports*, gender differences in eligibility rates reflect different employment characteristics among men and women. A higher proportion of men than women hold full-time and/or permanent jobs; women tend to be over-represented among those working in part-time and/or temporary jobs. A recent study⁴³ showed that the gender differences in eligibility rates may also be attributable to the fact that a higher proportion of women do not have a valid job separation.

Youth (15–24) had the most significant increase in eligibility, from 45.2% in 2012 to 54.5% in 2013, the highest rate since 2009 (62.8%). The significant increase to the youth eligibility rate from 2012 to 2013 can be attributed to the dual effect of a 3,200 increase in the numerator (unemployed youth with enough insurable hours of employment to qualify for EI) and a 9,200 decrease in the denominator (unemployed youth with insurable employment and a valid job separation). In addition, 76,300 youth quit their job to go to school in 2013, representing an increase of 8,600 compared to 2012. This reduced the pool of unemployed youth workers who are less likely to have sufficient hours to be eligible for benefits.

However, the youth eligibility rate (54.5%) is still lowest among all age groups. A low eligibility rate for youth is associated with the type of work that this group usually performs, which is either part-time and/or temporary work. Therefore, they tend to accumulate fewer insured hours of work.

These findings are consistent with the above-mentioned study, which found that a significant proportion of youth workers quit their job to go to school and their low eligibility rate is associated with accumulating a low number of insured hours. Consistent with prior year data, workers aged 25 years and older in 2013 had a considerably higher eligibility rate (90.4%) than youth.

2.2.4 Eligibility Trends over the Economic Cycle

In general, the eligibility rate increases at the beginning of an economic downturn as the unemployed pool is composed of a greater percentage of newly unemployed workers who had relatively long, uninterrupted periods of employment. These workers would have accumulated enough insurable hours to qualify for EI benefits. The eligibility rate also changes if there are structural changes in the labour market. When total employment is composed of a higher proportion of full-time employment (and a lower proportion of part-time employment), the incidence of being eligible for EI becomes higher. This is because full-time workers are more likely to have accumulated enough insurable hours and, as a result, are more likely to be eligible to receive regular benefits.

From 2008 to 2009, as the recession took hold, the national eligibility rate increased to a high of 86.2% in 2009, from 82.2% in 2008 (see Table 9). The increase was attributed to the change in the composition of unemployed EI contributors. A large number of individuals became unemployed with

⁴³ HRSDC, *Employment Insurance (EI) and Key Socio-Economic Groups* (Ottawa: HRSDC, Evaluation Directorate, 2011).

insurable employment, a valid job separation and enough insurable hours, making them eligible to receive EI benefits.

Between 2010 and 2011, as the recovery began, the national eligibility rate decreased from 83.9% to a historical low of 78.4%. This was the result of a shift in the composition of unemployed workers, as the proportion of permanent full-time workers who were unemployed with insurable employment and a valid job separation decreased from 50.9% in 2010 to 45.3% in 2011 (see Table 9). This group has historically

had a high eligibility rate (90–95%). In contrast, the proportion of temporary non-seasonal workers who were unemployed with insurable employment and a valid job separation increased from 24.7% in 2010 to a high of 28.1% in 2011. This group has historically had a lower eligibility rate (60–70%).

In 2013, the eligibility rate increased to 85.8% from 81.9% in 2012, due to a combination of factors. First, the percentage of permanent full-time workers who were unemployed with insurable employment and a valid job separation—whose eligibility rate

TABLE 9
Unemployment Rate, Eligibility Rate, and Distribution of the Unemployed Who Have Insurable Employment and a Valid Job Separation, by Previous Employment Characteristics, 2008–2013

	2008	2009	2010	2011	2012	2013
Unemployment Rate	6.1%	8.3%	8.1%	7.5%	7.3%	7.1%
Eligibility Rate	82.2%	86.2%	83.9%	78.4%	81.9%	85.8%
Permanent Workers	87.6%	92.2%	92.4%	87.2%	89.9%	91.4%
Permanent full-time workers	92.7%	94.3%	94.5%	91.2%	94.6%	95.0%
Permanent part-time workers	47.7%	68.8%	74.4%	54.9%	65.2%	71.4%
Permanent workers, work hours unknown	100.0%	71.5%	91.7%	100.0%	96.4%	69.2%
Temporary Workers	73.5%	75.3%	72.3%	68.3%	72.5%	79.0%
Temporary seasonal workers	85.0%	81.4%	83.6%	81.2%	75.6%	85.0%
Temporary non-seasonal workers	63.8%	70.5%	64.7%	60.0%	70.4%	74.5%
Uncategorized workers	97.8%	96.2%	65.6%	87.1%	51.4%	100.0%
Distribution of the Unemployed Who Have Insurable Employment and a Valid Job Separation	571,781	857,186	746,009	695,331	628,836	624,123
Permanent Workers	340,145 (59.5%)	546,357 (63.7%)	432,479 (58.0%)	362,126 (52.1%)	340,982 (54.2%)	336,637 (53.9%)
Permanent full-time workers	291,875 (51.0%)	500,683 (58.4%)	379,353 (50.9%)	315,310 (45.3%)	283,644 (45.1%)	285,670 (45.8%)
Permanent part-time workers	40,245 (7.0%)	38,258 (4.6%)	45,333 (6.1%)	41,389 (6.0%)	54,532 (8.7%)	47,979 (7.7%)
Permanent workers, work hours unknown	8,025 (1.4%)	6,416 (0.7%)	7,793 (1.0%)	5,427 (0.8%)	2,806 (0.4%)	2,988 (0.5%)
Temporary Workers	224,874 (39.3%)	305,501 (35.6%)	309,077 (41.4%)	322,551 (46.4%)	287,099 (45.7%)	283,634 (45.4%)
Temporary seasonal workers	102,482 (17.9%)	135,904 (15.9%)	125,186 (16.8%)	127,081 (18.3%)	115,569 (18.4%)	122,082 (19.6%)
Temporary non-seasonal workers	122,392 (21.4%)	169,597 (19.8%)	183,891 (24.7%)	195,471 (28.1%)	171,529 (27.3%)	161,552 (25.9%)
Uncategorized workers	6,762 (1.2%)	5,328 (0.6%)	4,452 (0.6%)	10,653 (1.5%)	756 (0.1%)	3,852 (0.6%)

Note: Totals may not add up do to rounding.

Source: Statistics Canada, Employment Insurance Coverage Survey.

was 95% in 2013—increased by almost a percentage point (from 45.1% to 45.8%) between 2012 and 2013. Second, the number of unemployed who quit their job to go to school increased from 74,200 in 2012 to a recent high of 93,300 in 2013, representing an increase of 25.7%. As previously indicated, unemployed individuals with an invalid job separation are excluded when calculating eligibility rates and the exclusion of this group reduced the pool of unemployed workers who are less likely to have sufficient hours to be eligible for benefits. Finally, the proportion of temporary seasonal workers who were unemployed with insurable employment and a valid job separation increased from 18.4% in 2012 to 19.6% in 2013, while their eligibility rate increased from 75.6% to 85.0%. In 2012, the eligibility rate for temporary seasonal workers was lower than usual but returned to a normal level in 2013.

As mentioned previously, poor economic conditions can result in a large pool of unemployed workers who have accumulated sufficient hours of insurable employment with a valid job separation and are thus eligible for EI. As a result, higher eligibility rates tend to prevail during an economic slowdown or recession. However, during periods of economic recovery, the eligibility rates tend to decline, while during periods of more stable economic conditions the eligibility may remain stable or even increase. This paradox highlights the fact that diverse compositions of the unemployed population, who accumulate varying degrees of insurable hours of employment from year-to-year, contribute to fluctuations in eligibility rates, as witnessed over the past few years.

A recent study⁴⁴ using the Canada Out-of-Employment Panel (COEP) Survey showed that individuals' work patterns influence their likelihood of being eligible for EI regular benefits. The study found that the likelihood of being eligible for EI regular benefits is higher for full-time permanent job separators and lower for temporary non-seasonal workers.

Another recent study^{45,46} was conducted based on the Survey of Labour and Income Dynamics (SLID), in part, to assess the impact of changing working times and EI eligibility, from 1996

(prior to the January 1997 change in measuring the eligibility criteria, from a weeks-based system to an hours-based system) to 2010. The results suggest that, from 1996 to 2010 and among all workers combined, average weekly hours have only changed minimally, fluctuating between 33.5 and 35 hours. The largest disparities in average weekly working hours were witnessed between those who were full-time workers and those who were not full-time workers. From 1996 to 2010, full-time workers averaged between 36.3 and 37.5 hours per week, while individuals who were not full-time workers averaged between 15.7 and 17.2 hours per week. In addition, by demographic groups, youth (aged 16–24) and less educated workers (less than a high school degree) worked fewer hours compared to their older and more educated counterparts. The study concluded that the eligibility rate was relatively stable over the past two decades, suggesting that changes in the EI system did not have any significant impact on EI eligibility. Due to the differences in hours worked, from 1996 to 2010, full-time workers had a significantly higher eligibility rate compared to those who were not full-time workers. Variations in demographic eligibility rates mirror the variations in hours worked by demographic group; youth (aged 16–24) and less educated workers (less than a high school degree) had lower eligibility rates compared to their older and more educated counterparts, primarily due to fewer hours worked.

2.2.5 Eligibility for Employment Insurance Regular Benefits, from Records of Employment (ROE)

In addition to the EICS, another source often used to examine the eligibility of individuals for EI regular benefits is the Record of Employments (ROE). A recent evaluation study was conducted on ROE-Based Measures and EI Eligibility.⁴⁷ The population sets and methodology used to determine eligibility rates in this ROE study differ from other eligibility measures (e.g. EICS). For example, eligibility rates cited in the ROE study are based on individuals with one or multiple ROEs, regardless if the individuals are unemployed or currently working in another job. In contrast, the EICS eligibility rate is

⁴⁴ HRDSC, *EI and Non-Standard Workers: Part-Time, Short-Term and Seasonal Workers* (Ottawa: HRDSC, Evaluation Directorate, 2012).

⁴⁵ ESDC, *How does changing working time affect EI eligibility and the duration of benefits?* (Ottawa: ESDC, Economic Policy Directorate, 2015).

⁴⁶ The methodology and population base used to calculate the eligibility rates from the paper "How does changing working time affect EI eligibility and the duration of benefits?" is different from that of other sources. As a result, eligibility rates between various sources mentioned in the *2013/14 EI Monitoring and Assessment Report* are not comparable.

⁴⁷ ESDC, *ROE-Based Measures of EI Eligibility: Update 2001-2013* (Ottawa: ESDC, Evaluation Directorate, 2015).

based on the unemployed population that has recent EI contributors and a valid job separation. As a result, the ROE-based eligibility rates should be interpreted with caution when compared to other eligibility results, such as the EICS.

In this ROE-based study, the sample was based on 10% of individuals with ROEs submitted between 2001 and 2013. The ROE is a form that an employer must issue to an employee leaving a job, regardless of the reason for the job separation. The ROE data are used to look at the frequency at which workers meet the required number of hours associated to insured earnings under EI.

One of the main aspects of the study examined the percentage of job separators who in the previous 52 weeks had accumulated enough hours of insurable employment to qualify for EI benefits, based on the Variable Entrance Requirement (VER). Based on the VER, individuals living in EI economic regions with high unemployment rates require fewer insured hours of employment to qualify for benefits than do people in regions with lower unemployment rates, reflecting their higher probability of being unemployed. The number of hours needed to qualify for regular benefits ranges from

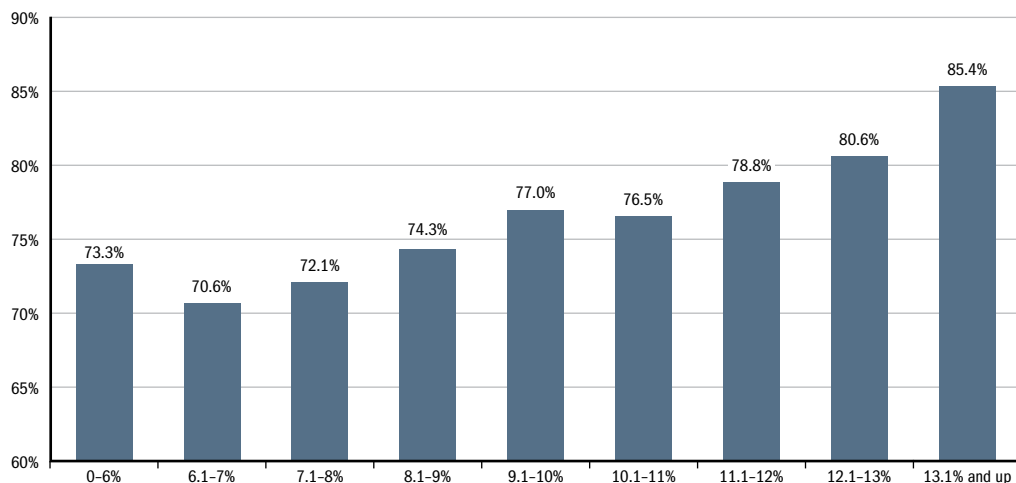
420 hours, in regions where the unemployment rate is 13.1% or higher, to 700 hours, in regions where the unemployment rate is 6% or lower.

The above-mentioned study found that high unemployment regions had a larger proportion of individuals with sufficient accumulated hours to meet the entrance requirements than did low unemployment regions (see Chart 23). In 2013, in regions of 13.1% unemployment or higher, 85.4% of job separations accumulated enough hours of work to qualify for EI regular benefits. Conversely, in regions of lower unemployment (0–8%), only between 70.6% and 73.3% of job separators accumulated enough hours of work to qualify for EI regular benefits.⁴⁸ This finding suggests that while the VER provision takes regional labour market conditions into account, clients in regions with higher unemployment rates have relatively easier access to EI.

In addition, the above mentioned study determined that 73.6% of all job separators had enough hours from their combined ROEs to be eligible for EI benefits in 2013. From 2001 to 2013, the figure ranged between 72.6% and 77.9%.

CHART 23

Percentage of Job Separators with Enough Combined Hours in the Last 52 Weeks, by Regional Unemployment Rate, 2013



Source: ESDC, Employment Insurance administrative data.

⁴⁸ ESDC, *ROE-Based Measures of EI Eligibility: Update 2001-2013* (Ottawa: ESDC, Evaluation Directorate, 2015).

2.2.6 Eligibility for Employment Insurance Regular Benefits, Among the Employed Population

A study, using the Labour Force Survey^{49,50} measured the proportion of employees who would have had sufficient insured hours over the qualifying period to meet regional EI entrance requirements—ranging from 420 to 700 hours for most individuals to 910 hours for new entrants and re-entrants (NEREs)⁵¹—if all workers had been laid off in the year studied (i.e. during the 12 months of the calendar year).

The LFS-based simulations suggest that 88.5% of individuals who were working as paid employees in 2013 would have been eligible for regular benefits if they had lost their job.

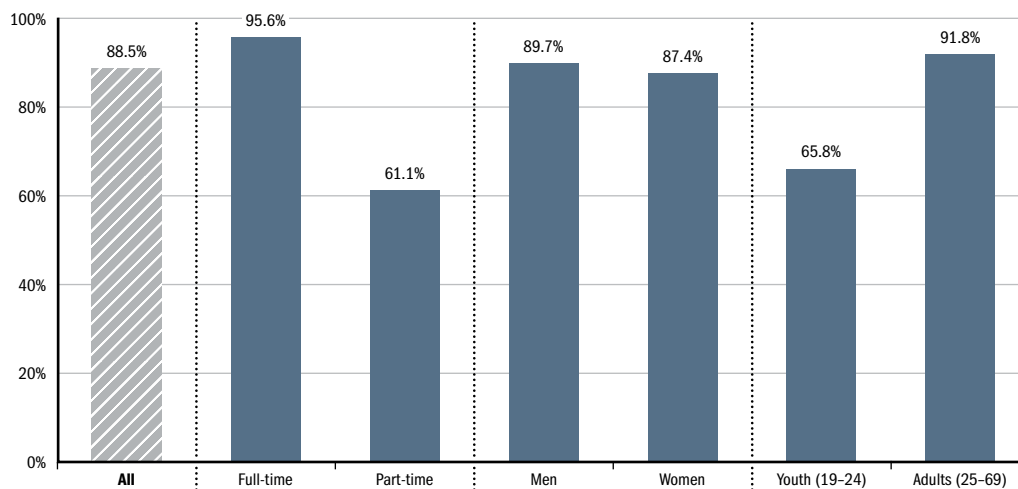
The LFS-based simulations suggest that the proportion of employed individuals with sufficient hours to claim regular benefits had they lost their job varied only slightly across the country in 2013, ranging from a high of 90.6% in New Brunswick to 86.9% in Alberta. Eligibility rates from the LFS-based simulation are generally higher than those of the EICS

because the LFS-based simulation is based on the employed population, which includes participants who likely have more insured hours compared to the unemployed population.

As illustrated in Chart 24, men would have had a slightly higher eligibility rate (89.7%) than women (87.4%) had they lost their job in 2013, due to the fact that part-time employment is more common among women. Employed full-time workers would have been eligible to receive regular benefits 95.6% of the time had they lost their job, compared to 61.1% for employed part-time workers. In addition, 91.8% of employed adults (25–69) would have been eligible to receive regular benefits had they lost their job, compared to 65.8% for youth (19–24). Employed part-time workers and youth (19–24) are less likely to qualify for regular benefits because they are less likely to accumulate enough insurable hours over the qualifying period (usually 52 weeks preceding a claim). In particular, employed youth (19–24) are more likely to be in school, and since they are newer to the labour force, they may face higher entrance requirements (910 hours under the NERE provision) to qualify for EI.

CHART 24

Percentage of Employed Population with Sufficient Hours to Claim Regular Benefits, 2013



Source: Statistics Canada, Labour Force Survey.

⁴⁹ The EI eligibility rate among the employed population was estimated using the Survey of Labour and Income Dynamics (SLID) up until 2011. However, since the SLID has been discontinued, in this report we relied on the Labour Force Survey (LFS). Comparing the SLID and LFS results, the two data sources lead to very similar estimates.

⁵⁰ Constantine Kapsalis, *Potential EI Eligibility of Canadian Paid Workers* (Ottawa: Data Probe Economic Consulting Inc., 2014).

⁵¹ More detailed information on NEREs can be found in Chapter 1 of the *2011 EI Monitoring and Assessment Report*, at <http://www.esdc.gc.ca/eng/jobs/ei/reports/mar2011/chapter1.shtml>.

2.3 Accessibility to Employment Insurance Regular Benefits

This section analyzes the level of access to EI regular benefits by unemployed individuals with valid job separations. Three measures of accessibility are discussed in this section. The first one is the R/S ratio (for receiving/separation), which is calculated by dividing the number of unemployed individuals who received regular benefits in the EICS reference week by the number of unemployed individuals with a recent job separation who met EI program eligibility criteria. The second measure is the B/U ratio (for beneficiaries/unemployed) showing the proportion of the unemployed who are regular beneficiaries. The last measure is the B/UC ratio (for beneficiaries/unemployed contributors), calculated by dividing the number of regular beneficiaries by the number of EI contributors.

2.3.1 Accessibility to Employment Insurance Regular Benefits (R/S ratio), National Statistics

The R/S ratio (see Chart 21, R/S) is derived by dividing the unemployed population who received regular benefits by the unemployed population who had a valid job separation. This access measure is considered more relevant than other accessibility measures, as it considers only the unemployed individuals who are among the intended EI client population. More specifically, the base population for this ratio is the unemployed population who previously worked and contributed to the EI program and had a valid job separation, while other measures of accessibility are based on much broader unemployed population. The 2013 EICS national access to regular benefits ratio was 58.0%, which represents a 4.1 percentage point increase in comparison to 2012 (53.9%).

It is important to note that access to regular benefits (R/S) can differ from eligibility (E/S) for a number of reasons: not all eligible persons opt to file a claim for benefits; monies paid on separation can delay immediate payment of benefits; claims where the benefit has not yet been established and put into pay; the individual worked while on claim⁵² or returned to

work full-time; and an individual's claim was deemed ineligible due to other factors (e.g. on vacation, out of the country, failure to follow direction).

Similar to the eligibility rate, accessibility to EI regular benefits (R/S) varies by demographics, labour market characteristics and province.

2.3.2 Accessibility to Employment Insurance Regular Benefits (R/S ratio), by Province

The R/S ratio ranged from 45.5% in Alberta to 76.4% in the Atlantic provinces in 2013. Alberta's R/S ratio had the most notable change, increasing from 30.7% in 2012 to 45.5% in 2013. The year-over-year fluctuation may be attributed to the fact that Alberta's 2012 R/S ratio had a noticeably large coefficient of variation⁵³ of 24.0, higher than any other province. As a consequence, the results should be interpreted with caution due to potential sampling error.

2.3.3 Accessibility to Employment Insurance Regular Benefits (R/S ratio), by Age, Gender and Labour Market Characteristics

In 2013, the R/S ratio for men (60.2%) was higher than that for women (54.8%), after the rates were nearly identical for two years. Youth (aged 15 to 24 years) and permanent part-time workers had the lowest accessibility ratios in 2013, at 29.1% and 34.4%, respectively, particularly when compared with adults (25 years or older) (62.2%) and permanent full-time workers (62.7%).

2.3.4 Accessibility to Employment Insurance Regular Benefits, the B/U Ratio

Another measure, the beneficiaries-to-unemployed ratio, is often used as an indicator of accessibility to the EI program. The B/U ratio has the advantage of simplicity and historical availability. However, it has a number of limitations. First, its denominator (all unemployed) includes many people who are outside the parameters of the EI program (e.g. self-employed and unpaid family workers; individuals who did not pay EI premiums during the last 12 months, who are going

⁵² See section II.3.1 of this chapter for more information on the Working While on Claim provision.

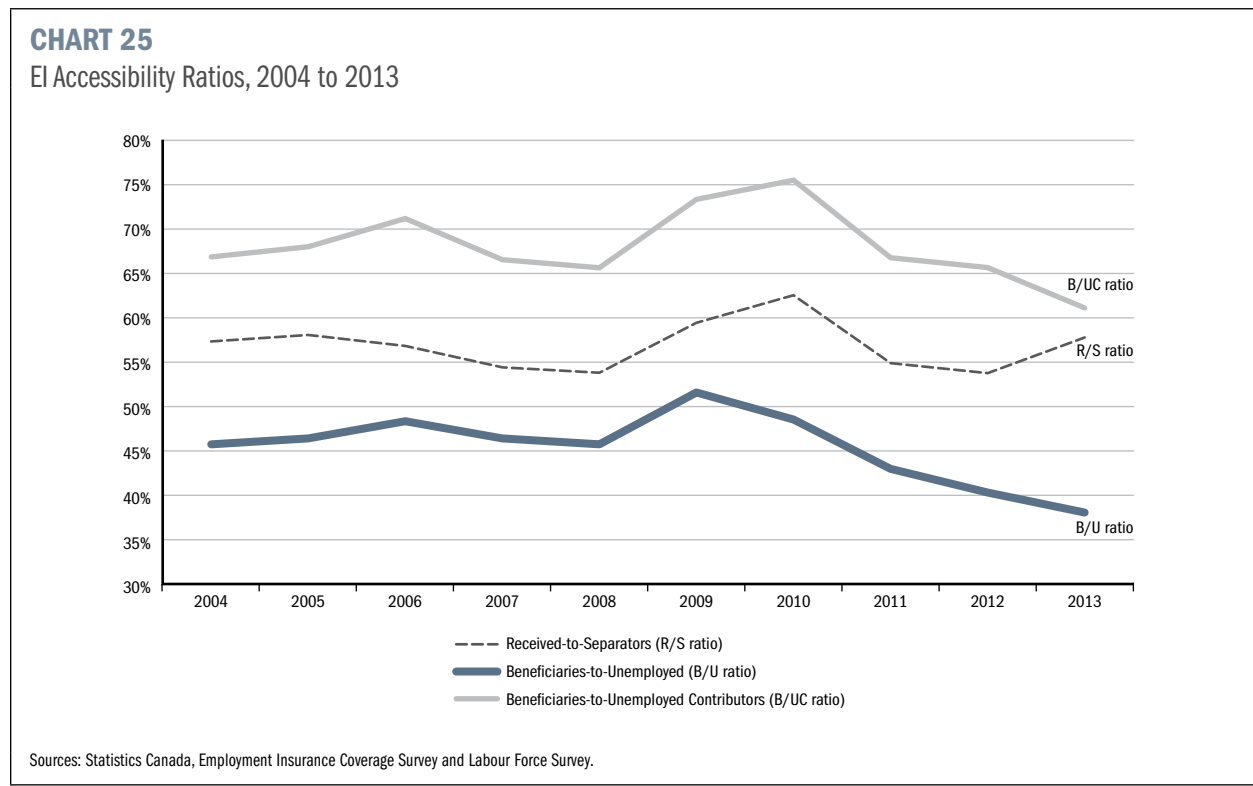
⁵³ The coefficient of variation (CV) of an estimate is obtained by dividing the standard error of the estimate by the estimate itself and is expressed as a percentage of the estimate. It is used to measure the potential size of sampling error. The higher the coefficient of variation, the higher the chances of sampling error and more caution should be used when interpreting the estimate.

back to school or who quit their jobs without just cause). Second, its numerator (total regular beneficiaries in the reference week) includes EI beneficiaries who are not unemployed, such as claimants who received both benefits and earnings in a given week.⁵⁴ Third, the numerator and the denominator of the B/U ratio are derived from two separate sources, as the numerator comes from Statistics Canada’s monthly EI Statistics release which is derived from EI administrative data and the denominator comes from Statistics Canada’s Labour Force Survey. As such, the R/S ratio remains a more appropriate measure of EI access than the B/U ratio.

Based on figures reported in previous *EI Monitoring and Assessment Reports*, Employment Benefits and Support Measures (EBSM) clients under Part II of the *Employment Insurance Act* who received EI regular benefits were excluded from the numerator of both the beneficiaries-to-unemployed (B/U) and the beneficiaries-to-unemployed contributors (B/UC) ratios. Starting with the *2013/14 Monitoring and Assessment*

Report, both the B/U and B/UC ratios include EBSM clients who received EI regular benefits.⁵⁵ An analysis of data over the past 10 years has determined that excluding EBSM clients who received EI regular benefits from the B/U and B/UC ratios had resulted in the underreporting of these ratios by an annual average of 2.3% and 3.4%, respectively. As a result, the B/U and B/UC ratios reported in the current *2013/14 EI Monitoring and Assessment Report* are not comparable with figures reported in previous *EI Monitoring and Assessment Reports*.

As shown in Chart 25, in 2013, the B/U ratio was 38.4%, declining from 40.6% in 2012. The decrease is attributable to the fact that the number of regular beneficiaries (B) decreased by 5.3% in 2013, while the number of unemployed remained relatively stable (+0.2%). The recent decline in the B/U ratio (from 51.8% in 2009 to 38.4% in 2013) can be attributed to a few factors. With improving labour market conditions, the number of regular beneficiaries (B) decreased from 767,900 in 2009 to 503,900 in 2013,



⁵⁴ See section II.3.1 of this chapter for more information on the Working While on Claim provision.

⁵⁵ The new methodology reflects changes in how Statistics Canada reports EI regular beneficiaries, effective 2013, when Statistics Canada terminated CANSIM Table 276-0001, and replaced it with CANSIM Table 276-0020. Under CANSIM Table 276-0020, regular beneficiaries now include individuals who received EI part I regular benefits while participating in EI part II activities.

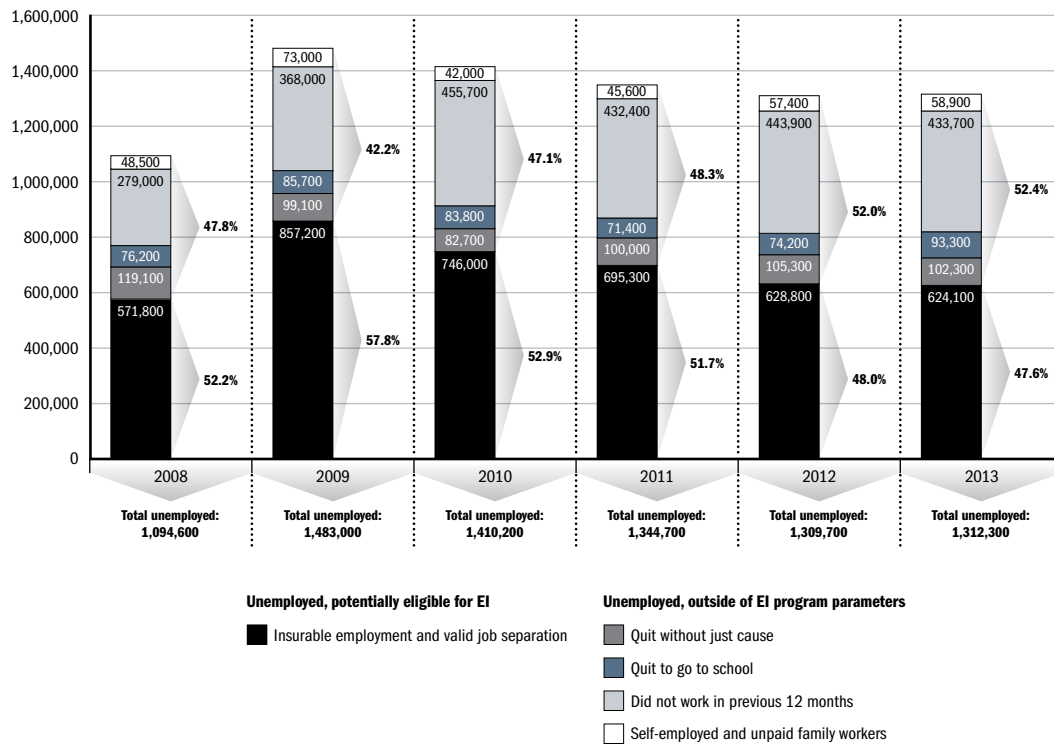
representing a decrease of 34.4%. The high number of beneficiaries in 2009 can likely be attributed to a higher number of workers who became unemployed during the recession. With improving labour market conditions, the number of beneficiaries gradually declined, and in 2013 remains slightly above the number of regular beneficiaries prior to the recession.

Other factors, including increases in the proportion of unemployed who are outside the EI program parameters, can help explain the recent drop in the B/U ratio. As illustrated in Chart 26, 42.2% of the unemployed were outside of EI program parameters in 2009.

Since then, this proportion has increased each year, reaching a high of 52.4% in 2013. For example, the proportion of individuals who quit their job to go to school as a proportion of the total unemployed increased from 5.8% in 2009 to 7.1% in 2013,

an increase of 7,539. More striking, the number of individuals who did not work in the previous 12 months as a proportion of the total unemployed population has increased from 24.8% in 2009 to 33.1% in 2013, an increase of 65,760 during this period. By definition, unemployed individuals who did not work in the previous 12 months have not paid EI premiums, and therefore, cannot become a regular beneficiary. It is therefore not surprising that the recent increases in the proportion of unemployed individuals who are outside of the EI program parameters (from 42.2% in 2009 to 52.4% in 2013; see Chart 26), have had a large influence on the recent decreases to the B/U ratio. This highlights the fact that the R/S ratio, which excludes the effects of unemployed individuals who are outside the parameters of the EI program, is a more accurate reflection of accessibility.

CHART 26
Distribution of Unemployed Individuals, 2008 to 2013



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

2.3.5 Accessibility to Employment Insurance Regular Benefits, the B/UC Ratio

A third measure, the beneficiaries-to-unemployed contributors (B/UC) ratio, is a modification of the B/U ratio in which the total number of unemployed individuals is replaced by the number of unemployed individuals who had paid EI premiums in the previous 12 months. The B/UC ratio is a slight improvement over the B/U ratio, in that its denominator includes only those individuals who paid premiums. However, the denominator still includes individuals who had invalid job separations under the EI program (e.g. those who quit their job to return to school or quit without a just cause). This ratio also suffers from the same issues with its numerator as the B/U ratio. Therefore, once again, the R/S ratio remains the more accurate measure of accessibility to EI.

In 2013, the B/UC ratio was 61.5%, compared with 65.8% in 2012. The decrease is due to the drop in the number of beneficiaries (-5.3%), and a slight increase in the number of unemployed who paid EI premiums (+1.4%) in 2013. The B/UC ratio has decreased every year since 2010 (75.6%), to a low of 61.5% in 2013. This can be attributed a drop in the number of regular beneficiaries (B) from 689,900 in 2010 to 503,900 in 2013. In addition, the denominator (UC) decreased from 910,500 in 2010 to 819,700 in 2013.

3. Level of Employment Insurance Regular Benefits

Under the *Employment Insurance Act*, the methodology used to determine the maximum insurable earnings threshold (MIE)⁵⁶ for EI reflects prior average weekly earnings (AWE).⁵⁷ The MIE was \$45,900 in 2012, \$47,400 in 2013, and \$48,600 in 2014. Accordingly, the maximum weekly benefit was \$485 in 2012, \$501 in 2013, and \$514 in 2014. The proportion of regular claimants receiving the maximum weekly benefit increased from 41.6% in 2012/13 to 45.9% in 2013/14. This marked the third consecutive year that the proportion of regular claimants receiving the maximum benefit increased, reversing a two-year decline observed in 2009/10 and 2010/11,

which was attributable to the effects of the late-2000s recession on work attachment and to weaker growth in average earnings.

In 2013/14, EI regular claimants received \$419 in average weekly regular benefits, a 5.8% increase from \$396 in 2012/13. Historically, the average weekly benefit for EI regular benefit has increased every year. However, growth of the average weekly regular benefit has fluctuated in recent years, due in part to the effects of the late-2000s recession (see Chart 27). The average weekly regular benefit increased by 4.9% in 2008/09, but only increased by 0.8% in 2009/10 and 1.1% in 2010/11, due to the weaker growth in average earnings. The growth rate only returned to pre-recession levels in 2011/12, with a 3.5% increase in the average weekly regular benefit from the previous year. In 2012/13, the growth rate remained stable, with a 3.1% increase over the previous year, before increasing by 5.8% in 2013/14.

Using the EI claimant categories, long-tenured workers had an average EI weekly regular benefit of \$454, while frequent claimants had an average EI weekly regular benefit of \$425 in 2013/14. In contrast, occasional claimants had an average EI weekly regular benefit of \$403. A claimant's history of collecting benefits has an impact on the likelihood that he or she will receive the maximum weekly benefit. In 2013/14, 62.1% of long-tenured workers and 47.7% of frequent claimants who established an EI claim were entitled to the maximum weekly benefit, in contrast to only 39.1% of occasional claimants. Long-tenured workers are more likely to be entitled to the maximum weekly benefit due to stronger work force attachment, which results in more hours of insurable employment prior to their unemployment spell.

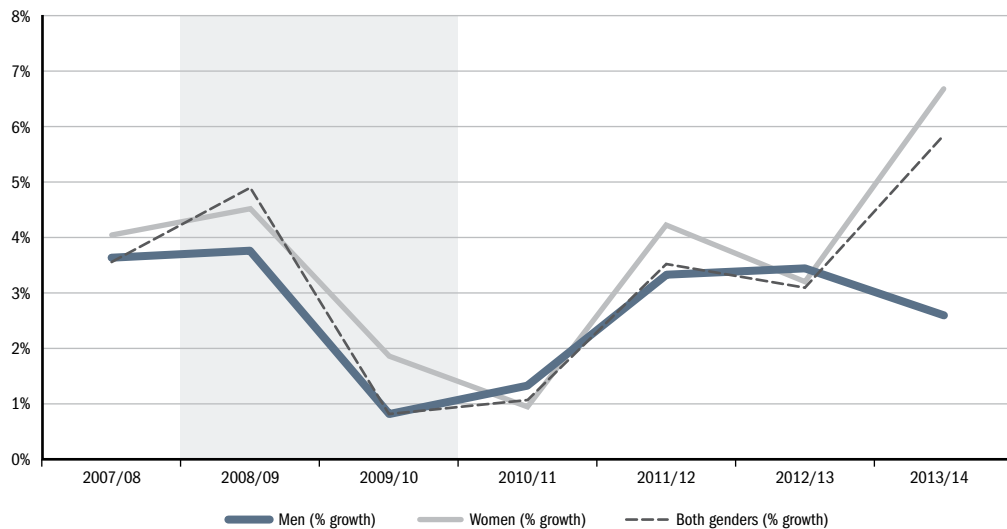
The large growth rate in average weekly earnings in 2013/14 (+5.8%) can be attributed to a few factors. Firstly, the maximum insurable earnings (MIE) increased by 3.3% in 2013 (from \$45,900 in 2012 to \$47,400 in 2013), compared to an average annual increase of 2.8% for the previous five years. Secondly, the proportion of regular claimants receiving the maximum weekly benefit increased from 41.6% in 2012/13 to 45.9% in 2013/14. Thirdly, average weekly regular

⁵⁶ The methodology used to obtain the maximum insurable earnings (MIE) is outlined in the *Employment Insurance Act* and in the *2014 Actuarial Report on the Employment Insurance Premium Rate* (Ottawa: Canada Employment Insurance Financing Board, Chief Actuary, 2013), <http://www.osfi-bsif.gc.ca/Eng/Docs/EI2014.pdf>.

⁵⁷ Average weekly earnings (AWE) figures are published by Statistics Canada under the authority of the *Statistics Act*.

CHART 27

Annual Growth (%) in Average Weekly Regular Benefits, by Gender, 2007/08 to 2013/14



Note: Shading corresponds to a recessionary period.

Source: ESDC, Employment Insurance administrative data.

benefits for women spiked from \$358 in 2012/13 to \$382 in 2013/14, representing an increase of 6.7% (compared to an increase of 2.6% for that of men). Fourthly, a recent Employment Insurance legislative provision may have had a positive impact on the amount of average weekly regular benefits an EI claimant could obtain. Specifically, the new national Variable Best Weeks provision's (see section II.3.2) benefit rate calculation period was extended to 52 weeks prior to a claim for all regions in Canada—the benefit rate calculation was previously based on 52 weeks only in Best 14 week pilot regions (25 EI regions as of 2012/13), while it was based on 26 weeks in non-pilot regions (33 regions as of 2012/13). The additional numbers of weeks used in the VBW benefit rate calculation in non-pilot regions, from 2012/13 to 2013/14, allowed for a wider range of weeks that could have been pulled from to calculate an EI claimant's best weeks of earnings, which may have had an impact on the increases observed with average weekly benefits. It is expected that claimants will continue to become more familiar with the new VBW measures and of their requirements under the new provision as time progresses. Finally, better economic conditions,

including lower unemployment rates, which decreased to 7.0% in 2013/14 from 7.2% in 2012/13, could also have had a positive impact on the large increase in average weekly regular benefits.

The effective replacement rate, which is the actual proportion of earnings replaced by EI regular benefits, provides further insight into the level of support provided by EI benefits. The EI program is designed to replace 55% of insurable earnings prior to the qualifying period, up to the MIE threshold. However, it should be noted that since the introduction of the VBW provision on April, 7, 2013, claimants are able to choose 14 to 22 of their best weeks of insurable employment (depending on their regional rate of unemployment) to determine their average weekly benefit, which may have an impact on the overall replacement rate.

A study⁵⁸ based on the Employment Insurance Coverage Survey (EICS) and the Survey of Labour and Income Dynamics (SLID) found that, between 2001 and 2010, the average effective replacement rate was 48% and 50%, according to the EICS and the SLID, respectively. The study also found that 62% of regular

⁵⁸ Constantine Kapsalis, *Estimates of the Employment Insurance Replacement Rate* (Ottawa: Data Probe Economic Consulting Inc., 2011).

beneficiaries in 2009 and 2010 received regular benefits that equated to 55% of their previously insured employment earnings.

This study also found that, over a 10-year period (2001–2010), the proportion of beneficiaries receiving 55% of their prior earnings has declined consistently at an annual rate of 1.5 percentage points. This decline over time is explained by the fact that, for several years, average wage rates increased at a faster pace than the MIE. In fact, the MIE was frozen from 1996 to 2006, but it has increased every year since then.

3.1 Working While on Claim Provision

The purpose of the Working While on Claim (WWC) provision is to encourage work attachment by allowing claimants to accept all available work while receiving EI benefits. Under the *Employment Insurance Act*, the provision applies to regular, fishing, parental and compassionate care benefits. Claimants may earn the greater of 25% of their weekly EI benefit or \$50, without a reduction in their weekly benefit. Employment earnings above this threshold are deducted dollar for dollar from the claimant's weekly EI benefit. If a claimant's weekly benefit is reduced to zero, that week of entitlement may be deferred for later use within the same benefit period, which generally is one year from the start of the claim.

3.1.1 Working While on Claim Pilot Project

The WWC pilot project (Pilot Project No. 8) was first introduced in 23 EI Economic Regions on December 11, 2005 and ran until December 6, 2008, to test whether allowing beneficiaries to earn more income while claiming EI benefits would encourage them to accept all available work while receiving EI benefits. Under this WWC pilot, the amount EI claimants could earn while on claim, without a reduction in their benefits, was increased to the greater of \$75 or 40% of their weekly benefit. EI claimants not in the 23 EI Economic Regions continued to be subject to an allowable earnings threshold of \$50 or 25% of their weekly EI benefit based on the WWC provision in the *Employment Insurance Act*.

The pilot project was re-introduced (Pilot Project No. 12) on December 7, 2008 nationally in all EI economic regions and ran until August 6, 2011. Economic Action

Plan 2011 announced a new pilot (Pilot Project No. 17) under the same parameters of the previous pilot to assess the effectiveness of the pilot during a period of economic recovery and a full economic cycle.

This pilot began on August 7, 2011, and ran until August 4, 2012,

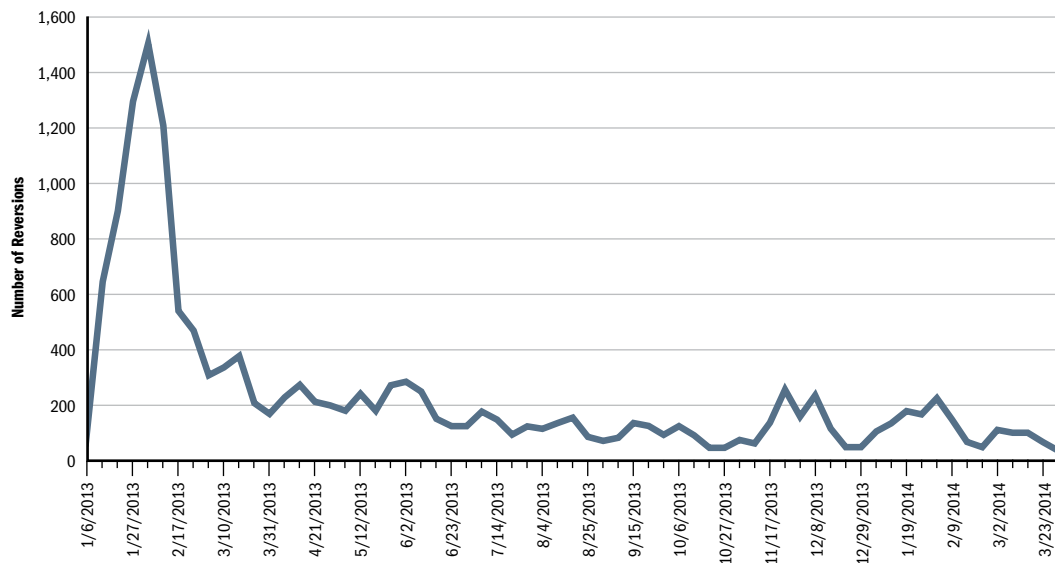
As part of the Economic Action Plan 2012, a new national WWC pilot project (Pilot Project No. 18) was introduced on August 5, 2012. This pilot is scheduled to conclude on August 1, 2015. Under this new WWC pilot project, a claimant's benefits are reduced by 50% of his or her earnings while on claim, starting with the first dollar earned, until the claimant's earnings reach 90% of the average weekly earnings used to establish his or her benefit rate. At that point, the claimant's benefits are reduced dollar for dollar until they reach zero, to ensure claimants do not receive more in earnings and benefits than they would have earned working full time.

After the new WWC pilot project began, some claimants indicated they could not find additional work beyond approximately one day per week and were experiencing difficulty transitioning to the new pilot rules. As a result, eligible EI claimants who had earnings between August 7, 2011, and August 4, 2012, and were covered by the provisions of the previous WWC pilot project (Pilot Project No. 17), have the option to revert to the rules of the previous WWC pilot project (which allowed them to earn the greater of \$75 or 40% of their weekly benefit without a reduction in their benefit). The option to revert was operational on January 6, 2013. As of March 31, 2014, a total of 11,740 claimants (or 3.6%) opted in, out of 324,890 who had the opportunity to revert. This represents a total of 15,296 claims that were reverted during this period. As shown in Chart 28, the number of claims that reverted peaked during the first month. Of all claims that reverted to the parameters of the previous WWC pilot (earnings allowance of \$75 or 40% of benefits) over 90% were located in Atlantic Canada and Quebec. Provincial percentage breakdown is: Newfoundland 11.1%, Nova Scotia 7.0%, New Brunswick 14.8%, Prince Edward Island 5.3%, Quebec 52.5%, Ontario 6.6%, Manitoba 0.5%, Saskatchewan 0.2%, Alberta 0.5%, and British Columbia 1.5%.⁵⁹

⁵⁹ The results from the territories have been suppressed due to the low number of reversions.

CHART 28

Number of Weekly WWC Reversions, Canada, Between Week of January 6, 2013 and Week of March 30, 2014



Source: ESDC, Employment Insurance administrative data.

3.1.2 Claims Utilizing Working While on Claim Provision⁶⁰

This section examines the Working While on Claim provision from the perspective of a complete claim for benefit. The analysis examines whether claims established in fiscal year 2012/13 took advantage of the WWC provision at least once, regardless of the amount of time worked during the claim. The extent or intensity to which claimants worked while on claim is analyzed in the next section.

EI administrative data indicate that among all EI claims established in 2012/13, a total of 721,830 involved at least one week worked while on claim, which represented 39% of all EI claims established that year. Almost all claimants who worked while on claim (715,170 claims or 99%) received regular benefits. The proportion of EI regular claims established in 2012/13 involving at least one week worked while on claim was 52%, while the proportion for non-regular claims was only 1%. As Table 10 shows, these proportions declined slightly in 2012/13. The decline in the proportion of claims involving work while on claim could be attributed to employers

utilizing fewer employees and, as such, some EI claimants are no longer being afforded the opportunity to work while on claim. For these individuals the loss of partial work weeks representing less than a day of work would not reduce Employment Insurance benefits but would result in a reduced level of total income (i.e. sum of employment income and EI benefits).

The proportion of claims with at least one week worked while on claims varies according to the age, the EI unemployment rate of the EI economic region and the province. Older workers (55 years and older) who established a regular claims in 2012/13 were less likely to have worked at least one week while on claim (40% in comparison to 55% for those who were less than 55 years old). In 2012/13, among EI economic regions with unemployment rates of 9.0% or lower, 49% of regular claimants worked while on claim, while among regions with unemployment rates between 9.1% and 13.0%, 57% of regular claimants worked while on claim. In comparison, for EI economic regions with an unemployment rate higher than 13.0%, 61% of regular claimants worked while on claim.

⁶⁰ Data and analysis on WWC statistics in section 3.1.2 relate to claims established in 2012/13 to ensure all claims were completed.

Moreover, among regular EI claims established in the Atlantic provinces in 2012/13, 61% involved working while on claim, as did 59% of EI claims established in Quebec. In the rest of Canada, 45% of EI claims established in 2012/13 involved working while on claim. This regional variability in the likelihood of working while on claim could be influenced by a number of factors, such as regional availability of work, seasonal work patterns, industry circumstances and familiarity with the provision. However, Table 11 shows there is no significant difference by gender: men and women took advantage of the WWC provision in nearly the same proportion.

For regular claims established in 2012/13 involving work while on claim, the average duration was 18.8 weeks of benefits paid (compared to 20.5 weeks for regular claims that did not include any work while on claim) (see Table 12). There was no large difference by age nor gender, but it varied significantly across provinces from a minimum of nearly 14.8 weeks in Alberta to a maximum of almost 25.5 weeks in Newfoundland and Labrador.

TABLE 10

Proportions of Claims Involving at Least a Week Worked While on Claim and Average Number of Weeks Worked While on Claim, by Year in Which the Claim Was Established

Type of Benefits		Claims Established in...				
		2008/09	2009/10	2010/11	2011/12	2012/13
Regular Benefits	Proportion of claims involving at least one week worked while on claim	55%	56%	56%	55%	52%
	Average number of weeks worked while on claim (excluding regular claims with no week worked while on claim)	13	13	13	14	12
Non-Regular Benefits (Fishing, Parental, Compassionate Care Benefits)	Proportion of claims involving at least one week worked while on claim	4%	8%	2%	2%	1%
	Average number of weeks worked while on claim (excluding non-regular claims with no week worked while on claim)	3	2	3	3	3

Source: ESDC, Employment Insurance administrative data.

TABLE 11

Proportions of Claims Involving at Least a Week Worked While on Claim and Average Number of Weeks Worked While on Claim, by Gender, for Regular Claims Established in 2012/13

	Male	Female
Number of Regular Claims Involving at Least One Week Worked While on Claim	418,190	296,980
Proportion of Regular Claims Involving at Least One Week Worked While on Claim	50%	54%
Average Number of Weeks Worked While on Claim (Excluding Regular Claims with no Week Worked While on Claim)	12	12

Source: ESDC, Employment Insurance administrative data.

TABLE 12

Average Duration of Benefits Paid and Average Entitlement, for Regular Claims Established in 2012/13

	Regular Claims Involving WWC	Regular Claims Not Involving WWC
Average Duration of Benefits Paid (Number of Weeks)	18.8	20.5
Average Entitlement (Number of Weeks)	32.7	31.8

Source: ESDC, Employment Insurance administrative data.

3.1.3 Weeks of Work While on Claim⁶¹

This section examines the Working While on Claim provision from the perspective of weeks. The analysis examines all benefits paid for fiscal year 2013/14 (Pilot Projects No. 17 and No. 18) and whether or not employment income was earned during a week in which a claimant received EI benefits, regardless of when the claim was established.

EI administrative data indicate that among all EI benefits weeks paid in 2013/14, 15% of weeks paid involved the claimant working while on claim. For regular claims, the proportion stood at 25% and was much higher than fishing, parental and compassionate care benefits. As Chart 29 shows, the proportion of weeks worked while on claim declined slightly for regular and fishing benefits while remaining stable for parental and compassionate care benefits.

Table 13 shows the proportion of weeks worked while on regular claim broken by socio-demographic characteristics. The proportion of claims utilizing the

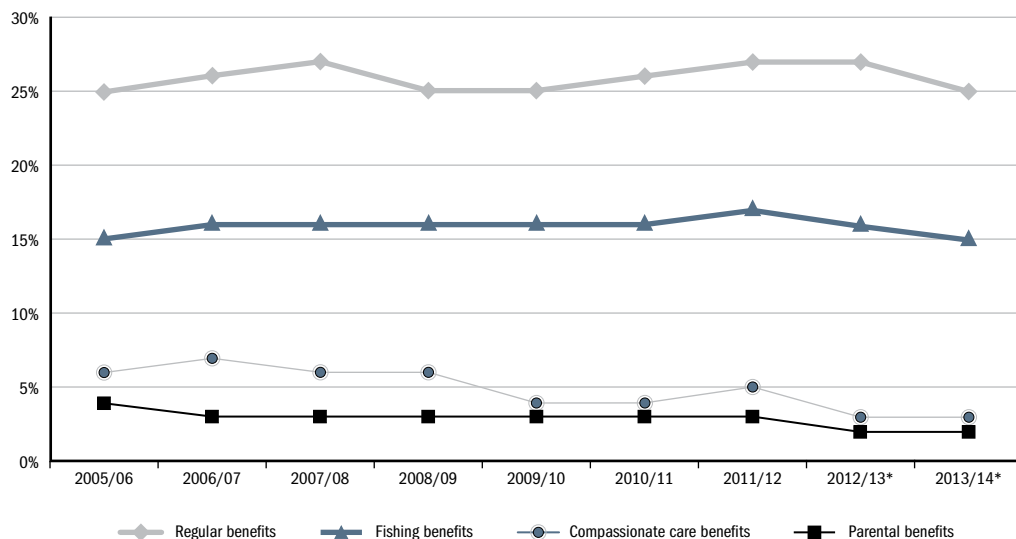
WWC provision is higher for women, age group of 45–54 years old, and in Quebec and Atlantic Canada.

The WWC rules have varied over the last three years and the following analysis compares results of these WWC pilot projects. Table 14 presents analysis of the weeks for which a claimant reported working while on claim. With the introduction of the current WWC pilot project (Pilot Project No. 18), there has been a modest decline in the proportion of weeks that took advantage of the WWC provision. More specifically, under the current pilot, 25% of weeks were worked while on regular claim between August 2012 and March 2014, in comparison to between 27% and 30% under the previous pilots (Pilot Projects No. 12 and No. 17).

The lower portion of Table 14 presents the distribution of weeks worked based on the earnings in relation to the claimants' weekly benefit rate. With the implementation of the current WWC pilot, there has been a shift in the distribution towards higher earnings. In other words, there has been an increase in the intensity of work

CHART 29

Proportion of Weeks Worked While on Claim, by Type of Benefits, 2005/06 to 2013/14^{1,2}



¹ Data are based on the weeks worked while on claim during this period, regardless of when the claim was established.

² Excludes weeks worked while on claim with missing earnings data, which represent less than 1% of the weeks.

* Exclude claims that reverted to Pilot Project No. 17.

Source: ESDC, Employment Insurance administrative data.

⁶¹ The analysis on weeks of work while on claim is based on a weekly compilation of claims involving weeks worked while on claim. Any given claim can have multiple weeks of work while on claim, with each week treated separately.

TABLE 13
Proportion of Weeks Worked While on Claim, by Gender, Age and Province of Residence, 2012/13 and 2013/14^{1,2,3}

	2012/13	2013/14
	Pilot Projets No. 17 and No. 18	Pilot Projets No. 18
Canada	27%	25%
Gender		
Men	25%	23%
Women	28%	27%
Age		
15 to 24 Years	24%	23%
25 to 44 Years	27%	25%
45 to 54 Years	32%	30%
55 to 64 Years	23%	21%
65 Years and Older	6%	4%
Province of Residence		
Newfoundland and Labrador	32%	28%
Prince Edward Island	32%	28%
Nova Scotia	32%	29%
New Brunswick	36%	33%
Quebec	35%	32%
Ontario	20%	18%
Manitoba	15%	14%
Saskatchewan	15%	13%
Alberta	15%	13%
British Columbia	23%	20%

¹ Data are based on the weeks worked while on claim during this period, regardless of when the claim was established.

² Excludes weeks worked while on claim with missing earnings data, which represent less than 1% of the weeks.

³ Exclude claims that reverted to Pilot Project No. 17.

Source: ESDC, Employment Insurance administrative data.

compared to the previous WWC pilot, implying that the average number of hours or days worked while on claim per week has increased. As shown in Table 14, the percentage of claimants with earnings greater than 40% of their weekly benefit rate (the allowable earnings threshold under the previous pilots) increased significantly, from 81.7% to 89.7%, between 2011/12 and 2013/14. The data suggest that, with an increase in work intensity, there could be an associated slight decline in the overall number of individuals working while on claim as well as the number of weeks worked while on claim. The decline in the proportion of claims involving work while on claim could be attributed to

employers utilizing fewer employees and, as such, some EI claimants are no longer being afforded the opportunity to work while on claim.

Chart 30 shows the distribution of weeks worked while on claim, in terms of earnings in relation to EI benefit rate, under the three different WWC regimes. In 2005, the legislated 25% earnings allowance was in force. In 2009, the first WWC pilot project (Pilot Project No. 12)—which increased the earnings allowance to 40%—was in force. And in 2013, the current WWC pilot project (Pilot Project No. 18)—which reduces EI benefits by 50% of earnings while the claimant is on claim—was in force.

The 25% and 40% earning allowances did not reduce EI benefits until claimants earned more than those thresholds, after which earnings were deducted from benefits dollar for dollar. This provided a strong incentive to work up to the threshold amount but no incentive to work beyond, as beyond a half-day's to one day's work, claimants would receive the same amount in combined EI benefits and earnings from working while on claim, no matter how many extra days they worked. Under the current pilot project, a claimant's combined EI benefits and earnings from working while on claim rise consistently for every hour of work he or she accepts.

Behavioural impacts of the incentives are suggested by the two distinct peaks in the 2005 and 2009 data, where claimants reached the respective thresholds. Chart 30 also illustrates the change in claimant behaviour under the current pilot project; there is now a smoother distribution of weeks worked while on claim, which demonstrates the consistent incentive to accept available work.

Another approach to examining work intensity is to compare, on an aggregate level, the employment income earned while on claim with the level of regular benefits paid. As shown in Table 15, earnings expressed as a percentage of total regular benefits paid to all claimants has increased since 2011 (46.2% to 52.7%), which suggests that the overall intensity of working while on claim has increased in recent years.

Other detailed statistical information on the Working While on Claim provision and pilot projects is available in Annex 2.16.

Future *Monitoring and Assessment Reports* will continue to assess the impact of the new Working While on Claim pilot project.

TABLE 14
Number and Proportions of Weeks Worked While on Claim, and Distribution of Earnings Relative to the Benefit Rate, 2012/12 to 2013/14^{1,2}

	2011/12	2012/13 ³		2013/14 ³
	April 2011– March 2012	April 2012– July 2012	Aug. 2012– March 2013	April 2013– March 2014
	Pilot Projects No. 12 or No. 17	Pilot Project No. 17	Pilot Project No. 18	Pilot Project No. 18
Weeks Worked While on Regular Claim	10,429,630	3,350,080	5,951,410	8,138,400
Proportion of Weeks Worked While on Regular Claim	27%	30%	25%	25%
Distribution of Working While on Regular Claim (Earnings as a Percentage of EI Benefit Rate) ⁴				
25% or less	7.0%	6.2%	5.5%	5.0%
26% to 40%	11.4%	9.6%	6.7%	5.3%
41% to 125%	20.5%	18.7%	22.2%	22.3%
126% to 140%	4.0%	3.9%	4.6%	5.0%
140% to 182%	16.9%	17.7%	18.6%	19.9%
More than 182%	40.3%	43.9%	42.3%	42.5%
Total	100.0%	100.0%	100.0%	100.0%

Note: Totals may not add up due to rounding.

¹ Data are based on the weeks worked while on regular claim during this period, regardless of when the regular claim was established.

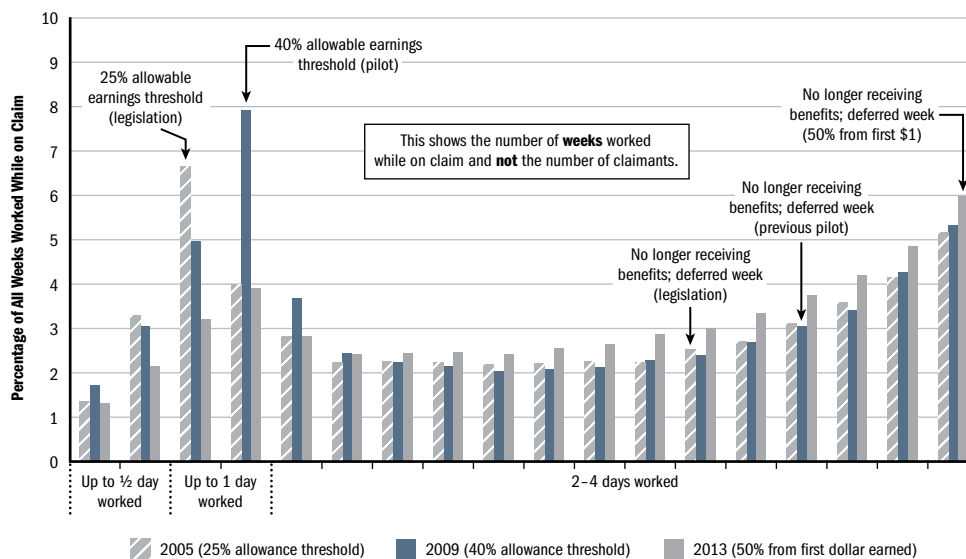
² Excludes weeks worked while on regular claim with missing earnings data, which represent less than 1% of the weeks.

³ Exclude regular claims that reverted to Pilot Project No. 17.

⁴ Percentages with decimals are rounded up or down. For example, if a claimant earned 25.3% of his or her EI benefit in a given week, that week would fall under the 25% or less category.

Source: ESDC, Employment Insurance Administrative Data.

CHART 30
Distribution of Weeks Worked Under Different Working While on Claim Regimes



Source: ESDC, Employment Insurance administrative data.

TABLE 15**Employment Income Earned While on Claim, Canada, 2007 to 2013**

Pilot Projects	2007	2008	2009	2010	2011	2012	2013
	No. 8	No. 8 and No. 12	No. 12	No. 12	No. 12 and No. 17	No. 17 and No. 18	No. 18
Employment Income Earned While on regular Claim (\$B)	3.85	3.86	4.91	5.79	5.65	5.38	5.20
Total regular Benefits Paid to all Claimant (\$B)	7.99	7.93	11.24	13.14	12.23	10.31	9.86
Ratio of Earnings to Regular Benefits	48.1%	48.7%	43.7%	44.0%	46.2%	52.2%	52.7%

Source: ESDC, Employment Insurance administrative data.

3.2 Variable Best Weeks Provision

Up until November 2005, EI benefits were calculated using earnings in the 26-week period before the establishment of a claim. During that period, weeks with relatively lower earnings (Small Weeks provision) could be excluded.⁶² The objective was to encourage individuals to accept all available work by excluding weeks of earnings below \$225⁶³ which could reduce the weekly benefit rate on a future EI claim.⁶⁴

In November 2005, the Best 14 (B14) Weeks pilot project effectively replaced the Small Weeks provision in 23 EI economic regions of high unemployment. In 2008, the B14 pilot project parameters were renewed successively and extended to 25 EI economic regions until April 6, 2013. This pilot project tested whether basing claimants' benefits on their 14 weeks of highest earnings in their qualifying period, which is generally 52 weeks preceding the EI claim, encouraged claimants to accept all available work.

In Budget 2012, the Government of Canada introduced a new method for calculating the weekly EI benefit rate. The new legislated Variable Best Weeks (VBW) approach came into effect on April 7, 2013 and was applied nationally to all EI economic regions and benefit types, except self-employed and claimants receiving fishing

benefits. The VBW provision makes the EI program more responsive to changes in local labour markets and ensures that those living in similar labour market conditions are treated in a similar way.

Under the VBW provision, the weekly EI benefit rate is calculated based on an individual's highest (best) weeks of insurable earnings during the qualifying period (generally the 52 week period preceding the claim). The number of weeks used to calculate the weekly EI benefit rate ranges from 14 to 22, depending on the monthly EI regional unemployment rate,⁶⁵ as illustrated in Table 16. The following analysis is based on regular claims established in fiscal year 2013/14.⁶⁶

⁶² The Small Weeks provision was tested through multiple pilot projects from 1997 to 2001. In November 2001, Small Weeks was made into a permanent provision.

⁶³ From 2001 to 2003 individuals could exclude weeks of earnings below \$150, while from 2003 to 2013 the \$225 threshold was used.

⁶⁴ Further information on previous benefit rate calculation (i.e. minimum divisor provision, small weeks provision and best 14 weeks) can be found in previous *Monitoring and Assessment Report*.

⁶⁵ The EI monthly regional unemployment rates are based on a rolling average of Statistics Canada's Labour Force Survey unemployment rates for the previous three months.

⁶⁶ This analysis only uses those claims established between April 7, 2013 and March 31, 2014.

TABLE 16
Number of Variable Best Weeks
Calculation Rates

Regional Rate of Unemployment	Required Weeks
6% or Less	22
6.1% to 7%	21
7.1% to 8%	20
8.1% to 9%	19
9.1% to 10%	18
10.1% to 11%	17
11.1% to 12%	16
12.1% to 13%	15
13.1% or More	14

Source: ESDC, Employment Insurance administrative data.

3.2.1 Former Best 14 Pilot Project Employment Insurance Economic Regions

Regular claims initiated in the 25 former B14 pilot regions represented 37% of all regular claims initiated in Canada in 2013/14. The number of weeks used to calculate benefit rates now vary from 14 to 22 weeks under the VBW provision compared to 14 weeks under the B14 pilot project. Of the 25 former B14 pilot project regions, 16 regions experienced an increase in the number of best weeks required; four regions experienced an increase of one to two weeks, four regions had an increase of three to five weeks and eight regions experienced an increase of six weeks or more.⁶⁷ However, nine regions were not affected by the VBW provision as the number of weeks used to calculate the benefit rate remained at 14 due to the fact that the regional unemployment rate remained at or above 13.1%.

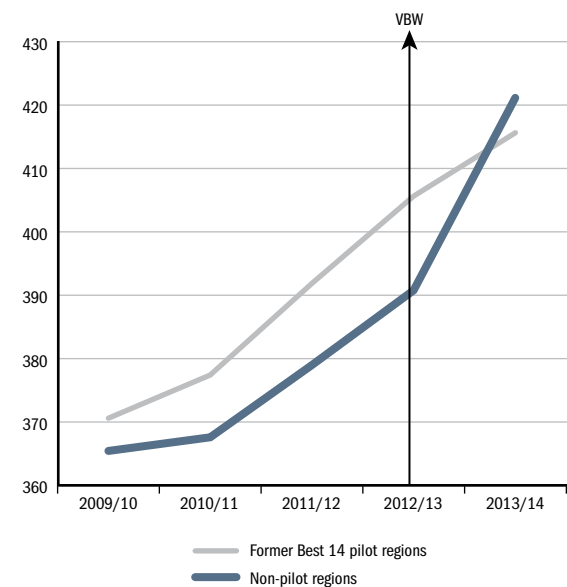
A key metric to assess the impact of the VBW provision is the average weekly benefit rate per claim. The average weekly benefit rate of former B14 pilot regions continued to rise in 2013/14, and converged with that of non-pilot regions, consistent with the objective of enhancing fairness in calculating the benefit rate under the VBW provision (Chart 31). In 2013/14, in former B14 pilot regions, the weekly

benefit per claim increased marginally (\$10 or 2.4%) to \$416. This growth in the average benefit rate in former B14 pilot regions is consistent with the growth in the MIE in 2014 (2.6%), suggesting the impacts of changing from B14 to VBW were minimal in these regions.

Preliminary analysis suggests that the negative impacts associated with changing from B14 to VBW were limited. Of those claimants who were negatively impacted, the weekly EI benefit rate in pilot regions under the B14 rate calculation are estimated to have been approximately \$15 higher (or 4%) than what they received under the VBW benefit rate.

As expected, the average weekly benefit per claim grew more significantly (\$31 or 7.8%) to \$421 in former non-pilot regions, and now exceeds that of former B14 pilot regions. This is mainly due to the fact that claimants in former non-pilot regions are now able to use best weeks from the 52 weeks preceding the claim to calculate their benefit rate, whereas before the VBW provision came into effect their benefit rate was

CHART 31
Average Weekly Benefit, 2009/10 to 2013/14



Source: ESDC, Employment Insurance administrative data.

⁶⁷ The calculation for the number of former B14 weeks that experienced an increase in the number of best weeks required was based on a weighted average of the monthly unemployment rate from April 2013 to March 2014.

determined by dividing insurable earnings accumulated during the 26-week period before the establishment of the claim by the greater of the number of weeks the claimant worked in this period or the minimum divisor.

As shown in Table 17, when former B14 pilot regions are broken down by the change in the number of best weeks, very little difference is present between the groupings. For the most part, regions experiencing a change in best weeks saw a change in benefit rate from 2012/13 to 2013/14 that was equal to or less than the 2.6% growth in the MIE. Out of all 25 former pilot regions, Trois-Rivières (-\$1) and Nunavut (-\$2) were the only regions where the average weekly benefit per claim declined. Under the VBW provision, Trois-Rivières went from B14 to a best 19 region, while Nunavut remained as a best 14 region. The decrease in the benefit rate for Nunavut was mainly driven by an increase in the share of regular claims established by women. From 2012/13 to 2013/14, their share increased by 5.0 percentage points (from 29% to 34%). Women have historically had a lower benefit rate than men, indicating that an increase in the proportion of women establishing a regular claim in Nunavut would lower the average weekly benefit rate.

The introduction of the VBW provision has not resulted in a significant change in insurable hours of work accumulated before the termination of employment.

Indeed, claimants in former B14 pilot regions have worked on average 1,279 hours in 2013/14 which represented an increase of only 13 hours (or 1.0%) compared to 2012/13 (see Table 17). This is a result of the fact that the majority of claimants (greater than 90%) qualify for EI with more than 700 insurable hours, indicating that the majority of individuals have substantial insurable employment prior to the introduction of the VBW provision.

Future *Monitoring and Assessment Reports* will continue to analyze the impact of VBWs on claimants.

3.3 Benefit Repayment Provision

Claimants of regular or fishing benefits whose net income⁶⁸ exceeded \$57,375⁶⁹ in 2012 are required to repay 30% of the lesser of their net income above the threshold⁷⁰ or 30% of regular and fishing benefits received in the taxation year. Claimants who received less than one week of regular or fishing benefits in the preceding 10 taxation years are exempt from this rule.

For the 2012 taxation year,⁷¹ 168,338 claimants of regular or fishing benefits repaid \$205.1 million. It is estimated that 12.4% of EI regular or fishing claimants repaid a portion of their EI benefits received in 2012 (see Table 18). Among provinces, Alberta had the highest percentage of EI claimants

TABLE 17
Insurable Hours and EI Benefit Rate for Former Best 14 Pilot Regions

Change in Best Weeks	Insurable Hours				EI Benefit Rate			
	2012/13	2013/14	Change		2012/13	2013/14	Change	
			(Hrs)	(%)			(\$)	(%)
Zero Weeks (9 Regions)	1,147	1,175	28	2.4	401	417	16	4.0
One to Two Weeks (4 Regions)	1,286	1,289	3	0.2	408	418	11	2.6
Three to Five Weeks (8 Regions)	1,316	1,320	4	0.3	407	412	5	1.4
Six Weeks or More (4 Regions)	1,410	1,435	25	1.8	416	423	8	1.9
All Pilot Regions	1,266	1,279	13	1.0	406	416	10	2.4

Source: ESDC, Employment Insurance administrative data.

⁶⁸ The amount that is repaid is based on "net income before adjustments" from line 234 of the T1 General Income Tax and Benefit Return.

⁶⁹ The \$57,375 Benefit Repayment Provision threshold for 2012 is based on the maximum annual insurable earnings amount in 2012 (\$45,900) multiplied by 1.25.

⁷⁰ See Annex 2.17 for further details on the benefit repayment provision.

⁷¹ As benefit repayments are administered through the tax system, the most recent data available are for the 2012 taxation year.

TABLE 18
Number and Percentage of EI Claimants Who Repaid a Portion of Their Regular or Fishing Benefits, 2012

	Regular or Fishing Claimants Who Repaid in 2012	Estimated Number of Regular Claimants in 2012/13	% of Regular or Fishing Claimants Who Repaid in 2012
Province/Territory			
Newfoundland and Labrador	11,799	62,150	19.0%
Prince Edward Island	1,358	16,870	8.0%
Nova Scotia	7,712	61,810	12.5%
New Brunswick	6,488	73,130	8.9%
Quebec	47,748	435,600	11.0%
Ontario	42,376	403,320	10.5%
Manitoba	2,913	37,740	7.7%
Saskatchewan	4,621	27,880	16.6%
Alberta	23,918	82,880	28.9%
British Columbia	18,569	146,840	12.6%
Nunavut	143	900	15.9%
Northwest Territories	317	1,590	19.9%
Yukon	306	2,080	14.7%
Gender			
Male	150,102	811,560	18.5%
Female	18,236	541,230	3.4%
Age			
15 to 24 Years (Youth)	6,629	138,510	4.8%
25 to 44 Years	72,133	593,300	12.2%
45 to 54 Years	45,694	338,420	13.5%
55 Years and Older (Older Workers)	43,882	282,560	15.5%
Canada	168,338	1,352,790	12.4%

Note: Provincial figures for "Claimants who Repaid" do not add up to the total since 56 claimants were classified under foreign services and 14 claimants were classified as non-residents.

Source: ESDC, Employment Insurance administrative data.

who repaid a portion of their EI benefits (28.9%), followed by Northwest Territories (19.9%) and Newfoundland and Labrador (19.0%).

Among gender, 18.5% of male regular or fishing claimants were subject to repayment, compared to 3.4% of female EI claimants; moreover, men continued to comprise the vast majority of EI claimants who repaid EI benefits. Men accounted for 89.2% of the total number of EI claimants who repaid in 2012, a share that has remained stable for over a decade. Statistics by age category indicate that older workers (55 and older) were more likely to repay EI benefits (15.5%) in 2012 while youth (15–24) were least likely to repay (4.8%).

Differences in frequency of benefit repayment between genders and among age groups reflect differences in pre-claim earnings among members of these groups and their likelihood to repay EI benefits. For example, based on the latest available statistics, in 2011, younger workers (under 25) had a total income of \$8,300, compared to \$48,500 for core-aged workers (25–54) and \$38,500 for older workers (55 and older).⁷² As a result, it is more likely that workers older than 25 will exceed the net income threshold (\$55,250 in 2011 and \$57,375 in 2012) necessary to be subject to repay benefits under the Benefit Repayment Provision, while the opposite effect is true for youth.

⁷² Statistics Canada, Labour Force Survey.

On average, EI claimants subject to the benefit repayment provision repaid \$1,218 in 2012; the amount repaid has increased for two consecutive years, is slightly higher than the amount repaid in 2011 (\$1,206), and is higher than the average over the past decade (\$1,061). EI claimants who repaid a portion of their benefits received \$5,101 in EI benefits⁷³ in 2012, on average, slightly higher than the amount in 2011 (\$5,093). In 2012, EI claimants who repaid a portion of their benefits were on claim for an average of 11.5 weeks, slightly lower than the previous year (11.8 weeks). However, EI claimants who repaid EI benefits in 2012 were on an EI claim for a shorter duration (11.5 weeks) compared to the overall population of EI regular claimants (19.6 weeks) in 2012/13. This suggests that high-earning EI claimants generally have a lesser dependence on EI benefits, and are on EI benefits for shorter periods compared to their lower-earning counterparts.

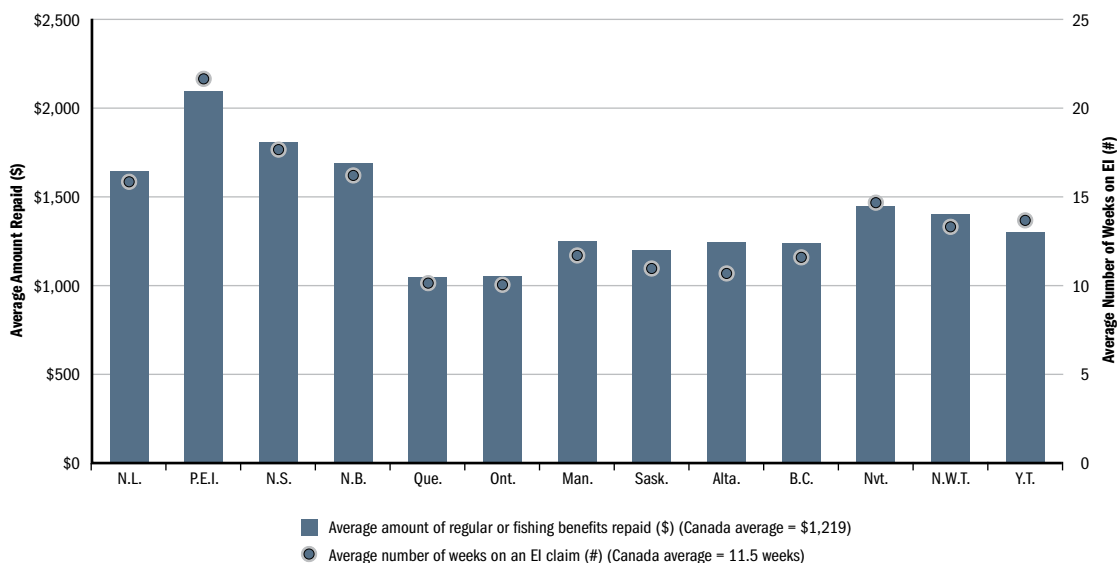
Among those who repaid EI benefits in 2012, men repaid the highest amounts (\$1,240) and were on an EI claim for the longest duration (11.6 weeks).

Across age groups, older workers (55 and older) repaid the highest amounts (\$1,240) and were on an EI claim for the longest duration (14.5 weeks).

In 2012, the average EI claimant in the Atlantic provinces repaid the largest amounts of EI benefits, most notably in Prince Edward Island (\$2,103) and Nova Scotia (\$1,808); these amounts were much higher than the national average (\$1,219) (see Chart 32). In addition, EI claimants from the Atlantic provinces who were subject to repayment were on an EI claim for longer durations, most notably in Prince Edward Island (21.7 weeks) and Nova Scotia (17.7 weeks). The data suggests that among EI claimants who were subject to the benefit repayment provision, a direct correlation exists between weeks on EI and benefits repaid; this is due to the fact that longer durations on EI result in higher amounts of EI received (e.g. the Atlantic provinces), a portion of which must be subsequently repaid. The longer duration of EI claims in the Atlantic provinces could be partially attributed to higher unemployment rates and an abundance of seasonal work.

CHART 32

Average Amount of Regular or Fishing Benefits Repaid and Average Number of Weeks on EI Among Repayment Population, 2012



Source: ESDC, Employment Insurance administrative data.

⁷³ For the purposes of this analysis, the EI benefits received could include any type of EI benefit, including regular, fishing and special benefits. However, the amount repaid can only be taken from claimants' regular or fishing benefits received, or personal net income.

4. Entitlement to Employment Insurance Regular Benefits

In 2013/14, the average entitlement to regular benefits decreased from 32.2 weeks in 2012/13 to 31.7 weeks in 2013/14 (Table 19).

Regular benefit claimants have on average consistently used between 58% and 63% of their entitlement since 2002/03. This suggests that, despite changes in Canada's economic performance, the program has responded well to the needs of unemployed workers. After remaining almost unchanged for years, the proportion of entitlement used for claims established in 2010/11 increased by 4.1 percentage points, from 58.1% in 2009/10 to 62.2%. This recent increase is the result of sustained usage levels combined with the recent drop in entitlement levels to 31.7 weeks in 2013/14, as previously discussed. The increase in proportion of regular benefits used could be attributable to the end of the additional 5 weeks of benefits

which ended on September 15, 2012. In 2012/13, the proportion of entitlement usage increased by 0.9 percentage points from 62.2% to 63.1%.

As in previous periods, the average percentage of EI benefit entitlement used for regular claims established in 2012/13 was highest in the Atlantic provinces, ranging from 65.5% in New Brunswick to 70.3% in Prince Edward Island. Among provinces, claimants in Saskatchewan used the lowest (57.1%) proportion of their maximum entitlement to regular benefits. The entitlement usage in British Columbia (64.4%), Ontario (62.8%) and Quebec (62.2%) was close to the national average of 63.1% in 2012/13.

Historically, women and men have used a similar proportion of their maximum regular EI entitlement. That was also the case for claims established in 2012/13, as men used an average of 62.9% of their entitlement while women used an average of 63.5%.

Older workers (aged 55 and older) tend to use more of the regular benefits to which they are entitled. This is due, in part, to the fact that it takes more time for older workers to find a new job, on average, than it does for members of other age groups. In 2012/13, older workers continued to use the highest percentage of their regular benefit entitlement, at 70.2%, compared with 59.1% for youth (aged 15 to 24), 60.6% for claimants aged 25 to 44, and 63.3% for those aged 45 to 54 (see Table 15). In comparison to the previous year, usage among core-aged workers (aged 25 to 44), older workers and those aged 45 to 54 years increased slightly by 0.7, 1.0 and 1.4 percentage points, respectively. EI benefit entitlement used for regular claims established declined by 0.6 percentage points among the youth. In 2013/14, as illustrated in Table 20, long-tenured workers tended to use less of their entitlement than occasional and, especially, frequent claimants.⁷⁴ For claims established in 2012/13, long-tenured claimants used 53.3% of their entitlement, while occasional claimants used 62.7% and frequent claimants used 73.9%. Additionally, long-tenured claimants used an average duration of 18.3 weeks while occasional and frequent claimants used 19.1 and 22.2 weeks, respectively. Furthermore, as shown in Table 20, long-tenured claimants used

TABLE 19
Regular Benefit Entitlement and Proportion Used, 2002/03 to 2013/14

Year	Average Regular Entitlement (Weeks)	Proportion of Average Regular Entitlement Used (%)	Unemployment Rate
2002/03	32.6	61.3%	7.5%
2003/04	32.8	60.9%	7.5%
2004/05	33.3	59.8%	7.1%
2005/06	32.9	59.7%	6.6%
2006/07	32.5	59.7%	6.3%
2007/08	31.8	60.6%	6.0%
2008/09	36.5	59.7%	6.6%
2009/10	42.8	58.1%	8.3%
2010/11	36.0	62.1%	7.9%
2011/12	33.0	62.2%	7.4%
2012/13	32.2	63.1%	7.2%
2013/14	31.7	N/A	7.0%

Source: ESDC, Employment Insurance administrative data.

⁷⁴ Note that the definitions of long-tenured workers, occasional claimants and frequent claimants differ from those used in previous years. The analysis reflects the new definitions. Please refer to section II.1.5 for further information on the new claimant category definitions.

34.7 of their entitlement weeks, both occasional and frequent claimants used lower than that (31.1 and 30.4 weeks, respectively). In comparison to the previous year, usage among long-tenured workers increased by 0.7 percentage points, while it declined among occasional claimants by 0.2 percentage points and increased for frequent claimants by 2 percentage points.

Compared with non-seasonal claimants, seasonal claimants tend to use less of their entitlement. As shown in Table 20, in 2012/13, seasonal workers used 60.8% of the benefits to which they were entitled, while non-seasonal claimants used 64.1%. An evaluation study⁷⁵ found that seasonal claimants used, on average, 55.4% of their regular entitlement for claims

TABLE 20
Regular Benefit Entitlement and Proportion Used, 2012/13

	Average Regular Entitlement	Average Duration ¹	Proportion of Average Regular Entitlement Used
	(Weeks)	(Weeks)	(%)
Total	31.7	19.6	63.1
Gender	32.3		63.1
Male	30.8	19.7	62.9
Female	31.7	19.6	63.5
Age			
Under 25 Years	30.7	17.6	59.1
25 to 44 Years	31.9	18.9	60.6
45 to 54 Years	32.3	20.1	63.3
55 Years and Older	31.1	21.6	70.2
Province/Territory			
Newfoundland and Labrador	37.4	26.1	68.1
Prince Edward Island	33.5	23.3	70.3
Nova Scotia	34	23.9	69.4
New Brunswick	36.5	23.5	65.5
Quebec	31	18.4	62.2
Ontario	31.5	19.8	62.8
Manitoba	29.6	17.6	60.7
Saskatchewan	32.4	18.1	57.1
Alberta	29.1	16	58.5
British Columbia	30.2	18.8	64.4
Nunavut	41.6	28.2	68.1
Northwest Territories	41.9	26.2	61.5
Yukon	41.6	N/A	58.3
EI Claimant Category			
Long-Tenured Workers	34.7	18.3	53.3
Occasional Claimants	31.1	19.1	62.7
Frequent Claimants	30.4	22.2	73.9
Seasonality			
Regular Seasonal Claimants	30.6	18.1	60.8
Non-Seasonal Claimants	32.3	20.3	64.1

¹ Data on duration of regular benefits are presented up to 2012/13, to ensure all claims were completed.

Source: ESDC, Employment Insurance administrative data.

⁷⁵ HRDSC, *An Evaluation Overview of Seasonal Employment: Update* (Ottawa: HRDSC, Evaluation Services, 2009).

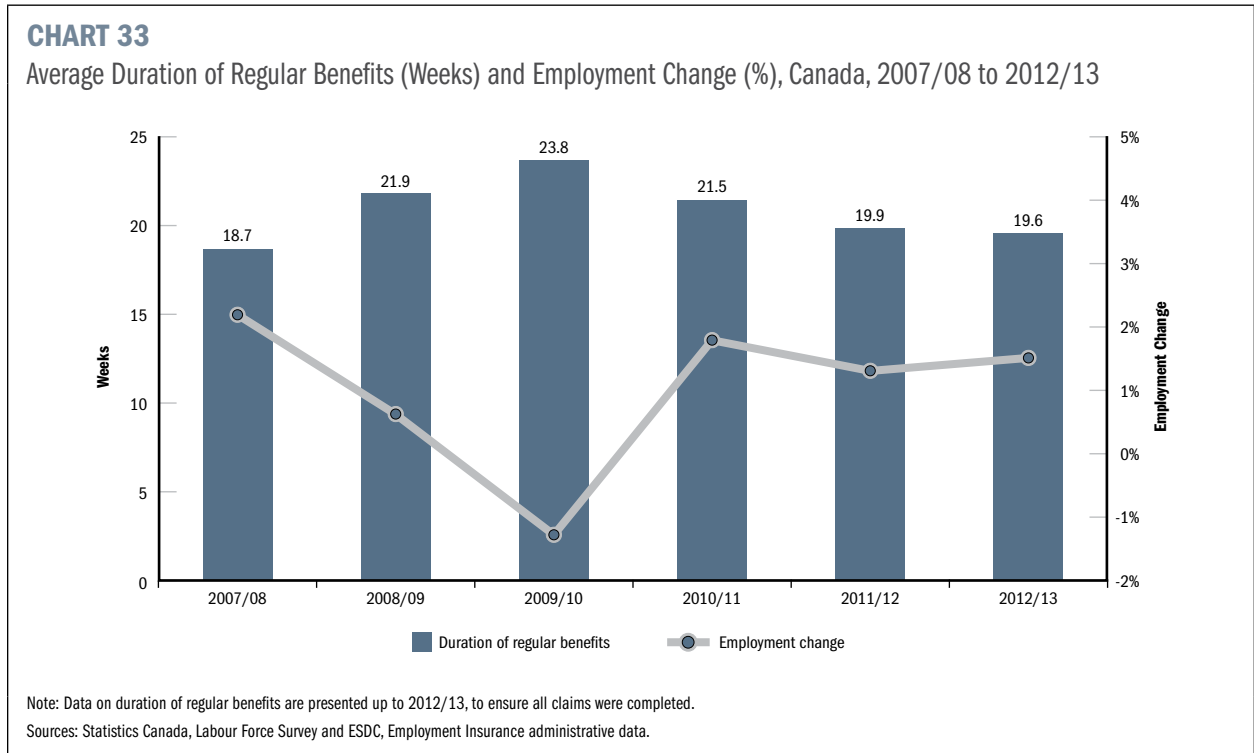
established in 2009/10 and 56.6% for claims established in 2008/09. In comparison, regular claimants used 58.1% of their entitlement for claims established in 2009/10 and 59.7% for claims established in 2008/09.

5. Duration of Employment Insurance Regular Benefits

On average, regular claimants who established a claim in 2012/13 received 19.6 weeks of regular benefits, a slight decrease of 0.3 weeks from an average of 19.9 weeks in 2011/12 (Chart 33). This is the third consecutive year of decreases in the average duration of regular claims after two years of increases, thus reflecting the reduced availability of weeks due to the automatic adjustment of the program. It also aligns with the continuous improvement in the labour market; Canada has seen three consecutive years of employment increases, with a net gain of 205,000 employments (+1.2%) in 2013/14, 262,500 (+1.5%) in 2012/13 and 219,400 employments (+1.3%) in 2011/12.

An evaluation study⁷⁶ suggested that the effect of the program’s automatic adjustments to regular entitlement, combined with the Extension of EI Regular Benefits temporary measure, led to an increase of 2.1 weeks in the average duration of claims established between March 2008 and September 2010.

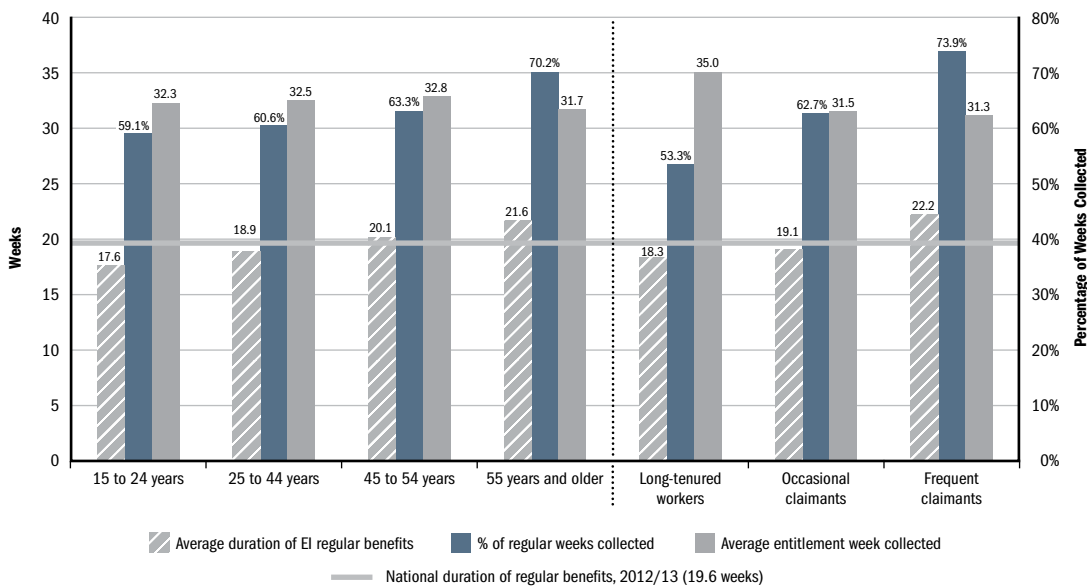
The average duration of EI regular benefits declined for all age groups in 2012/13 compared to the previous year. As noted earlier, older workers (55 and older) tend to collect EI regular benefits for longer periods than members of other age groups. For claims established in 2012/13, older workers received an average of 21.6 weeks of regular benefits, a decrease of 0.4 weeks from 2011/12 but still 2 weeks higher than the national average. In contrast, similar to the national average in 2012/13, youth received 17.6 weeks of regular benefits, a decrease of 0.7 weeks from 2011/12. Those aged 25 to 44 years old received 18.9 weeks on average, while those aged 45 to 54 years old received an average of 20.1 weeks of EI regular benefits identical to the previous year (Chart 34).



⁷⁶ ESDC, *Extended Duration of Employment Insurance Regular Benefits: Second Evaluation Study Update* (Ottawa: ESDC, Evaluation Directorate, 2012). The evaluation excludes claimants subject to the Extension of Benefits for Long-Tenured Workers temporary measure.

CHART 34

Average Duration, Entitlement and Percentage of EI Regular Benefits, by Age and EI Claimant Category, 2012/13



Note: Data on duration of regular benefits are presented up to 2012/13, to ensure all claims were completed.
Source: ESDC, Employment Insurance administrative data.

The average duration of EI regular benefits also declined for all EI claimant categories in 2012/13, witnessing a decrease of 0.3 percentage points from the previous year. Long-tenured workers who claimed regular benefits in 2012/13 received an average of 18.3 weeks of regular benefits, and 1.3 week less than the national average in 2012/13. Frequent claimants received 22.2 weeks on average, a decrease of 0.6 from 22.8 weeks in 2011/12, and 2.6 weeks more than the national average. Occasional claimants received an average of 19.1 weeks, a decrease of 0.3 week from 2011/12 and 0.5 week below the national average.

As illustrated in Chart 34, the average entitlement weeks collected for all age groups fluctuated between 31 and 32 weeks, with those aged 45 to 54 years collecting the highest entitlement weeks (32.8). Subsequently, long-tenured workers collected the highest entitlement weeks. Older workers (55 and older) and frequent claimants collected the highest percentage of regular weeks collected.

6. Exhaustion of Employment Insurance Regular Benefits

The aim of monitoring exhaustees is to determine whether EI provides adequate temporary income support to those looking for suitable employment. Up to 2012, analysis regarding exhaustion of regular benefits contained in the *Monitoring and Assessment Report* was based on claimants who used all the regular weeks to which they were entitled.

As of the 2012/13 report, analysis of regular benefits exhaustion has been expanded to also consider claims for which the benefit period ends before all potential regular benefit weeks of entitlement are paid.⁷⁷ As a result, two distinct groups of exhaustees are scrutinized—claims for which all eligible regular weeks are paid (entitlement exhaustees) and claims that reach the final week of the benefit period before all eligible regular benefits are paid (benefit period exhaustees).

In addition, the analysis of regular benefits exhaustion takes into consideration claimants who requalify for a new EI claim following the exhaustion of their claim.⁷⁸

⁷⁷ For most EI claimants, the benefit period is 52 weeks, but under certain circumstances, it can be extended.

⁷⁸ Claimants establishing a new claim within 4 weeks of exhausting a prior EI claim are deemed re-qualifiers.

These claimants experience a relatively short, if any, interruption in EI benefits. Information on these claimants is presented as requalification rates.

Analysis of exhaustees is based on regular claims completed in 2013/14, which facilitates more timely analysis and reporting of exhaustion rates. In reports prior to 2012/13, analysis of exhaustees was based on claims that were established in a specific year, and in order to utilize mature data the results were reported considerably later in relation to the reference period.

6.1 Entitlement Exhaustion of Employment Insurance Regular Benefits

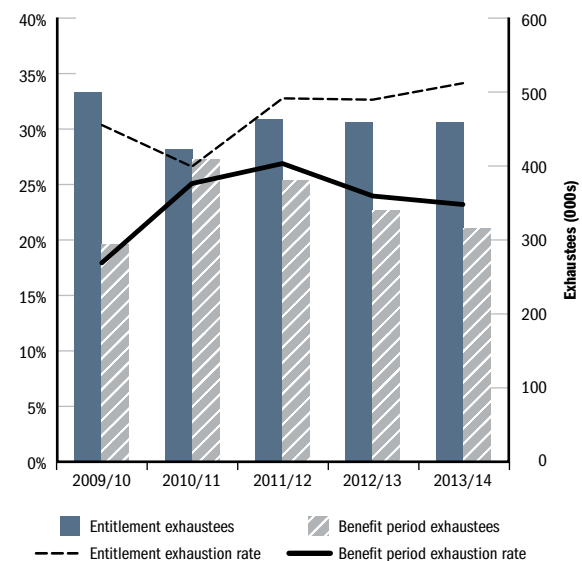
Of all regular claims completed in 2013/14, approximately one third (34.3% or 462,000) of claimants exhausted their entitlement to regular benefits. This represents a slight increase of 1.6 percentage points compared to 2012/13 (32.6%) and 1.4 percentage points compared to 2011/12 (32.9%), but an increase of 7.5 percentage points compared to 2010/11 (26.8%). The lower rate of exhaustion for claims completed in 2010/11 is attributable to two factors: longer entitlement resulting from automatic adjustments to entitlement levels, linked to higher unemployment rates during the recession and subsequent recovery; and the EI temporary measures extending regular benefits introduced under the Economic Action Plan.⁷⁹

As depicted in Chart 35, the volume of regular claimants that exhausted their entitlement has remained relatively stable over the past three years, ranging between 458,000 and 462,000 from 2011/12 to 2013/14. It is important to note that the increase in the entitlement exhaustion rate from 2012/13 to 2013/14 can be attributed to a slight increase in the number of entitlement exhaustees (numerator), and more significantly, to a decrease in the number of regular claims (denominator).

Of claimants exhausting their EI regular entitlement in 2013/14, those able to establish a subsequent claim accounted for 9.0%. This proportion has increased every year since 2009/10 when 5.2% of entitlement exhaustees re-qualified for a new claim. If re-qualifiers are removed from the equation, then the proportion of regular claimants who exhausted their entitlement and were unable to establish a new claim decreases to 31.2%

CHART 35

Exhaustion Rate and Exhaustees, 2009/10 to 2013/14



Source: ESDC, Employment Insurance administrative data.

(referred to as an adjusted entitlement exhaustion rate), which is less than the 34.3% of pure entitlement exhaustees mentioned previously. The majority of the analysis that ensues is based on the pure number of entitlement exhaustees.

6.1.1 Entitlement Exhaustion by Demographics

As the national entitlement exhaustion rate increased slightly in 2013/14, it varied among provinces and the different demographic groups. Entitlement exhaustion rates generally increased in the Atlantic provinces and Quebec while they decreased in Ontario and the Western provinces. Prince Edward Island exhibited the highest entitlement exhaustion rate (45.1%) while the Yukon exhibited the lowest rate (17.4%). Table 21 presents entitlement exhaustion rates by various demographic groups for 2013/14. The Atlantic provinces and Quebec also exhibited the highest requalification rates with Newfoundland and Labrador at 23.2% and Prince Edward Island at 19.0%, while requalification rates were 6.2% or lower in Ontario and Western provinces.

⁷⁹ Refer to the 2012 *EI Monitoring and Assessment Report* for analysis of Economic Action Plan measures.

The Extended EI Benefits pilot project, concluded on September 15, 2012. As claims established prior to this date were still eligible for extended benefits, entitlement exhaustion rates in 2013/14 still were influenced by that pilot project. More precisely, almost 50% of completed claims in the pilot regions were established before September 15, 2012. Refer to chapter 2, subsection 7.1 of section II of the *2012/13 EI Monitoring and Assessment Report* for further analysis of the Extended EI Benefit pilot project.

Men have lower entitlement exhaustion rates than women, because women, on average, accumulate fewer insurable hours and as a result have shorter regular benefit entitlements. Claimants aged 55 and older tend to have the highest entitlement exhaustion rate, which is likely attributable to the challenges they face in securing new employment following a job loss.

The likelihood of entitlement exhaustion varies for different categories of EI claimants. For instance, frequent claimants had an exhaustion rate of

TABLE 21
Exhaustion Rates by Demographics Groups, 2011/12 to 2013/14 (%)

Demographics	Entitlement Exhaustion Rate			Benefit Period Exhaustion Rate		
	2011/12	2012/13	2013/14	2011/12	2012/13	2013/14
Province/Territory						
Newfoundland and Labrador	26.0	26.9	33.2	45.7	43.4	39.4
Prince Edward Island	31.3	34.7	45.1	33.0	31.8	28.0
Nova Scotia	32.1	32.9	39.5	31.5	30.2	28.0
New Brunswick	28.3	26.5	29.5	40.7	41.0	37.8
Quebec	30.0	30.7	33.2	30.3	27.8	25.8
Ontario	36.1	35.2	35.2	22.7	17.9	18.9
Manitoba	32.5	32.1	31.4	19.3	17.5	19.4
Saskatchewan	28.5	26.9	26.7	20.6	19.0	21.2
Alberta	36.0	33.2	31.4	16.3	13.2	14.2
British Columbia	37.7	37.4	38.3	20.6	18.3	18.1
Nunavut	30.9	35.6	39.2	33.3	25.8	21.1
Northwest Territories	27.2	34.3	27.3	29.7	29.7	29.0
Yukon	12.2	15.0	17.4	29.4	31.1	25.0
Gender						
Male	31.1	30.4	32.7	28.3	26.1	25.2
Female	35.6	35.9	36.7	24.9	21.1	20.5
Age						
Under 25 Years	30.9	31.4	32.5	18.6	19.0	18.0
25 to 44 Years	31.6	30.9	32.2	23.6	21.6	21.1
45 to 54 Years	31.1	31.3	32.7	32.4	27.6	26.8
55 Years or Older	39.5	38.7	41.2	33.2	28.0	26.5
EI Claimant Type						
Long-Tenured Worker	29.8	27.4	28.1	27.9	19.7	20.4
Occasional Claimants	35.6	35.4	35.4	20.4	19.6	19.6
Frequent Claimants	29.4	31.8	37.3	40.0	39.5	34.5
Seasonality						
Seasonal	21.0	22.0	25.8	38.8	37.2	36.1
Non-Seasonal	37.5	37.1	38.1	22.5	18.7	17.6
Total (Canada)	32.9	32.6	34.3	27.0	24.1	23.3

Source: ESDC, Employment Insurance administrative data.

37.3% in 2013/14, which represents an increase of 5.5 percentage points over 2012/13. Also, just over one-fifth of these claimants were able to re-qualify for a new EI claim. Comparatively, entitlement exhaustion rates of occasional claimants remained stable at 35.4%, while for long-tenured workers, it increased slightly to 28.1%.

6.1.2 Entitlement Exhaustion by the Variable Entrance Requirement

Entitlement exhaustion rates are negatively correlated with regular benefits entitlement, which is a function of both the number of insurable hours accumulated and the regional unemployment rate.⁸⁰

As illustrated in Table 22, in 2013/14, entitlement exhaustion rates decreased significantly as the number of accumulated insurable hours increased in 2013/14. For instance, 66.9% of claimants with 420 to 769 hours exhausted their entitlement, compared to 22.4% of claimants with 1,470 to 1,819 hours. The entitlement exhaustion rate for claimants with more than 1,820 hours was slightly higher at 25.6%, likely because those with more than 1,820 hours face a more significant job loss shock. These claimants may be long-tenured workers facing more significant challenges in finding new employment.

Table 22 also shows that entitlement exhaustion rates vary based on the unemployment rate, with rates ranging from 29.0% in regions with an unemployment rate of 16.1+%, to 35% in regions with an unemployment rate of 8.0% or lower. However, the regional variance in exhaustion rates has narrowed in comparison to previous years as exhaustion rates decreased slightly in regions with an unemployment rate of 10.0% or lower while increasing more significantly in regions with an unemployment rate of over 10.0%. In comparison, in 2012/13 exhaustion rates ranged from 23.6% in high unemployment regions to 35.1% in low unemployment regions.

Analyzing cross-sectional entitlement exhaustion rates by insurable hours and regional unemployment rates amplifies variance in entitlement exhaustion rates. For instance, claimants with 769 or fewer hours of insurable hours in regions where the unemployment rate was between 10.1% and 12.0% had an entitlement exhaustion rate of 73.1%. In comparison, claimants in regions where the unemployment rate was over 16.0% and who had 1,470 or more insurable hours, had entitlement exhaustion rates of 14.5%.

TABLE 22
Regular Entitlement Exhaustion Rate, 2013/14 (%)

Number of Hours of Insurable Employment	Regional Unemployment Rate (%)					Average
	0.1-8.0	8.1-10.0	10.1-12.0	12.1-16.0	16.1+	
420 to 769	66.9	61.5	73.1	64.6	64.1	66.9
770 to 1,119	54.8	47.1	47.5	38.3	26.3	48.9
1,120 to 1,469	33.5	26.3	24.3	17.8	14.7	28.7
1,470 to 1,819	24.8	20.8	17.8	17.3	14.5	22.4
1,820 or More	26.5	27.2	18.2	16.5	14.5	25.6
Average	35.0	32.2	34.3	34.7	29.0	34.3

Source: ESDC, Employment Insurance administrative data.

⁸⁰ Note that the exact number of weeks of entitlement depends on the effective regional unemployment rate at the time the claim was established and the number of hours worked in the qualifying period. For more details on EI regular benefits entitlement, refer to Table 2, Chapter 1 of the 2011 EI Monitoring Assessment Report, at <http://www.esdc.gc.ca/eng/jobs/ei/reports/mar2011/chapter1.shtml>.

6.1.3 Entitlement Exhaustion and Requalification Rates

The requalification rate refers to claimants that exhaust their EI entitlement but are able to establish a new claim for EI benefits within four weeks. Similar to entitlement exhaustion rates, requalification rates vary significantly depending on a claimant’s work force attachment (hours of insurable employment) and the regional unemployment rate. As shown in Table 23, the requalification rate for claimants who exhausted their entitlement with less than 769 insurable hours was 15.4% in 2013/14 which compare to less than 3% for claimants who established their claims with 1,470 or more hours of insurable employment. Similarly, 22.3% of entitlement exhaustees in regions with unemployment rates of 16.1% or higher established a subsequent claim within four weeks after exhaustion, versus around 5.9% of entitlement exhaustees in regions with an unemployment rate of 8.0% or lower.

6.1.4 Entitlement Exhaustion of EI Regular Benefits—Seasonal Claimants and Seasonal Gappers

Historically, entitlement exhaustion rates have always been lower for seasonal claimants than for non-seasonal claimants. That held true for claims completed in 2013/14, as the entitlement exhaustion was at 25.8% for seasonal claimants and 38.1% for non-seasonal claimants.

The variance in exhaustion rates between seasonal and non-seasonal regular claimants is due to the fact that when seasonal claimants are laid off, most have a job lined up for the next season and will return to work at approximately the same time the following year. However, most non-seasonal regular claimants have to look for work once they are laid off, thus they are more likely to rely on EI for longer periods and exhaust their benefit entitlement.

The level of entitlement and duration of regular benefits have a particular impact on seasonal claimants who have a combined work-benefit period of less than 52 weeks per year. This group of claimants is referred to as “seasonal gappers.” These workers may go through a period where neither work income nor EI is available to them, if the seasonal job to which they are returning is not yet available when they exhaust their EI benefits.

TABLE 23
Requalification Rates for Entitlement Exhaustees, 2013/14 (%)

Number of Hours of Insurable Employment	Regional Unemployment Rate (%)					Average
	0.1-8.0	8.1-10.0	10.1-12.0	12.1-16.0	16.1+	
420 to 769	7.0	11.0	10.0	20.2	32.0	15.4
770 to 1,119	8.1	13.0	15.2	28.6	19.3	12.3
1,120 to 1,469	9.4	10.7	14.9	14.0	9.8	10.4
1,470 to 1,819	2.7	2.3	4.6	5.4	4.0	2.8
1,820 or More	0.7	0.5	0.8	0.8	2.0	0.7
Average	5.9	8.0	11.1	19.7	22.3	9.0

Source: ESDC, Employment Insurance administrative data.

Among people who completed claims in 2013/14, there were 15,710 seasonal gappers, representing slightly over 1% of all regular claimants who completed a claim in 2013/14. The number of seasonal gappers has been increasing since the historical low of 6,790 in 2009/10. Seasonal gappers who completed claims in 2013/14 averaged 17.9 weeks of work and 27.5 weeks of EI benefits, including the waiting period, resulting in an average gap of 6.6 weeks. Nearly half (55.4%) of seasonal gappers experienced a gap of less than 6 weeks, 26.9% a gap of 6 to 11 weeks and 17.7% a gap of 12 weeks or more. If seasonal gappers who were eligible for an extra 5 weeks of regular benefits from the Extended EI Benefits pilot project were excluded, the average gap weeks in 2013/14 increases slightly to 6.8 weeks.

As mentioned in previous reports, the likelihood of becoming a seasonal gapper is higher in regions of high unemployment, where claimants require fewer hours to qualify for benefits, and there can be extended periods of unemployment between seasons. Quebec (40.0%) and the Atlantic provinces (26.8%) were overrepresented in regard to seasonal gappers while representing 32.0% and 15.8% of all regular claims completed in 2013/14, respectively. For the same period, Ontario accounted for 15.2% of seasonal gappers, but was actually underrepresented as the province accounted for 30.1% of regular claims in Canada.

6.2 Benefit Period Exhaustion of Employment Insurance Regular Benefits

As stated previously, benefit period exhaustion refers to claims that reach their final week of the benefit period before all eligible regular benefits are paid. Among all regular claims completed in 2013/14, 23.3% of claimants exhausted their benefit period before receiving their full entitlement to regular benefits. This represents a decrease from 2012/13 (24.1%) and from 2011/12 (27.0%).

Benefit period exhaustion is influenced by variables affecting the duration of an EI claim, such as regular benefit entitlement, weeks worked while on claim and usage of special benefits. The relationship between these factors and the exhaustion of the benefit period is examined in further detail in sub-section 6.3.

6.2.1 Benefit Period Exhaustion by Demographics

Atlantic provinces and Quebec experienced a decrease in their benefit period exhaustion rate, while it generally increased in Ontario and Western provinces. The benefit period exhaustion rate decreased for both genders and all age groups in 2013/14 compared to the previous year, as shown in Table 21 in subsection 6.1.1. Among provinces, Newfoundland and Labrador exhibited the highest benefit period exhaustion rate (39.4%), while Alberta exhibited the lowest rate (14.2%).

Men tend to have higher benefit period exhaustion rates than women, as they are generally entitled to more weeks of regular benefits. They are also more likely to work while on claim and defer EI benefits as their earnings while on claim are higher. Claimants aged 45 and older tend to have a higher benefit period exhaustion rate than younger claimants. The benefit period exhaustion rate for claimants aged 45 and older decreased more significantly in the last two years than claimants aged less than 45 years old.

As shown in Table 21, the likelihood of exhausting the benefit period before full entitlement was paid varies greatly for different categories of EI claimant type. For claims completed in 2013/14, 19.6% of occasional claimants and 20.4% of long-tenured workers exhausted their benefit period, while 34.5% of frequent claimants exhausted their benefit period, from which nearly six out of seven re-qualified for a new claim. Although the average duration of regular benefits for seasonal claimants is shorter than that for non-seasonal claimants, 36.1% of seasonal claimants exhausted their benefit period in 2013/14 compared to 17.6% of non-seasonal claimants. The benefit period exhaustion rate for seasonal claimants has decreased slightly from its high in 2011/12 at 38.8%, but remains higher than in 2009/10 when it stood at 25.4%.

6.2.2 Benefit Period Exhaustion by the Variable Entrance Requirement

As illustrated in Table 24, benefit period exhaustion rates are moderately correlated with the number of insurable hours used to establish the claim for benefit. Claimants who accumulated between 420 and 769 hours in 2013/14 experienced a 13.7% benefit period exhaustion rate, compared to roughly 27% of claimants who accumulated between 1,120 and 1,819 hours. However, it decreased to 22.9% for claimants with more than 1,820 hours.

Benefit period exhaustion rates varied more significantly by unemployment rates than by insurable hours in 2013/14 as claimants from regions with an unemployment rate of 8.0% or lower experienced an average benefit period exhaustion rate of 18.4%, while claimants in regions with unemployment rates of 16.1% or higher incurred average benefit period exhaustion rates more than twice as high (41.8%).

Higher benefit period exhaustion rates in regions with high unemployment rate reflects a greater usage of EI benefits and a greater proportion of claimants living in these regions working while on claim. While approximately 51% of all regular claimants worked while on claim, the figure was significantly higher (58%) for claimants residing in regions with unemployment rates over 10.1%. As outlined in subsection 3.1 of section II of this chapter, claimants who work while on claim and have sufficient earnings can defer their week of EI benefits to a future week within the same benefit period.

6.2.3 Benefit Period Exhaustion and Requalification Rates

Compared to entitlement exhaustees whose requalification rate⁸¹ was around 9% in 2013/14, benefit period exhaustees had an average requalification rate of 70.4%, as shown in Table 25. The requalification rate has continuously increased since 2010/11 when it stood at 58.2%. Requalification rates vary by demographics, as nearly 85% of frequent claimants and seasonal claimants who exhausted their benefit period re-qualified for a new EI claim, in comparison to 59% of long-tenured workers.

Moreover, as shown in Table 25, benefit period exhaustees who had accumulated more insurable hours and/or who lived in a region with a lower unemployment rate were less likely to requalify for a new EI claim in 2013/14.

TABLE 24
Benefit Period Exhaustion Rate, 2013/14 (%)

Number of Hours of Insurable Employment	Regional Unemployment Rate (%)					Average
	0.1-8.0	8.1-10.0	10.1-12.0	12.1-16.0	16.1+	
420 to 769	8.9	10.6	9.6	16.1	23.7	13.7
770 to 1,119	11.4	16.4	19.2	36.2	48.5	19.1
1,120 to 1,469	21.0	26.6	33.2	47.1	51.0	27.4
1,470 to 1,819	22.9	27.7	34.4	44.9	47.4	27.7
1,820 or More	19.0	21.9	30.6	38.0	42.2	22.9
Average	18.4	22.3	26.2	34.8	41.8	23.3

Source: ESDC, Employment Insurance administrative data.

⁸¹ Claimants establishing a new claim within 4 weeks of exhausting a prior EI claim are deemed re-qualifiers.

TABLE 25
Requalification Rates for Benefit Period Exhaustees, 2013/14 (%)

Number of Hours of Insurable Employment	Regional Unemployment Rate (%)					Average
	0.1-8.0	8.1-10.0	10.1-12.0	12.1-16.0	16.1+	
420 to 769	57.7	66.1	66.1	78.8	83.2	73.4
770 to 1,119	72.3	77.5	76.7	83.1	86.3	79.0
1,120 to 1,469	78.8	80.2	79.7	82.4	81.6	80.1
1,470 to 1,819	65.6	71.1	69.5	72.9	78.4	69.8
1,820 or More	47.8	52.3	56.5	63.1	68.8	53.2
Average	64.7	69.9	70.1	77.2	80.4	70.4

Source: ESDC, Employment Insurance administrative data.

6.3 Profile of Claimants by Exhaustion Type (Entitlement & Benefit Period)

As stated previously, more than two thirds of benefit period exhaustees re-qualified⁸² for a new EI claim in 2013/14. To do so, these claimants had to accumulate sufficient insurable hours during their qualifying period, which corresponded to the benefit period that they exhausted. As shown in Table 26, nearly three-quarters (72.9%) of benefit period exhaustees worked while on claim and they averaged 16.7 weeks of work. The extent to which claimants work while on claim is under-reported, as some claimants opt to suspend their EI claim rather than report their work and earnings bi-weekly. This is referred to as working off-claim.

On average in 2013/14, non-exhaustees used 13.2 weeks of regular benefits, while entitlement exhaustees used 28.1 weeks. Benefit period exhaustees used 19.0 weeks of regular benefits, a figure that was comparable to that for all regular claimants (19.5 weeks).

On average, non-exhaustees received 41.6% of their regular entitlement (i.e. weeks of benefits) with nearly two-thirds (61.8%) receiving less than 50% of their regular benefit entitlement. In comparison, entitlement exhaustees used all of their regular entitlement, by definition, and benefit period exhaustees used 55.9% of their regular benefits entitlement, with 60.0% of claimants using at least 50% of their regular benefits entitlement.

Working while on claim and receiving special benefits influence the benefit period exhaustion rate, since they lengthen claim duration. Of all benefit period exhaustees, 16.3% received special benefits in 2013/14, a figure that was significantly higher than for all regular claimants (10.8%). This variance can be explained by the fact that when special benefits are combined with regular benefits, the probability of reaching the final week of the 52-week benefit period increases. However, those who used special benefits were far less likely to requalify for a new EI claim as 37.6% of benefit period exhaustees who claimed special benefits re-qualified for a new claim.

⁸² Claimants establishing a new claim within 4 weeks of exhausting a prior EI claim are deemed re-qualifiers.

TABLE 26
Profile of Claimants, by Exhaustion Type, 2013/14

	All Regular Claims	Non-Exhaustees	Entitlement Exhaustees	Benefit Period Exhaustees
Exhaustion Rate	N/A ¹	N/A ¹	34.3%	23.3%
Gap to Next Claim				
Re-qualifiers (new claim)	19.5%	1.1%	9.0%	70.4%
Non re-qualifiers (no new claim)	80.5%	98.9%	91.0%	29.6%
Adjusted Exhaustion Rate	N/A ¹	N/A ¹	31.2%	6.9%
Worked While on Claim	50.8%	50.6%	36.0%	72.9%
Average Weeks Working While on Claim	11.9	8.2	12.3	16.7
Average Weeks of Regular Benefits Paid	19.5	13.2	28.1	19.0
Mixed Claims (Use of Special Benefits)	10.9%	8.9%	9.8%	16.3%
Percentage of EI Entitlement Used				
<25%	17.8%	33.0%		14.4%
25% to <50%	18.6%	28.8%		25.7%
50% to <75%	15.4%	19.6%		28.8%
75% to 100%	48.2%	18.6%	100.0%	31.2%
Averaged Entitlement Used	62.8%	41.6%	100.0% ²	55.9%

¹ By definition, exhaustion rates are only applicable for exhaustees populations (entitlement and benefit period exhaustees).

² By definition, entitlement exhaustees have used all their regular benefits entitlement.

Source: ESDC, Employment Insurance administrative data.

6.4 Aggregated Exhaustion of Employment Insurance Regular Benefits

The aggregated exhaustion of EI regular benefits reflects all claims for which claimants ceased to receive EI regular benefits payments because all weeks of entitlement were paid or because the final week of the benefit period was reached. In 2013/14, the aggregated exhaustion rate was 57.6%, which compares to 56.7% in 2012/13. Removing claimants that are able to requalify for EI, the aggregate adjusted rate of exhaustion declines to 38.1%. The exhaustion rates examined and reported in this section reflect the proportion of regular claimants that no longer have access to EI regular benefits. It is however important to note some of these individuals will have found or returned to work and as a result have no immediate need for EI regular benefits. There is insufficient administrative data to report on the proportion of claimants that exhaust benefits (entitlement or benefit period) and within a short period of time, return to work.

7. Connecting Canadians to Available Jobs Provision

As part of Canada's Economic Action Plan 2012, the Connecting Canadians to Available Jobs (CCAJ) initiative is designed to assist EI beneficiaries in returning to work as quickly as possible. The CCAJ initiative was launched in January, 2013, and comprises the following four measures:

1. Enhancements to Job Alerts and labour market information to support job-search activities;
2. Legislative changes and new integrity measures to strengthen claimants' obligations to undertake a "reasonable job search" for "suitable employment";
3. Improved connections between the Temporary Foreign Worker Program (TFWP) and the EI program to ensure Canadians are considered before temporary foreign workers; and
4. Collaboration projects with interested provinces and territories to make employment supports available to EI claimants earlier in their claim.

7.1 Enhanced Job Alerts (EJA)

EI claimants may, on a voluntary basis, sign up to receive daily Job Alerts, which include job postings and other labour market information. Launched on January 6, 2013 the enhanced Job Alerts service, which incorporates job postings from Job Bank and private sector job boards, provides a more comprehensive list of available jobs in an individual's chosen occupation(s) and community(ies). Claimants will also receive additional information, such as similar occupations for which they may be qualified, that can help them decide how and when to expand their job search. The EJA service is also available to individuals who are not EI claimants, but are interested in receiving job postings.

In addition to this Job Alerts service, there are other on-line tools available on the Job Bank website that provide valuable labour market information to help unemployed or underemployed individuals in making career decisions. Examples of available labour market information are occupational reports containing wages and outlooks, career tools to help analyze what careers a person may be interested in, as well as data on top advertised jobs.

From April 1, 2013 to March 31, 2014, there were 117.5 million job alerts sent to 305,362 subscribers. In addition, 162,277 employers created 1,465,891 new job postings that were available through the Job Bank web site.

Job Alerts Exit Survey

The Job Alerts Exit Survey is a voluntary survey administered to a user when they unsubscribe from Job Alerts. All users who unsubscribe receive the survey, with close to a 70% response rate.

In 2013/14, 54,286 users completed the Job Alerts Exit Survey. Of those who responded, 16,199 (30%) indicated that they were EI claimants, while 9,469 (58%) of these claimants answered that they had found a job while subscribing to Job Alerts.

7.2 Employment Insurance Claimants' Responsibilities

New EI Regulations clarified the responsibilities of EI claimants⁸³ by defining reasonable job search and suitable employment. Claimants are required to undertake a reasonable job search for suitable employment in their region, and are not required to move or relocate to where jobs are available in order to remain eligible for EI benefits. The criteria used to define reasonable job search are: job search activities; intensity of job search; type of work being sought; and evidence of job search efforts. The criteria used to define suitable employment are: type of work; wages; commuting time, working conditions; and, hours of work and personal circumstances. Requirements regarding the type of work and wages vary based on the claimant's category.⁸⁴ For more information regarding the national distribution of the regular claims by EI claimant category, please refer to section 1.5 of Chapter 2.

Claimant Information (CI) sessions

Starting in February 2013, after the new EI Regulations were in place, Claimant Information (CI) sessions became tailored to each of the three EI claimant groups: frequent claimants, occasional claimants and long-tenured workers. Moreover, claimants directed to CI sessions are identified based upon local job-demand in their previous occupation and availability of work.

From April 1, 2013 to March 31, 2014, over 10,000 CI sessions were held nationally, with over 174,000 claimants being directed to attend. Regional distribution of the sessions was as follows:

- Atlantic: 1,456 sessions
- Quebec: 2,475 sessions
- Ontario: 3,870 sessions
- Western Canada and Territories: 2,303 sessions

Preliminary analysis of the first six months of the CI sessions indicates that the sessions are assisting EI claimants in returning to work. Of those that are directed to CI sessions, 24.4% of them are more likely to return to work and be on EI for 1.2 weeks less than EI recipients who did not attend CI sessions.

⁸³ New definitions apply to individuals receiving EI regular and fishing benefits and not to those receiving special benefits (sickness, compassionate, maternity and parental).

⁸⁴ For more information on the work that EI claimants are required to seek and accept by the three EI claimant categories, according to the new EI Regulations, please visit www.servicecanada.ca/eichanges.

A department assessment is currently underway to examine the impact of the revamped CI sessions in connecting EI claimants with available jobs. A 2015 evaluation will compare claimants who are directed to information sessions to a random sample of claimants with similar attributes who are not directed to information sessions (e.g. control group). Indicators such as the average duration of regular benefit will be compared. Preliminary results of the evaluation will be provided in future *EI Monitoring and Assessment Reports*.

Disqualification and Disentitlement

According to the *Employment Insurance Act*, individuals can be disentitled from EI benefits for a variety of reasons. It is important to note that no new reasons or operational codes for disentitling a claimant were introduced as part of the CCAJ initiative. EI claimants have always been required to undertake a job search for suitable employment. As such, there is no administrative data that precisely identifies EI claimants that have been denied benefits as a result of the regulations and CI sessions that were introduced as part of the CCAJ initiative. However, two specific disentitlements are closely related to the new regulations and the refined CI sessions, which can provide some insight in terms of the impact on EI claimants. In fiscal year 2013/14 a total of 1,080 disentitlements were imposed because claimants failed to search for work or refused to accept suitable employment. This represents a small proportion (0.08%) of total EI regular and fishing claims established, and does not take into consideration that in some situations benefits would have been reinstated once the claimant demonstrated they were fulfilling their responsibility. The number of CCAJ related disentitlements imposed in 2013/14 represents a minor increase (580) in comparison to the previous year.

7.3 Improved coordination between Employment Insurance and Temporary Foreign Workers programs

The Government is strengthening the links between EI and TFWP to ensure that employers and those claiming EI are better connected and qualified Canadians are considered before hiring temporary foreign workers.

As part of ensuring Canadians are considered for jobs before temporary foreign workers (TFWs) as of spring 2014, Record of Employment (ROE) information is used by the TFWP to cross reference whether an employer recently laid off Canadians and is attempting to hire TFWs for the same job.

Results of ROE verifications will be provided in future *EI Monitoring and Assessment Report(s)*.

7.4 Collaboration with Provinces and Territories

In May and November 2013, departmental officials signed Memorandum of Understandings with British Columbia and Manitoba, respectively, establishing CCAJ Collaboration Projects.

Combined, British Columbia and Manitoba contacted 3,200 EI claimants early on in their claims with an offer of employment support. These projects finished as of March 2014 and the impact of the interventions on return to work and savings to EI will be assessed in the 2015 CCAJ evaluation report.

As part of retooling Labour Market Development Agreements (LMDAs), the Department is further collaborating with P/Ts on ways to reach EI clients sooner in their claims.

8. Income Redistribution of Employment Insurance Regular Benefits

In a similar manner to the analysis of income redistribution for total Employment Insurance (EI) income benefits, this report also examines the income redistribution of EI regular benefits. The amount of total regular benefits payments that each province or territory, industry, and demographic group received was divided by the total amount of EI premiums collected. These ratios were then adjusted so that the ratio for Canada equalled 1.0.⁸⁵ The resulting ratio for each jurisdiction indicates whether it received more in benefits than it contributed to the program, relative to Canada as a whole.

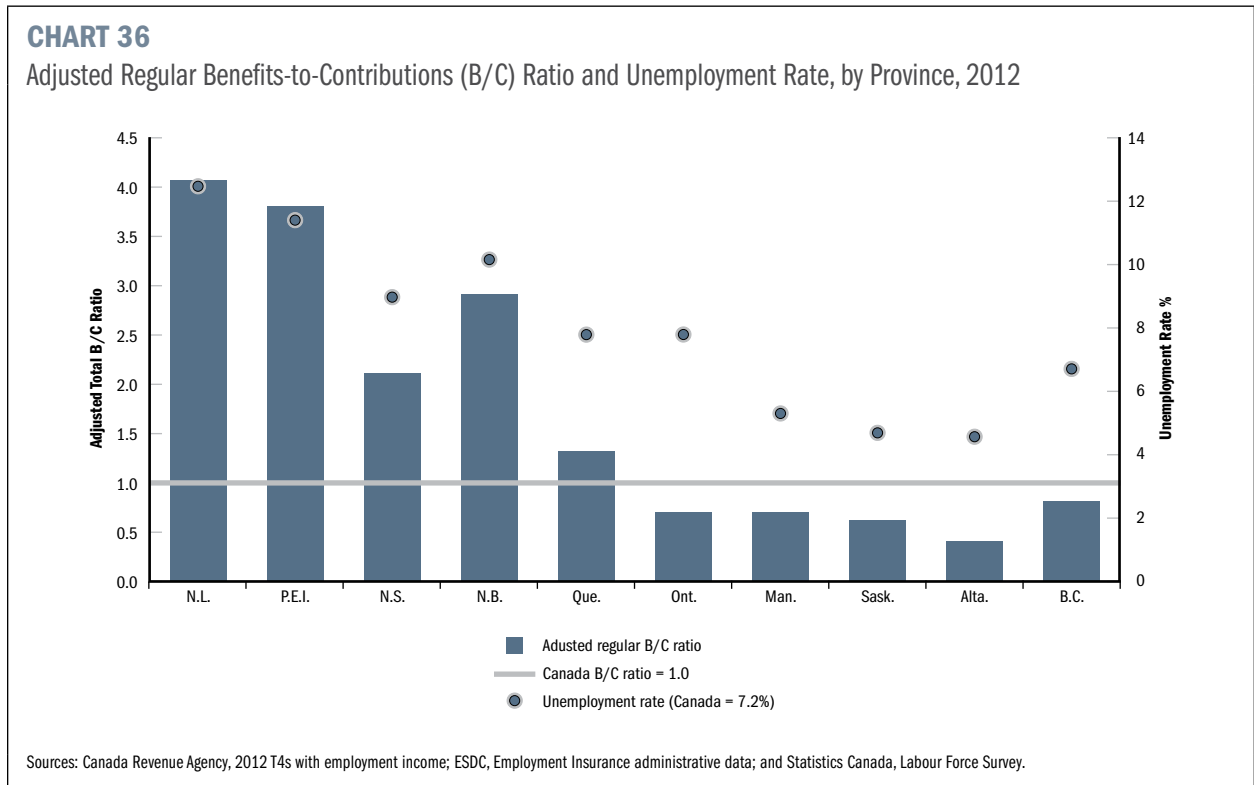
⁸⁵ In the absence of this adjustment, the ratio for Canada would be lower than 1.0, mostly because the numerator takes into account only regular benefits and, therefore, does not include other EI payments. If all EI payments were considered, the ratio for Canada would be higher than 1.0.

8.1 Employment Insurance Regular Benefits-to-Contributions (B/C) Ratios, by Province and Territory^{86,87}

The Atlantic provinces and Quebec⁸⁸ continued to be net beneficiaries of regular benefits from the EI program in 2012, as they were in previous years, with adjusted ratios greater than 1.0, while Ontario and the Western provinces remained net contributors, with adjusted ratios below 1.0 (see Chart 36).⁸⁹ Generally, provinces with higher regular benefits-to-contributions ratios also have higher unemployment rates. In 2012, the Atlantic provinces had the highest unemployment rates in the country, while rates were lower in the Western provinces due to the region's strong economic performance.

8.2 Employment Insurance Regular Benefits-to-Contributions Ratios, by Sector and Industry

In 2012, the goods sector was a net beneficiary of regular benefits from the EI program, with an adjusted regular benefits-to-contributions (B/C) ratio of 1.8, while the service sector was a net contributor of regular benefits, with an adjusted ratio of 0.8. As described in Chapter 1, in 2013/14, the goods sector comprised 38.6% of all EI regular claims and 20.0% of employment, indicating that it was overrepresented among EI regular claims. Conversely, the service sector comprised 58.0% of all EI regular claims and 80.0% of employment, indicating that the service sector was underrepresented among EI regular claims.



⁸⁶ Provincial and Territorial benefit to contribution (B/C) ratios are determined by the location of employers for premiums and of claimants for benefits. As a result, it is possible that some provincial/territorial B/C ratios may be under/overstated if contributions are being accredited to a province/territory, while the employment is actually situated in another province/territory.

⁸⁷ Please refer to Section 1.2.8 on B/C ratio for total EI income beneficiaries.

⁸⁸ The calculation of Quebec's regular benefits-to-contributions ratio and adjusted regular benefits-to-contributions ratio takes into consideration the fact that employers and employees in the province do not pay EI premiums for maternity and parental benefits, due to the presence of the Quebec Parental Insurance Plan (QPIP). To account for this, the EI contribution from Quebec, which is the denominator of the two ratios, has been modified upward to estimate how much employers and employees in Quebec would pay in EI premiums if they had to contribute to EI maternity and parental benefits.

⁸⁹ The most recent tax data available are for the 2012 taxation year.

The goods sector includes some industries with a large share of seasonal workers such as agriculture, forestry, fishing and hunting (B/C ratio of 4.5), and construction (B/C ratio of 2.7). Therefore, the goods sector continued to be a significant net beneficiary of the program, as in previous years.

As shown in Table 27, within the service sector, three industries were net beneficiaries of regular benefits from the EI program, with an adjusted regular (B/C) ratio larger than 1.0. These three industries were the arts, entertainment and recreation industry (B/C ratio of 2.0), the administrative support, waste management and remediation services industry (B/C ratio of 1.4), and the accommodation and food services industry (B/C ratio of 1.2).

TABLE 27
Adjusted Regular Benefits-to-Contributions Ratio, by Sector and Industry, 2012

Goods-Producing Sector	1.8
Agriculture, Forestry, Fishing and Hunting	4.5
Mining, and Oil and Gas Extraction	0.9
Utilities	0.4
Construction	2.7
Manufacturing	1.1
Services-Producing Sector	0.8
Wholesale Trade	0.8
Retail Trade	0.8
Transportation and Warehousing	0.9
Information and Cultural Industries	0.5
Finance and Insurance	0.3
Real Estate, and Rental and Leasing	1.0
Professional, Scientific and Technical Services	0.8
Management of Companies and Enterprises	0.7
Administrative and Support, Waste Management and Remediation Services	1.4
Educational Services	0.8
Health Care and Social Assistance	0.4
Arts, Entertainment and Recreation	2.0
Accommodation and Food Services	1.2
Other Services	1.0
Public Administration	0.5
Canada	1.0

Source: ESDC, Employment Insurance administrative data.

8.3 Employment Insurance Regular Benefits-to-Contributions Ratios, by Gender and Age

Older workers were net beneficiaries in 2012, with adjusted regular benefits-to-contributions ratios greater than 1.0. This is consistent with the findings of an evaluation study,⁹⁰ which showed that older workers (aged 55 and older) were generally more likely to be net beneficiaries of EI regular benefits.

Men (B/C ratio of 1.2) were net beneficiaries with an adjusted regular B/C ratio greater than 1.0. However, women (B/C ratio of 0.8) were net contributors to the EI program in 2012 when considering regular benefits only, in contrast to their status when considering all EI income benefits (B/C ratio of 1.1). This is in line with unemployment rates being higher among males than females.

9. Employment Insurance Regular Benefits and Seasonal Workers

9.1 Seasonal Workers

Because of methodological differences in how seasonal claims and seasonal work are defined by different entities, it is possible to see varied analyses within the Employment Insurance Regular Benefits and Seasonal Workers section of the *2013/14 Monitoring and Assessment Report*.

According to the Labour Force Survey (LFS), there were 431,700 seasonal workers⁹¹ in 2013/14, a 6.4% decrease from 2012/13. The number of seasonal workers has dropped to its lowest point since 2009/10 (420,000), and remains higher than the levels witnessed prior to the onset of the late-2000s recession (i.e. 418,900 in 2007/08).

Seasonal workers represented 21.6% of all temporary workers and 2.9% of all employees in 2013/14, reaching or matching its lowest proportions over the last decade. During the past decade, among all temporary workers, the proportion of seasonal workers has ranged between 21.6% and 23.7%; among all employees, the proportion of seasonal workers has fluctuated between 2.9% and 3.1%.

⁹⁰ HRSDC, EI Payments and the GIS System (Ottawa: HRSDC, Evaluation Directorate, 2008).

⁹¹ The Labour Force Survey (LFS) defines a seasonal worker as an "employee working in an industry where employment levels rise and fall with the seasons, such as farming, fishing, logging and the tourist industry."

A study⁹² of seasonal workers found that they were more likely to be male, to have less education and to have fewer dependants than workers in general. These workers were also more prominent in the Atlantic provinces and in primary industries.

These findings were supported by a recent study,⁹³ which found that the number of seasonal workers grew steadily and more rapidly than total employment between 1997 and 2011. This study also determined that the seasonal worker population was aging more rapidly than the total Canadian labour force, and that seasonal workers were more frequently found in firms with fewer than 20 employees.

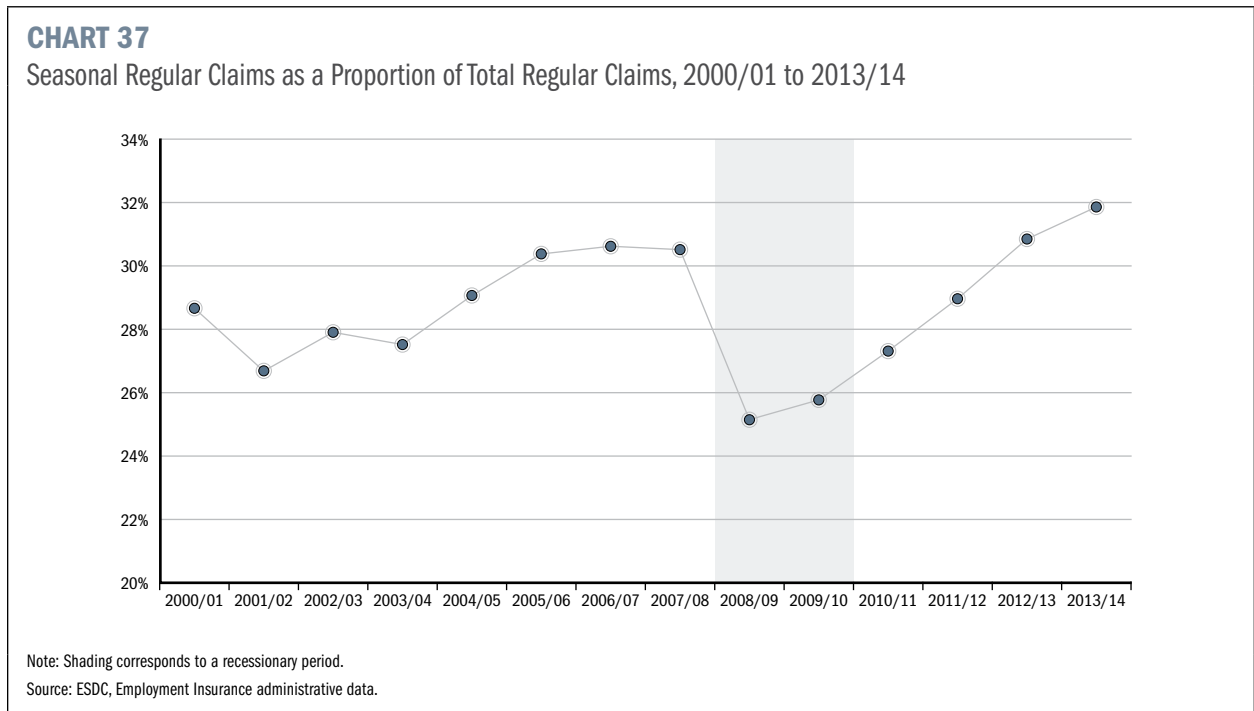
9.2 Seasonal Claims Made by Employment Insurance Regular Benefit Claimants

The number of employment insurance (EI) seasonal claims⁹⁴ increased by 0.3% to 449,600 claims in 2013/14. Of these claims, 422,420 were from EI regular claims and 27,180 were from EI fishing claims.⁹⁵ The analysis in the subsections on seasonality will focus on regular claims.

Historically, labour market conditions have had less of an effect on the volume of seasonal claims than on the volume of non-seasonal regular claims. However, the late-2000s recession and subsequent growth contributed to a drop in the share of seasonal claims as a proportion of all EI regular claims in 2008/09, and the subsequent increases from 2009/10 to 2012/13, as shown in Chart 37.

EI administrative data show that the number of seasonal regular claims increased by 1.0% percentage points from the previous year to 422,420 in 2013/14. These seasonal regular claims represented 31.9% of regular claims established in 2013/14, an increase from 30.9% in the previous year. The share of seasonal claims has now increased for five consecutive years, after a major decrease in 2008/09 at the onset of the late-2000s recession.

As illustrated in Table 28, seasonal claims are more common among workers 45 and older, in the Atlantic provinces and Quebec, and in the goods sector. The construction, manufacturing and education industries account for over half of all EI seasonal regular claims.



⁹² HRDSC, *An Evaluation Overview of Seasonal Employment: Update* (Ottawa: HRDSC, Evaluation Directorate, 2009).

⁹³ HRDSC, *A Profile of Seasonal Workers in 2011: A Complement to a Profile of Temporary Workers* (Ottawa: HRDSC, Evaluation Directorate, 2012).

⁹⁴ EI seasonal claimants are claimants who have established at least three claims, regular and/or fishing, in the last five years and started two of these claims at about the same time of year as the current claim.

⁹⁵ For the purposes of this report, all EI fishing claims are considered seasonal claims.

TABLE 28
EI Regular Claims and EI Seasonal Regular Claims, 2013/14

	Volume Distribution (Number)			Volume Distribution (%)			Frequency (%)	
	Regular Claims	Seasonal Regular Claims	Non-Seasonal Regular Claims	% of Regular Claims	% of Regular Seasonal Claims	% of Non-Seasonal Regular Claims	Seasonal Regular Claims as a % of Regular Claims	Non-Seasonal Regular Claims as a % of Regular Claims
Total (Canada)	1,325,840	422,420	903,420	100.0	100.0	100.0	31.9	68.1
Gender								
Male	808,050	262,030	546,020	60.9	62.0	60.4	32.4	67.6
Female	517,790	160,390	357,400	39.1	38.0	39.6	31.0	69.0
Age								
15 to 24 Years (Youth)	129,400	10,940	118,460	9.8	2.6	13.1	8.5	91.5
25 to 44 Years	580,680	155,340	425,340	43.8	36.8	47.1	26.8	73.2
45 to 54 Years	330,230	126,060	204,170	24.9	29.8	22.6	38.2	61.8
55 Years and Older (Older Workers)	285,530	130,080	155,450	21.5	30.8	17.2	45.6	54.4
Province/Territory								
Atlantic provinces	208,310	101,380	106,930	15.7	24.0	11.8	48.7	51.3
Rest of Canada	1,117,530	321,040	796,490	84.3	76.0	88.2	28.7	71.3
Newfoundland and Labrador	63,290	32,100	31,190	4.8	7.6	3.5	50.7	49.3
Prince Edward Island	16,040	8,750	7,290	1.2	2.1	0.8	54.6	45.4
Nova Scotia	59,530	26,060	33,470	4.5	6.2	3.7	43.8	56.2
New Brunswick	69,450	34,470	34,980	5.2	8.2	3.9	49.6	50.4
Quebec	424,240	160,890	263,350	32.0	38.1	29.2	37.9	62.1
Ontario	401,040	95,870	305,170	30.2	22.7	33.8	23.9	76.1
Manitoba	35,640	10,520	25,120	2.7	2.5	2.8	29.5	70.5
Saskatchewan	27,390	7,770	19,620	2.1	1.8	2.2	28.4	71.6
Alberta	84,000	13,000	71,000	6.3	3.1	7.9	15.5	84.5
British Columbia	140,820	32,110	108,710	10.6	7.6	12.0	22.8	77.2
Nunavut	850	50	800	0.1	0.0	0.1	5.9	94.1
Northwest Territories	1,530	280	1,250	0.1	0.1	0.1	18.3	81.7
Yukon	2,020	550	1,470	0.2	0.1	0.2	27.2	72.8
Sector								
Goods sector	512,200	186,970	325,250	38.6	44.3	36.0	36.5	63.5
Service sector	769,260	225,780	543,480	58.0	53.4	60.2	29.4	70.6
Unclassified	44,350	9,660	34,690	3.3	2.3	3.8	21.8	78.2

Source: ESDC, Employment Insurance administrative data.

Although seasonal regular claims are established in all provinces, the incidence of these claims is higher in provinces where a large portion of employment is concentrated in seasonal industries.

In terms of volume, Quebec has the highest incidence of seasonality; the province accounted for 160,890 (38.1%) of all seasonal regular claims in 2013/14, compared with 263,350 (29.2%) of all non-seasonal regular claims. Conversely,

Ontario accounted for 95,870 (22.7%) of seasonal regular claims, and 305,170 (33.8%) of non-seasonal regular claims. The disparity is partially explained by differences in the seasonality of their construction industries. For instance, 50,340 (or 52.2%) of all regular claims in Quebec's construction industry were seasonal in 2013/14. In comparison, 23,130 (or 31.7%) of all regular claims in Ontario's construction industry were seasonal. For the rest of Canada, 32,940 (or 31.3%) of all construction claims were seasonal. The average number of insurable hours of employment in Quebec's construction industry (1,287) was lower than that of Ontario (1,383) and the rest of Canada (1,309).

The Atlantic provinces, which rely heavily on seasonal industries, also reported high volumes of seasonal regular claims. Collectively, the four Atlantic provinces accounted for 24.0% of all seasonal regular claims compared to only 11.8% of all non-seasonal regular claims in 2012/13.

To capture the frequency of seasonal regular claims, the ratio used is seasonal regular claims as a proportion of all regular claims. Using this ratio, 48.7% of all regular claims in the Atlantic provinces were seasonal in 2013/14, compared to 28.7% for the rest of Canada. The high frequency of seasonal claims in the Atlantic provinces can be largely attributed to its goods sectors, of which 54.9% of the regular claims are seasonal, compared to 32.4% for the rest of Canada. Within the Atlantic provinces, the industries with the highest frequency of seasonal regular claims were as follows: agriculture, forestry and hunting (70.7%), manufacturing (59.1%) and construction (47.8%).

Among provinces, Alberta had the lowest frequency of seasonal claims, as 15.5% of its regular claims were seasonal. This low frequency can be attributed to the fact that only 14.6% of regular claims in Alberta's goods sector were seasonal; this is considerably lower than the Atlantic provinces' goods sectors, of which 48.7% of its regular claims were seasonal. This stark contrast can be attributed to differences in industrial

and economic conditions; historically, Alberta has had lower unemployment rates compared to the Atlantic provinces, and this was again true in 2013/14 (Alberta 4.6%; Atlantic provinces ranged between 9.0% and 11.6%). Notwithstanding personal circumstances and skill/job match challenges, unfavourable economic conditions can create less desirable situations which can contribute to higher frequencies of EI claims across provinces/territories.

In general, about half of all seasonal regular claims are established in the third quarter of the fiscal year, between October and December (see Table 29). In 2013/14, 47.7% of all new seasonal regular claims were established between October and December. This is primarily driven by the fact that 59.6% of all seasonal regular claims opened by men—who account for 262,030 or 62.0% of all seasonal regular claims—were initiated in the third quarter of 2013/14. In addition, industrial analysis indicates that 47.7% of all seasonal regular claims in the goods sector were initiated in the third quarter of 2013/14. Male workers typically dominate the goods sector; in 2013/14, men accounted for 158,890 or 85.0% of all seasonal regular claims in the goods sector.

Seasonal patterns in claim establishment may vary significantly by gender and industry. In 2013/14, 25.8% of all seasonal regular claims were initiated in the second quarter. This can be attributed to the fact that nearly half (46.4%) of all female seasonal regular claims initiated in 2013/14 were in the second quarter, between July and September, the majority of which were in the educational services industry. For example, 50,930 (77.4%) of the 65,780 seasonal regular claims initiated by women in the educational services industry were in the second quarter. Interestingly, of the entire population of seasonal regular claims initiated by women in 2013/14 (160,380), a significant number (65,780 or 41.0%) were in the educational services industry.

TABLE 29
EI Seasonal Regular Claims by Quarter, 2013/14

	2013/14 Fiscal Year				
	Total Seasonal Regular Claims	Distribution of Seasonal Regular Claims by Quarter (%)			
		Q1	Q2	Q3	Q4
Total (Canada)	422,410	12.7	25.8	47.7	13.8
Gender					
Male	262,030	9.6	13.2	59.6	17.5
Female	160,380	17.8	46.4	28.2	7.6
Age					
15 to 24 Years (Youth)	10,940	5.0	12.3	63.3	19.3
25 to 44 Years	155,330	11.1	25.4	49.5	14.0
45 to 54 Years	126,060	13.6	29.5	43.8	13.1
55 Years and Older (Older Workers)	130,080	14.4	23.9	48.0	13.7
Province/Territory					
Newfoundland and Labrador	32,100	13.5	19.3	49.1	18.0
Prince Edward Island	8,750	11.1	21.6	52.7	14.6
Nova Scotia	26,060	16.8	24.1	43.4	15.6
New Brunswick	34,470	15.8	16.9	49.4	17.9
Quebec	160,890	12.8	20.9	53.7	12.6
Ontario	95,870	9.9	34.0	41.7	14.4
Manitoba	10,520	11.9	39.4	40.3	8.4
Saskatchewan	7,770	11.5	36.9	40.4	11.2
Alberta	13,000	13.0	38.3	38.7	10.0
British Columbia	32,100	14.1	32.7	41.9	11.3
Nunavut	50	0.0	20.0	60.0	20.0
Northwest Territories	280	17.9	28.6	42.9	10.7
Yukon	550	3.6	9.1	67.3	20.0
Sector					
Goods Sector	186,970	12.7	25.8	47.7	13.8
Service Sector	225,780	17.1	36.7	35.6	10.5
Unclassified	9,660	7.6	16.5	57.4	18.6

Source: ESDC, Employment Insurance administrative data.

9.3 Eligibility for Employment Insurance Regular Benefits among Seasonal Claimants

The Employment Insurance Coverage Survey (EICS) shows that eligibility for regular benefits among seasonal workers is higher than that for temporary non-seasonal workers⁹⁶ but lower than that for permanent full-time workers. In 2013, 85.0% of unemployed seasonal workers who had been paying premiums and then were laid off or quit with just cause were eligible

for regular benefits. On the other hand, 95.0% of full-time permanent workers in that same situation were eligible for regular benefits in 2013, compared to 74.5% for temporary non-seasonal workers. A recent study,⁹⁷ based on the Canadian Out-of-Employment Panel Survey (COEP), further confirmed that seasonal workers are less likely than permanent full-time job separators (by 12 percentage points) to be eligible for EI regular benefits.

⁹⁶ The EICS defines temporary seasonal workers (or other non-standard workers) as people in non-permanent paid jobs that were temporary, term, contractual, casual or other non-permanent (but not seasonal) jobs. These unemployed people were not self-employed.

⁹⁷ HRDSC, *EI and Non-Standard Workers: Part-Time, Short-Term and Seasonal Workers* (Ottawa: HRDSC, Evaluation Directorate, 2012).

EI administrative data show that the difference in eligibility for regular benefits between seasonal and permanent full-time workers is due to the lower number of insurable hours seasonal claimants accumulate. In 2013/14, among all EI regular claims, 94.8% had a minimum of 700 hours of insurable employment, which is the maximum number of hours required to qualify for EI benefits; this percentage increases to 95.7% when seasonal regular claims are excluded. In contrast, the proportion of seasonal regular claims with 700 or more hours of insurable employment was 92.8%. Moreover, the above-mentioned study also found that the average number of insurable hours accumulated by seasonal workers was 34.5% lower than that accumulated by full-time permanent workers.

9.4 Entitlement to Employment Insurance Regular Benefits among Seasonal Claimants

In 2013/14, the average entitlement per seasonal regular claim was 30.6 weeks of regular benefits, a drop from 31.3 weeks in 2012/13. With the recent decreases, the average entitlement to regular benefits among seasonal regular claims is slightly below the pre-recession level, which was 31.9 weeks in 2007/08.

Compared with all regular claimants, seasonal regular claimants tend to use less of their entitlement. The gap in the percentage of entitlement usage between seasonal regular and regular claimants increased in 2011/12 in comparison to the gap in 2010/11. On a per-claim basis, on average, seasonal regular claimants used 60.8% of their regular entitlement for claims established in 2012/13 and 59.0% for claims established in 2011/12.⁹⁸ In comparison, regular claimants used 63.1% of their entitlement for claims established in 2012/13 and 62.2% for claims established in 2011/12.

9.5 Duration of Employment Insurance Regular Benefits among Seasonal Claimants

Correspondingly, the average duration of regular benefits among seasonal regular claimants is also shorter than that for all regular claimants. The average seasonal regular claim established in 2012/13 received 18.1 weeks of benefits, while regular claims received an average of 19.6 weeks. The same holds true for

claims established in 2011/12, as seasonal regular claims received an average of 18.5 weeks of benefits, while regular claims received an average of 19.9 weeks.

10. Employment Insurance Regular Benefits and Labour Mobility

A significant movement of labour takes place in Canada, mainly from regions of high unemployment and low wages to regions of lower unemployment and higher wages. However, regional variations in unemployment rates that have persisted for decades continued during the late-2000s recession, which suggests that geographical rigidity exists in the Canadian labour market, at least to some extent. Despite the fact that jobs may be available in other regions of the country, some workers are not able or willing to move. This situation contributes to regional pockets of higher unemployment.

Subsection 10.1 analyzes labour mobility within Canada, primarily concerning the flow of migration between provinces. Subsection 10.2 analyzes the impact of employment insurance on labour mobility, including whether EI generosity or moving costs affect mobility decisions.

10.1 Labour Mobility within Canada

Demographic estimates⁹⁹ from Statistics Canada on interprovincial labour mobility in 2013/14 showed that only three provinces—Alberta (+36,114), Saskatchewan (+1,760), and British Columbia (+851)—had positive net migration flows of population within the country, as shown in Chart 38. Quebec (-14,385), Ontario (-9,127) and Manitoba (-5,268) had the highest negative net migration flows of population.

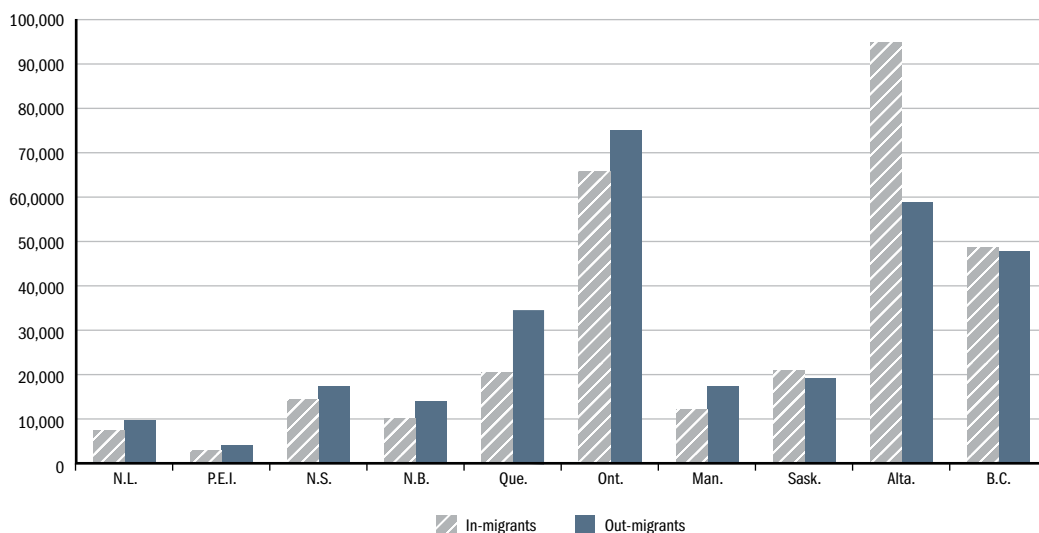
In 2013/14, Alberta attracted 94,702 in-migrants, more than any other province, followed by Ontario with 65,566 and British Columbia with 48,278. Alberta has experienced positive net migration every year for the past two decades, with the exception of 2009/10 (-2,343). Over the past 10 years combined, only Alberta (+242,180), British Columbia (+67,564) and Yukon (+1,955) have had positive net migration flows, while all other provinces and territories experienced negative net migration flows.

⁹⁸ Data analysis is based on all completed claims initiated in 2010/11 to ensure that all claims in question have been completed.

⁹⁹ Demographic estimates from Statistics Canada are from the Estimates of Total Population, Canada, Provinces and Territories. Figures for 2013/14 are preliminary.

CHART 38

Interprovincial Labour Mobility, 2013/14



Source: ESDC, Employment Insurance administrative data.

Currently, the two most prevalent trends in labour mobility in Canada are movement from east to west, and movement toward Alberta. According to analysis of migration data from Statistics Canada, among provincial residents who had the choice to move east or west¹⁰⁰ in 2013/14, 66.8% moved west, while the remaining 33.2% moved east. This is consistent with the past five years, where an average of 65.1% of individuals decided to move west. In 2013/14, the majority of out-migrants (61.0%) from the Atlantic provinces relocated to either Alberta (34.6%) or Ontario (26.4%).

Alberta was the preferred destination among all provincial out-migrants, with the exception of out-migrants leaving Quebec and Prince Edward Island. Alberta was particularly popular among out-migrants from Ontario, British Columbia and Saskatchewan, which combined to account for 69.2% of all Alberta in-migrants. Alberta's growing economy may have attracted several individuals to migrate to the province; over the last five years, Alberta has seen employment gains of 217,400 (+10.8%), with the largest growth occurring in the construction industry 48,100 (+24.2%), the forestry, fishing, mining,

quarrying, oil and gas industry 39,900 (+29.5%) and the professional, scientific and technical services industry 30,400 (+20.4%).

Another emerging trend is showing that Saskatchewan has had positive net migration every year since 2007/08, with an annual average of +2,158 net-migrants. During that time, overall employment in Saskatchewan has increased by 59,200 (+11.7%), with the largest growth occurring in construction 21,000 (+63.6%), health care and social assistance 12,000 (+19.2%) and professional, scientific and technical services 5,500 (+26.3%).

Unemployment rates in Saskatchewan (4.2%) and Alberta (4.6%) remained considerably lower than the national average (7.0%) and that of the Atlantic provinces (9.0% to 11.6%), which is largely consistent with data for the past decade. Job opportunities could partially explain the influx of migration to Alberta in recent years, and to a lesser extent Saskatchewan. Labour mobility (and in particular movement from east to west) is positive, insofar as it provides workers with the opportunity to access other labour markets and obtain a better job. From a national perspective, interprovincial

¹⁰⁰ Newfoundland and Labrador and British Columbia out-migrants are excluded, since they only had the choice to exclusively move east or exclusively move west, respectively.

mobility is desirable when workers from provinces with high unemployment move to provinces with labour shortages.¹⁰¹

While several factors can have an influence on an individual's decision to move to another province, including but not limited to job opportunities, education/school, or family reasons, the need to seek a higher standard of living is a driving force. According to a recent report¹⁰² on skills shortages in Atlantic Canada, while the proportion of the Atlantic workforce with post-secondary education has increased, the fields of study or skills acquired may not necessarily meet the needs of employers. A shortage of entry-level jobs may also be discouraging the entry of well-qualified young people into the Atlantic labour market. Over the last decade, Atlantic Canada has lost on a net basis about 5,000 young people (aged 15–29 years) each year to the rest of Canada, largely due to net outflows to Alberta. Surveys suggest most university students want to remain in the Atlantic region, but many leave for higher earnings or greater employment opportunities.

10.2 Impact of Employment Insurance on Labour Mobility

A number of studies in the past decade have looked at the determinants of labour mobility and whether employment insurance (EI) plays a role in the decision to migrate for employment. Results of these studies indicate that factors such as personal and labour market characteristics, as well as moving costs, play a key role in mobility decisions,¹⁰³ while EI generosity does not seem to affect mobility decisions.¹⁰⁴

A recent research paper¹⁰⁵ concluded that among EI regular claimants, those in higher unemployment regions (with an unemployment rate of 12.1% or higher) were more likely to commute to work from one economic region to another but less likely to migrate to another

economic region; however, the overall effect of EI entitlement on geographical attachment was very minimal.

Another recent study¹⁰⁶ compared commuting and mobility patterns of EI recipients and non-recipients. The findings 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 work and more likely to work outside their census subdivision of residence. Also, following a job loss, EI recipients were more likely than non-EI recipients to move over 100 kilometres away.

In general, the available evidence suggests that EI is generally not a barrier to mobility, nor does it play a significant role in a person's decision to move to another province or to commute.

III. EMPLOYMENT INSURANCE FISHING BENEFITS^{107,108}

EI fishing benefits are paid to eligible self-employed fishers who do not meet the eligibility requirements for EI regular benefits in their region.

For the purposes of these benefits, a self-employed fisher is defined as a self-employed person engaged in fishing and:

- (i) in making a catch (other than for their own sport);
- (ii) in doing any work incidental to making or handling a catch (such a loading, unloading, or transporting the catch made by the crew of which the person is a member) or preparing, repairing and laying-up the fishing vessel of fishing gear used by the crew in making or handling the catch; or
- (iii) in constructing a fishing vessel for their own use or for the use of the crew of which the person is a member in making a catch.

¹⁰¹ André Bernard, Ross Finnie and Benoît St-Jean, *Interprovincial Mobility and Earnings* (Ottawa: Statistics Canada, 2008).

¹⁰² Atlantic Provinces Economic Council, *Is There a Skills Shortage in Atlantic Canada?* (Halifax: Atlantic Provinces Economic Council, 2013).

¹⁰³ André Bernard, Ross Finnie and Benoît St-Jean, *Interprovincial Mobility and Earnings* (Ottawa: Statistics Canada, 2008).

¹⁰⁴ HRSDC, *The Impact of EI Regional Boundary Revisions on Mobility in New Brunswick: Evidence from the LAD* (Ottawa: HRSDC, Evaluation Directorate, 2010).

¹⁰⁵ HRSDC, *Regional Out-Migration and Commuting Patterns of Employment Insurance (EI) Claimants* (Ottawa: HRSDC, Evaluation Directorate, 2012).

¹⁰⁶ HRSDC, *Commuting and Mobility Patterns of Employment Insurance (EI) Recipients and Non-Recipients* (Ottawa: HRSDC, Evaluation Directorate, 2011).

¹⁰⁷ Employment Insurance fishing benefits are administered either directly or indirectly by three organizations of the federal government: Fisheries and Oceans Canada grants fishing licenses; the Canada Revenue Agency determines the employment status of workers engaged in fishing and the insurability of earnings; and Employment and Social Development Canada, which includes Service Canada, determines eligibility for and pays Employment Insurance benefits.

¹⁰⁸ Starting with the 2013/14 Employment Insurance Monitoring and Assessment Report, provincial and territorial figures are based on the province/territory of residence where a claim was initially established; prior years' figures have been restated to reflect this. The previous reporting methodology was based on the province/territory of residence where the claim ended.

The majority of EI fishing beneficiaries who rely on the fishing industry reside in rural communities. In fact, fishing benefits represent a significant part of the economy in many coastal communities.

1. Employment Insurance Fishing Claims and Benefits

The number of new fishing claims continued to decline in 2013/14 and fell to 27,175, down 3.9% from the previous year (see Chart 39). This was the lowest level in 14 years (since 2000/01). The downward trend in the number of new fishing claims is strongly correlated with the overall decrease in the total number of fishing license holders in Canada that took place between 2004 and 2013. In 2013/14, fishing claims represented 1.5% of all new EI claims (down 0.1 percentage point from the previous year).

Along with the decrease in the number of fishing claims, fishing benefits paid to self-employed fishers fell by 1.9% to \$247.9 million in 2013/14, which represented 1.6% of total EI income benefits (compared to 1.7% in 2012/13).

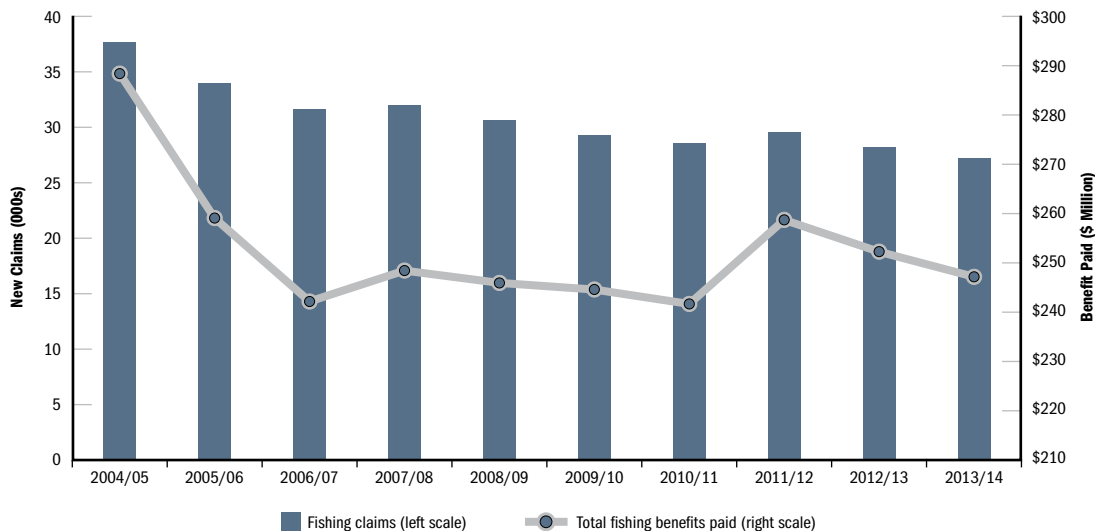
1.1 Employment Insurance Fishing Benefits, by Province and Territory, Gender and Age

While the number of claims decreased in the four Atlantic provinces, they still accounted for 81% of all fishing claims in 2013/14, a proportion identical to the two previous years. Newfoundland and Labrador (with 11,218 claims) comprised 41% of all fishing claims in Canada, followed by Nova Scotia (5,225 or 19%), Prince Edward Island (2,834 or 10%), New Brunswick (2,751 or 10%), British Columbia (2,644 or 10%) and Quebec (1,409 or 5%).

In 2013/14, fishing benefits paid to fishers in the Atlantic provinces accounted for 80% of fishing benefits paid in Canada (same percentage as in 2012/13). Newfoundland and Labrador (\$100.1 million), Nova Scotia (\$49.2 million), New Brunswick (\$27.0 million), British Columbia (\$25.4 million) and Prince Edward Island (\$22.6 million) were the lead provinces for the amount of fishing benefits paid.

Men made 82% of EI fishing claims and collected 83% of EI fishing benefits in 2013/14 (same proportions as in the previous year).

CHART 39
Employment Insurance Fishing Claims and Benefits, 2004/05 to 2013/14



Sources: ESDC, Employment Insurance administrative data. Data are based on a 100% sample of EI administrative data, except for benefits paid, which are based on a 10% sample.

Older workers (55 and older) accounted for 34% of all fishing claims in 2013/14 (up 1 percentage point from 2012/13), about the same number that they made in the previous year. Nonetheless, Canada's aging demographics have affected the fishing workforce in recent years. Indeed, the share of fishing claims made by older workers has increased by nearly 6 percentage points over the last five years (from less than 29% in 2009/10).

Conversely, core-aged fishers (25 to 54 years), who accounted for 62% of all new fishing claims, established 5.8% fewer fishing claims in 2013/14 than in the previous year, after a decrease of 6.0% in 2012/13 in comparison to 2011/12. Over time, their share of all new fishing claims has gradually decreased by an average of one percentage point per year since 2009/10. The number of new fishing claims made by youth (15 to 24 years) decreased by 9.0% for a second consecutive year and their share represented only 4% of all EI fishing claims in 2013/14 (same percentage compared to the previous year).

The distribution of fishing benefits paid to fishers by age shows a similar pattern. Older workers received 2.9% more in benefits in 2013/14 compared to the previous year and collected 34% of all fishing benefits paid in 2013/14 (up 1 percentage point from 2012/13 and up 5 percentage points from 2009/10). Then, core-aged fishers, who collected 62% of all fishing benefits (down 1 percentage point from 2012/13 and 5 percentage points from 2009/10), received 4.2% less in benefits in 2013/14, after another decrease of 4.3% in 2012/13. Finally, fishing benefits paid to youth decreased by 3.7% in 2013/14, representing 4% of all EI fishing benefits in 2013/14 (same percentage compared to the previous year).

2. Coverage and Eligibility for Employment Insurance Fishing Benefits

To be covered by fishing benefits, an individual must meet the definition of a self-employed fisher, must have paid EI premiums during the qualifying period and must be unable to qualify for regular EI benefits. 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. To qualify for fishing benefits, an applicant needs to earn a minimum income ranging between \$2,500 and \$4,200 from self-employment in fishing (depending on the regional unemployment rate [see Table 30]) in their qualifying period (generally 31 weeks prior to making a claim).¹⁰⁹ These income thresholds have remained the same since 1996.

Any claimant who qualifies for fishing benefits may receive a maximum entitlement of 26 weeks per claim, with the possibility of establishing two claims a year, one in the winter and one in the summer (given there are two separate benefit periods for fishing benefits: a winter qualifying period, for which a benefit period can be established starting in April; and a summer qualifying period, for which a benefit period can be established starting in October).

TABLE 30
The Minimum Insurable Earnings for Employment Insurable Fishing Benefits Depend on the Regional Rate of Unemployment

Regional Rate of Unemployment	Insurable Earnings
6% and Under	\$4,200
More Than 6% but no More Than 7%	\$4,000
More Than 7% but no More Than 8%	\$3,800
More Than 8% but no More Than 9%	\$3,600
More Than 9% but no More Than 10%	\$3,400
More Than 10% but no More Than 11%	\$3,200
More Than 11% but no More Than 12%	\$2,900
More Than 12% but no More Than 13%	\$2,700
More Than 13%	\$2,500

Source: ESDC, Employment Insurance administrative data.

¹⁰⁹ More information on self-employed fishing earnings required to qualify for EI fishing benefits can be found in the Service Canada publication *Employment Insurance Benefits for Fishers*, available at: <http://www.servicecanada.gc.ca/eng/ei/publications/fishing.pdf>.

However, if an individual has just started working as a self-employed fisher, or is returning to fishing after an absence of a year or more preceding the qualifying period, he or she is considered as a new-entrant/re-entrant (NERE) and must earn at least \$5,500 in insurable earnings from self-employment in fishing to qualify for fishing benefits. Individuals who have received one week or more of maternity or parental benefits in the 208 weeks preceding the labour force attachment period¹¹⁰ are not considered NEREs.

Historically, over 90% of all fishers who claim fishing benefits have qualified with earnings above \$5,500, which is the minimum eligibility requirement for NERE fishers. In 2013/14, this figure was 98.5% (see Chart 40), which is consistent with the figures recorded in the last five years.

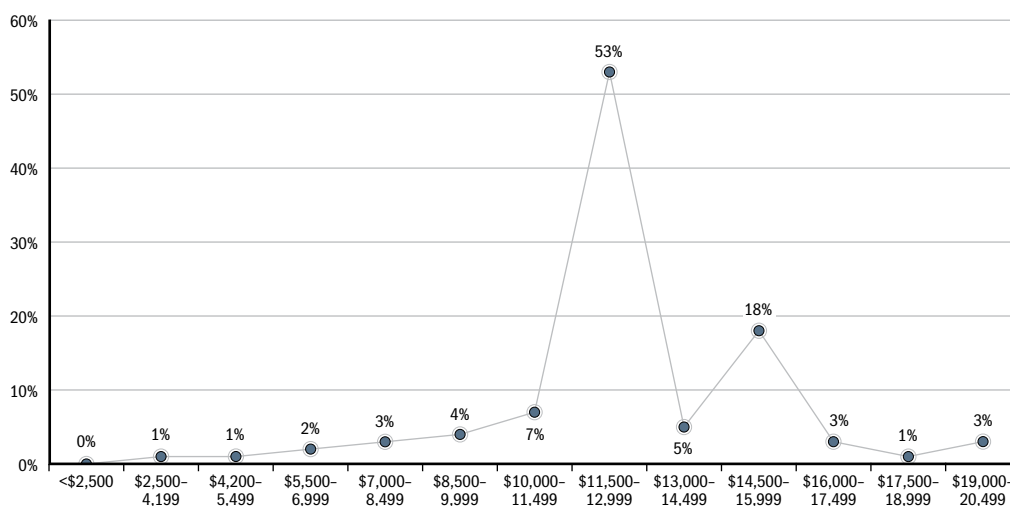
3. Accessibility to Employment Insurance Fishing Benefits

Although there were 27,175 new fishing claims established in 2013/14, only 19,316 fishers made fishing claims that year, a decrease of 764 fishers (-4%) from 2012/13. The large difference between the number of fishing claims and the number of fishers making these claims is explained by the fact that some fishers are active in both fishing seasons (winter and summer) and are eligible to claim fishing benefits twice a year.

The number of fishers claiming benefits declined from the previous year in most provinces leading the fishing activities in Canada: Newfoundland and Labrador (-472 to 7,290 fishers); Nova Scotia (-130 to 3,796 fishers); British Columbia (-166 to 2,588 fishers); New Brunswick (-11 to 1,925 fishers); and Quebec (-18 to 841 fishers). Prince Edward Island (+18 to 1,896) experienced a small increase in the number of fishers claiming benefits.

CHART 40

Distribution of Fishing Claims by Insurable Earnings, 2013/14



Source: ESDC, Employment Insurance administrative data. Data are based on a 100% sample of EI administrative data.

¹¹⁰ The labour force attachment period is the 52 weeks preceding the start date of the qualifying period.

In 2013/14, 2,559 fishers (or 13% of the total) established a fishing claim based on the winter qualifying period only, whereas 8,901 fishers (or 46%) established a fishing claim based on the summer qualifying period only. Moreover, a total of 7,856 fishers (or 41%) established multiple fishing claims. As a result, the number of claims made by fishers who made multiple fishing claims (15,715) accounted for over half (58%) of all fishing claims. In comparison to 2012/13, the number of fishers who made a single claim in 2013/14 declined by 413 (-3.5%), while the number of fishers who made multiple claims decreased by 702 (-4.3%).

The Atlantic provinces and Quebec accounted for 98% of all fishers who made multiple fishing claims. The number of fishers who made multiple claims declined in all five provinces in 2013/14, as follows: Newfoundland and Labrador (-142 to 3,927 fishers); Nova Scotia (-81 to 1,428 fishers); Prince Edward Island (-61 to 938 fishers); New Brunswick (-33 to 826 fishers); and Quebec (-31 to 568 fishers). Fishers in Quebec and Newfoundland and Labrador were the most likely to be active in both seasons, as 68% and 54% of claimants in these provinces, respectively, established multiple fishing claims in 2013/14.

4. Level of Employment Insurance Fishing Benefits

The average weekly fishing benefit increased by 3.0%, from \$452 in 2012/13 to \$465 in 2013/14. With this increase, the average weekly benefit for fishing claims was \$46 higher than that for regular claims (\$419). In the last few years, average weekly fishing benefits tend to be the highest in Quebec, New Brunswick, Prince Edward Island and Nova Scotia. This continued into 2013/14. Moreover, the average weekly benefit for fishers remained close to the maximum weekly benefit of \$501 (in 2013) and \$514 (in 2014).

Weekly EI fishing benefits are calculated by dividing the total fishing insurable earnings obtained during the qualifying period (generally 31 weeks prior to the claim) by the divisor associated with the claimant's regional unemployment rate (see Table 31), and then multiplying the result by the basic rate of 55%, without exceeding the allowed maximum weekly benefit.

TABLE 31
Divisor Used to Calculate Fishing Benefits Based on the Regional Rate of Unemployment

Regional Rate of Unemployment	Divisor
6% and Under	22
More Than 6% but no More Than 7%	21
More Than 7% but no More Than 8%	20
More Than 8% but no More Than 9%	19
More Than 9% but no More Than 10%	18
More Than 10% but no More Than 11%	17
More Than 11% but no More Than 12%	16
More Than 12% but no More Than 13%	15
More Than 13%	14

Source: ESDC, Employment Insurance administrative data.

In 2013/14, almost two-thirds (60%) of self-employed fishers resided in regions with an unemployment rate higher than 13% (unchanged from the previous year), and they represented 65% of all fishing claims (also unchanged from the previous year).

The proportion of fishing claimants who received the maximum weekly benefit decreased from 79% in 2012/13 to 67% in 2013/14, but remains much higher than the proportion of regular claimants who received the maximum weekly benefit (46% in 2013/14).

5. Duration of Employment Insurance Fishing Benefits¹¹¹

In 2012/13, the average duration of all fishing claims was 20.5 weeks, compared to 20.6 in 2011/12. Among the provinces leading the fishing activities in Canada, fishers from British Columbia, who tend to have only one fishing season, had the longest average benefit duration at 22.9 weeks. Average benefit duration in the Atlantic provinces and Quebec varied slightly between 18.9 and 20.7 weeks.

¹¹¹ Duration of EI fishing benefits are presented up to 2012/13 to ensure all claims were completed.

Fishers who established one claim in 2012/13 received an average of 24.5 weeks, while fishers who established two claims received an average of 20.1 weeks on their first claim and 18.0 weeks on their second claim, for an average total of 38.0 weeks of benefits.

IV. EMPLOYMENT INSURANCE SPECIAL BENEFITS¹¹²

1. Overview and Legislative Changes

In addition to assisting those who are unemployed, Employment Insurance (EI) special benefits provide temporary income support to workers and self-employed individuals including fishers. The benefits play an important role in supporting them to balance work and family responsibilities.

In particular, EI special benefits assist workers and self-employed individuals who are too sick to work, are pregnant or have recently given birth, are providing care to a newborn or newly adopted child, or who take temporary leave from work to provide care or support to a critically ill child or a family member with a serious medical condition or with a significant risk of death.

The qualification requirements for EI special benefits do not vary across EI economic regions. In order to qualify for EI special benefits, insured claimants require 600 insurable hours in the 52-week period preceding their claim. Self-employed individuals are required to opt in at least one full year prior to claiming EI special benefits and must have paid EI premiums and earned a minimum amount in self-employment earnings during the previous taxation year (e.g. \$6,645 earned in 2014 for claims in 2015). Self-employed fishers can also qualify for special benefits with fishing earnings of \$3,760.

On December 14, 2012, the *Helping Families in Need Act* received Royal Assent, creating a new EI special benefit for parents of critically ill children (PCIC). Under the PCIC benefits, up to 35 weeks of temporary income support is available, which can be shared among eligible parents who take time away from work while providing

care or support to one or more children under the age of 18 with a life-threatening illness or injury. In order to qualify for the PCIC benefits, a claimant needs to provide a medical certificate attesting that the child is critically ill or injured.

The *Helping Families in Need Act* also amended the *Employment Insurance Act* to allow insured persons who fall ill or are injured while receiving EI parental benefits to access EI sickness benefits. This new measure came into force on March 24, 2013. In addition, through changes to the *Employment Insurance Act* that were included in the 2014 Federal Budget, effective October 12, 2014, claimants receiving compassionate care benefits or PCIC benefits also have access to sickness benefits should they fall ill or be injured while receiving benefits.

The following sections do not include data or analysis on maternity and parental benefits in Quebec, for either employees or self-employed individuals, as these benefits are offered under the Quebec Parental Insurance Plan (QPIP). However, data on sickness compassionate care and parents of critically ill children benefits in Quebec are included in their respective sections.

1.1 Employment Insurance Special Claims and Benefits

The number of special claims and the sum of benefits paid are less likely to be affected by the economic cycle than those related to regular benefits. These figures, are sensitive to demographic shifts, as well as changes to the labour force characteristics. In 2013/14, there were 515,330 special claims established, which represented a 1.0% increase from 2012/13, and followed a 0.3% increase from 2011/12. Total special benefits paid increased by 5.7% to \$4.74 billion in 2013/14, the highest increase seen over the past three years (+4.7% in 2012/13 and +2.5% in 2011/12).

In 2013/14, women accounted for a large proportion (66.8%) of special benefits claims and received 83.0% of special benefits paid. Two main factors explain why women receive such a large proportion of special benefits. First, only women are eligible for maternity benefits, which

¹¹² Starting with the 2013/14 *Employment Insurance Monitoring and Assessment Report*, provincial and territorial figures are based on the province/territory of residence where a claim was initially established; prior years' figures have been restated to reflect this. The previous reporting methodology was based on the province/territory of residence where the claim ended.

comprised 21.7% of special benefits paid in 2013/14. Second, more often, women made 87.6% of the biological parental claims in 2013/14 and tended to receive the benefits for a longer duration when compared to men. For example, in 2013/14, the average duration of biological parental benefits was 31.7 weeks for women and 16.1 for men. Similarly, the average duration of adoptive parental benefits was 29.5 weeks for women and 19.0 weeks for men.

1.1.1 Employment Insurance Special Benefits for Self-Employed Individuals

Self-employed workers have been able to opt into the EI program on a voluntary basis since January 31, 2010 by entering into an agreement to pay EI premiums in order to obtain access to EI special benefits. EI special benefits for self-employed workers became payable as of January 1, 2011.¹¹³

Between the opt-in date of the measure and March 31, 2014, a total of 19,216 self-employed individuals opted into the self-employed EI program. Of these, a total of 4,822 individuals subsequently opted out of the EI program. The net total number of clients that have opted in was 14,394 as of March 31, 2014.

Between January 2011, when self-employed individuals were first eligible to claim EI special benefits, and March 2014, self-employed individuals made 2,316 claims and received \$21.1 million in benefits, with 259 claims in 2010/11, 617 claims in 2011/12, 685 claims in 2012/13 and 755 claims in 2013/14. In 2013/14, self-employed women made 718 special claims (95.1% of all claims by self-employed individuals), and women aged 25 to 44 years old made 677 claims (94.3% of all claims by self-employed women).

In 2013/14, of the 755 claims established by self-employed individuals, 517 (68.5%) claimants received more than one type of special benefit. In 2013/14, 558 received EI maternity benefits, representing an increase of 12.3% (+61 claims) from the previous year. As shown in Table 32, self-employed individuals received a total of \$8.2 million in benefits. Maternity benefits accounted for \$2.1 million. Moreover, 592 of the 755 claims were for EI parental (biological) benefits, accounting for \$5.8 million.

In 2013/14, the average duration of maternity claims established by self-employed claimants was 13.2 weeks per claim, 1.4 weeks less than non-self-employed claimants, while the average duration for parental (biological) benefits for

TABLE 32
Claims Established and Benefits, by Special Benefit Type

	New Claims			Amount Paid (\$ Million)		
	2013/14	2012/13	% Change 2012/13- 2013/14	2013/14	2012/13	% Change 2012/13- 2013/14
Parental (Biological)	592	540	9.6%	5.8	3.4	70.6%
Parental (Adoption)	N/A	N/A	N/A	N/A	N/A	N/A
Maternity	558	497	12.3%	2.1	1.9	10.5%
Sickness	162	135	20.0%	0.3	0.3	0.0%
Compassionate Care	N/A	N/A	N/A	N/A	N/A	N/A
Total Self-Employed Claims	755	685	10.2%	8.2	5.7	43.9%

Parental benefits (biological) that are shared between two parents are considered as two separate claims. For privacy reasons, the number of claims for Parental Benefits (Adoptive) and Compassionate Care Benefits are not provided. Therefore, the total benefits may not add up.

Source: ESDC, Employment Insurance administrative data. Data are based on a 100% sample of EI administrative data.

¹¹³ For more information on EI special benefits for self-employed individuals, please visit <http://www.servicecanada.gc.ca/eng/sc/ei/sew/index.shtml>.

self-employed was 29.9 weeks per claim, it was 0.2 weeks higher than non-self-employed individuals. Additionally, when parental (biological) benefits were not shared by self-employed individuals the average duration of biological parental benefits was 23.5 weeks for men and 31.1 weeks for women.

Results of the 2012 Evaluation Survey of Self-Employed People¹¹⁴ found that self-employed individuals who had registered for EI special benefits were more likely than self-employed individuals who did not register for special benefits to be women; to be under 45 years of age; and to report post-secondary education. The study also found that a majority of the participants worked in professional services, government, education or health care industries and reported fewer years of self-employment.

1.1.2 Employment Insurance Parental Benefits for Military Families

Effective July 4, 2010, the eligibility period was extended for Canadian Forces members who could not collect all their parental benefits during the standard eligibility period because of an imperative military requirement that either deferred or interrupted their parental leave. The eligibility period during which EI parental benefits can be paid may be extended by one week for each week that an eligible claimant is unable to collect EI parental benefits. The extension is subject to a maximum eligibility period of 104 weeks.¹¹⁵

As of March 31, 2014, there have been 97 parental claims that have utilized this provision: 52 from Ontario, 36 from the Western Provinces and 11 from the Atlantic Provinces. Canadian Forces members residing in Quebec apply for parental benefits under the Quebec Parental Insurance Plan (QPIP).

1.2 Level of Employment Insurance Special Benefits

As seen in Table 33, growth in the average weekly benefit rate was positive across the special benefits for men and women in 2013/14. Average weekly special benefits increased by between 4.7% and 7.5% for all benefit types and genders. This general increase is

in line with the increase in average weekly wages and the increase in the maximum insurable earnings (MIE). MIE increased by 3.3%, from \$45,900 in 2012 to \$47,400 in 2013.

Another way to assess the level of benefits support is to look at the proportion of special benefits claimants receiving the maximum weekly benefit. In 2013/14, 41.2% of special benefits claimants received the maximum weekly benefit, an increase from 37.8% in 2012/13. This proportion is higher than levels observed over the past few years, where the maximum benefit rate has been hovering between 37% and 38%. According to the Labour Force Survey, in 2013/14, the average weekly wage for men (\$1,104) was 21.2% (\$194) higher than that for women (\$915). This spike in maximizing weekly benefits could be attributable to a higher proportion of EI special claims established by men, 33.1% of all EI special claims, as well as increased earnings

TABLE 33
Average Weekly Benefit, by Special Benefit Type

		2013/14 (\$)	2012/13 (\$)	Growth (%)
Parental (Biological)	Male	467	443	5.4
	Female	419	396	5.8
	Both	425	402	5.7
Parental (Adoption)	Male	483	481	0.4
	Female	459	438	4.8
	Both	464	449	3.3
Maternity	Male	N/A	N/A	N/A
	Female	416	394	5.6
	Both	N/A	N/A	N/A
Sickness	Male	427	404	5.7
	Female	359	336	6.8
	Both	388	365	6.3
Compassionate Care	Male	446	426	4.7
	Female	403	375	7.5
	Both	415	389	6.7

Source: ESDC, Employment Insurance administrative data.

¹¹⁴ HRSDC, *Results of the 2012 Evaluation Survey of Self-employed People* (Ottawa: HRSDC, Evaluation Directorate, 2012). The evaluation study is based on a sample of 499 participants (self-employed individuals who registered for special benefits) and 502 non-participants (self-employed individuals who did not register for special benefits).

¹¹⁵ For more information on EI parental benefits for military families, please visit http://www.servicecanada.gc.ca/eng/sc/ei/military_families.shtml.

for women making special benefits claims. Similar to previous years, a higher proportion of regular benefits claimants continue to receive the maximum weekly benefits (46.0%). There are two reasons for this: men were overrepresented among regular claims (60.9%), and not surprisingly women (66.9%) were overrepresented among special claims; and the average weekly wage for men was higher than that for women.

1.3 Combining Employment Insurance Special Benefits

Different types of special benefits can be combined within a single claim, under certain circumstances, to a potential maximum duration of 104 weeks.

Among new special claims established in 2013/14,¹¹⁶ the majority (67.5%) of claimants used only one type of special benefit, while nearly one-third (32.5%) combined more than one special benefit in a single claim. In fact, 28.5% of claims combined two special benefits and 4.0% of claimants combined three special benefits. The vast majority (97.4%) of those combining two special benefits combined maternity and parental benefits.

An evaluation study¹¹⁷ found that the majority of maternity/parental claimants do not combine their maternity/parental benefits with other types of benefits (i.e. regular benefits, sickness benefits, fishing benefits and compassionate care benefits). However, if they do, women outside of Quebec often combine maternity/parental benefits with sickness benefits, while men outside of Quebec often combine parental benefits with regular benefits.

2. Employment Insurance Maternity and Parental Benefits

EI maternity benefits are offered to biological mothers, including surrogate mothers, who take time away from work because they are pregnant or have recently given birth. A maximum of 15 weeks of EI maternity benefits is available (with a two week waiting period). The 15 weeks may be paid as early as eight weeks before the expected date of birth and may end as late as 17 weeks after the actual date of birth.

EI parental benefits are offered to parents who are caring for a newborn or newly adopted child. A maximum of 35 weeks of parental benefits is available to biological or adoptive parents (with a two week waiting period), which can be shared between the parents.

For assessment purposes, various time periods in EI administrative data are used to ensure accuracy when analyzing the duration of EI special benefits. In this report, to assess the average duration of EI parental benefits, only claims established in the first half of 2013/14 were used, to ensure data were based on as many completed EI parental claims as possible. Given the shorter duration of maternity benefits, all claims established in 2013/14 were used.

2.1 Employment Insurance Maternity and Parental Claims and Benefits

2.1.1 Employment Insurance Maternity Claims and Benefits

The number of new maternity claims decreased by 0.6% to 169,640 in 2013/14 from 170,680 in 2012/13. Maternity claims among the small group of self-employed workers participating in the EI program increased by 12.3%, from 497 in 2012/13 to 558. Maternity benefits paid increased by 4.8% to \$1.03 billion in 2013/14. Self-employed women accounted for \$2.1 million representing an increase of 11.3% from 2012/13. As in previous years, the vast majority of maternity claims were made by women aged 25 to 44, who accounted for 89.6% of all maternity claims in 2013/14. Women under 25 accounted for 10.4% of total maternity claims. Among the 169,640 maternity claims, 2,590 claimants received maternity benefits only.

In 2013/14, maternity claims increased in the following provinces: Prince Edward Island (+7.6%), Manitoba (+5.3%), Newfoundland and Labrador (+3.5%), Saskatchewan (+1.4%) and Alberta (+0.1%). The remaining provinces saw declines in the number of maternity claims, with the largest decrease occurring in New Brunswick (-8.5%) followed by Nova Scotia with a decrease of 5.7%. Of the 169,640 maternity claims

¹¹⁶ Data and analysis on duration relate only to claims established in 2011/12 to ensure all claims were completed. Note that many claims established in 2011/12 were completed in 2012/13.

¹¹⁷ ESDC, *Use of EI Regular and Special Benefits by Maternity or Parental Claimants* (Ottawa: ESDC, Evaluation Directorate, 2013).

in 2013/14, the majority (162,130 or 95.6%) were followed by biological parental claims. The overall number of maternity claims is relatively stable.

According to Statistics Canada's Annual Demographic Estimates, the number of live births increased by 0.7% in 2013/14 to 385,937 from 383,103 in 2012/13, with Ontario and Quebec recording the highest number (36.9% and 22.9%, respectively). As illustrated in Chart 35, in 2013/14, the number of live births increased in Western Provinces by 2.6%, while the Atlantic Provinces experienced a 2.0% decrease over the same period.

2.1.2 Employment Insurance Parental (Biological) Claims and Benefits

In 2013/14, the number of parental claims made by biological parents decreased slightly by 0.6% to 189,480. However, parental benefits paid to biological parents rose by 5.5% to \$2.40 billion in 2013/14. This increase is largely attributable to the growth in average weekly benefits which increased by 5.7% to \$425 in 2013/14. Self-employed individuals made 592 parental claims a 9.6% increase from the previous year (+540) which accounted for \$5.76 million in biological parental benefits in 2013/14.

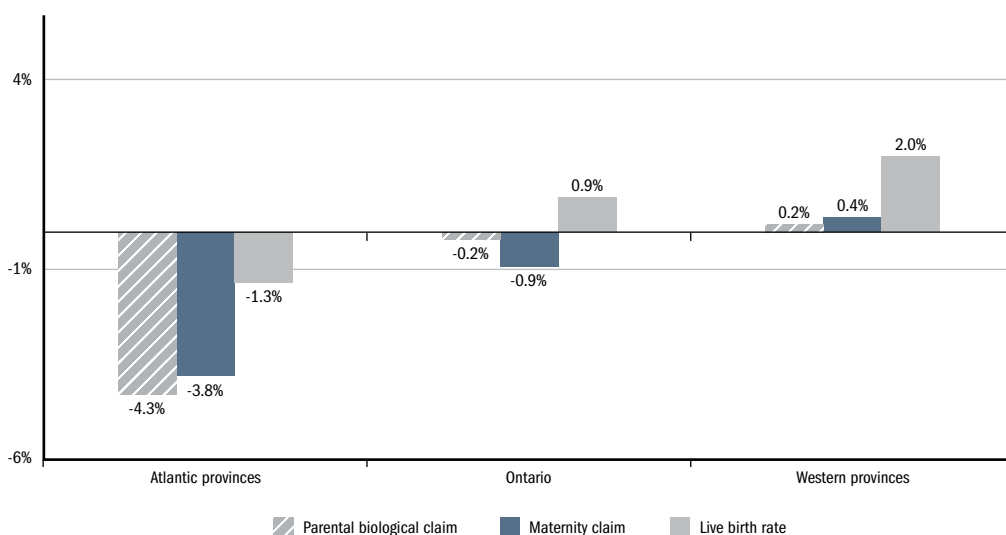
As in previous years, women made the vast majority (86.7%) of biological parental claims in 2013/14, and received 92.0% of benefits paid. The number of biological parental claims declined for both men (-3.0%) and women (-0.2%) between 2012/13 and 2013/14. Furthermore, the majority of biological parental claims are made by women aged 25 to 44, and in 2013/14 this group accounted for 77.8% of all biological parental claims. Subsequently, men aged 25 to 44 accounted for 12.2% of all biological parental claims. Combined, men and women under 25 accounted for 9.3% of biological parental claims.

In 2013/14, the number of parental claims made by biological parents increased significantly in Prince Edward Island (+20.2%), while the sharpest decreases were witnessed in New Brunswick (-8.6%) and in Nova Scotia (-8.2%).

The number of parental claims made by biological parents slightly increased in the Western Provinces (+0.2%), while it decreased in Ontario (-0.2%) and Atlantic Provinces (-4.3%) in 2013/14. As shown in Chart 41, the fluctuation in the number of parental claims made by biological parents was relatively consistent with the fluctuation in the number of maternity claims among the four regions. In 2013/14,

CHART 41

Changes in the Number of Parental (Biological) Maternity Claims and Live Births, by Region, Between 2012/13 and 2013/14



* Quebec is excluded as this province has administered its own maternity and parental benefits since January 2006.

Sources: ESDC, Employment Insurance administrative data and Statistics Canada, Labour Force Survey.

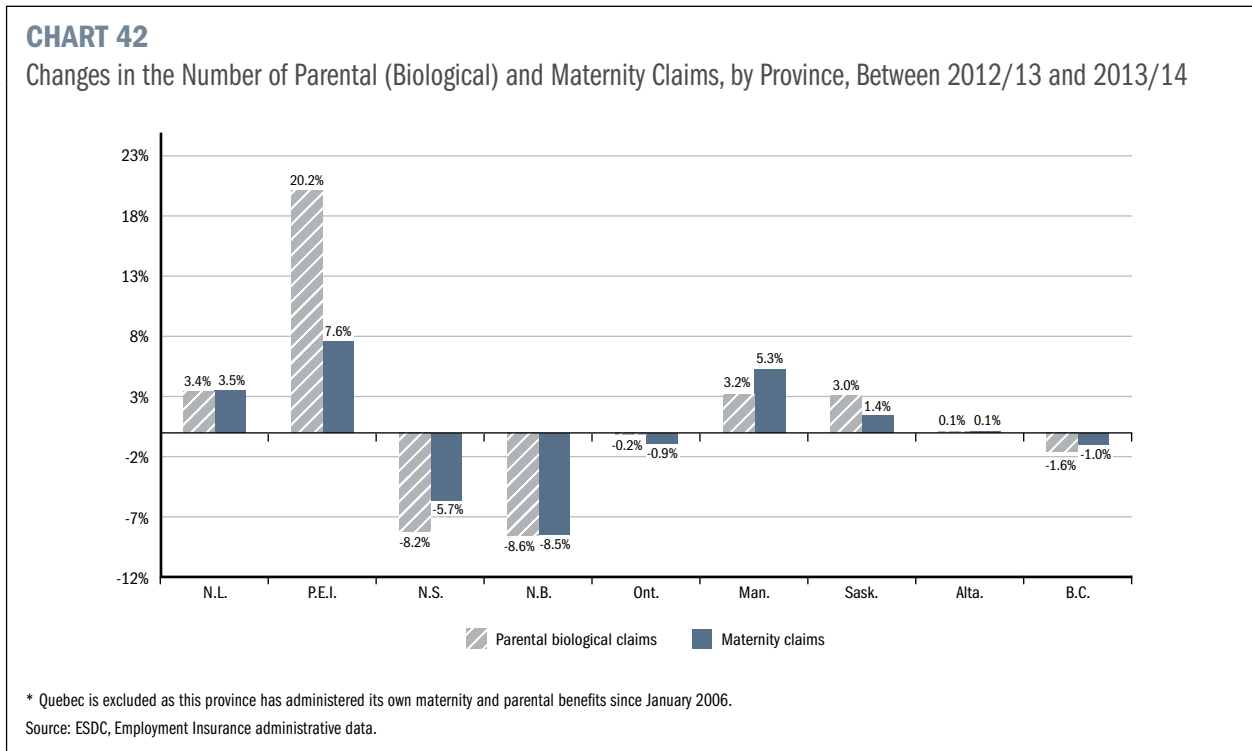
the number of live births increased by 0.7% nationally from 383,103 in 2012/13 to 385,937. While the Atlantic Provinces witnessed an overall decline in the number of live births, the Western Provinces experienced the opposite. Among the provinces Alberta recorded the highest live birth increase of 4.4% followed by Saskatchewan with a 2.7% increase.

As illustrated in Chart 42, with the exception of Prince Edward Island the fluctuation in the number of parental claims made by biological parents was consistent with the fluctuation in the number of maternity claims among the provinces. In 2013/14, the greatest increase of biological parental claims was recorded in Prince Edward Island with an increase of 20.2%; this sharp increase may be explained by the number of new claims established by men (122.2%, +110,) and women (+9.4%, +80). In addition, the vast majority of claims were made by men aged 25 to 44 who increased by 88.9% in 2013/14, while women under 25 increased almost three-fold from 60 claims in 2012/13 to 200 claims in 2013/14.

2.1.3 Employment Insurance Parental (Adoptive) Claims and Benefits

The number of parental (adoptive) claims made decreased in 2013/14 by 11.8% to 1,640. The number of parental (adoptive) claims made by self-employed individuals was negligible. Adoptive parents received a total of \$20.6 million in benefits.

The entitlement to this benefits is often shared. For the purpose of this report, unless otherwise indicated, the average duration figure provided will be the number of weeks used per family basis. The average duration¹¹⁸ of EI parental (adoptive) claims was 27.6 weeks per family in 2013/14, slightly higher than the duration in 2012/13 (26.6 weeks). In 2013/14, the average duration of biological parental claims was 29.7 weeks per claim, 2.1 weeks higher than parental (adoptive) claims.



¹¹⁸ Data on claim duration cover only claims commencing during the first half of the fiscal year to ensure that all claims were completed.

2.2 Accessibility to Employment Insurance Maternity and Parental Benefits

According to the 2013 Employment Insurance Coverage Survey (EICS), the number of mothers with a child up to 12 months old increased by 1.1% in 2013, to 400,456 individuals, compared to 395,990 in 2012. In 2013, 77.0% of these mothers had insured income before giving birth to, or adopting their child, compared with 77.9% in 2012. Among these insured mothers, 91.9% received maternity or parental benefits, an increase of 3.7 percentage points from 2012 (88.2%). Overall, 66.9% of women received maternity and/or parental special benefits in 2013, which represents two-thirds of all new mothers.

For all provinces combined, the proportion of fathers who claimed or intended to claim parental benefits increased to 30.8% in 2013, from 25.4% in 2012, from 29.3% in 2011, and 29.6% in 2010.

In Quebec, the QPIP has had a major impact on the number of fathers who claimed or intended to claim parental benefits. QPIP includes leave that is available exclusively to fathers and since its introduction on January 1, 2006, the proportion of fathers in Quebec who took or intended to take parental leave has almost tripled, from 27.8% in 2005 to 80.1% in 2012. The statistics reported above originate from the EICS and include parents in Quebec receiving benefits from the provincial program.

2.3 Level of Employment Insurance Maternity and Parental Benefits

The average weekly benefit for maternity benefits continued to rise in 2013/14, reaching \$416 (+5.8%), up from \$394 in 2012/13.

Similarly, the average weekly benefit for parental (biological) benefits rose by 5.7% to \$425 in 2013/14, compared with \$402 the previous year. The proportion of parental benefit claimants who received the maximum weekly benefit was 52.8%, slightly higher than the proportion in 2012/13 (48.6%).

The average weekly benefit for parental (adoptive) claims rose by 3.4% to \$464 in 2013/14. In 2013/14, 66.5% of parental (adoptive) claimants received the maximum weekly benefit, a decrease of 3.4% from 69.9% in 2012/13.

2.4 Duration of Employment Insurance Maternity and Parental Benefits

As in previous fiscal years, in 2013/14, claimants used almost all of the EI maternity and parental weeks to which they were entitled. Although the vast majority of mothers (90.5%) used the full 15 weeks available, the average duration of maternity benefits remained at 14.6 weeks.

However, the average duration of parental claims can be adjusted to reflect the fact that parents can share the 35 weeks of parental benefits available to them. In 2013/14, the average duration of biological parental claims, as calculated on a family basis, was 30.4 weeks for parents who decided to share the parental benefits and 31.9 weeks for those who decided not to share, and this has remained stable over several years.^{119,120} In comparison to biological parental claims, adoptive parental claims for both shared and non-shared recorded similar results, 30.4 and 32.6, respectively. Claimants who received both maternity and parental benefits used 46.9 weeks, or 93.8%, of the 50 weeks of maternity and parental benefits available to them on average in 2013/14, a proportion similar to that of the previous year (93.7%). Similar to last year, low-income claimants receiving maternity and parental benefits as well as the Family Supplement collected an average of 46.2 weeks of maternity and parental benefits, relatively similar to the number of weeks collected by claimants (46.9 weeks) not receiving the Family Supplement.

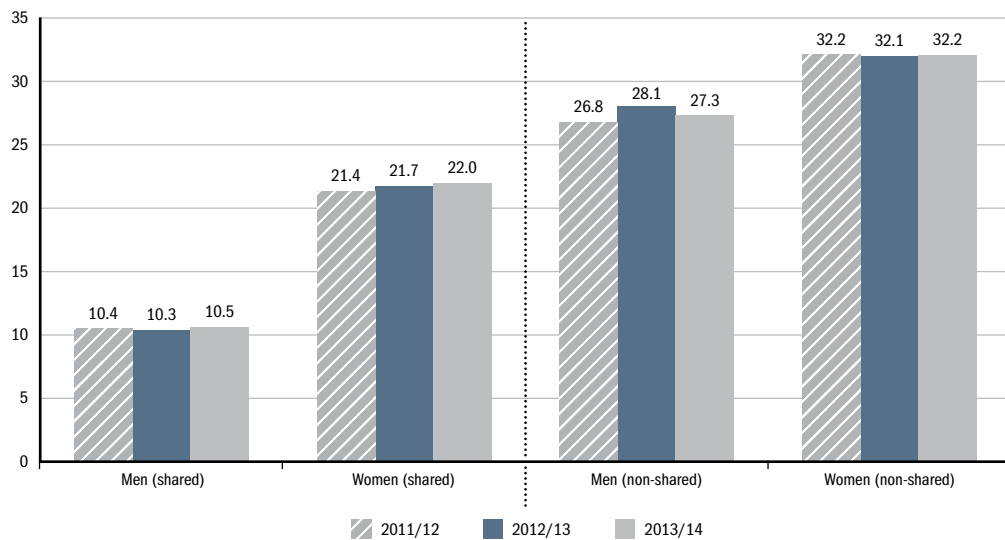
Similarly, the decision to share parental (biological) benefits has a limited effect on the average duration of the claim. As shown in Chart 43, in 2013/14, when parental benefits are shared on average women collected 22.0 weeks while men collected 10.5 weeks. When parental benefits are not shared, women collect 32.2 weeks on average while men collect 27.3 weeks on average. Similar results have been observed in the past few years.

¹¹⁹ Data on the duration of parental benefits cover claims that began during the first half of 2013/14 to ensure data are based on completed claims. This analysis assumes that parents share the parental benefits available to them. Please note the figures have been adjusted from the previously report.

¹²⁰ Figures presented in Annex 2.10 and 2.11 are still presented on a per-claim basis to permit year-over-year comparisons.

CHART 43

Average Weeks Parental per Claim Collected Between Shared and Non-Shared, by Gender, 2010/11 to 2013/14



Source: ESDC, Employment Insurance administrative data.

3. Employment Insurance Sickness Benefits

EI provides up to 15 weeks of sickness benefits (with a two week waiting period) to help claimants who take time away from work due to a short-term illness, injury or quarantine.

3.1 Employment Insurance Sickness Claims and Benefits

In 2013/14, the number of new EI sickness claims increased by 2.1%, to 336,800 from 329,750 in 2012/13. Benefits paid increased by 7.2% to \$1.3 billion in 2013/14. The increase in sickness benefits paid in 2013/14 is attributable to multiple factors such as the increase in new EI sickness claims and an increase of 6.2% in average weekly sickness benefit rate. Women made 57.2% of EI sickness claims while men made 42.8%, similar to the proportion in previous years. In 2013/14, self-employed individuals made 162 sickness claims, and received \$256,000 in sickness benefits. It should be noted that the increase in sickness benefits accounts for much of growth in special benefits paid (29.9%).

As shown in Table 34, there is no uniform trend across the country, when studied closely, there are two obvious trends emerging in different parts of the country. Firstly,

in 2013/14, both Newfoundland and Labrador and Prince Edward Island recorded an increase in their share of the number of EI sickness claims (+6.5% and +17.4%, respectively). Subsequently, their proportion of benefit payments followed a similar trend to that of claims (+4.2% and +16.7%, respectively). For both provinces, this upward trend was driven by an increase in average duration and average weekly benefits. For the number of new claims, similar trends were observed in Ontario (+3.8%), Saskatchewan (+3.8%) and Alberta (+2.9%). Secondly, New Brunswick (-2.9%) and Manitoba (-2.5%) both saw a decrease in the number of new EI sickness claims. While the proportion of benefits increased significantly for New Brunswick (+3.9%), it increased only marginally for Manitoba (+0.8%). In these provinces, the average weekly benefit was the driving force behind the increase in benefits payments. The average weekly benefit for New Brunswick increased by 4.3% to \$390, and for Manitoba it increased by 8.6% to \$392.

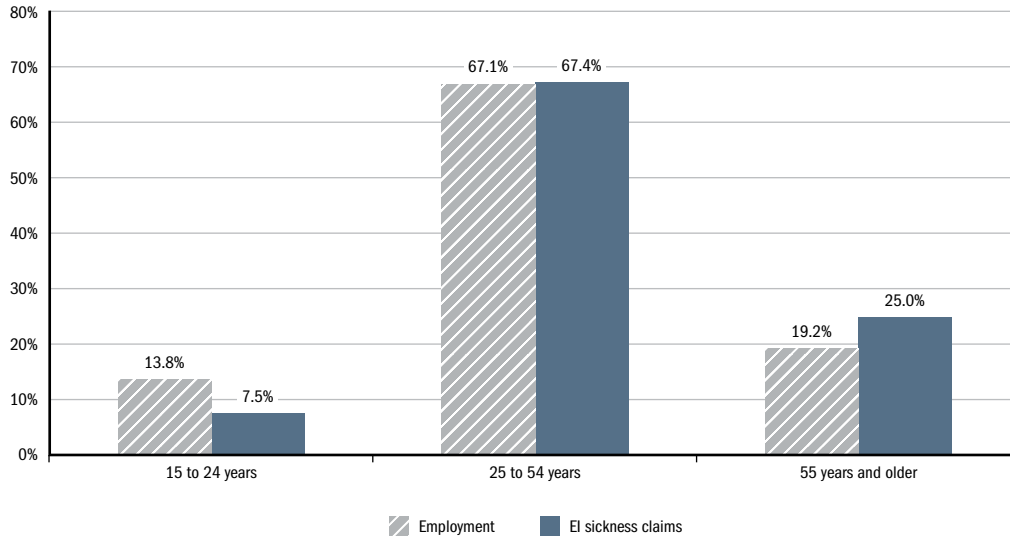
When comparing sickness claimants by age groups, claimants aged 25 to 54 represented 67.4% of sickness claims in 2013/14. Older workers (55 years and older) represented 25.0% (see Chart 44) of all EI sickness claims, while they represented only 19.2% of national employment. The proportion of EI sickness claims

TABLE 34
Percentage Change in EI Sickness Claims, Average Duration, Average Weekly Benefit and Benefits, by Province, Between 2012/13 and 2013/14

	Claims				Average Duration				Average Weekly Benefit				Benefit Paid			
	2012/13	2013/14	△	%	2012/13	2013/14	△	%	2012/13	2013/14	△	%	2012/13	2013/14	△	%
Newfoundland and Labrador	8,800	9,460	580	6.5%	10	9.9	-0.1	-0.1%	385	390	5	1.3%	36.3	37.8	1.5	4.1%
Prince Edward Island	4,300	5,050	750	17.4%	7.9	8	0.1	1.3%	378	382	4	1.1%	13.5	15.7	2.2	16.3%
Nova Scotia	15,310	16,530	1,220	8.0%	9.4	9.3	-0.1	-1.1%	362	383	21	5.8%	54.8	59.9	5.1	9.3%
New Brunswick	21,050	20,440	-610	-2.9%	8.4	8.1	-0.3	-3.6%	374	390	16	4.3%	67.5	70.1	2.6	3.9%
Quebec	103,930	104,120	190	0.2%	9	9	0	0.0%	364	380	16	4.4%	346	362.4	16.4	4.7%
Ontario	89,260	92,650	3,390	3.8%	10.3	10.4	0.1	1.0%	359	386	27	7.5%	331.8	368.9	37.1	11.2%
Manitoba	10,220	9,960	-260	-2.5%	9.7	10.3	0.6	6.2%	361	392	31	8.6%	37.7	38	0.3	0.8%
Saskatchewan	6,810	7,070	260	3.8%	10	10.1	0.1	1.0%	373	401	28	7.5%	24.7	28.3	3.6	14.6%
Alberta	23,980	24,680	700	2.9%	10.6	10.7	0.1	0.9%	389	420	31	8.0%	98.8	107.5	8.7	8.8%
British Columbia	45,120	46,210	1,090	2.4%	10.4	10.4	0	0.0%	358	389	31	8.7%	176.1	184.6	8.5	4.8%
Canada	329,750	336,800	7,050	2.1%	9.7	9.7	0	0.0%	365	388	23	6.3%	1,191.00	1,276.80	85.8	7.2%

Source: ESDC, Employment Insurance administrative data.

CHART 44
Distribution of EI Sickness Claims and Employment, by Age, 2013/14



Sources: ESDC, Employment Insurance administrative data and Statistics Canada, Labour Force Survey.

made by older workers has been increasing since 2010/11. Older workers also represented an increasing proportion of employment, (up from 17.9% in 2011/12 to 18.6% in 2012/13).

In 2013/14, 34.8% of all EI sickness claimants collected the maximum 15 weeks of benefits. Compared to the proportion they represent in the labour force, older workers were overrepresented (28.8%) among those who collected the maximum 15 weeks of benefits. From the perspective of the overall population, in 2013/14 the 25 to 54 age cohort showed the largest increase in sickness claims (see Chart 44). However, when the various age groups are further divided into small segments of the population, the 55+ group showed the greatest increase in sickness claims (+6.8%) in 2013/14, reflecting the continued increase in employment for workers in this age group and, more generally, Canada's aging population. In 2013/14, the share of employment for older workers (55+) increased by 0.6 percentage points, from 18.6% in 2012/13 to 19.2% in 2013/14. Claims from those aged 25 to 44 and those 45 to 54 both saw increases (+0.8% and +1.5%, respectively), while claims from those aged 24 and younger dropped by 3.1% in 2013/14.

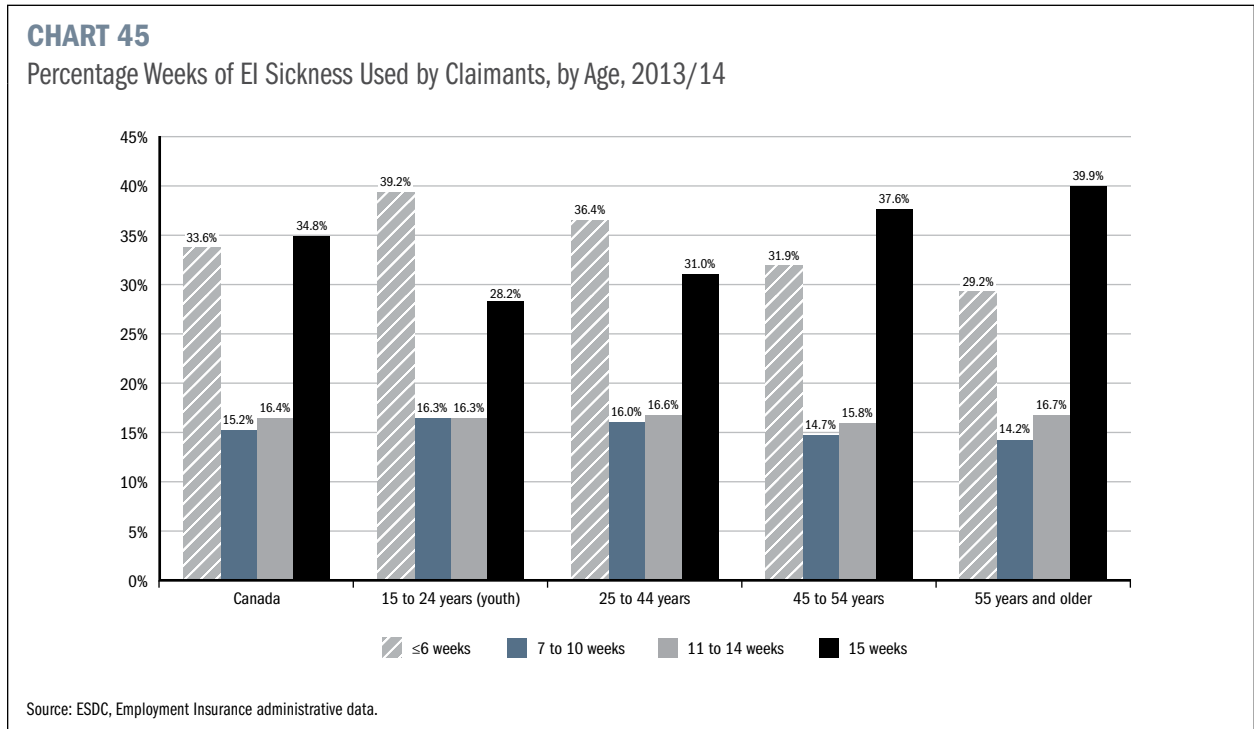
3.2 Level of Employment Insurance Sickness Benefits

The average weekly benefit for sickness claims rose by 6.2% to \$388 in 2013/14, compared with \$365 the previous year.

3.3 Duration of Employment Insurance Sickness Benefits

In 2013/14 sickness claimants received benefits for an average of 9.7 weeks, which represents 64.7% of the maximum entitlement of 15 weeks and is unchanged from the previous year. In addition, 34.8% of sickness claimants nationally collected the maximum 15 weeks of benefits, one percentage point higher than that observed in 2012/13 (33.8%). Currently there is limited data regarding claimants who received the maximum entitlement. As more data becomes available, future reporting will provide additional analysis on this claimant group and related trend.

Chart 45 illustrates that age is the determinant factor for duration of benefits when looking at the number of sickness weeks used by claimants. In 2013/14, the proportion of claimants who collected 6 weeks



or less was highest for those aged 15 to 24 (39.2%), The reverse was true when examining the maximum entitlement weeks collected, where 39.9% of older workers collected the maximum 15 weeks of benefits while those aged 15 to 24 represented 28.2% of those collecting 15 weeks. When looking at those claimants who collected between 7 to 10 weeks or 11 to 14 weeks of sickness benefits, there was little variations among all age groups.

A survey¹²¹ conducted by COMPAS of a representative sample of 1,258 EI claimants found that, of those EI claimants who exhausted their 15 weeks of EI sickness benefits nearly three-quarters (72%) did not return to work within 6 months, or never return to work.

3.4 Premium Reduction Program

The Premium Reduction Program (PRP) reduces EI premiums for employers if their employees are covered by a registered employer-based short-term disability plan that meets or exceeds the requirements set by the Canada Employment Insurance Commission in the *Employment Insurance Regulations*. In this context, for an employer's sickness benefits plan to be eligible for a premium reduction under the PRP employees must have at least equivalent protection provided by EI sickness benefits. Additionally, participating employers must return the employee share of the premium reduction to workers, which may be done via another employee benefit such as dental coverage, or other methods in place between employee and employer.

Based on the projections in the most recent Report from Chief Actuary,¹²² estimated reduction in employer premiums due to qualified Wage-Loss Replacement (WLR) plan was \$859 million, compared to \$911 million in 2013 (see Table 35). In 2014, there were an estimated 32,500 employers participating in the PRP

4. Employment Insurance Compassionate Care Benefits

The EI program provides six weeks of compassionate care benefits to persons who take time away from work temporarily to provide care or support to a family member who has a serious medical condition with a significant risk of death within 26 weeks.

4.1 Employment Insurance Compassionate Care Claims and Benefits

In 2013/14, there were 6,003 claims for EI compassionate care benefits, a 1.6% decrease over 2012/13. Compassionate care benefits amounted to \$12.0 million in 2013/14, a 3.8% increase from 2012/13.

In 2013/14, 45.4% of compassionate care benefits claims from Ontario, 15.9% from British Columbia and 15.8% were from Quebec. Prince Edward Island had the lowest number of compassionate care benefit claims (0.6%).

TABLE 35
Historical Statistics on Premium Reduction Program, Between 2009 and 2014

	2009 (Actual)	2010 (Actual)	2011 (Actual)	2012 (Actual)	2013 (Actual)	2014 (Forecast)
Total Amount of Premium Reductions Received by Participating Employers (\$ Millions)	\$839M	\$863M	\$877M	\$920M	\$911M	\$859M

Source: 2015 Actuarial Report on the Employment Insurance Premium Rate.

¹²¹ Survey of Claimants of Employment Insurance Benefits for Prescribed Illness, Injury and Quarantine (Ottawa: April 2007).

¹²² 2015 Actuarial Report on the Employment Insurance Premium Rate (Ottawa: OSFI, August 2014).

In 2013/14, women made up 72.2% of compassionate care claims, which represents a slight increase of 0.3 percentage points from 2012/13 (71.9%), while men made up 27.5%. In comparison, in 2013/14 women represented 48.2% of the labour force while men represented 52.3%. From 2012/13 to 2013/14, the number of compassionate care claims decreased for both men (-3.9%) and women (-0.8%). The number of claims made by those aged 55 and older increased significantly (+7.3%) in 2013/14, while those made by people aged 45 to 54 decreased by 3.4% in 2013/14.

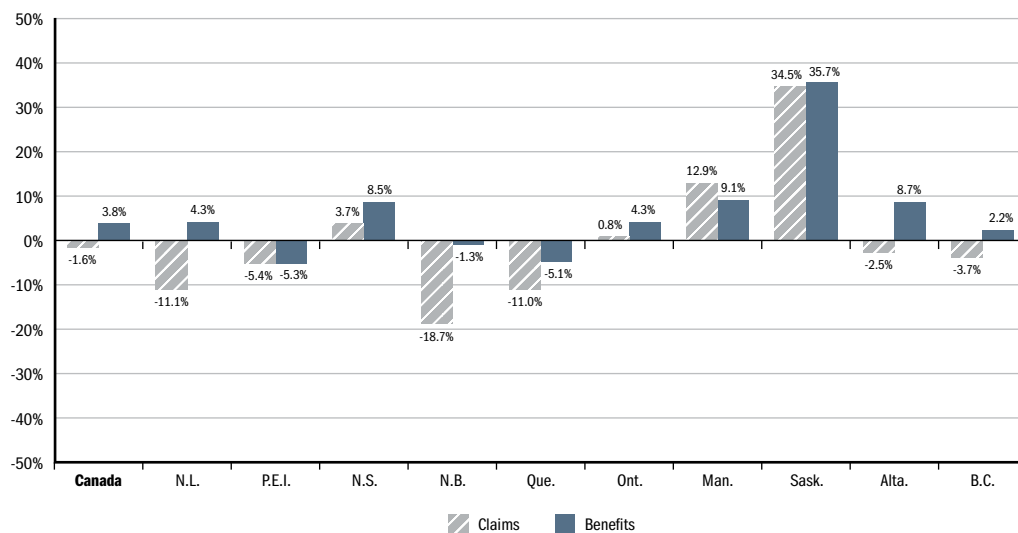
In 2013/14, most provinces witnessed an increase in compassionate care benefits paid. Saskatchewan witnessed the highest increase (35.7%), (see Chart 46), followed by Manitoba (9.1%) and Nova Scotia (8.5%). The increase for Saskatchewan was mainly attributable to an increase in the number of claims (+34.5%) and weekly benefit rate (+11.2%). It should be noted that, Saskatchewan's average weekly benefit rate of \$440 was 6.0% higher than the national average of \$415. In contrast, Prince Edward Island and Quebec both witnessed decreases in compassionate care benefits paid (-5.3% and -5.1%, respectively). The decrease in benefits for these two provinces is proportionate to the decreases in claims.

4.2 Accessibility to Employment Insurance Compassionate Care Benefits

When applying for compassionate care benefits, claimants must indicate their relationship with the family member that they are caring for, and provide a medical certificate proving the family member is seriously ill and at significant risk of death within 26 weeks. An evaluation study¹²³ found that the vast majority (81.9%) of applicants who filed for compassionate care benefits did so to take care of either a parent (55.9%), spouse or partner (26.0%) in 2012/13. Individuals applied for compassionate care benefits to take care of child (their own child, the child of a spouse or the child of a common-law partner) in 6.8% of all cases, while those who applied to care for a sibling represented 4.4%. These proportions were consistent with those reported in previous years. Additionally, the report also found that the acceptance rate was highest for sister-brother (70.8%), followed by spouse or partner (69.3%) and mother-father (68.1%) Applicants looking to receive benefits for a child had the lowest acceptance rate (52.4%).

CHART 46

Percentage Change in Compassionate Care Benefits by Claims and Benefits, by Province, Between 2012/13 and 2013/14



Source: ESDC, Employment Insurance administrative data.

¹²³ ESDC, *Compassionate Care Benefits* (Ottawa: ESDC, Evaluation Directorate, 2014).

TABLE 36
Compassionate Care Claimants
by Type of Relationship to Gravely
Ill Person, 2012/13

Type of Relationship	Distribution of Compassionate Care Claimants (%)
Mother or Father	55.9
Spouse or Partner	26.0
Other	6.9
Child	6.8
Sister or Brother	4.4
Total	100.0

Source: ESDC, Employment Insurance administrative data.

In June 2006, a regulatory change broadened the definition of “family member” to allow siblings, grandparents, grandchildren, in-laws, aunts, uncles, nieces, nephews, foster parents, wards and any other individuals considered family members by the gravely ill person—or his or her representative—to be eligible for compassionate care benefits. Administrative data show that the broadened eligibility resulted in additional applications in 2012/13 (the “other” and “sister or brother” categories in Table 36), representing approximately 11.3% of all compassionate care benefit applicants, a decrease of 0.3% from 2012/13. Since implementation of the broadened eligibility criteria, both the number and proportion of applicants in these two categories have increased annually.

4.3 Level of Employment Insurance Compassionate Care Benefits

In 2013/14, the average weekly benefit for compassionate care benefits increased to \$415 (+6.7%). As mentioned in previous sections, this general increase is in line with the increase in average weekly wages and the increase in maximum insurable earnings (MIE) from 2012 to 2013. The MIE for 2013 was \$47,400, from \$45,900 (+3.3%) in 2012.

4.4 Duration of Employment Insurance Compassionate Care Benefits

Similar to previous years, on average claimants used 4.7 weeks of compassionate care benefits or 78.3% of the maximum entitlement of 6 weeks in 2013/14. The proportion of compassionate care claimants who used all of their entitlement was 57.3% in 2013/14, significantly lower than that observed in 2012/13 (73.1%).

Although eligible family members can share the 6 weeks of entitlement, in most cases they are not doing so. In 2013/14, the compassionate care benefit was only shared in 2.4% of cases, a proportion almost identical to that of previous years. Subsequently, of those who chose not to share the compassionate benefits, 72.8% were women, and 27.2% were men. Similar observations were made in 2012/13 (72.0% and 28.0%, respectively).

According to a recent study,¹²⁴ the main reason a claimant does not receive the entire six weeks of benefits is that the care recipient passes away while the claimant is receiving compassionate care benefits. The study also found that those claimants caring for a spouse are more likely to use the entire six-week period than those caring for another family member, and those living with a gravely ill care recipient are more likely to use the entire six-week period than those who do not live with the care recipient. Finally, claimants who combine compassionate care benefits with another type of EI benefit are more likely to use the full six weeks available to them than those who only receive compassionate care benefits.

5. Parents of Critically Ill Children Benefits

The EI benefit for parents of critically ill children (PCIC) became available on June 9, 2013, to eligible EI insured workers and to self-employed individuals who have opted into EI. Under the PCIC benefits, up to 35 weeks of EI benefits are available (with a two week waiting period), which can be shared among eligible parents.

¹²⁴ ESDC, *Compassionate Care Benefits* (Ottawa, ESDC, Evaluation Directorate, 2014).

5.1 Parents of Critically Ill Children Claims and Benefits

The PCIC benefit was only available for a portion of the 2013/14 year due to the timing of its introduction. From June 9, 2013 to March 31, 2014, a total of 1,733 PCIC claims were established. Claimants residing in Ontario established the highest share of PCIC claims with 35.6% (617), followed by Quebec with 26.4% (457). As shown in Table 37, the distribution of PCIC claims was consistent with the distribution of core aged workers (age 25–44).

Of the 1,733 PCIC claims established in 2013/14, women represented 77.7% (1,347) of the claims while men represented 22.2% (384) of claims.

As shown in Table 37, PCIC claims established in 2013/14 had an average weekly benefit rate of \$425, higher than the average (\$403) for all EI special benefits claims. In fiscal year 2013/14 a total of \$7.4 million in PCIC benefits were paid.

As PCIC claims are currently processed manually, the level of data available to examine the benefits is limited. For example, data on claim duration taking into account the sharing of benefits by parents was

not available. As more data becomes available, future *EI Monitoring and Assessment Reports* will provide a more comprehensive analysis of the PCIC benefits.

V. EMPLOYMENT INSURANCE WORK-SHARING BENEFITS

1. Overview

1.1 Program Overview

Work-Sharing is an adjustment program designed to help employers and workers avoid layoffs when there is a temporary reduction in the normal level of business activity that is a result of factors beyond the control of the employer. It provides income support in the form of Employment Insurance Part I benefits to eligible workers who agree to work a temporarily reduced work week while their company recovers (i.e. returns to normal level of business activity). The goal is for all participating employees to return to normal working hours by the end of the term of the Work-Sharing agreement.

TABLE 37
Preliminary Data on Parents of Critically Ill Children, 2013/14

Province/Territory	New Claims	% of PCIC Claims	% of Employment (Age 25–44) ²	Average Weekly Benefit Rate	Amount Paid (\$) ³
Newfoundland and Labrador	16	0.9%	1.3%	407	84,594
Prince Edward Island	9	0.5%	0.4%	416	34,683
Nova Scotia	56	3.2%	2.3%	402	234,595
New Brunswick	43	2.5%	1.9%	441	129,175
Quebec	457	26.4%	22.8%	417	1,768,333
Ontario	617	35.6%	38.0%	425	2,877,535
Manitoba	59	3.4%	3.5%	412	235,731
Saskatchewan	51	2.9%	3.2%	443	161,454
Alberta	219	12.6%	13.9%	444	975,069
British Columbia	197	11.4%	12.8%	422	889,571
Men	384	22.2%	52.1%	452	N/A
Women	1,349	77.8%	47.9%	417	N/A
Total ¹	1,733	100.0%	100.0%	428	7,440,056

¹ For privacy reasons, data for the Territories is not provided. As a result, the total number of claims may not add up to the total presented.

² Source: Statistics Canada CANSIM Table 282-0002.

³ Parents of Critically Ill Children benefits paid from Financial Statements for the EI Operating Account.

Source: ESDC, Employment Insurance administrative data. Data are based on a 100% sample of EI administrative data.

The program helps employers retain skilled employees and avoid the costs of recruiting and training new employees. It also helps employees maintain their skills and jobs while supplementing their wages with EI benefits for the days they are not working.

Work-Sharing agreements are signed for a minimum of 6 consecutive weeks to a maximum of 26 consecutive weeks, with a possible 12-week extension for a total of 38 weeks. Recognizing the level of uncertainty employers and workers faced during the most recent economic downturn, the federal government—through the Economic Action Plan—introduced temporary measures to the Work-Sharing program to mitigate the effects of the downturn on employers and employees.

1.2 Legislative Changes and Program Enhancements

The temporary measures introduced under Economic Action Plan 2009 extended agreement durations, streamlined the administrative process, and eased eligibility requirements for employers. Temporary measures were also introduced in Budget 2010, Budget 2011, and the Economic and Fiscal Update 2011. All temporary Work-Sharing measures concluded in October 2012.

In addition to these temporary measures, Budget 2011 also introduced new permanent policy adjustments to make Work-Sharing more flexible and efficient for employers. The changes included a simplified recovery plan, more flexible utilization rules, and technical amendments to reduce administrative burden.

Furthermore, the permanent policy changes include special measures for responding to disasters and states of emergency. For example, a waiver of certain program criteria was made available to assist local employers in the June 2013 flooding in Alberta and Manitoba as well as the July 2013 train derailment in Lac-Mégantic, Quebec. These special measures made it easier for employers to access Work-Sharing and to retain valuable employees under challenging circumstances.

2. Employment Insurance Work-Sharing Claims¹²⁵ and Benefits

Work-Sharing usage and expenditures are countercyclical: they increase during a contraction in the labour market and decline during an expansion.¹²⁶ As illustrated in Chart 47, the number of Work-Sharing claims peaked in 2009/10, reaching 127,880 claims as a result of the late-2000 recession. As the recovery took hold, the number of Work-Sharing claims started to decline. In 2013/14, there were 11,673 new Work-Sharing claims established, representing a decrease of 16.0% compared to the previous year. With an improving economy, the number of Work-Sharing claims is now below pre-recession levels as fewer employers require support to keep their business afloat.

Work-Sharing benefits grew substantially during the late-2000s recession. In 2013/14 Work-Sharing benefits amounted to \$21.3 million, a decrease from \$26.1 million in 2012/13 and the \$294.7 million peak reached in 2009/10.

The significant amount of Work-Sharing benefits paid in recent years can be explained by the higher volume of claims, as discussed earlier, coupled with the temporary increases in the maximum duration of Work-Sharing agreements introduced as part of the Economic Action Plan. Despite the recent decline in Work-Sharing benefits paid, the amount paid in 2013/14 remained above pre-recession levels.

The average duration of Work-Sharing claims established in 2012/13 was 13.6 weeks,¹²⁷ an increase from levels of claims established in 2011/12 (12.8 weeks) and 2010/11 (13.3 weeks). The current average duration is slightly above the average of 13.1 weeks for claims established in 2007/08, before the recession.

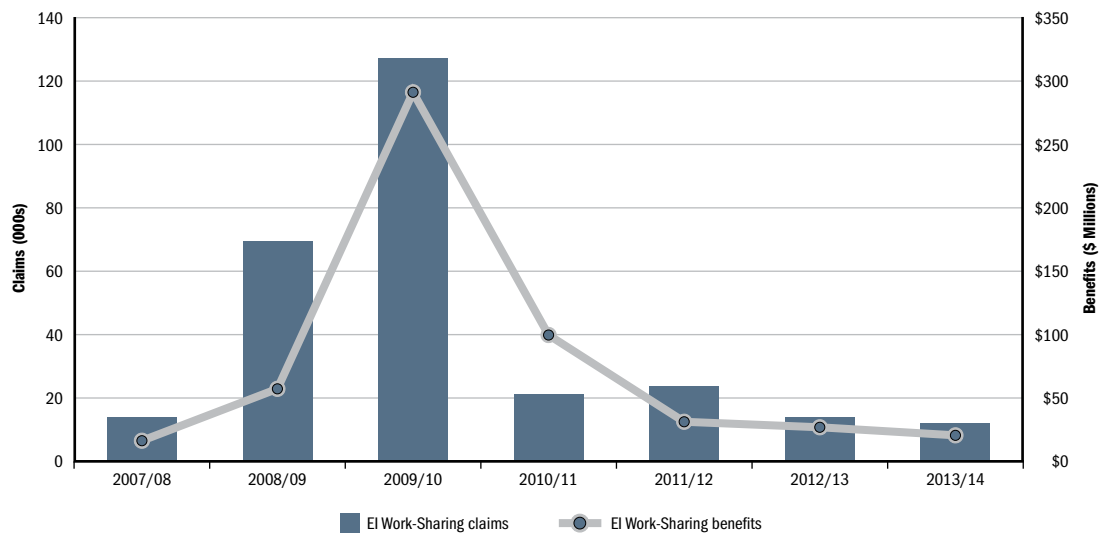
¹²⁵ Work-Sharing claims differ from Work-Sharing agreements. Any one Work-Sharing agreement can consist of multiple workers and multiple EI claims.

¹²⁶ ESDC, *Usage of the Work-Sharing Program: 1990/91 to 2012/13* (Ottawa: HRSDC, Evaluation Directorate, 2015).

¹²⁷ Duration of Work-Sharing claims was based on claims established in 2012/13 to ensure all claims were completed.

CHART 47

EI Work-Sharing Claims and Benefits, 2007/08 to 2013/14



Source: ESDC, Employment Insurance administrative data.

3. Employment Insurance Work-Sharing Claims and Benefits, by Industry, Province, Gender and Age

In 2013/14, the manufacturing industry accounted for 73.0% of EI Work-Sharing claims and 69.3% of EI Work-Sharing benefits paid, while only accounting for 9.8% of the total employment share (see Table 38). In terms of the proportion of Work-Sharing claims to the proportion of employment share, in 2013/14 the manufacturing industry occupied a ratio of 7.5; all other industries combined to account for a 0.3 ratio. Similarly, in 2013/14, the proportion of Work-Sharing benefits to proportion of employment share exhibited similar ratios (manufacturing 7.1; all other industries 0.3). This indicates that the manufacturing industry was over-represented in the number of Work-Sharing claims initiated and the amount of Work-Sharing benefits paid, relative to its share of total employment across all industries.

As illustrated in Table 38, Quebec accounted for 40.6% of Work-Sharing claims and 41.6% of benefits paid in 2013/14, while Ontario accounted for 38.8% of Work-Sharing claims and 40.8% of

benefits paid. Together, these two provinces accounted for 79.4% of the claims and 82.4% of the benefits paid under Work-Sharing, compared to 20.6% and 17.5% respectively, for the rest of Canada. Relative to its employment share, Quebec had a higher proportion of claims and benefits (1.8 and 1.8 respectively), compared to Ontario (1.0 and 1.1 respectively) and all other provinces/territories (0.5 and 0.5 respectively).

Men were more likely to use the Work-Sharing program, accounting for 69.2% of Work-Sharing claims and 70.5% of Work-Sharing benefits. By age, workers aged 25 to 54 were the heaviest users of the Work-Sharing program, accounting for 75.7% of Work-Sharing claims and 73.5% of Work-Sharing benefits.

Recent literature on the Work-Sharing Program¹²⁸ has concluded that there is a continued need for the program as it provides employers with temporary relief during non-seasonal slowdowns in business. Employers used the program to retain skilled workers, prevent further layoffs and to mitigate the impact of the recession. The additional maximum allowable length of Work-Sharing agreements appears to have had a positive

¹²⁸ ESDC, *Technical Study for the Evaluation of the Work-Sharing Program: File Review Work-Sharing Agreements and Program Documentation* (Ottawa: ESDC, Evaluation Directorate, 2014).

TABLE 38
EI Work-Sharing Claims, Benefits Paid, and Employment Share, 2013/14

	Work-Sharing Claims	Work-Sharing Benefits	Employment Share	Ratio: Proportion of Work-Sharing Claims to Proportion of Employment Share	Ratio: Proportion of Work-Sharing Benefits to Proportion of Employment Share
Total (Canada)	11,673	\$21,326,020	17,767,400	-	-
Industry					
Manufacturing	73.0%	69.3%	9.8%	7.5	7.1
All Other Industries	27.0%	30.7%	90.2%	0.3	0.3
Province					
Quebec	40.6%	41.6%	22.7%	1.8	1.8
Ontario	38.8%	40.8%	38.8%	1.0	1.1
All Other Provinces/Territories	20.6%	17.5%	38.5%	0.5	0.5
Gender					
Male	69.2%	70.5%	52.5%	1.3	1.3
Female	30.8%	29.5%	47.5%	0.6	0.6
Age					
Under 25 Years	4.7%	4.7%	13.8%	0.3	0.3
25 to 54 Years	75.7%	73.5%	67.1%	1.1	1.1
55 Years and Older	19.7%	21.8%	19.2%	1.0	1.1

Sources: ESDC, Employment Insurance administrative data; Statistics Canada, Labour Force Survey.

effect on total layoffs averted. The manufacturing industry accounted for 76% of all Work-Sharing agreements based on a review of 300 randomly selected files from 2006 to 2013.

It is unclear why the manufacturing industry has used the Work-Sharing Program to a higher degree than other industries. However, work circumstances, including similar types of work that can be easier to transfer or share among groups of employees, could form a partial explanation. The Work-Sharing Program is currently assessing its overall effectiveness in assisting employers and employees across all industries. A final evaluation report is expected by the summer of 2015.

4. Employment Insurance Work-Sharing Agreements

4.1 Employment Insurance Work-Sharing Agreements Overview

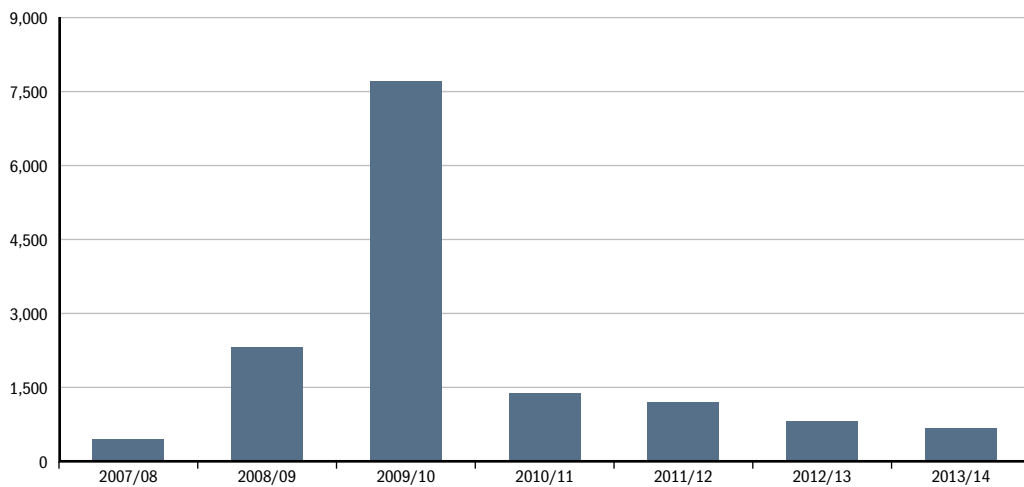
As in the case of Work-Sharing claims and benefits paid, Work-Sharing agreements follow a counter-cyclical pattern. Up until the recent recession, which began in late 2008, the number of new Work-Sharing agreements had remained relatively low (see Chart 48). However, the number of agreements increased over five-fold in 2008/09 and over three-fold again in 2009/10.

A total of 649 Work-Sharing agreements began in 2013/14, a 21.8% decrease from the 1,198 agreements that commenced the year before.¹²⁹ While the number of agreements has decreased significantly from the peak of 7,717 in 2009/10, it remains above pre-recession levels. This is consistent with the higher level of Work-Sharing

¹²⁹ Data on Work-Sharing agreements were taken from the Common System for Grants and Contributions.

CHART 48

Work-Sharing Agreements, 2007/08 to 2013/14



Source: ESDC, Common System for Grants and Contributions.

benefits paid and a direct result of the more flexible and efficient Work-Sharing program and the on-going economic recovery.

4.2 Employment Insurance Work-Sharing Agreements, by Province, Industry and Enterprise Size

In 2013/14, there were 261 Work-Sharing agreements launched in Ontario and 251 in Quebec, comprising 40.7% and 38.7% of all Work-Sharing agreements, respectively. Together, British Columbia (63 agreements), Manitoba (24 agreements) and Alberta (21 agreements) accounted for 16.6% of all Work-Sharing agreements, while the rest of the provinces and territories accounted for 4.2% of all agreements.

In 2013/14, small and medium-sized enterprises comprised 99.2% of all Work-Sharing agreements,¹³⁰ consistent with previous years. Just over three-quarters (75.2%) of established agreements involved small enterprises (fewer than 50 employees). A further 24.0% of agreements established in 2013/14 involved medium-sized

enterprises (51 to 499 employees) and only 0.8% of agreements were established with large enterprises (500 or more employees).

Of the 649 Work-Sharing agreements established in 2013/14, the manufacturing industry accounted for 382 or 58.9%, compared with a share of 61.7% in 2012/13. As in the case of Work-Sharing claims and benefits paid, Work-Sharing agreements in manufacturing were over-represented among all industries, as manufacturing represented 9.8% of total employment in Canada in 2013/14.

Of the 649 Work-Sharing agreements established in 2013/14, a total of 265 were terminated earlier than their scheduled end date, accounting for 40.8% of all agreements (see Chart 49). Of the 265 agreements that ended earlier than anticipated, 234 concluded because the firm returned to a normal level of employment.¹³¹

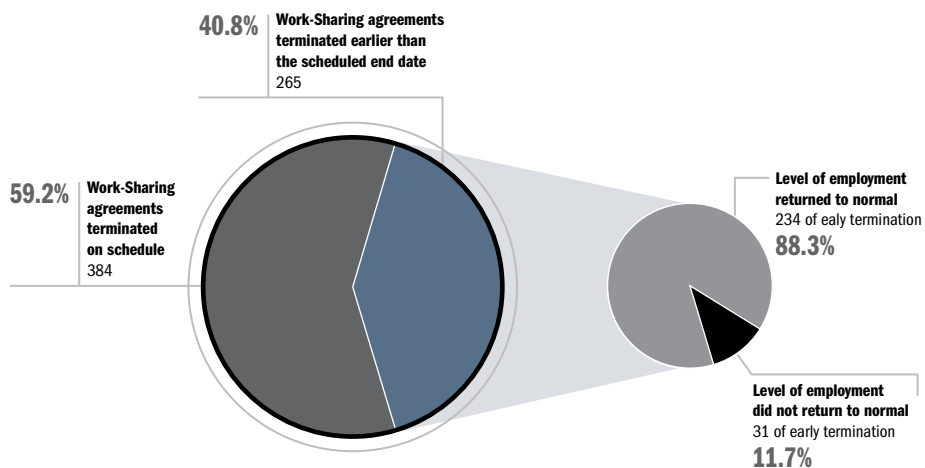
The proportion of Work-Sharing agreements that ended ahead of schedule in 2013/14 (40.8%) was lower than the corresponding proportion in 2012/13 (43.4%) and also lower than the peak proportion in 2009/10 (54.0%).

¹³⁰ Small-sized enterprises are defined as those that employ 1 to 50 employees. Medium-sized enterprises have between 51 and 499 employees. Large-sized enterprises have 500 employees or more. The categories for the size of enterprises reflect those found in *Employment, Earnings and Hours*, a Statistics Canada publication.

¹³¹ Data on business recovery are obtained only at the end of a Work-Sharing agreement, and there are no further follow-ups.

CHART 49

EI Work-Sharing Agreements, by Early Termination, 2013/14



Source: ESDC, Common System for Grants and Contributions.

VI. EMPLOYMENT INSURANCE INCOME BENEFITS AND FIRMS

1. Firms and Employment Insurance Income Benefits

The number of firms¹³² operating in Canada in 2012 remained relatively stable, decreasing by only 0.1% to 1,153,200 from 1,154,000 in 2011.¹³³

The proportion of firms with an employee receiving EI income benefits decreased by 1.2 percentage points to 33.5% in 2012.¹³⁴ There was also a decline in the proportion of firms with at least one employee receiving EI regular benefits in 2012 (27.9%) compared to 2011 (29.4%). This decrease was largely driven by improving labour market conditions in the post-recession period.

Firms with employees receiving EI income benefits accounted for 87.1% of total employment in 2012, compared to 87.5% in 2011. This decline is driven

by the fact that the firms with employees receiving EI regular benefits accounted for 82.6% of total employment, down from 83.6% in 2011.

Overall, these findings point to the fact that while the number of firms remained relatively stable in 2012, firms laid off a smaller proportion of their employees in 2012 than they did in 2011. This was the driving factor behind the decrease in utilization of EI regular benefits by employers in 2012.

2. Firms and Employment Insurance Regular Benefits

Employers' utilization of EI regular benefits in 2012 can be examined based on the geographic location by province or territory, and on the size of their firms. Analysis in this section examines EI regular benefits, as they account for the majority of EI income benefits paid (64.7% in 2013/14).

¹³² 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.

¹³³ The data source for this firm analysis is EI and CRA administrative data. The 2012 CRA data is subject to change.

¹³⁴ EI income benefits include regular benefits, special benefits, Work-Sharing benefits and fishing benefits.

2.1 Firms and Employment Insurance Regular Benefits, by Firm Location

Table 39 (column 1) shows that 86.9% of firms in Canada were located¹³⁵ in Ontario, Quebec, British Columbia or Alberta in 2012. Comparing the provincial/territorial (P/T) distribution of firms to that of their workforce (column 2), British Columbia and Alberta are overrepresented in their number of firms, while Ontario and Quebec are underrepresented—indicating that firms in Ontario and Quebec are relatively larger in terms of their workforce than firms in other provinces.

Comparing the distribution of EI regular claimants based on where their firm is located and where they resided indicates that individuals employed by firms in Ontario and Alberta were overrepresented in terms of where the individuals resided. In 2012, 33.3% of EI regular claimants worked for a firm located in Ontario while only 29.4% of EI regular claimants resided in Ontario. Alberta firms represented 7.8% of EI regular claimants compared to 6.1% of EI regular claimants resided in Alberta. All other provinces were underrepresented.

TABLE 39
Firms, Employment and Employment Insurance Regular Claimants, by Province, 2012

Province/Territory	Distribution of Firms ¹	Distribution of the Firm's Workforce ^{1,2}	Distribution of the Firm's EI Regular Claimants ^{1,3}	Distribution of EI Regular Claimants (Based on Residence) ^{1,4}
	(1)	(2)	(3)	(4)
Newfoundland and Labrador	1.6%	1.2%	3.3%	4.6%
Prince Edward Island	0.4%	0.4%	1.0%	1.3%
Nova Scotia	2.3%	2.6%	4.1%	4.6%
New Brunswick	2.0%	1.9%	4.4%	5.4%
Quebec	20.2%	22.6%	30.7%	32.4%
Ontario	36.2%	41.7%	33.3%	29.4%
Manitoba	3.1%	3.2%	2.6%	2.8%
Saskatchewan	3.4%	2.6%	1.7%	2.0%
Alberta	15.0%	11.7%	7.8%	6.1%
British Columbia	15.5%	11.7%	10.6%	11.0%
Yukon	0.1%	0.1%	0.2%	0.1%
Northwest Territories	0.1%	0.1%	0.2%	0.1%
Nunavut	0.0%	0.1%	0.1%	0.2%
Canada	100.0%	100.0%	100.0%	100.0%

¹ The location of the firm, the firm's workforce and the firm's EI regular claimants is based on the location of the firm's headquarters, which is determined by the Business Register of Statistics Canada. If the firm's headquarters is located outside Canada, then the location of the firm is based on the location of the job based on T4 data.

² 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 worked full time for six months at two firms at the same wage, then he or she was recorded as 0.5 employee at the first firm and 0.5 employee at the second firm.

³ These are the number of people receiving EI regular benefits in 2012.

⁴ The residence-based location of an EI regular claimant is where the EI claimant resided when they filed for a claim.

Sources : ESDC and CRA administrative data.

¹³⁵ A firm's province is determined by the location of the firm's headquarters.

2.2 Firms and Employment Insurance Regular Benefits, by Firm Size

Small-sized firms represented 90.7% of all firms in Canada in 2012.¹³⁶ The remainder of firms were small-to-medium-sized firms (7.7%), medium-to-large-sized firms (1.3%) and large-sized firms (0.3%).

Table 40 indicates that workers in large-sized firms are underrepresented among EI regular claimants while all other categories of firms were overrepresented. For example, while large-sized firms represented 43.2% of workers in 2012, they accounted for 30.1% of EI regular claimants. Compare this to small-sized firms that represented 21.8% of workers yet accounted for 28.5% of EI regular claimants. This is similar to the results found in last year's report, which analyzed EI income benefits.

These findings can be explained by an analysis of EI utilization of EI regular benefits both across and within firms by firm size category. First, EI regular benefits were received by employees of 22.4% of small-sized firms in 2012. By comparison, 78.6%, 96.5% and 99.5% of small-to-medium, medium-to-large and large-sized firms had employees who received EI regular benefits, respectively.

Second, among firms with employees who were in receipt of EI regular benefits, roughly one-third of employees (32.2%) in small firms received EI regular benefits. Small-to-medium sized firms also recorded figures above the national average of 11.7%, with 14.9% of employees receiving EI regular benefits. Although almost all medium-to-large and large-sized firms had employees in receipt of EI regular benefits in 2010, 10.7% and 6.8% of workers in these firms received EI regular benefits, respectively.

Overall, this analysis of the utilization of EI regular benefits by firm size suggests that various factors contribute to the overrepresentation of both small and large firms among firms with EI regular claimants. In the case of smaller firms, it may be due to the fact that fewer small firms utilized EI regular benefits; however, given their smaller size, it is more likely that a higher proportion of their employees will be in receipt of EI regular benefits. At the opposite end of the spectrum, there is a higher probability that large firms will have employees that are in receipt of EI regular benefits, but they will represent a smaller percentage of their employees.

TABLE 40
Firms, Employment and Employment Insurance Regular Claimants, by Size of Firm, 2012

Size of Firm	Distribution of Firms ¹	Distribution of the Firm's Workforce ^{1,2}	Distribution of the Firm's EI Regular Claimants ^{1,3}
	(1)	(2)	(3)
Small	90.7%	21.8%	28.5%
Small-Medium	7.7%	19.3%	24.5%
Medium-Large	1.3%	15.7%	16.9%
Large	0.3%	43.2%	30.1%
Canada	100.0%	100.0%	100.0%

¹ The location of the firm, the firm's workforce and the firm's EI regular claimants is based on the location of the firm's headquarters, which is determined by the Business Register of Statistics Canada. If the firm's headquarters is located outside Canada, then the location of the firm is based on the location of the job based on T4 data.

² 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 worked full time for six months at two firms at the same wage, then he or she was recorded as 0.5 employee at the first firm and 0.5 employee at the second firm.

³ These are the number of people receiving EI regular benefits in 2012.

Sources: ESDC and CRA administrative data.

¹³⁶ 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.

VII. EMPLOYMENT INSURANCE FINANCES

The EI program is financed entirely by contributions from employees and employers, via premiums paid on insured earnings up to the maximum insurable earnings (MIE) threshold. Under the *Employment Insurance Act*, the MIE is indexed annually based on the average industrial earnings published by Statistics Canada. The MIE also represents the maximum amount considered in applications for EI benefits. The EI program is based on the principle of universal coverage of all employees in insurable employment, which helps ensure that premiums remain low and relatively stable over time.

Employee premiums apply to every \$100 of insurable earnings, up to the MIE. Employers pay premiums that are 1.4 times those of employees. The Government of Canada announced that it had frozen employee premiums in 2014 to \$1.88 per \$100 of insurable earnings, the same amount as in 2013.¹³⁷ Accordingly, from 2013 to 2014, employer premiums remained frozen at \$2.63 per \$100 of insurable earnings.

According to the *Public Accounts of Canada 2014*, in 2013/14, EI revenues (\$22.227 billion) exceeded EI expenditures (\$18.997 billion) resulting in an annual surplus of \$3.230 billion. The cumulative deficit in the EI Operating Account was reported to be \$2.734 billion as of March 31, 2014. Annex 5 summarizes EI expenditures and revenues, as credited to the EI Operating Account and consistent with the financial statements in the *Public Accounts of Canada*.

¹³⁷ Canada News Centre, *Canada Employment Commission announces 2014 Maximum Insurable Earnings* (Canada News Centre, 2013).

CHAPTER 3

Impacts 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 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 *Employment Insurance Act* during the 2013/14 reporting period. 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, “P/T Summaries”, with a description of each jurisdiction's labour market and employment priorities. Section III presents the results of an analysis on the EBSMs' medium-term incremental impacts on active and former claimants across Canada. Finally, section IV discusses the results of Employment

Notes to Readers

- i. The data used to analyze EBSM activities were collected from provinces, territories and ASETS agreement holders. Accordingly, the data were processed through several systems using a variety of sources. 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. These instances are noted, where applicable.
- ii. Throughout this chapter, the 2008/09 fiscal year is used as the reference period for pre-recession comparisons. References to average levels of activity, and highs and lows use the 10-year period from 2004/05 to 2013/14 as a frame of reference.
- iii. Statistics Canada's Labour Force Survey (LFS) is the source of labour market data reported herein. Data for Canada and the provinces are fiscal-year averages, calculated using seasonally unadjusted data, while monthly references are seasonally adjusted. Data for the Northwest Territories, Yukon and Nunavut are calculated using three-month moving average 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, TD Economics and Statistics Canada, as well as on internal analysis, using information available in the first quarter of 2015.

and Social Development Canada's (ESDC's) delivery of pan-Canadian activities, and the administration of certain NES functions.

I. NATIONAL OVERVIEW

1. Context

1.1 Economic Conditions

Canada's real GDP rose moderately by 2.0% in 2013, slightly above the 1.7% increase of 2012. Almost all Canadian jurisdictions recorded real GDP growth, with Nunavut (+11.2%) and Newfoundland and Labrador (+7.2%) growing at the fastest pace. Economic growth rates in Quebec (+1.0%) and Ontario (+1.3%) were below the national average. Saskatchewan (+5.0%) and Alberta (+3.8%) continued to grow above the national average for a fourth consecutive year.

Economic growth was driven mainly by an increase in household consumption expenditure (+2.5%) in almost all provinces and territories. Nationally, house disposable income rose by 3.8%. While Newfoundland and Labrador and Nunavut recorded large increases in investments in physical capital, a relatively low level of these investments in the rest of Canada has slowed economic growth. A relatively weak output level in the construction industry also served to slow real GDP growth in 2013.

In 2013, goods production increased by 1.7%, while output in the services sector grew by 2.1%. Overall, the exports (+2.0%) were the catalyst for growth across most regions. On the supply side, a number of factors contributed to Canada's real GDP growth, including mining and oil and gas extraction, as well as agriculture.

Canada's real GDP growth was 2.5% in 2014, after growing by 2.0% the previous year. A relatively weak dollar and improved economic performance in the U.S. are expected to have stimulated GDP growth nationally in 2014 through exports; Ontario and Quebec's economies, where the manufacturing sector plays a key role, may have benefitted from this context. However, the sharp decline in oil prices in the second half of 2014 is expected to have negatively impacted oil-producing regions. As a result of the drop in oil prices and reduced capital investments, Saskatchewan, Alberta, and Newfoundland and Labrador are likely to have experienced weaker economic performances relative to what could be observed in recent years, especially in the second half of 2014.

Fiscal restraint in many provinces and territories in both 2013 and 2014 meant that the government sector contributed little to economic growth, as governments continued with their efforts to balance their budgets. In addition, skill shortages and baby boomers already beginning to retire both pose a threat to growth in all provinces and territories.

Industries that appeared to be economically the healthiest in terms of employment growth are primarily those related to professional and scientific services; health care; mineral resources (including mining and support activities for mining, oil and gas extraction); construction; and non-automotive transportation equipment (aerospace, railroad, shipbuilding). Job creation in these industries is driven by the ongoing transition towards a knowledge-based economy, the increase in public spending for health care, the long-term upward trend in the demand for energy and raw materials, major engineering and construction projects in the natural resources sector, as well as the growing global demand for public transportation.

1.2 Labour Market Context

Overall, labour market conditions improved in Canada for a fourth consecutive year, with employment levels reaching an all-time high of 17.7 million, with a net gain of 205,000 jobs. This represented a 1.2% year-over-year increase. In addition, both full-time and part-time employment jobs expanded, by 0.9% and 2.2%, respectively.

1.3 Client Trends

Provinces and territories supported a larger number of clients (+7.4%) in 2013/14. The numbers of EI active claimants (+9.1%) and non-insured clients (+9.5%) increased, while that of former clients (-3.1%) edged down. Consistent with the increases in their numbers, the shares of active claimants (49.1%) and non-insured clients (37.2%), of all clients served, rose slightly year over year. In addition, the share of non-insured clients has expanded significantly over the last ten years (+13 percentage points), up from 24.2% in 2004/05 (see Chart 2).

Canada

EBSM Key Facts

Clients Served: 711,042		
EI	Non-Insured	Pan-Canadian ¹
446,326 ↑	264,716 ↑	15,297 ↑
Active	Former	Non-Insured
49.1% ↑	13.7% ↓	37.2% ↑
Youth (15-24) ²	Core Age (25-54)	Older Workers (55+)
19.4% –	69% ↓	11.6% ↑
Interventions: 1,138,409		
	2013/14	Year-over-year Change
Employment Benefits	149,576	0.0% –
Support Measures: EAS	962,455	6.8% ↑
Pan-Canadian	26,378	2.7% ↑
Relative Share		
	2013/14	Year-over-year Change
Employment Benefits	13.5%	0.8 ↓
Support Measures: EAS	86.5%	0.8 ↑
Allocation: \$2,074.6 Million		
	2013/14 (\$ Million)	Year-over-year Change
Employment Benefits	\$1,177.3	4.3% ↑
Support Measures: EAS	\$593.9	3.3% ↑
LMPs and R&I	\$158.7	6.0% ↓
Pan-Canadian	\$117.0	23.8% ↓
Total Expenditures³	\$2,046.9	1.1% ↑
Managing for Results		
Indicator	Total	Year-over-year Change
Active Claimants Served	348,909	9.1% ↑
Returns to Employment	171,956	6.2% ↑
Unpaid Benefits (\$ Million)	\$1,061.50	7.7% ↑

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; does not include accounting adjustments.

1.4 Trends in Program Delivery

Noticeable variations were observed in the mix of EBSM interventions delivered by provinces and territories and Aboriginal organizations. An increased number of interventions were delivered in Canada in 2013/14. For a second consecutive year, the share of Employment Assistance Services (EAS) of total interventions grew, reaching 86.5% in 2013/14 (+0.8 percentage points)—in a growing economy, likely an indication of the increasing use of shorter-term interventions for a quick return to employment. Consistent with their respective shares, the number of EAS interventions increased significantly (+6.8%), to a three-year high of 962,455, while the number of Employment Benefits interventions fell to 149,576. Overall, the expenditures for both Employment Benefits (+4.3%) and EAS (+3.3%) increased.

2. Main Results

Provinces, territories and Aboriginal organizations helped a total of 711,042 clients prepare for, obtain and maintain employment during the 2013/14 reporting period. This represented a 7.4% increase year over year. Canada's unemployed benefited from a growing total of 1,138,409 EBSM interventions (+5.8%). Accordingly, the ratio of the number of interventions per client decreased slightly to 1.60, compared with 1.63 in the previous year. The number of EI active clients returning to employment after participation in EBSM-similar programming rose to 150,107 (+6.1%), while unpaid benefits from the EI Account increased significantly, reaching \$1,061,500 in 2013/14 (+7.7%).

2.1 Canada's Labour Market

Key Labour Market Indicators

Employment grew by 1.2%, compared to 1.4% in 2012/13. In addition, unemployment fell by 1.4% year over year, bringing down the unemployment rate to 7.0%, its lowest level since the 2008/09 recession.

For a third consecutive year, national employment gains were concentrated in full-time employment opportunities, consistent with a more vigorous labour market. Canada's working age population increased moderately by 1.3% in 2013/14. The labour force also edged up, though at a slightly slower pace (+1.0%). Employment levels grew in 8 jurisdictions across the country, while unemployment rates contracted

in 9 jurisdictions, indicating improved labour market conditions in many parts of the country. Following an increase over three consecutive years, the employment rate edged down slightly, to 61.7% in 2013/14, compared to 61.8% in the previous year.

Labour Market Tightness

According to Statistics Canada’s Business Payroll Survey (BPS),¹ Canadian businesses reported on average 215,400 job vacancies in 2013/14, down from 246,300 in 2012/13. The number of unemployed for 2013/14 was 1.349 million, compared to 1.365 million in 2012/13, a decrease of 1.2% year-to-year.²

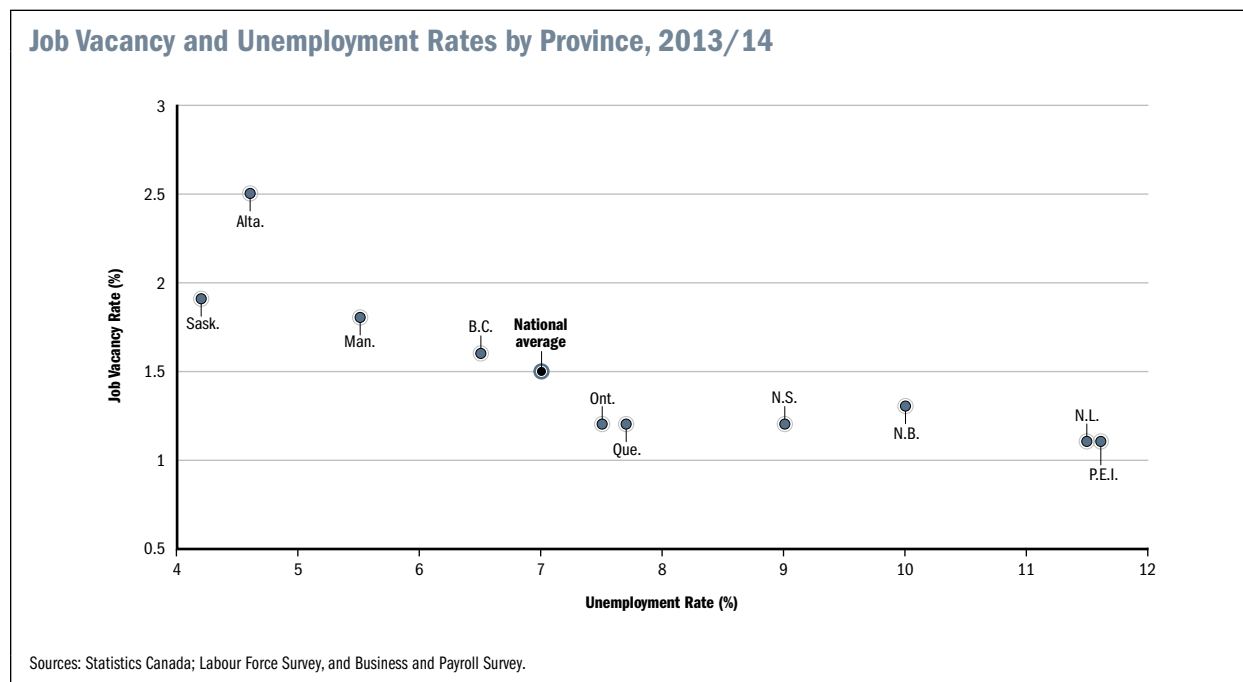
Labour market tightness is often assessed using the unemployment-to-job vacancies (U/V) ratio.³ For every job vacancy, 6.3 individuals sought employment in 2013/14, up from 5.6 a year earlier, an increase of 12.6% year-over-year. The increase in the U/V ratio (number of unemployed people for every vacant position) suggests that it is easier for employers

to fill vacancies.⁴ However, as a result of large cohorts of workers retiring and fewer younger workers to replace them, a tighter labour market can be expected over the coming years.

	2012/13	2013/14	Year-To-Year Change
Unemployed People	1.365 M	1.349 M	-1.2%
Number of Job Vacancies	246,300	215,400	-12.6%
Unemployment-to-Vacancy Ratio	5.6	6.3	12.6%

Job Vacancies and Unemployment Rates by Province

With the highest job vacancy rates and lowest numbers of unemployed, the Prairies posted the lowest U/V ratios in Canada. In 2013/14, the strength of the resource sectors in Alberta and Saskatchewan led these two economies to have the tightest labour markets across all provinces. In Manitoba, core public infrastructure investments contributed to a tighter labour market than the national average. In Central



Sources: Statistics Canada; Labour Force Survey, and Business and Payroll Survey.

1 Statistics Canada’s Business Payroll Survey on job vacancies provides information at the regional and industrial level; it does not do so for occupations. Job vacancy rates reported in this section use Statistics Canada data available at time of production.
 2 Based on the unemployment numbers used to derive job vacancy related statistics. Total unemployment numbers from the Labour Force Survey are likely to differ.
 3 No single labour market indicator can provide clear and consistent signals of labour market conditions. A thorough assessment of labour market conditions relies on several complementary labour market indicators.
 4 This may also indicate signs of increased labour mismatches.

Canada, uncertain global economic conditions restrained export growth and business investment, triggering some slack in the labour markets relative to the national average. Atlantic Canada's relatively high unemployment rates and low job vacancy rates suggested a significant gap between available job seekers and job vacancies.

Share of Job Vacancies by Industry

Of the annual average of 215,400 BPS job vacancies in 2013/14, the following industries showed the most vacancies:

- health care and social assistance (30,600; 14%);
- accommodation and food services (28,800; 13%);
- retail trade (23,400; 11%);
- professional, scientific and technical services (18,400; 9%); and
- manufacturing (15,700; 7%).

Within the services-producing sector, these industries have relatively high levels of employed workers in 2013/14, and also the largest growth in the number of employed year over year. As such, these job vacancy figures correspond with the industries' employment trends. The manufacturing industry had the highest number of employed workers among the goods-producing sector, but total employment in manufacturing decreased by 46,000 compared to 2012/13. Relative to 2012/13, three of the above industries saw a decrease in the number of job vacancies (health care and social assistance, -8,630; retail trade, -2,600; and manufacturing, -2,930). On the other hand, accommodation and food services saw a growth of 2,930 job vacancies. This likely reflects high labour turnover, as this industry is characterized by a large proportion of youth and/or temporary workers.

Skills in Demand–Employment Growth by Skill Level and Skill Type

In 2013/14, employment in Canada grew by 205,000, to a total of 17.7M; an increase of 1.2% compared to the previous year. By skill level, the largest proportional employment growth occurred in NOC Skill-level B occupations (usually require a college education or apprenticeship training); increasing from 5.8M jobs to 6M, a growth of 4%. By contrast, occupations in the Skill-level O category (management occupations) decreased by 4.3% (a net decrease of 66,000 jobs).

Skills in Demand–Online Job Postings

According to Wanted Analytics,⁵ the following five broad occupational groups accounted for 81% of all online job postings on job boards:

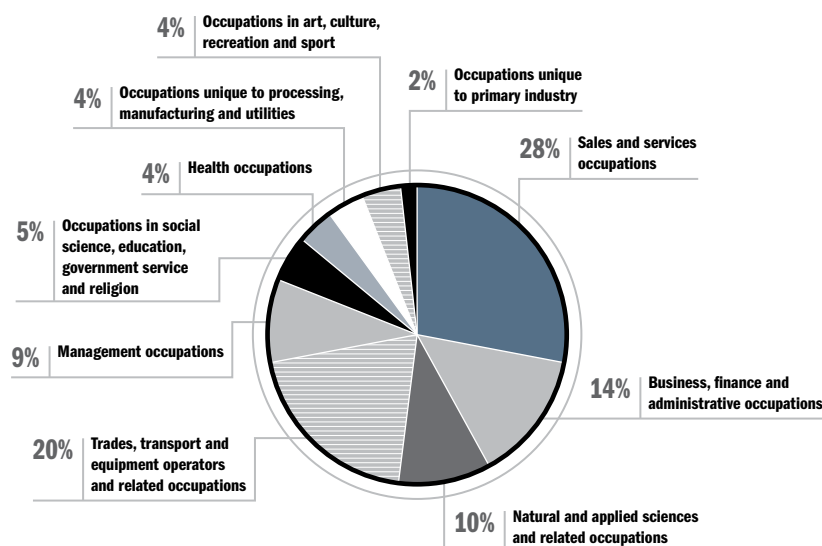
- sales and service occupations (28%);
- occupations in business, finance and administration (14%);
- natural and applied sciences, and related occupations (10%);
- trades, transport and equipment operators, and related occupations (20%); and
- management occupations (9%).

Employment by Skill Level (in millions)	Skill O (management occupations)	Skill A (Professional occupations: usually requiring a university degree)	Skill B (Technical jobs & skilled trades: usually requiring a college diploma or apprenticeship training)	Skill C (Intermediate jobs: usually requiring high school education and/or job-specific training)	Skill D (usually on-the-job training is provided)	Total
2012/13	1,519.8	3,293.6	5,804.4	4,883.1	2,2020.9	17,521.7
2013/14	1,453.8	3,313.6	6,035.3	4,882.4	2,041.7	17,726.8
Change	-66.0 (-4.3%)	20 (+0.6%)	230.9 (+4%)	-0.8 (0%)	20.9 (+1.0%)	205.1 (+1.2%)

⁵ Unduplicated online job postings collected by Wanted Analytics have been used as a proxy for job vacancies by occupations.

CHART 1

Share of Online Job Postings by Board Occupations, 2013/14



Source: Wanted Analytics, November 2014.

3. Client Profile and Participation

The number of EBSM clients increased by 7.4% in 2013/14, reaching a total of 711,042, due to continued growth in the number of non-insured clients (+22,882) receiving employment services, and to a significant increase in active claimants (+29,005) participating mainly in Skills Development (SD) interventions.

3.1 Client Types

Three client types can access EBSMs: active claimants, former claimants and non-insured clients. In 2013/14, the distribution of client types continued to reveal a growing demand from non-insured clients, and as well from active claimants, which expanded after contracting in 2012/13. Former EI claimants' growth has fluctuated slightly over the past decade, and experienced a decline in the last two years.

Since 2004/05, the number of non-insured clients increased by 71.9%, while the number of active claimants declined, though at a slower pace (-11.2%). During the same period, former claimants increased by 9.6%. It is important to note that former and non-insured clients generally have relatively weak labour market attachments and require additional support to return to employment.

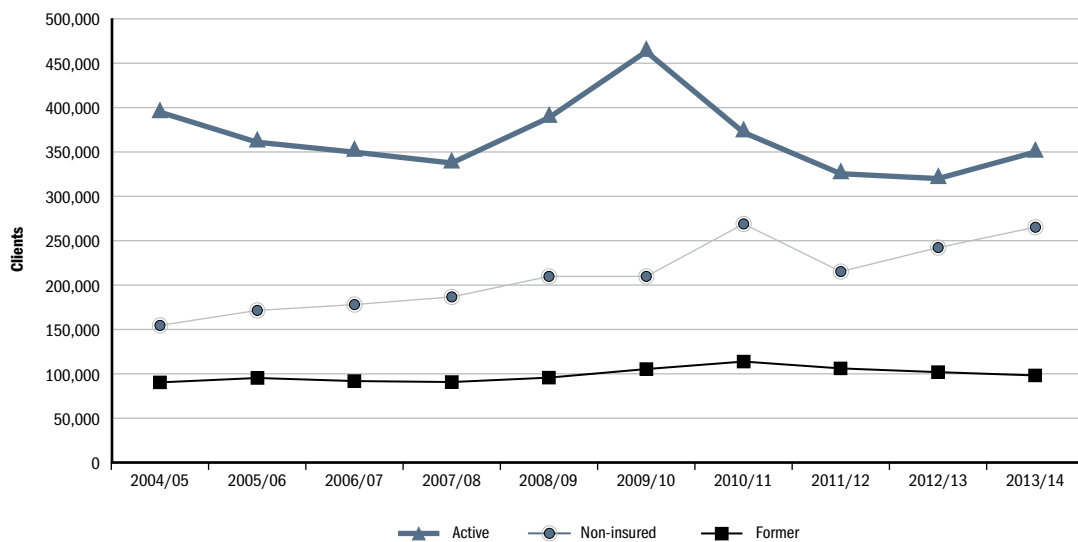
Active claimants are those who had an active EI Part I regular claim when they requested assistance under *Part II of the Employment Insurance Act*. Typically, they have stronger recent labour force attachment and tend to be able to return to work more quickly than those with weaker ties to the labour market. Active claimants who are job ready 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.

The number of active claimants served reached 348,909, a significant year-over-year increase of 9.1%. Their share of all clients served increased by 0.8 percentage points, reaching 49.1% in 2013/14. The proportion of active claimants, returning to work after participating in an EBSM-similar programming, accounted for 43.6%, compared to 45.1% in 2012/13. This may be attributable to an increase of short-term unemployment levels (5–13 weeks) year-over year (+61 000), and an overall increase in the duration of unemployment, from 18.2 weeks in 2012/13 to 18.5 weeks in 2013/14.

Former claimants are those who completed an EI claim in the past three years, or who began a parental or maternity claim in the preceding five years. They are no longer eligible for EI Part I; however, they

CHART 2

Volumes by EBSM Client Types, 2004/05 to 2013/14



remain eligible for EI Part II under certain criteria.⁶ 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.

During the 2013/14 reporting period, the number of former claimants fell to 97,417 (-3.1%) year over year. In addition, their share of all EBSM clients declined to 13.7% (-1.5 percentage points). However, the number of former claimants returning to work increased significantly, reaching a total of 19,254 (+8.6%).

Non-insured clients are unemployed individuals who are neither active nor former EI clients. Non-insured clients usually have little substantive or recent labour force attachment. They include new labour force participants and individuals who were formerly self-employed. While these clients are not eligible for Employment Benefits under EI Part II, they may access interventions similar to EAS.

In 2013/14, the numbers of non-insured clients grew significantly by 9.5%, to reach 264,716. Similarly, the share of this client-type also increased, reaching 37.2% in 2013/14 (+0.7 percentage points).

This represented an expansion of 13.4 percentage points over the last 10 years. Overall, 39,391 non-insured clients returned to work in 2013/14 following their EBSM participation, a 12.8% increase since the previous year.⁷

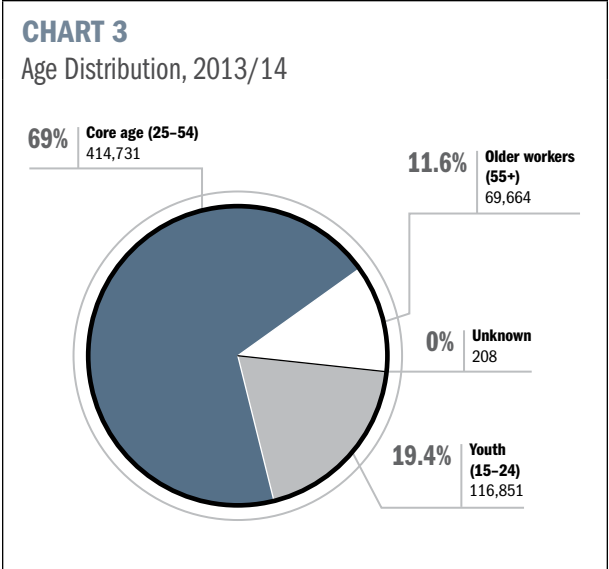
3.2 Age Distribution⁸

Consistent with the growth of Canada's senior population, the older workers category (55+ years) grew significantly, up by 11.4% year over year to 69,664. Its share of the total age distribution increased (+0.6 percentage points), reaching 11.6%, its highest value since 2004/05. The total number for the core-aged workers expanded (+5.4%) year over year. However, their relative share dropped slightly (-0.5 percentage points). The share of the core-aged client segment continued its downward movement for a third consecutive year, reaching 69% in 2013/14. The 25- to 29-year-old clients were the fastest growing subcategory of the core-age workers at 13.3%, followed by the 30- to 34-year-old clients, at 12.8%. Youth participation has increased for two years in a row, climbing to 116,851 in 2013/14, a 6.6% year-over-year gain. Its relative share remained unchanged at 19.4% year-over-year.

⁶ A detailed definition of former claimants can be found in section 58 of the *Employment Insurance Act*.

⁷ Returns to work for non-insured clients depend on confirmation by a case manager. The level of follow-up may vary significantly by jurisdiction.

⁸ Date of birth is not collected for clients in Skills Development-Apprentices and Group Services. As a result, client data in Chart 2 do not match the client total in Annex 3.5.



- Aboriginal people participated in 75,833 EBSM interventions. This represented 8.3% more than the previous year. Aboriginal people participated in 6.9% of all EBSM interventions delivered in 2013/14, including programming delivered through ASETS. A total of 57.9% of Aboriginal clients participated as non-insured clients. Aboriginal participation in Employment Benefits fell from 4.0% to 3.8% year over year.
- Members of visible minority groups participated in 55,634 interventions, a 33.1% increase year over year. At 5.1%, the visible minorities' share of total EBSM participants grew. It is worth noting that representation rates may be influenced by changes in self-identification behaviour and recent demographic trends.

3.3 Designated Groups⁹

ESDC collects information on the EBSM participation of women, Aboriginal people, members of visible minorities and persons with a disability in support of employment equity principles.

- Women participated in a total of 485,819 EBSM (including pan-Canadian) interventions in 2013/14, a 2.8% increase year over year. Women represented 44.5% of all participants, slightly lower than their share in 2012/13, though still higher than their share of national unemployment (43.9%). Similar to the previous year, the vast majority of women (88.9%) accessed EAS interventions, while their male counterparts had a lower rate of EAS participation (79.8%). This trend is explained by the lower participation of women in the Skills Development Apprenticeship program, and by the fact that women are more likely to work in part-time occupations, which result in lower EI eligibility rates and, therefore, in less access to Employment Benefits. Overall, 48.4% of female EBSM participants were non-insured this year, compared with 38.1% of male EBSM participants.
- A total of 99,813 EBSM participants self-identified as persons with a disability. The share of persons with a disability increased 0.2 percentage points to 9.1%. Non-insured clients represented 57.3% of this client segment, a moderate increase of 2.3 percentage points, year over year.

3.4 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.

ESDC has assessed compliance with official languages commitments and access to services, as well as level of satisfaction with official languages, in LMDA-funded programs through a series of evaluation studies. From 1999 to 2012, the use of official languages was examined in EBSM formative and summative evaluations in surveys and key informant interviews. Regarding the provision of services in both official languages, results from evaluations suggest that the demand for service in either official language is being met, and that generally clients have been able to receive service in the language of their choice.¹⁰

LMDA programming continues to evolve, with provinces and territories adapting program design and service delivery to meet local needs. In recent years, new case management systems were introduced in most provinces and territories to improve data collection and reporting. Changes to systems and service delivery strategies have often led to incomplete official languages data on EBSM-similar programs and services. ESDC is

⁹ This information is collected at the intervention level and comes from the participant dataset for EBSM programming. Participants voluntarily self-identify, so year-over-year fluctuations may be due in some degree to changes in self-identification.
¹⁰ EBSMs Evaluation reports are available on the ESDC website, under "Labour Market Development Agreements": <http://www.esdc.gc.ca/eng/publications/evaluations/index.shtml>.

currently working with provinces and territories to improve the capture of official languages data, in order to better assess how official languages requirements are met.

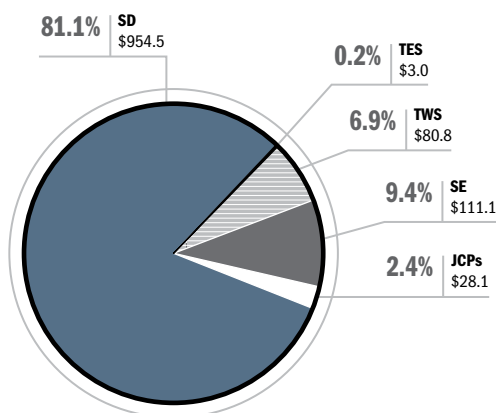
4. Interventions: Employment Benefits

Employment Benefits are available only to insured clients (active and former claimants). 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).

Total Employment Benefits interventions declined for a third consecutive year, reaching 149,576. In addition, Employment Benefits interventions lasted an average of 11 days shorter, a 9.6% decrease compared with the previous reporting period. At 13.5% of EBSMs, the share of Employment Benefits reached an 11-year low, reflecting a focus on shorter-term interventions to help unemployed people return to work quickly, as well as greater support for multi-barriered clients. Employment Benefits expenditures raised by 4.3% to \$1.18 billion.

CHART 4

Employment Benefits Expenditures by Interventions, 2013/14 (\$ Millions)



4.1 Skills Development

Skills Development (SD) is the most common Employment Benefit delivered under LMDAs. This benefit helps insured clients cover the cost of gaining the new skills they often need when facing a career change. In 2013/14, the use of SD-R interventions fell significantly by 7.0% year over year, to 54,591. Also, the share of SD-R of all benefits trended downwards for a fourth consecutive year, dropping to 36.5% in 2013/14. In contrast, the number of SD-A interventions increased significantly year over year (+7.3%), to 65,754. The share of SD-A increased once again this year, reaching 44.0% of all benefits in 2013/14, due to steady demand for skilled trades. SD expenditures rose by 4.3%, to \$954.5 million in 2013/14.

EBSMs in Action: Skills Development-Regular

Ontario

The **Second Career** program supports eligible unemployed, laid-off workers acquire skills training that will assist them to find employment in occupations with demonstrated labour market prospects in Ontario. The program provides up to \$28,000 in financial assistance based on individual need to assist people with some of the costs associated with training (e.g. tuition, books, transportation, and a basic living allowance). Exempted allowances beyond the \$28,000 cap may be available for disability accommodation, dependent care, living away from home and costs related to literacy and basic skills. As part of the Second Career application process, individuals are referred to an Employment Ontario Employment Service provider through the Employment Ontario Contact Centre, other community service providers, or action centres. The process may also be self-directed via information sources such as the ministry website. The Employment Service provider conducts an employment service needs assessment, and a mutually agreed upon Employment Service Plan is developed, indicating that the individual would benefit most from training.

EBSMs in Action: Skills Development-Regular

Saskatchewan

The Skills Training Benefit (STB) is the main program used under SD-R. Labour Market Services work with clients to complete a return to work Action Plan outlining an education and training pathway. The STB is a negotiated process and clients are expected to contribute to their training. The contribution will vary based on the resources available to the client, including income and assets from all of the client's sources, (and spouse's if applicable). Eligible costs that the client may have while attending a training program include tuition, registration, instructional materials (books, equipment), child care and travel. Clients enrolled in post-secondary courses that are designated or approved for Student Loan funding may receive STB in combination with student loans. Tuition and books may be paid through the STB program and living expenses through the Student Loan program.

EBSMs in Action: Skills Development-Apprentices

Manitoba

Skills Development benefits provide financial assistance to individuals to make their own arrangements to obtain skills for employment, including apprenticeship training. In 2013/14, Manitoba supported the Gateway to Apprenticeship and Certification Initiative to assist Manitobans to start, complete and be formally recognized in a skilled trade. One of the key objectives of the Gateway Initiative is to increase opportunities for youth and under-employed populations to gain the exposure, confidence and skills necessary to be successful in the skilled trades. This is achieved through implementing standardized pre-apprenticeship co-operative programs in partnership with local industry organizations and employers.

4.2 Targeted Wage Subsidies

Targeted Wage Subsidies encourage employers to hire individuals they would not normally hire, giving them a chance to complete a successful career transition. In 2013/14, TWS interventions decreased slightly by 0.3% year over year, to 12,546. The share of TWS of all Employment Benefits interventions remained unchanged at 8.4%. Most jurisdictions recorded stable levels in their TWS in 2013/14, with only noticeable increases in New Brunswick's TWS interventions. Total expenditures for TWS increased by 19% to \$ 80.8 million, reflecting a slight increase in the average cost per intervention in most jurisdictions. On average, the duration of TWS interventions also increased by 1.24% year over year.

EBSMs in Action: Targeted Wage Subsidies

New Brunswick

New Brunswick's **Workforce Expansion** (WFE) is a collaborative effort which brings clients together with employers. The program builds employer and employee relationships that allows the unemployed to gain skills which will ultimately result in long-term sustainable full-time employment. A component of the WFE is the One Job Pledge, which offers up to 52 weeks of wage subsidy for recent post-secondary graduates. Employers have responded well to this program, allowing recent graduates to obtain experience and employers to provide on-the-job training specific to their business/sector.

Newfoundland and Labrador

In 2013/14, enhancements were made to the wage subsidy programs, combining a number of wage subsidy programs into one-JobsNL. This is an employer driven program, designed to bring employers and employees together by providing funding to employers to create employment opportunities. The program supports employer/employee connections that promote sustainable long-term employment or seasonal employment. JobsNL is intended to support the hiring of individuals who are in receipt of income support, people with disabilities, or recent post-secondary graduates.

4.3 Self-Employment

The Self-Employment intervention helps insured clients start their own businesses, through counselling and development related to launching a new business. In 2013/14, participation in SE decreased by 2.8%, to 8,031 interventions. SE's share of total benefits interventions edged down slightly to 5.4% (-0.1 percentage points). SE total expenditures decreased significantly, to \$111.1 million (-6.1%) in 2013/14.

EBSMs in Action: Self-Employment

Quebec

The Self-Employment (SE) program helps insured clients start their own businesses, through counselling and development related to launching a new business or becoming a self-employed worker. The program provides participants with training, financial support and counselling services. Quebec offers this measure in collaboration with local development centres and other organizations that provide guidance and advisory assistance to participants when starting a business or becoming self-employed workers. EI and social assistance clients are eligible for a support allowance, equivalent to the minimum wage rate, in addition to daycare expenses. However, EI benefits would be deducted from that support allowance. A participant's maximum duration in Quebec's SE program is 52 weeks.

4.4 Job Creation Partnerships

Job Creation Partnerships provide EI-insured clients with work experience while helping the community and local economy. Provinces and territories delivered a decreasing 2,890 JCP interventions in 2013/14 (-0.6%). JCPs' share of total benefits interventions remained unchanged at 1.9% in 2013/14. JCP expenditures reached \$28.1 million (+15.0%).

4.5 Targeted Earnings Supplements

Targeting Earning Supplements provide insured clients with incentives to accept employment. Quebec offers TES-similar programming through its Return to Work Supplement program. This TES-similar benefit supported 5,764 participants in 2013/14, a 0.3% decrease year over year. Quebec's total expenditure for this benefit fell 4.9% to \$2.9 million.

EBSMs in Action: Targeted Earnings Supplements

Quebec

The Targeted Earnings Supplements (TES) provide insured clients with incentives to accept employment. In that context, Quebec's Return to Work Supplement program supports that objective for social assistance recipients and EI clients, with little or no work in the previous 12 months, via financial support that reduces the difficulties usually associated with returning to work. Quebec's TES-similar benefit supports participants by helping them overcome potential barriers to finding employment and by helping them defray expenses at the beginning of employment (e.g. supplies, work clothes or transportation). The financial support is \$500 and cannot be received more than once every twelve months.

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 the regional and local levels, while ESDC retains responsibility for pan-Canadian delivery of LMPs and R&I (see section IV). 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 service and therefore do not have participants or interventions. 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 help with 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.

5.1 EAS Interventions

Provinces and territories design and deliver interventions similar to 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 labour market attachment. They may also support new immigrants or young people who are entering the Canadian labour market. These interventions are reported

in one of the three following categories: Employment Services, Group Services, and Individual Counselling. In 2013/14, a total of 926,455 EAS interventions were delivered, a significant year-over-year increase of 6.8%. With this growth, EAS interventions reached levels comparable to those seen during the two years following the late 2000s recession. Despite the increase in the numbers of EAS, its total expenditures increased at a slower pace over the years, rising by only 3.3% to \$593.9 million in 2013/14.

5.1.1 Employment Services

Interventions similar to Employment Services continued to be the most common EAS intervention type at 61.7% of all EAS interventions in 2013/14. A total of 594,119 Employment Services interventions were provided to unemployed individuals in Canada, which is 7.9% higher than in 2012/13. Also, the number of Employment Services interventions was 16.0% higher than in 2008/09, a year during which provinces and territories were addressing a surge of unemployment at the beginning of the recession.

EBSMs in Action: Employment Assistance Services

Nova Scotia

Nova Scotia transformed its EAS program to Careers Nova Scotia Centres Programs—an integrated quality career-related information and services network for all Nova Scotians seeking employment. Changes to the program included: new fixed and variable cost funding model that allows for co-funding from the Department of Community Services for some specialized service agreements; increased consistency on service standards; standardized job descriptions and wage rates for Careers Nova Scotia Centres (CNSC) organizations; and service and reporting improvements.

EBSMs in Action: Employment Assistance Services

Nunavut

EAS provides employment assistance to EI eligible clients and non-EI eligible clients who require help with job searches, work preparation and career counseling. Nunavut delivers EAS through third party service agencies as well as directly through its front line Career Development Officers. Work continues to evolve to develop the counseling skills of front line employees and to create a seamless transition from one program to another once a client has entered the “front door.” This evolution continues to pay dividends as more interventions such as EAS are captured and these clients are able to move directly into one or more of our other programs to receive services.

5.1.2 Group Services

Group Services expanded to a total of 47,030 interventions in 2013/14, a substantial increase of 37.3% year over year. Additionally, the share of Group Services of all EAS-type interventions rose to 4.9%, compared to 3.8% in 2012/13. This expansion is linked in part to the increase in the number of the job-ready active claimants participating in EBSM interventions.

5.1.3 Individual Counselling

In addition to being the initial intervention for establishing action plans and potential access to Employment Benefits, Individual Counselling can be an important measure for multi-barriered clients. A total of 321,306 individuals sought employment counselling support in 2013/14. This represented a 1.7% increase year over year. Individual Counselling accounted for 33.4% of all EAS interventions, slightly down from the 35.1% in the previous year. The greater use of employment counselling intervention is consistent with the increased numbers of multi-barriered clients, who access EBSM-similar programming following short-term unemployment, as well as an indication of the participation of displaced workers.¹¹

¹¹ Organisation for Economic Co-operation and Development, *OECD Employment Outlook 2013—How Does Canada Compare?* (Paris: OECD, July 2013). <http://www.oecd.org/els/emp/oecdemploymentoutlook.htm>.

EBSMs in Action: Employment Assistance Services

Newfoundland and Labrador

The Employment Assistance Services (EAS) provides funding to offer employment assistance services to unemployed persons. In 2013, Newfoundland and Labrador's Department of Advanced Education and Skills (AES) established a network of 26 service delivery locations that provide a single entry point for individuals to access EBSM-similar programming. In an effort to streamline and improve employment services, AES integrated and internalized the delivery of employment services within AES in 2013. Since then, the province has further enhanced its service delivery model. The Centres are part of a multi-channel network that also includes access to employment services by 1-800 telephone number and through the AES website and affiliated sites. In addition, a number of self-serve online workshops have been developed to assist individuals with employment and training related information needs, including an overview of programs and services; career planning and job search; and labour market information. Also, a simplified online screening and assessment tool was introduced to assist individuals in accessing services and benefits. Additional improvements include the new Employment and Training Assessment (ETA) to help clients determine the type and level of employment and training services and benefits they may need. The ETA can be completed online, over the telephone or in person at an Employment Centre.

5.2 Labour Market Partnerships

The Labour Market Partnership (LMP) initiative facilitates the collaboration of employers, employee and employer associations, community groups, and communities to develop solutions to labour force imbalances such as persistent high unemployment or skill shortages. After an increase in 2012/13, the investment made by provinces and territories in LMPs fell by 8.3% to \$143.6 million. All jurisdictions made use of LMPs in 2012/13, with Quebec, Ontario, BC, New Brunswick and Manitoba making the largest investments.

EBSMs in Action: Labour Market Partnerships

New Brunswick

In support of the Aboriginal Employment Services Initiative (AESI), New Brunswick aims to leverage numerous partnerships to increase First Nations labour force participation. Recognized as a best-practice model for First Nations and provincial-federal government relations, AESI efforts have been instrumental in enabling the development and delivery of skills training and employment opportunities to Aboriginal clients. For example, in 2013/14, the New Brunswick Aboriginal Information and Communications Technology (NBAICT) project supported the training and graduation of 16 new Aboriginal Mobile Application Development specialists; while the New Brunswick Aboriginal Mining, Energy and Trades (NBAMET) project provided clients with industry-driven training for careers as crane operators, heavy equipment operators and truck drivers.

Youth Safe Harbour Transitional Services Inc. addresses youth homelessness in Saint John. As part of a continuum of services they are looking to establish an emergency housing program (90–180 days) in the south end of Saint John. This community project would provide an opportunity for unemployed apprentices to achieve journeyman status by working with and being mentored by an experienced journeyman. This addresses the challenges facing apprentices in getting the hours required to achieve journeyman status in an area with limited construction activity and increases their ability to secure future employment in their trade, while investing in a community project to address youth homelessness.

EBSMs in Action: Labour Market Partnerships

Quebec

The Labour Market Partnership (LMP) initiative facilitates the collaboration of employers, employee and employer associations, community groups and communities to develop solutions to labour force imbalances, such as persistent high unemployment or skill shortages. In Quebec, LMP investments support strategies focused on keeping workers in employment, mainly those at risk of losing jobs and/or those who need to upgrade their skills in order to remain competitive in the labour market. Through this measure, Quebec helps its workforce avoid or reduce the use of passive employment program funds (i.e. Employment Insurance and Social Assistance benefits), thereby increasing savings to the EI Account, as measured by unpaid benefits. Financial assistance may take the form of a grant to cover part of the costs of training. Employers can receive assistance under the reimbursement of participants' salaries and training, provided they contribute to the cost of the overall training project. Training activities are established according to the needs of employers (i.e. demand-driven), with various teaching formulas used to meet their specific needs. The maximum duration of agreements with employers or employer groups is 52 weeks, renewable annually without generally exceeding three consecutive years.

Northwest Territories

Through its partnership with the Regional Training Partnership Committee, Department of Education, Culture and Employment (ECE) funded the Tulita Land Corporation under the Local Labour Market Partnership Program. This funding supported community consultations with key stakeholders to establish training needs and priorities. An environmental scan as well as labour market research was conducted, which assisted the Regional Training Partnership Committee to develop a regional 5-year training plan.

5.3 Research and Innovation

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. The total provincial and territorial investment in R&I initiatives reached \$15.1 million in 2013/14, a significant increase of 23.7% year over year. For a second consecutive year, British Columbia made the highest investment in R&I, totalling \$12.1 million in 2013/14. Other jurisdictions that invested in R&I included Prince Edward Island, New Brunswick, Quebec, Ontario, Manitoba and Saskatchewan.

EBSMs in Action: Research and Innovation (R&I) Activities

British Columbia

British Columbia established a Centre for Employment Excellence in September 2012 to support the employment services sector, including employers and service providers, and to help improve employment outcomes for all unemployed job seekers in the province. The Centre is funded over three years. In addition, a three-year research fund was also set up, to support innovative approaches to the delivery of employment services. Community consultations and stakeholder engagement determine research projects under this fund.

The British Columbia Centre for Employment Excellence provides a single coordination point for employment research and innovation, tools and training. Resources include a research and development program, a website, and a system by which to share best practices throughout the sector. Activities also include the design and testing of new and innovative approaches in employment and training, and promoting the implementation of promising programs and practices. In 2013/14, in the context of increased funding for new R&I initiatives, a number of eligible projects were undertaken to explore untested methods of delivering active labour market programming to help individuals find or return to work quickly. This included research to discover better ways of helping unemployed British Columbians.

EBSMs in Action: Research and Innovation (R&I) Activities

Ontario

In 2013/14, Ontario funded 26 research and innovation projects related to labour market, employment and postsecondary education issues to support better skills and employment opportunities for Ontarians. Projects were conducted by researchers from Ontario universities, colleges, Employment Ontario service providers and research organizations. Research topics included employment and labour market policy, program design and evaluation, labour market outcomes of postsecondary graduates, international and online education, and supports for vulnerable groups in education and the labour market. Ontario supported both academic and non-academic researchers to build research capacity and promote knowledge development in policy and program priority areas.

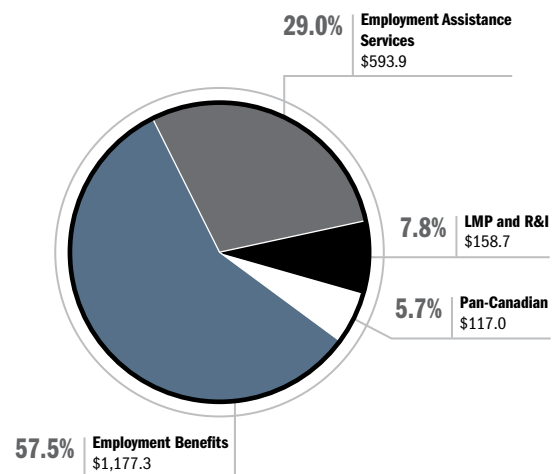
6. Expenditures

In 2013/14, expenditures under Part II of the *Employment Insurance Act* increased by 1.1% (+\$0.02 billion) to \$2.05 billion. In addition to EBSM programming to unemployed individuals, expenditures included two Support Measures—LMPs and R&I—that are not delivered directly to clients and the pan-Canadian activities described in section IV of this chapter.

Expenditures for LMPs and R&I and pan-Canadian programming both decreased in 2013/14. Employment Benefits remained the largest category of expenditures, representing 57.5% of the total, and its relative share increased by 1.8 percentage points, from 55.7% last year. LMPs and R&I decreased by 6.0% to a total of \$158.7 million. EAS expenditures increased 3.3% and represented a greater share of overall expenditures (+0.6 percentage points). Pan-Canadian expenditures dropped significantly 23.8% (-\$36.5 million) year over year and its share also decreased to 5.7% compared with 7.6% in the previous year.

CHART 5

EBSM Expenditures, 2013/14 (\$ Millions)



7. Key Performance Indicators¹²

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;¹³
- the number of EI clients who return to employment following an intervention;¹⁴ and
- the amount of unpaid EI Part I benefits resulting from the returns to employment.

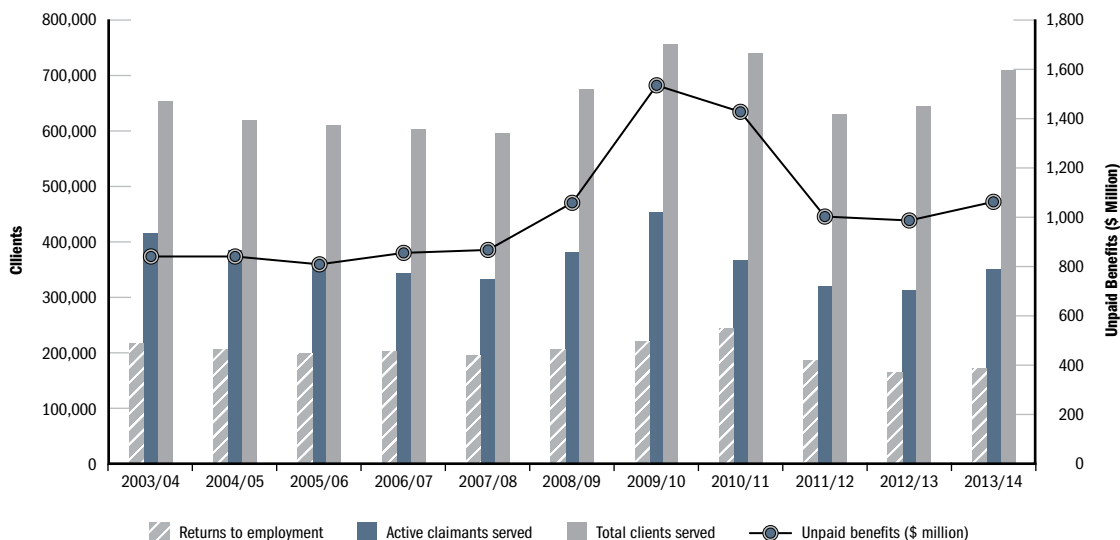
In 2013/14, the three main performance indicators increased year over year, with results similar to the pre-recession trends except for unpaid benefits (see Chart 6). Compared with 2007/08, the unpaid benefits were \$194.6 million higher, as well the number of active claimants served was 2.1% higher. Unpaid benefits increased by 7.7% year over year, and the number of returns to work rose by 6.2%. Shorter benefits interventions (-9.6%) increased the potential for realizing unpaid benefits. Also, the increase in the number of active claimants (+9.1%), skills shortages in specific occupations, displacement of specialized workers and a higher level of multi-barriered clients all influenced the number of insured clients returning

¹² Data completeness issues in newly implemented information management systems could affect year-over-year comparisons at the provincial, territorial and national levels.

¹³ Quebec includes former claimants in its key performance indicator for clients served.

¹⁴ EI clients include both active claimants and former claimants.

CHART 6
Key Performance Indicators, 2003/04 to 2013/14



Important: In response to the 2008/09 recession, the Government of Canada invested a total of \$1.0 billion over two years—2009/10 and 2010/11—in the delivery of EI Part II programming through Canada's EAP.

to work. The average Employment Benefit intervention was 11 days shorter in 2013/14, thereby resulting in a decrease in the time required to return to work.

Overall, the increase in unpaid benefits (+7.7%) mirrored the increase in active claimants served (+9.1%).

8. Going Forward

8.1 Connecting Canadians with Available Jobs

As part of the Connecting Canadians with Available Jobs initiative, Budget 2012 included a commitment to “work with provincial and territorial governments to make employment supports available to EI claimants earlier in their claim period” to facilitate faster returns to work and savings to the EI Operating Account. In support of this commitment, ESDC entered in bilateral memoranda of understanding for collaboration projects with British Columbia and Manitoba in 2013. These projects were undertaken during the 2013/14 reporting period and tested the impact of early intervention in the delivery of active measures on EI claimants. Calculations of any savings to the EI Operating Account, and an assessment of achieved quicker returns to work, will be made available through a final project assessment report expected before the end of 2015.

8.2 LMDAs

The objectives and design of the LMDAs have not been revisited since the 1990s. To ensure the programs and services remain relevant, *Economic Action Plan 2013* announced the Government of Canada's intention to reorient the LMDAs to better reflect labour market demand, and this commitment was reiterated in *Economic Action Plan 2014*.

To help inform the retooling of LMDAs, starting in early 2014, the Government of Canada launched ongoing discussions with provinces and territories on how to help ensure training meets the needs of employers and prepares workers for real jobs as early in their unemployment as possible. At the same time, since EI premiums fund the LMDAs, the Government of Canada wants to both ensure programming helps to generate savings to the EI Operating Account and strengthen reporting to EI premium payers.

Between April and November 2014, the Government of Canada also held 18 stakeholder consultations in 16 Canadian cities, including with EI premium payers and their representatives. The consultations provided valuable insight on local skills shortages, training gaps and other challenges, while also validating the approach to LMDA retooling being proposed by the Government

of Canada. A copy of the stakeholder consultation report is available at: http://www.esdc.gc.ca/eng/consultations/various/retooling_lmda.shtml.

The Government of Canada continues to engage provinces and territories on retooling LMDAs, with the aim of having amended agreements finalized as soon as possible.

II. PROVINCIAL AND TERRITORIAL EBSM ACTIVITIES

This section analyzes the provincial and territorial economic environment and EBSM-similar activities in 2013/14, linking trends in clients served, interventions and expenditures to local labour market conditions, as well as employment programming priorities.

1. Context

To address their unique labour market challenges, provinces and territories deliver employment programming under LMDAs, which were individually negotiated with the Government of Canada. Under the LMDAs, provinces and territories receive funding to support the delivery of programs and services that are similar to the EBSMs established in Part II of the *Employment Insurance Act*.¹⁵ Provinces and territories design and deliver virtually all EI-funded employment programming, with the exception of pan-Canadian activities which are discussed in section IV of this chapter.

In 2013/14, modest to moderate economic growth and employment gains were recorded in most provinces and territories. However, at the same time, demand for EBSM-similar programming in most jurisdictions increased, due to a continued growth in the numbers of non-insured and active clients. In terms of interventions, there were increases in Skills Development-Apprentices and Employment Assistance Services figures in most provinces and territories.

Provinces and territories continued to identify an aging workforce, skills and labour shortages as the key labour market challenges they planned to address with EBSM-similar programming. In response to somewhat improving labour market conditions, provinces and territories focused on developing and delivering skills training to meet current and future skills requirements, and on optimizing the existing labour supply by working to increase the participation of underrepresented groups in the labour force, such as immigrants, persons with disabilities and youth.

To manage for results, all jurisdictions engage employers and other key stakeholders in establishing EBSM-similar programming priorities and in policy design, to ensure that active labour market programs and services are responsive to local labour market needs, and that job seekers are connected with employers in a timely fashion. All jurisdictions also set targets for the three key performance indicators: clients served, clients employed and unpaid benefits from the EI Account.

2. Newfoundland and Labrador¹⁶

Following a decline of 4.4% in 2012, Newfoundland and Labrador's real GDP advanced by 7.2% in 2013. This strong economic performance was driven mainly by the high level of investments in its oil and gas industry, along with solid export figures. Real GDP is forecast to be flat in 2014, as investment levels in the oil and gas industry declined. As well, a number of major development projects that bolstered capital expenditures in recent years are nearing completion, cooling the economy.

The majority of job openings are in sales and service occupations, followed by business, finance and administrative positions.

Despite this strong economic performance, Newfoundland and Labrador's labour market conditions did not improve in 2013/14. Employment decreased to 241,900 (-1,100), with full-time jobs contracting moderately (-2,700 or -1.3%), to 206,700, while part-time employment expanded to a total

¹⁵ 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. 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.

¹⁶ In 2013/14, 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 2013/14 administrative data counts for the province are incomplete. Therefore, the 2013/14 data on clients and interventions presented in this 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. The province will undertake supplementary analysis and fine tune the data collection process of its new system to ensure the data counts for the 2014/15 *Monitoring and Assessment Report* are complete.

Newfoundland and Labrador

EBSM Key Facts

Clients Served: 12,739		
EI	Non-Insured	
10,759 ↓	1,980	↓
Active	Former	Non-Insured
69.3% –	15.1% –	15.5% –
Youth (15-24) ¹	Core Age (25-54)	Older Workers (55+)
22.3% ↓	73.9% ↑	3.6% ↓
Interventions: 18,441		
	2013/14	Year-over-year Change
Employment Benefits	7,441	11.3% ↑
Support Measures: EAS	11,000	11.1% ↓
Relative Share		
	2013/14	Year-over-year Change (p.p.)
Employment Benefits	40.4%	5.3 ↑
Support Measures: EAS	59.6%	5.3 ↓
Allocation: \$129.2 Million		
Expenditures	2013/14 (\$ Million)	Year-over-year Change
Employment Benefits	\$108.2	3.7% ↑
Support Measures: EAS	\$4.6	73% ↓
LMPs and R&I	\$3.0	52.3% ↓
Total Expenditures²	\$115.8	9.2% ↓
Managing for Results		
Indicator	Total	Year-over-year Change
Active Claimants Served	8,831	3.2% ↓
Returns to Employment	5,918	3.2% ↓
Unpaid Benefits (\$ Million)	\$25.69	15.5% ↓

¹ Age distribution does not equal 100%, as the "unknown" category is not reported here. Date of birth is not collected for clients in SD-A and Group Services.

² Totals may not add due to rounding; does not include accounting adjustments.

of 35,200 (+1,600 or +4.8%). The participation rate decreased by 0.8 percentage points to 61.5%, while the unemployment rate dropped to 11.6% (-0.5 percentage points).

Employment expanded in the goods-producing sector, reaching a total of 56,100 in 2013/14 (+2,100 or +3.9%). Industries with the most employment gains were: Forestry, fishing and oil and gas (+1,600 or +9.5%); and, construction

(+1,200 or +5.3%). Within the goods-producing sector, most employment losses were experienced in agriculture (-300 or -15.8%) and in manufacturing (-300 or -2.7%). Employment in the services-producing sector dropped to 185,800 (-1.7% or -3,200). Employment losses were concentrated in: business, building and other support services (-12.2% or -900); other services (-5.2% or -800); and, information, culture and recreation (-3.9% or -300). Job gains were observed in trade (+2.9% or +1,100), as well as in public administration (+2.3% or +400), which softened the overall decline in employment for the services-producing sector.

Labour shortages associated with population aging and net out-migration, especially among youth, low rates of attraction and retention of immigrants, combined with issues related to labour force adjustments, continued to be among the main labour market challenges facing Newfoundland and Labrador. To help employers find and keep the skilled workers they need to remain competitive, and to address labour supply pressures that could restrain economic and labour market growth, the province focused in 2013/14 on: improving employment and training outcomes for EI clients; aligning LMDA investments with provincial labour market priorities; and, strengthening regional and local labour market development.

The number of clients served declined moderately (-3.2%) year over year to 12,739 in 2013/14, from 13,162 in 2012/13. All client-types decreased, with active claimants falling to 8,831, former claimants declining to 1,928, and non-insured clients dropping to a total of 1,980. The shares of these client-types of all clients remained stable year over year: active claimants at 69.3%, former claimants at 15.1% and non-insured clients at 15.5%.

The province delivered 18,441 EBSM-similar interventions in 2013/14, a moderate decline of 3.2% year over year. While the total number of Employment Benefits increased to 7,441 (+11.3%), Support Measures intervention, declined significantly to 11,000 (-11.1%) for a fourth consecutive year. This is likely attributable to the strong economic growth and improved labour market. Employment Benefits accounted for a growing share (40.4%) of all interventions, compared to only 35.1% in 2012/13. The EAS share decreased to 59.6, compared to 64.9% in the previous year. A total of 5,918 EI clients returned to employment following participation in the program (-3.2% year-over-year). Expenditures for EBSM-similar programming totalled \$115.8 million of \$129.2 million allocated.

2.1 Employment Benefits

The numbers of Employment Benefits delivered in Newfoundland and Labrador in 2013/14 increased significantly (+11.3%) year over year, to a total of 7,441. With the exception of JCP which dropped (-19.6%), all the other benefit-types experienced significant growth. TWS expanded the most (+49.9%) to 721, followed by SD-A (+17.5%) to 2,328, SD-R (+11.9%) to 3,363, and SE (+11.1%) to 190. SD-R and SD-A combined continued to account for the greatest share of Employment Benefit interventions (76.4%). This is an indication of the continued focus in the province on improving workers' skills to meet labour market demand required by growing sectors. Employment Benefits expenditures grew by 3.7%, to a total of \$108.2 million.

NEWFOUNDLAND AND LABRADOR EBSM-SIMILAR PROGRAMMING	
Employment Benefits	
TWS	JobsNL
SE	Newfoundland and Labrador Self-Employment Assistance
JCPs	Newfoundland and Labrador Job Creation Partnerships
SD	Newfoundland and Labrador Skills Development
Support Measures	
EAS	Newfoundland and Labrador Employment Assistance Services
LMPs	Newfoundland and Labrador Labour Market Partnerships

2.2 Support Measures: EAS

In 2013/14, the province delivered a declining total of EAS of 11,000 (-11.1%), compared to 12,369 in the previous year. The EAS total comprised of 7,800 Employment Services interventions; an intervention first served in the province since 2009/10, and 3,200 Individual Counselling. The share of EAS of all interventions delivered in the province decreased to 59.6%, compared to 64.9% in 2012/13. EAS shrinking numbers represented a 10-year low since 2004/05. Factors that have likely contributed to the decline could include the lower demand for employment programming, which largely resulted from the province's strengthened economy and improved labour market. EAS expenditures followed suit its total number and share, falling sharply to \$4.6 million (-73.0%) in 2013/14, as the province implemented a new service delivery model.

2.3 Other Support Measures: LMPs

After expanding significantly to \$6.4 million in 2012/13, Newfoundland and Labrador's total expenditure for LMPs contracted to \$3.0 million (-52.3%) year over year. This represented an 11-year low since 2003/04. LMP expenditures accounted for 2.6% of the total EBSM-similar expenditures, significantly lower than the 5.0% of 2012/13.

2.4 Managing for Results

Newfoundland and Labrador engages key stakeholders, such as the employer community, on a regular basis in establishing program priorities and design to ensure that active labour market programs and services are responsive to local labour market needs. For example, in 2013/14, the province modified and streamlined its Skills Development program in order to improve its responsive and effectiveness. The province also instituted a one-stop employment services to make it easier for its workforce to access employment opportunities. Finally, the province implemented Phase 1 of its recently launched delivery system *Labour Market Program Support System (LaMPSS)* to maximize efficiency and improve service delivery.

3. Prince Edward Island

Prince Edward Island's real GDP rose by 2% in 2013, a rate similar to that of previous years. Exports of goods and services (domestic and international) contributed the most to the overall growth. Other contributing factors included strong business investments in fixed capital. For 2014, the Island's real GDP growth is expected to be around 1%, on the strength of exports and sales of farming and fishing products. Tourism is expected to remain a bright spot due to the combination of weaker Canadian dollar and improving global economic conditions.

The occupations with the greatest job openings were in sales and service, followed by business, finance and administration, as well as trades, transport and equipment-related positions.

Despite economic gains in Prince Edward Island, labour market conditions remained relatively stable in 2013/14. Labour force (+0.2%) and the participation rate (-0.1 percentage points) remained steady. Employment remained unchanged at just below 74,000, with stable full-time employment remaining the same, while part-time jobs decreased by 0.8 percentage points.

Prince Edward Island

EBSM Key Facts

Clients Served: 4,951		
EI	Non-Insured	
3,666 ↓	1,285 ↓	
Active	Former	Non-Insured
59.8% ↓	14.2% ↑	26.0% –
Youth (15–24) ¹	Core Age (25–54)	Older Workers (55+)
27.1% ↑	62.9% ↓	10.0% ↑
Interventions: 7,412		
	2013/14	Year-over-year Change
Employment Benefits	2,136	0.8% ↑
Support Measures: EAS	5,276	4.5% ↓
Relative Share		
	2013/14	Year-over-year Change (p.p.)
Employment Benefits	28.8%	1.1 ↑
Support Measures: EAS	71.2%	1.1 ↓
Allocation: \$26.1 Million		
Expenditures	2013/14 (\$ Million)	Year-over-year Change
Employment Benefits	\$19.8	3.3% ↑
Support Measures: EAS	\$4.5	8.5% ↓
LMPs and R&I	\$1.7	25.7% ↓
Total Expenditures²	\$26.1	1.4% ↓
Managing for Results		
Indicator	Total	Year-over-year Change
Active Claimants Served	2,963	2.3% ↓
Returns to Employment	2,194	13.2% ↑
Unpaid Benefits (\$ Million)	\$7.19	4.5% ↓

¹ Age distribution does not equal 100%, as the "unknown" category is not reported here. Date of birth is not collected for clients in SD-A and Group Services.

² Totals may not add due to rounding; does not include accounting adjustments.

Unemployment levels edged up (+2.5%). In this context, the province's unemployment rate increased by 0.3 percentage points, reaching 11.5%.

Employment in the services-producing sector has continued to grow over the last several years, reaching an all-time high total of 56,500 (+0.8%) in 2013/14. Employment gains were led by: Information, culture and recreation (+16.1%); trade (+7.7%); and health care and social

assistance (+7.7%). Most employment losses were observed in the professional, scientific and technical services (-10.7%); accommodation and food services (-9.5%); and public administration (-5.6%). Employment in the goods-producing sector fell (-2.9%) in 2013/14, with agriculture (-11.0%); and forestry, fishing, mining, quarrying, oil and gas (-9.5%) experiencing the largest employment losses. Utilities (+18.6%) and construction (+4.1%), on the other hand, recorded employment gains.

To address labour and skill shortages, population aging and youth out-migration, the province continued to place increased emphasis on a number of labour market priorities in 2013/14. These included helping small and medium-sized enterprises create employment opportunities and growth for Islanders, as well as supporting labour market integration of newcomers. Additionally, Prince Edward Island continued with the implementation of key recommendations identified in its commissioned Labour Market Review to evaluate labour market development programs, policies and service delivery. To ensure LMDA programs and services reflected labour market needs, SkillsPEI consulted with service providers, educators, clients and industry to address current labour market challenges related to the availability of skilled labour and the employability of underrepresented groups.

In 2013/14, following consecutive annual increases, the number of clients served declined by 2.1%, to 4,951. All client-types decreased, with non-insured clients (-2.4%) declining the most, to a total of 1,285; followed by active claimants (-2.3%), dropping to 2,963, and former claimants, shrinking slightly (-0.7%) to 703. Despite the decline in the numbers of these client-types, their shares of all clients remained relatively unchanged. The share of former claimants (14.2%) increased (+0.2) percentage points year over year, while the share of active claimants (59.8%) contracted slightly (-0.2%), to follow the same direction as that of the numbers of this client group. At 26.0%, the share of the non-insured clients remained stable.

The number of interventions delivered in Prince Edward Island decreased in 2013/14, after two years of growth. The province delivered 7,412 EBSM-similar interventions, a moderate year-over-year drop of 3.1% (-234). The numbers of Employment Benefits increased slightly after trending downwards the previous two consecutive years, while the numbers of Employment Assistance Services (EAS) contracted after a significant expansion in 2011/12

and in 2012/13. The number of clients employed increased considerably (+13.2% or +255) in 2013/14. A total of 2,194 active and former claimants returned to work after participation in an EBSM-similar intervention. This represented 135.1% of the 2013/14 annual target. Expenditures of EBSM-similar programming totalled \$26.1 million.

3.1 Employment Benefits

Prince Edward Island delivered a total of 2,136 Employment Benefits interventions in 2013/14, a slight year-over-year increase of 0.8%. Most benefit-types expanded with the exception of SD-R, which dropped moderately to 1,116 (-3.3%). JCP grew significantly (+35.2%), to 169; and TWS advanced to 402 (+2.3%). At the same time, SD-A edged up slightly (+0.3%), to a total of 302; while SE remained stable at 147. Despite the decline in the SD-R numbers, this benefit-type continued to be the most frequently used intervention in the province at 52.2%; reflecting a continued commitment to build human capital and meet pressing demand for skilled workers. Combined SD represented a strong share (66.3%) of all Employment Benefits interventions. Employment Benefits expenditures totalled \$19.8 million (+3.3%). The increase in benefit interventions and expenditures is likely a result of Prince Edward Island's continued focus on program support in areas which directly connect individuals with private sector employers.

PRINCE EDWARD ISLAND EBSM-SIMILAR PROGRAMMING	
Employment Benefits	
TWS	Employ PEI
SE	Self-Employ PEI
JCPs	Work Experience PEI
SD	Training PEI—Individual Training PEI—Apprentice
Support Measures	
EAS	Employment Assistance Services
LMPs	Labour Market Partnerships

3.2 Support Measures: EAS

The province delivered a total of 5,276 EAS interventions; a notable year-over-year decrease of 4.5% (-250), with both EAS-types contracting. The number of Employment Services (3,821) declined by 3.9%, after three consecutive years of growth; while the number of Individual Counselling

interventions (1,455) decreased for a second straight year, dropping significantly (-6.0%) in 2013/14. EAS expenditures fell significantly, to \$4.5 million (-8.5%), which is consistent with the declining EAS interventions served in the province.

3.3 Other Support Measures: LMPs and R&I

In 2013/14, LMPs and R&I total expenditures decreased considerably to \$1.7 million (-25.7%). The share of LMPs and R&I of total expenditures for EBSM-similar programming also fell to 6.6%, compared to 8.8% in 2012/13. The province continues to use this measure to develop and promote labour market intelligence, career awareness, training curricula related to industry requirements and best practices for investing in worker training. Additionally, the province encouraged industry and communities in identifying and addressing labour market issues.

3.4 Managing for Results

Prince Edward Island consults with key stakeholders, on a continuous basis, in order to ensure that active employment programs and services continue to meet the needs of its clients and align with the province's economic development plans. Stakeholders' feedback is also obtained through ongoing program delivery.

4. Nova Scotia

Nova Scotia's economy was performing below average in both 2012 and 2013. After a slight decline in 2012 (-0.1%), real GDP grew by 0.3% in 2013. Household final consumption expenditures, which rose by 2.0%, largely helped avoid a second year of declining real GDP in 2013. As well, a worsening trade balance dampened growth. Increased production in the province's natural gas industry, as well as robust gains in the manufacturing and construction industries, are expected to have made Nova Scotia the top performing Atlantic economy in 2014. The federal shipbuilding project is providing an additional boost to the manufacturing sector, along with increased US demands for goods manufactured in the province.

The majority of job openings were in sales and service occupations, followed by business, finance and administrative positions.

Nova Scotia's labour market performed below average in 2013/14. The labour force size (-1.7%) and participation rate (-1.7 percentage points), both declined slightly. Employment fell (-1.3%), after

Nova Scotia

EBSM Key Facts

Clients Served: 16,637		
EI	Non-Insured	
12,092 ↓	4,545 ↑	
Active	Former	Non-Insured
56.0% ↓	16.7% ↓	27.3% ↑
Youth (15-24) ¹	Core Age (25-54)	Older Workers (55+)
20.6% –	68.6% ↓	10.8% ↑
Interventions: 33,163		
	2013/14	Year-over-year Change
Employment Benefits	4,740	22.1% ↓
Support Measures: EAS	28,423	4.0% ↓
Relative Share		
	2013/14	Year-over-year Change (p.p.)
Employment Benefits	14.3%	2.8 ↓
Support Measures: EAS	85.7%	2.8 ↑
Allocation: \$79.0 Million		
Expenditures	2013/14 (\$ Million)	Year-over-year Change
Employment Benefits	\$53.5	3.6% ↑
Support Measures: EAS	\$23.5	9.6% ↓
LMPs and R&I	\$2.0	1.8% ↑
Total Expenditures²	\$79.0	0.7% ↓
Managing for Results		
Indicator	Total	Year-over-year Change
Active Claimants Served	9,313	7.6% ↓
Returns to Employment	5,680	8.0% ↑
Unpaid Benefits (\$ Million)	\$28.60	11.1% ↑

¹ Age distribution does not equal 100%, as the "unknown" category is not reported here. Date of birth is not collected for clients in SD-A and Group Services.

² Totals may not add due to rounding; does not include accounting adjustments.

expanding in the previous year, with full-time (-1.1%) and part-time (-2.0%) job counts both contracting. Unemployment decreased significantly (-6.3%). As a result, the province's unemployment rate dropped to 9.0%, compared to 9.4% in 2012/13.

Following a decrease in 2012/13, employment in the goods-producing sector expanded moderately to 87,100 (+1,200 or +1.4%), with significant gains recorded in these industries: construction (+2,900 or +8.9%);

utilities (+600 or +14.4%), which more than offset the decline in manufacturing (-1,600 or -5.1%); and agriculture (-200 or -3.5%); thereby moving the overall employment level in this sector upward. Employment in the services-producing sector contracted in 2013/14 (-1.9% or -6,900), following a nine-year period of continued growth that started in 2004/05. Most employment losses were concentrated in public administration (-2,300 or -8.0%); other services (-1,600 or -7.7%); trade (-1,100 or -1.5%); health care and social assistance (-1,100 or -1.6%); information, culture and recreation (-900 or -4.5%); transportation and warehousing (-900 or -4.3%); accommodation and food services (-800 or -2.5%). Professional, scientific and technical services (+800 or +3.0%), as well as; business, building and other support services (+600 or +2.8%), both recorded employment gains.

An aging and shrinking labour force, combined with underrepresentation of at-risk groups, were the main labour market challenges facing the province in 2013/14. Nova Scotia has identified developing and maintaining a competitive workforce, as well as increasing the growth and productivity of its economy, as its key labour market priorities. The province continued to work with employers, training providers, unions and workers across the province to help workers acquire the skills needed for suitable employment, and to create an environment that stimulates innovation to help businesses compete globally.

After an increase in 2012/13, the total number of clients served in Nova Scotia fell significantly to 16,637 (-7.0%) this year, with two of the three client-types declining significantly: former (2,779) and active (9,313) claimants were both down (-18.2% and -7.6%, respectively) year over year, while the non-insured client pool grew to 4,545 (+3.1%). Similarly, the shares of the client-types shifted in the same direction—both active (56.0%) and former (16.7%) claimants contracted (-0.3 and -2.3 percentage points, respectively), while the share of non-insured expanded to 27.3% (+2.6 percentage points), its highest value since 2004/05. The three client-types have participated in a declining number of EBSM interventions that totaled 33,163 in 2013/14 (-7.1%). While the share of Employment Benefits in total interventions fell to 14.3% (-2.8 percentage points), EAS represented 85.7%, up by 2.8 percentage points from the previous year's 82.9%, and significantly higher than the 60.5% share recorded in 2004/05. A total of

5,680 EI clients returned to employment following participation in the program, a significant increase of 8.0% year over year. EBSM expenditures totalled \$79.0 million.

4.1 Employment Benefits

After a substantial increase in 2012/13, Nova Scotia delivered a significantly lower number of Employment Benefits interventions totalling 4,740 (-22.1%) in 2013/14. SE (468) is the sole benefit intervention that grew year over year (+3.1%), while all the other benefit-types have declined noticeably. SD-R contracted the most (-33.6%), to 2,078, followed by SD-A (1,503) dropping by 8.5%, TWS (532) falling by 20.4% and JCP (159) declining by 18.9%. The shares of the benefit-types shifted similarly, consistent with their levels, with the shares of both SD-A (31.7%) and SE (9.9%) of all benefit-types rising from last year's figures (+27.0% and +7.5%, respectively). SD-R's share declined from 51.4% to 43.8%. Conversely, the share of TWS rose from 11.0% to 11.2% and that of JCP was also up from 3.2% to 3.4%. Despite the decline in SD-R, SD remains the most used benefit intervention in the province—an indication of a focus on supporting clients' long-term labour market attachment and reducing their reliance on EI. Combined, SD-A and SD-R represented 75.5% of all Employment Benefits interventions, reflecting the province's commitment to addressing labour and skills shortages, and the transition to suitable employment in an increasingly knowledge-based economy. Employment Benefits expenditures were \$53.5 million, an increase of 3.6% from 2012/13.

NOVA SCOTIA EBSM-SIMILAR PROGRAMMING	
Employment Benefits	
TWS	START
SE	Nova Scotia Self-Employment Benefit
JCPs	Nova Scotia Job Creation Partnerships
SD	Nova Scotia Skills Development
Support Measures	
EAS	Nova Scotia Employment Assistance Services

Almost all of the decline in the numbers of clients served and interventions can be attributed to changes in the processing of individual funding applications. Prior to the 2012/13 fiscal year, Nova Scotia used the Common System for Grants and Contributions system (CSGC), and clients, who were approved for

a two or three year training program, were usually processed with a separate funding agreement for each year of the program. However, as the province transitioned fully into using the *Labour Market Programs Support System (LaMPSS)* for Individual Funding Agreement processing, clients are documented with one agreement for the entire two or three year training program (i.e. only one intervention is needed and, therefore, a participant count is obtained in one fiscal year instead of multiple fiscal years for the same training program). As such, the perceived decline in Employment Benefit clients may be considered as misleading.

4.2 Support Measures: EAS

In 2013/14, the number of EAS interventions in Nova Scotia decreased for a third consecutive year, totalling 28,423 (-4.0%). The province delivered slightly more (+0.4%) Employment Service interventions (22,488), but significantly fewer Individual Counselling (5,009) and Group Services (926) compared to 2012/13 levels (-14.4% and -31.2%, respectively). The proportions of the three EAS-types also shifted similarly, with the share of Employment Services rising to 79.1% (+3.4 percentage points), and the shares of both Individual Counselling (17.6%) and Group Services (3.3%) decreasing from their 2012/13 values of 19.8% and 4.5%, respectively. Despite the decline in EAS total interventions, its share of all interventions actually grew by 2.8 percentage points, to 85.7%. The province continues to use EAS in helping job-ready clients meet the growing demand for skilled labour, and in assisting multi-barriered clients access the labour market. Consistent with the drop in the total EAS interventions, the total expenditures for EAS fell significantly to \$23.5 million (-9.6%), compared to \$26.0 million in 2012/13.

4.3 Other Support Measures: LMPs

Following a substantial increase in 2012/13, Nova Scotia's total expenditures for LMPs grew moderately this year, to a six-year high of \$2.0 million (+1.8%). LMP investment supports industry-led partnerships in key business/industry sectors to address provincial priorities such as human resource development, attraction, and retention, identifying skill shortage concerns and areas for training development. The increasing uptake of LMPs in the province continues to support stakeholder engagement and fosters cooperative labour market planning and identification of priorities.

4.4 Managing for Results

Nova Scotia engages in consultations with employers and key stakeholders to ensure that its active employment programs and services continue to meet the needs of clients and align with its economic development plans. In addition, the province uses its growing program data warehouse, generated by its recently launched *Nova Scotia Labour Market Program Support System (LaMPSS)* case management system, in its continuous active program evaluation and analysis processes.

5. New Brunswick

In 2013, real GDP declined by 0.5% in New Brunswick, after contracting at a similar rate (-0.4%) in 2012. Most of this performance can be attributed to a sharp decline in the province's exports, and maintenance work in the oil refinery industry. The economy likely recorded a slow economic growth rate in 2014, close to 1%. Investment in the forestry sector from growing U.S. demand for lumber, positive mining industry forecasts and improving labour markets likely resulted in a positive growth rate.

The majority of job openings are in sales and service occupations, followed by business, finance and administrative positions, as well as in health occupations.

In 2013/14, the labour force remained relatively stable (+0.1%). Employment increased by +2,200 net jobs, with both part-time jobs (+1.8%) and full-time employment (+0.4%) rising. At the same time, unemployment declined (-4.3%), pushing down New Brunswick's unemployment rate by 0.5 percentage points, to 10%.

Employment gains shifted away from the services-producing sector, toward the goods-producing sector (+3,500 or +4.6%). Employment in construction and utilities expanded significantly (+12.6%, and +20.9%, respectively), while agriculture shed jobs (-500 or -10.4%) in 2013/14. Overall, employment in the services-producing sector declined by 0.5%, with transportation and warehousing (-1,300); health care and social assistance (-1,200), and finance, insurance, real estate and leasing (-900) decreasing the most. Offsetting some of these losses, employment gains were observed in: trade (+1,100); accommodation and food services (+800); as well as business, building and other support services (+700).

Relatively low participation rates, shortages of skilled workers with required literacy profile, and an aging population are the main labour market challenges in New Brunswick. The province established a number of priorities to help its workforce secure and maintain employment, including investing in innovative programs and services, as well as strengthening partnerships with stakeholders and employers, in order to address skills shortages and training needs; promoting adult literacy and continuous learning; in addition to assisting

New Brunswick

EBSM Key Facts

Clients Served: 16,538		
EI	Non-Insured	
11,662 ↓	4,876 ↑	
Active	Former	Non-Insured
54.8% ↓	15.7% ↑	29.5% ↑
Youth (15-24) ¹	Core Age (25-54)	Older Workers (55+)
33.4% ↑	58.7% ↓	7.9% ↓
Interventions: 33,536		
	2013/14	Year-over-year Change
Employment Benefits	7,712	2.4% ↓
Support Measures: EAS	25,824	8.2% ↑
Relative Share		
	2013/14	Year-over-year Change (p.p.)
Employment Benefits	23.0%	1.9 ↓
Support Measures: EAS	77.0%	1.9 ↑
Allocation: \$89.8 Million		
Expenditures	2013/14 (\$ Million)	Year-over-year Change
Employment Benefits	\$68.2	22.3% ↑
Support Measures: EAS	\$11.3	10.7% ↑
LMPs and R&I	\$9.7	22.7% ↑
Total Expenditures²	\$89.2	20.8% ↑
Managing for Results		
Indicator	Total	Year-over-year Change
Active Claimants Served	9,070	3.2% ↓
Returns to Employment	7,927	1.1% ↓
Unpaid Benefits (\$ Million)	\$28.67	3.7% ↑

¹ Age distribution does not equal 100%, as the "unknown" category is not reported here. Date of birth is not collected for clients in SD-A and Group Services.

² Totals may not add due to rounding; does not include accounting adjustments.

workers through creating opportunities for job matching. Additionally, New Brunswick continued to invest in all levels of skills training from literacy and academic upgrading to apprenticeship in effort to respond to the training needs of employers and job seekers. An example is investment in its One Job Pledge component of the Workforce Expansion program, launched in 2013, that connects employers with recent post-secondary graduates.

Following three consecutive annual decreases, the number of clients served in 2013/14 increased significantly to 16,538 (+6.4% or +995). Active claimants declined to 9,070 (-3.2%) year over year, while both former claimants (+11.1%) and non-insured clients (+26.8%) grew substantially, reaching 2,592 and 4,876 respectively. The expansion in former clients and non-insured clients reflects New Brunswick's focus on increasing the labour market attachment of social assistance recipients.

The number of interventions delivered in New Brunswick grew in 2013/14, following contractions in the previous three years. The province delivered 33,536 EBSM-similar interventions; notably higher (+5.6% or +1,778) than last year's levels. While the numbers of Employment Benefits fell by 2.4% (-189), the numbers of Support Measures rose significantly (+8.2% or +1,967). The EAS interventions count has more than offset the decline in Employment benefits. The share of Employment Benefits of all interventions declined over the last 10 years, to a record low of 23.0%; a 1.9 percentage point decrease year over year. The share of EAS (77.0%), on the other hand, rose by 1.9 percentage points relative to 2012/13, the highest value in 10 years since 2004/05. A total of 7,927 active and former claimants returned to work after participation in an EBSM-similar intervention (-1.1%). EBSM expenditures totalled \$89.2 million, compared to an LMDA allocation of \$89.8 million.

5.1 Employment Benefits

A total of 7,712 interventions were delivered in New Brunswick in 2013/14 (-2.4%). Both types of Skills Development declined, with the largest drop in SD-R (-13.6%) year over year, to 3,682, while SD-A (2,259) fell more moderately (-3.4%). Combined SD's share declined, but continued to represent the majority of all interventions at 77.0%, an indication of a continued focus in the province on supporting workers in acquiring new skills. The other two benefits types shifted differently, with TWS (1,455) and SE (316) both increasing

significantly (+39.6% and +22.5%, respectively). The substantial increase in TWS would be attributed to the investment in One Job Pledge component of Workforce Expansion program, which 2013/14 was its first full year of delivery, and also which offered up to 52 weeks of wage subsidy for recent post-secondary graduates. The significant growth in SE would be mainly due to economic factors, increased awareness of the program as well as increased support that New Brunswick provided to the program in 2013/14. Employment Benefits total expenditures increased significantly (+22.3%) to \$68.2 million, after recording a substantial decline of 22.3%, to \$55.8 million, in 2012/13.

NEW BRUNSWICK EBSM-SIMILAR PROGRAMMING

Employment Benefits

TWS	Workforce Expansion—Employer Wage Subsidy
SE	Workforce Expansion—Self-Employment Benefit
SD	Training and Skills Development Program

Support Measures

EAS	Employment Assistance Services
LMPs	Adjustment Services
R&I	Research and Innovation

5.2 Support Measures: EAS

New Brunswick delivered a total of 25,824 EAS interventions; a year-over-year noticeable increase of 8.2% (+1,967). The numbers of both EAS-types increased, with Individual Counseling expanding significantly (+12.7%), to a total of 16,555. The number of Employment Services (9,269) also grew, but at a slower pace (+1.2%). The growing use of EAS reflects a continued commitment to assisting job-ready individuals, and supporting those actively seeking employment, as well as helping the multi-barriered clients. In 2013/14, the province strengthened its efforts in targeting specific groups including persons with disabilities and social assistance recipients. New Brunswick clients participated in an average of 2.03 interventions 2013/14. Total expenditures for EAS increased significantly to \$11.3 million (+10.7%).

5.3 Other Support Measures: LMPs and R&I

New Brunswick's expenditures for LMPs and R&I totalled \$9.7 million, compared with \$7.9 million in 2012/13—reflecting a continued commitment to helping employers, in expanding sectors, to manage their human resources needs and advance the innovation agenda. This represented a significant year-over-year increase of 22.7%. LMP increased sharply to \$9.5 million (+24.0%), while R&I fell by 10.7%, to \$274,000. Combined LMP and R&I total expenditures represented a 10.9% share of EMBS total expenditures (+0.2% percentage points).

5.4 Managing for Results

To ensure job seekers are well connected with employers, New Brunswick engages employers and stakeholders on a regular basis through various forums. It also leverages numerous partnerships to increase the participation of at risk population in the labour force, particularly Aboriginals. Additionally, the province continues to monitor and review program data to ensure accuracy.

6. Quebec

Quebec's real GDP growth was relatively slow in 2013 (+1.0%) and somewhat faster in 2012 (+1.5%). This performance can be attributed primarily to the noticeable decline in the construction (-2.8%) and manufacturing industries (-1.5%). The economic growth rate should settle between 1.6% and 2% in 2014 and climb above 2% in 2015. Strong growth in the United States and a weaker Canadian dollar should stimulate the province's manufacturing industry, particularly its machinery, aerospace and primary metals components. With the weakening of the Canadian dollar, consumer spending in the province should also increase.

Job demand in Quebec is highest in the fields of health, social sciences, education, public administration, natural and applied sciences, finance and management.

In 2013/14, labour force grew (+35,500), and the employment level increased by 0.7% or 28,100 due to a rise in part-time jobs (+32,900 or +4.3%). Meanwhile, full-time jobs declined slightly (-4,800 or -0.1%). The number of unemployed individuals climbed moderately (+7,400 or +2.2%) and as a result, the unemployment rate in Quebec rose marginally 0.1 percentage point to 7.7%.

In the goods-producing sector, employment crept down by 0.2%, with the most noticeable declines occurring in the following industries: Manufacturing (-5,800), forestry, oil and gas (-1,900) and agriculture (-800). Employment in the services-producing sector increased (+0.8% or +26,300). The strongest growth in this sector was seen in the following three industries: Health care and social assistance (+20,900);

Quebec

EBSM Key Facts

Clients Served: 237,337		
EI	Non-Insured	
174,175 ↑	63,162	↑
Active	Former	Non-Insured
62.1% ↑	11.3% ↓	26.6% ↓
Youth (15-24) ¹	Core Age (25-54)	Older Workers (55+)
16.4% ↓	69.8% ↓	13.8% ↑
Interventions: 284,158		
	2013/14	Year-over-year Change
Employment Benefits	40,285	2.5% ↓
Support Measures: EAS	243,873	24.2% ↑
Relative Share		
	2013/14	Year-over-year Change (p.p.)
Employment Benefits	14.2%	3.2 ↓
Support Measures: EAS	85.8%	3.2 ↑
Allocation: \$581.2 Million		
Expenditures	2013/14 (\$ Million)	Year-over-year Change
Employment Benefits	\$347.6	3.5% ↑
Support Measures: EAS	\$139.8	0.0% -
LMPs and R&I	\$93.9	13.5% ↓
Total Expenditures²	\$581.2	0.5% ↓
Managing for Results		
Indicator	Total	Year-over-year Change
Active Claimants Served	174,175 ³	20.2% ↑
Returns to Employment	55,043	10.6% ↑
Unpaid Benefits (\$ Million)	\$252.38	9.5% ↑

¹ Age distribution does not equal 100%, as the "unknown" category is not reported here. Date of birth is not collected for clients in SD-A and Group Services.

² Totals may not add due to rounding; does not include accounting adjustments.

³ When setting goals, Quebec takes into account active claimants and former claimants.

trade (+11,800); and professional, scientific and technical services (+6,600). Most job losses occurred in the areas of finance, insurance, real estate and leasing (-5,100); educational services (-4,300); and in the areas of information, culture, and recreation (-2,000).

In 2013/14, the misalignment between the labour force's skills and available jobs caused spells of unemployment for a large portion of people in the labour market, despite the strong demand for workers in many sectors. Moreover, Quebec's labour force is aging faster than the Canadian average. These factors form two of the main challenges facing the province's labour market. In this context, Quebec has focused on a number of priorities to improve its labour market performance. Measures have been taken to increase labour market participation, improve productivity, reinforce companies' capacity to adapt to structural changes, and step up efforts to support groups underrepresented in the labour market (e.g. youth, people 55 and over, immigrants, and people with disabilities).

In Quebec, the number of clients that participated in EBSM-similar programming rose for a third consecutive year, reaching 237,337 in 2013/14—an increase of 19.0% compared to last year. The size of the three client groups grew considerably. The number of active claimants climbed to 147,396 (+23.1%), and the figure for non-insured clients increased by 15.9% to 63,162. Meanwhile, the number of former claimants also rose, by 6.8% to 26,779. Active claimants represented a growing portion of clients served (62.1%). Quebec delivered 284,158 interventions (+19.5%), which is the highest amount since 2004/05. For a fourth consecutive year, Employment Benefits represented a declining proportion in the total number of interventions delivered by the province, dropping to 14.2%, its lowest value since 2004/05.

In contrast, the number of EAS interventions climbed to 85.8%, compared to 82.6% in 2012/13. This was the highest proportion over the past 10 years. A growing number of EI clients (55,043) returned to work after having participated in an EBSM-similar program in 2013/14. The year-over-year increase was considerable and reached 10.6%, the highest percentage since 2004/05. Given the large number of active claimants, who held a job after the intervention,

it was estimated that \$252.38 million (+9.5%) of unpaid benefits from the EI Operating Account were generated as a result. EBSM total expenditure reached \$581.2 million.

6.1 Employment Benefits

The number of Employment Benefits interventions fell by 2.5%, to 40,285. As a whole, benefits saw a decline, with 6,091 TWS (-5.2%), followed by SD-R, which fell by 2.5% to 26,514. SD-R interventions, a priority in Quebec, still made up 65.8% of benefits. SE remained relatively constant (-0.1%) at 1,916.¹⁷ Employment Benefits total expenditures climbed 3.5% to \$347.6 million in 2013/14.

QUEBEC EBSM-SIMILAR PROGRAMMING	
Employment Benefits	
DC	Manpower Training Measure Job Readiness
TWS	Wage Subsidies
SE	Support for Self-Employment Measure
TES	Return to Work Supplement
Support Measures	
EAS	Labour Market Information Job Placement Job Research and Assistance Services
LMPs	Job Cooperation Services Manpower Training Measure for Enterprises
R&I	Research and Innovation Strategy

6.2 Support Measures: Employment Assistance Services (EAS)

The number of EAS interventions continued to grow in 2013/14, with the total number of interventions reaching 243,873, the highest level in 10 years. This reflects the emphasis placed on helping people with skills and occupational profiles in demand, identifying them through the use of EI Part I data. It also reflects the continued increase in the number of non-insured clients served. Employment Services interventions totaled 137,539, compared to 118,494 in the previous year. Despite a drop of 3.9 percentage points this year, Employment Services continued to represent the largest portion of EAS interventions (56.4%). The total number of Individual

¹⁷ Quebec does not offer LMDA-funded programming similar to SD-A.

Counselling interventions (60,789) and Group Services interventions (45,545) rose considerably (+33.3% and +40.8%, respectively). As a result, the proportion of Individual Counselling and Group Services, relative to the total number of EAS interventions, climbed slightly to 24.9% and 18.7%, respectively. EAS expenditures remained stable at \$139.8 million.

6.3 Other Support Measures: LMPs and R&I

Quebec's total LMP and R&I expenditures fell 13.5% to \$93.9 million in 2013/14. This decline was due mainly to a drop in LMP expenditures, which fell to \$93.7 million (-13.5%) after having increased moderately in 2012/13. R&I expenditures decreased (-20.8%) to \$209,000. Total LMP and R&I funding represented a declining share (16.1%) of the total expenditures devoted to EBSM-similar programming, compared to 18.6% in 2012/13.

6.4 Managing for Results

Quebec manages its results through an approach based on analyzing the needs of various client profiles. The province also manages in a decentralized way and allocates budgets and outcome targets based on factors pertaining to local and regional labour markets. Furthermore, Quebec is responsible for assessing its EBSM-similar programming.

Emploi-Québec can count on the support of a vast network of labour market partners composed of various bodies that consult with stakeholders at the provincial, regional and local levels. This partnership is supplemented by individual consultations with each sector and with specific client bases. These partners represent various job market stakeholders: The labour force, businesses, employment-based community organizations, education communities and key social and economic departments. This arrangement is essential to identifying labour market challenges, as well as designing and delivering active employment programs. In addition to annual consultations with key stakeholders, Quebec engages with these groups regularly in order to implement employment programs.

7. Ontario

Ontario's economy advanced at a slow to moderate pace in 2013. Real GDP grew by 1.3%, below the national average of 2%. Economic growth was driven mainly by an increase in household consumption (+2.1%). In 2014, real GDP growth is forecast to have been similar to that of Canada, at around 2%, supported by strong gains in household spending, physical capital investments and growing demand from a revived U.S. economy and a weaker Canadian dollar.

Ontario has identified a number of priority industry sectors that are key to its economy, including aerospace, agri-food, and automated manufacturing processes.

In 2013/14, Ontario's labour force grew by 1.3% relative to the previous year. Total employment grew (+113,300 or +1.7%) with comparable gains recorded for both full-time (+1.7%) and part-time employment (+1.6%). The unemployment level dropped (-3.5%), and the unemployment rate fell to 7.5%, a decline of 0.4 percentage points from the previous year. Participation in the labour force remained unchanged at 66.2% year-over-year.

Long-term unemployment remains a concern for Ontario. The share of people unemployed for 27 weeks or more has remained fairly high over the past five years compared to the pre-recession level.

Employment gains were concentrated in the province's services-producing sector (+126,800) in 2013/14, led by the following industries: business, building and other support services (+33,400); professional, scientific and technical services (+21,600); transportation and warehousing (+18,400); trade (+16,300); and health care and social assistance (+15,100). The services-producing industries that recorded the largest employment losses were: other services (-5,100) and public administration (-1,300). Employment in the goods-producing sector declined (-13,500), concentrated in manufacturing (-17,100) and agriculture (-4,100). Job gains in the sector were recorded in construction (+5,200) and in forestry, fishing, mining, quarrying, oil and gas (+2,400).

While Ontario's economy grew and created jobs in 2013/14, the province did face a number of labour market challenges. These include an aging population and departures from the labour force. Other challenges include: skill shortages, with growing labour market demand in high-skilled sectors; barriers to immigrants'

Ontario EBSM Key Facts		
Clients Served: 159,367		
EI	Non-Insured	
84,834 ↓	74,533 ↑	
Active	Former	Non-Insured
40.6% ↓	12.6% ↓	46.8% ↑
Youth (15-24)¹	Core Age (25-54)	Older Workers (55+)
22.0% ↑	67.2% ↓	10.8% –
Interventions: 179,041		
	2013/14	Year-over-year Change
Employment Benefits	30,040	4.6% ↓
Support Measures: EAS	149,001	4.8% ↑
Relative Share		
	2013/14	Year-over-year Change (p.p.)
Employment Benefits	16.8%	1.3 ↓
Support Measures: EAS	83.2%	1.3 ↑
Allocation: \$565.5 Million		
	2013/14 (\$ Million)	Year-over-year Change
Employment Benefits	\$278.9	2.7% ↓
Support Measures: EAS	\$271.9	5.2% ↑
LMPs and R&I	\$14.7	0.5% ↓
Total Expenditures²	\$565.5	1.0% ↑
Managing for Results		
Indicator	Total	Year-over-year Change
Active Claimants Served	64,689	3.1% ↓
Returns to Employment	36,018	0.3% ↓
Unpaid Benefits (\$ Million)	\$237.59	4.3% ↑

¹ Age distribution does not equal 100%, as the "unknown" category is not reported here. Date of birth is not collected for clients in SD-A and Group Services.

² Totals may not add due to rounding; does not include accounting adjustments.

effective foreign credential recognition and labour market integration; and below-average labour force participation rates of specific groups (e.g. immigrants, Aboriginal peoples, persons with disabilities, youth and older workers). To address these challenges, Ontario continued to support its workforce through investments in skills development and training as well as by enhancing programs to support quick returns to employment. To ensure that employers find the skilled

workers they need to improve their competitive position, the province implemented specific measures including: the launch of a comprehensive Youth Jobs Strategy (e.g. the Youth Employment Fund); strengthening apprenticeship programming; and providing access to job matching, placement and incentives through Employment Ontario. The province also launched a series of employer roundtables to explore the employer role in training, in partnership with the Ontario Chamber of Commerce and Essential Skills Ontario.

The number of clients served in Ontario increased for a second consecutive year, totaling 159,367 in 2013/14, an increase of 3.4% (+5,209) year over year. The number of active (64,689) and former claimants (20,145) both declined (-3.1% and -2.7%, respectively). The decrease in EI insured clients, however, was more than offset by a significant increase (+11.7%) in non-insured clients, to a total of 74,533, which help account for the increase in the total number of clients served. The shares of both active (40.6%) and former (12.6%) claimants therefore declined for a second consecutive year, while that of non-insured clients continued to increase, reaching 46.8% of the total, compared to 43.3% in 2012/13.

For a second consecutive year, the number of EBSM-similar interventions delivered in the province grew to 179,041 in 2013/14 (+3.1%). EAS interventions accounted for 83.2% of all interventions delivered in the province. Returns to employment fell slightly in 2013/14, with a total of 36,018 EI clients returning to work following participation in EBSM programming (-0.3%), compared to last year's total of 36,112. Ontario's EBSM expenditures totalled \$565.5 million in 2013/14.

7.1 Employment Benefits

Employment Benefits interventions delivered in Ontario in 2013/14 declined by 4.6% to 30,040, largely due to a decline in Skills Development (both SD-R and SD-A) and Targeted Wage Subsidies (TWS). SD-R fell the most (-8.3%), followed by TWS (-5.8%) and SD-A (-4.4%). Conversely, both SE (+9.1%) and JCPs (+7.6%) increased significantly. Employment Benefits expenditures totalled \$279.0 million in 2013/14 (-2.7%).

ONTARIO EBSM-SIMILAR PROGRAMMING

Employment Benefits

TWS	Job Placement with Incentive
SE	Ontario Self-Employment Benefit
JCPs	Ontario Job Creation Partnerships
SD-R	Second Career
SD-A	Skills Development-Apprenticeship

Support Measures

EAS	Ontario Employment Assistance Services/Employment Service
LMPs	Ontario Labour Market Partnerships
R&I	Research and Innovation

7.2 Support Measures: EAS

EAS use in the province continued to grow for a second consecutive year. Ontario provided a total of 149,001 EAS interventions in 2013/14, an increase of 4.8% year over year, consistent with increased labour demand resulting from the growth in the province's exports to the U.S. All EAS interventions were recorded under Individual Counselling as was the case in the previous two years.¹⁸ EAS expenditures totalled \$271.9 million (+5.2%).

7.3 Other Support Measures

Ontario's total expenditures for LMPs and R&I fell slightly (-0.5%), to \$14.7 million in 2013/14. The total expenditure for LMP (\$13.8 million) decreased moderately by 4.2% year over year, while that for R&I expanded significantly (+178.3%), to \$0.84 million, compared to \$0.3 million in 2012/13. The increase in R&I funding propped the overall total for LMP and R&I.

7.4 Managing for Results

Ontario engages employers and other key stakeholders in establishing program priorities and improving design to ensure that active labour market programs and services are responsive to local labour market needs and that job seekers are efficiently connected with employers. For example, Ontario recently implemented a performance management system which allows the province to monitor the performance of its service providers.

8. Manitoba

Manitoba's economy continued to grow in 2013, due in large part to its agriculture sector, which contributed more than ¼ of the 2.2% increase in the province's real GDP. The economy is forecast to have grown at a slightly slower pace in 2014, at a rate closer to 2%. For 2014, expected strong growth in construction and metal mining has likely propelled the province's real GDP. In addition, global crop prices continue to have an important effect on the province's economic performance.

Occupation groups with the most job openings were in business, finance and administration; sales and services; and, management occupations.

In 2013/14, employment remained relatively constant (-0.2%), which is also true for both full-time (-1,200 or -0.2%) and part-time jobs (-300 or -0.3%). The labour force was also stable (+1,000 or +0.2%), while the unemployment level increased (+2,600 or +7.5%) significantly, resulting in Manitoba's unemployment rate edging upwards to 5.5%, compared to 5.2% in 2012/13.

Services-producing employment saw a slight decrease (-3,300 or -0.7%), but continued to account for approximately ¾ of Manitoba's 624,000 total jobs. Most gains were recorded in transportation and warehousing (+1,700 or +4.7%); educational services (+1,200 or +2.6%); as well as in health care and social assistance (+1,000 or +1.1%). Industries within the services-producing sector that experienced employment losses included public administration (-2,800 or -7.7%); finance, insurance, real estate and leasing (-1,400 or -4.1%); business, building and other support services (-900 or -4.2%); professional, scientific and technical services (-700 or -2.6%); and accommodation and food services (-500 or -1.2%). Employment in the goods-producing sector saw a slight increase (+1,800 or +1.2%), with employment gains in agriculture (+11.1%); utilities (+5.4%); and manufacturing (+2.0%) leading the way; significant employment declines, however, were concentrated in construction (-5.0%).

¹⁸ In addition to Individual Counselling, interventions can include case management, assessment, action planning, job matching, placement and incentives, job shadowing, coaching and retention support, life skills development, and access to labour market information. Ontario counts only one Individual Counselling intervention per EAS client.

Manitoba EBSM Key Facts

Clients Served: 28,107		
El	Non-Insured	
14,567 ↓	13,540 ↑	
Active	Former	Non-Insured
39.1% ↓	12.7% ↓	48.2% ↑
Youth (15-24) ¹	Core Age (25-54)	Older Workers (55+)
22.2% ↑	69.6% ↑	8.2% ↓
Interventions: 53,723		
	2013/14	Year-over-year Change
Employment Benefits	6,480	4.1% ↓
Support Measures: EAS	47,243	2.9% ↑
Relative Share		
	2013/14	Year-over-year Change (p.p.)
Employment Benefits	12.1%	0.8 ↓
Support Measures: EAS	87.9%	0.8 ↑
Allocation: \$43.5 Million		
Expenditures	2013/14 (\$ Million)	Year-over-year Change
Employment Benefits	\$29.6	13.9% ↑
Support Measures: EAS	\$7.5	27.3% ↓
LMPs and R&I	\$6.4	17.7% ↓
Total Expenditures²	\$43.5	1.3% ↓
Managing for Results		
Indicator	Total	Year-over-year Change
Active Claimants Served	10,988	6.4% ↓
Returns to Employment	7,526	6.6% ↓
Unpaid Benefits (\$ Million)	\$44.28	1.8% ↑

¹ Age distribution does not equal 100%, as the "unknown" category is not reported here. Date of birth is not collected for clients in SD-A and Group Services.

² Totals may not add due to rounding; does not include accounting adjustments.

In 2013/14, skills deficit, mainly around essential, technical and occupational skills, are cited by employers as a major recruitment issue. This likely constitutes the province's main labour market challenges. In that context, Manitoba established a new strategy for supporting employment growth and a stronger labour market. The new strategy is based on the following priorities: Supporting pathways to employment, primarily through improving coordination among and fostering partnerships with service providers, training institutions

and community agencies; focusing on employer needs in order to ensure that long term employment outcomes are realized; and supporting Aboriginals, persons with disabilities, and those detached from the labour market who continue to be an important priority for the province's economic and social development goals.

In 2013/14, the number of clients served declined moderately, to a total of 28,107 (-2.9%) year over year, reflecting continued moderate economic growth. The numbers of active (10,988) and former (3,579) claimants both declined (-6.4% and -6.9%, respectively), while that of non-insured clients rose (+1.3%) to 13,540. The shares of both active (39.1%) and former (12.7%) claimants among all clients declined (-1.5 and -0.6 percentage points, respectively), while the proportion of non-insured clients expanded by 2.0 percentage points to 48.2%, after shrinking slightly in the previous year. A total of 53,723 interventions were delivered in Manitoba in 2013/14 (+2.0% or +1,052). Employment Benefits accounted for a decreasing share (12.1%) of the total number of interventions delivered in the province, while the Support Measures rose by 0.8 percentage points, to a share of 87.9%. EBSM expenditures totalled \$43.5 million, a 1.3% decrease year over year.

8.1 Employment Benefits

Manitoba delivered 6,480 Employment Benefits interventions in 2013/14, a 4.1% year-over-year decline, consistent with the decline in active clients served and the province's positive economic performance. SDA (3,823) was the sole benefit that expanded (+1.3%), which is indicative of the province's continued emphasis on increasing apprenticeship opportunities to meet labour market demand. All the other benefits declined. TWS (55) was down significantly (-38.9%), despite a steep growth last year. JCP (127) and SE (141) both also declined significantly (-37.4% and -28.1%, respectively), and SD-R fell noticeably to 2,334 (-6.3%). SD-R's share of all benefits (36.0%) declined by 0.9 percentage points. Overall, combined SD-A and SD-R continued to account for the largest share of all benefits (95.0%). Employment Benefits expenditures totalled \$29.6 million in 2013/14, a noteworthy increase of 13.9% (+\$3.6M) year over year.

MANITOBA EBSM-SIMILAR PROGRAMMING

Employment Benefits

TWS	Wage Subsidies
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SE	Self-Employment
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JCPs	Employment Partnerships
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SD	Skills Development
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Support Measures

EAS	Employment Assistance Services
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LMPs	Labour Market Partnerships
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R&I	Research and Innovation
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8.2 Support Measures: EAS

A total of 47,243 Employment Assistance Services interventions were delivered in Manitoba in 2013/14, an increase of 2.9% (+1,327) year over year, reflecting a continued focus on supporting employment preparation services for quick returns to clients to work. The high number of EAS interventions and its large share of all EBSM interventions delivered (87.9%) is due to the increase of the non-Insured client, which grew to 48.2% of all clients served, compared to 39.1% for active and 12.7% for former claimants. Following a slight decline last year, the province delivered a greater number of Employment Services interventions (31,046) in 2013/14. This constituted a significant growth of 10.0% year over year. Conversely, Individual Counselling declined notably to a total of 16,197 (-8.5%) in 2013/14, after expanding significantly last year. EAS expenditures dropped significantly to \$7.5 million (-27.3%).

8.3 Other Support Measures: LMPs and R&I

Following a notable expansion in 2012/13, Manitoba's total expenditures for LMPs and R&I decreased significantly (-17.7%) to \$6.4 million this year, mainly driven by a \$1.8 million reduction (-26.0%) to LMP expenditures from the previous year. This total also represented a smaller proportion (14.8%) of EBSM-similar programming, compared to last year's 17.7%. Despite the decline in the overall expenditures of other support measures, investment in R&I this year increased significantly to \$1.24 million (+54.8%) year over year, an indication of a continued priority in the province.

8.4 Managing for Results

Manitoba engages in consultations through various forums to gather input from key stakeholders across the province. These include a provincial network of 17 sector councils, the Minister's Advisory Committee on Sustainable Employment, the Minister's Advisory Council on Workforce Development and the Apprenticeship and Certification Board. This helps ensure that job seekers are connected well with employers and that training is based on employers' needs.

9. Saskatchewan

In 2013, strong economic and labour market conditions continued to prevail in Saskatchewan. While the province remains an agricultural hub (leading in wheat and canola production), its economy is becoming increasingly diversified. In 2013, the most solid contributions to its economic performance came from its energy sector (coal, uranium, natural gas and oil), making up about 40% of its exports. Real GDP growth for 2013 was a very strong 5%, more than double the national average of 2%. However, real GDP growth is expected to have declined to about 1.5% in 2014, as a result of weaker production and investments in the province's oil patch, lower output in the mining sector, some relative weakness in the housing market, as well as a decline in crop production attributable to a severe flooding episode in the province.

The province's occupational profile indicates significant labour and skills shortages in agriculture, transportation, retail and health.

Saskatchewan's main labour market indicators have been on a clear and solid upward trend in recent years. In 2013/14, the labour force expanded to 590,900 (+1.8%), with the participation rate also increasing (+0.3 percentage points) to 70.1%. Momentum in employment growth, as observed over the previous eight years, continued in 2013/14 (+2.1% or +11,600), reaching 556,000. Full-time (+1.9% or +8,900) and part-time (+2.8% or +2,600) employment both expanded. Unemployment levels declined at a rapid pace (-4.0% or -1,000). This resulted in driving down the unemployment rate to 4.2% (-0.3 percentage points).

Saskatchewan

EBSM Key Facts

Clients Served: 13,793		
EI	Non-Insured	
12,995 ↑	798 ↑	
Active	Former	Non-Insured
74.7% ↑	19.5% ↓	5.8% ↑
Youth (15-24) ¹	Core Age (25-54)	Older Workers (55+)
13.2% ↓	77.9% ↓	8.8% ↑
Interventions: 18,603		
	2013/14	Year-over-year Change
Employment Benefits	8,200	2.1% ↑
Support Measures: EAS	10,403	0.9% ↓
Relative Share		
	2013/14	Year-over-year Change (p.p.)
Employment Benefits	44.1%	0.7 ↑
Support Measures: EAS	55.9%	0.7 ↓
Allocation: \$36.4 Million		
Expenditures	2013/14 (\$ Million)	Year-over-year Change
Employment Benefits	\$27.8	1.7% ↓
Support Measures: EAS	\$5.6	18.4% ↓
LMPs and R&I	\$3.0	54.8% ↑
Total Expenditures²	\$36.4	1.8% ↓
Managing for Results		
Indicator	Total	Year-over-year Change
Active Claimants Served	10,308	1.4% ↑
Returns to Employment	6,038	4.4% ↑
Unpaid Benefits (\$ Million)	\$60.81	9.4% ↑

¹ Age distribution does not equal 100%, as the "unknown" category is not reported here. Date of birth is not collected for clients in SD-A and Group Services.

² Totals may not add due to rounding; does not include accounting adjustments.

Employment in the goods-producing sector increased to 158,900 (+4.0% or +6,100). Employment in agriculture (+2,100), construction (+4,200), manufacturing (+700), and utilities (+400) expanded, while forestry, fishing, mining, quarrying, oil and gas decreased (-1,300). Employment in the services-producing sector (407,100) expanded as well (+1.4% or +5,500). Most of the gains were concentrated in professional, scientific and technical

services (+11.6% or +2,700); followed by accommodation and food services (+4.2% or +1,400); health care and social assistance (+3.3% or +2,400); and educational service (+2.2% or +900). Employment losses were concentrated in business, building and other support services (-9.1% or -1,300); information, culture and recreation (-5.9% or -1,100); and other services (-5.8% or -1,600).

Skills shortages stemming, in large part, from the province's rapid economic growth, competition for skilled workers, as well as an aging population, continued to place important pressures on the labour market. To help its workforce gain the in-demand knowledge, skills and experience required by employers and industry, the province supported a number of priorities in 2013/14. A "Talent Team" approach across government was introduced to proactively address critical labour shortages for large projects and guide employers in recruiting workers. To reduce education and employment gaps for First Nations and Métis people, Saskatchewan developed partnerships with First Nations, employers and post-secondary institutions to assist students transitioning to jobs and educational opportunities off-reserve. The province also focused on aligning training programs and workforce readiness activities to employers' future and current needs in order to better match workers to in-demand jobs and training.

In 2013/14, the number of clients served, 13,793, was 0.7% higher than a year earlier. The number of active claimants (10,308) and non-insured clients (798) both increased, though more significantly in the case of the latter (+1.4% and +6.7%, respectively). On the other hand, the number of former claimants declined (-3.6%) to 2,687. The shares of active claimants (74.7%) and non-insured clients (5.8%) both increased, while that of former claimants dropped to 19.5%.

Saskatchewan served a total of 18,603 interventions, a slight increase of 0.4%. The share of Employment Benefits in total interventions rose slightly (+0.7 percentage points), to 44.1%. In contrast, the share of EAS contracted by the same magnitude, to 55.9% (-0.7 percentage points). A total of 6,038 EI clients returned to employment following participation in the program, an increase of 4.4% year over year. Total expenditures for EBSM-similar programming decreased to \$36.4 million (-1.8%) year over year. And savings to the EI Account,

as measured in unpaid benefits, increased significantly (+9.5% or +\$5.25 million), to \$60.8 million; matching the province's strong economy and increased returns to work in 2013/14.

9.1 Employment Benefits

Saskatchewan delivered a total of 8,200 Employment Benefits interventions, a moderate 2.1% year-over-year increase. SD-A (7,061), the largest employment benefit intervention delivered in Saskatchewan, expanded significantly in 2013/14 (+6.1%). Conversely, the numbers of SD-R (1,062) and SE (77) both fell considerably, by 18.0% and 11.5%, respectively. SD-A accounted for an increasing share of 86.1% of total benefits, compared to 82.8% in the previous year, reflecting a continued emphasis on delivering skills training opportunities to meet rising demand for skilled trades in the province's growing economy. Overall, expenditures for Employment Benefits fell by 1.7% to \$27.8 million, another sign that the economy in the province is solid.

SASKATCHEWAN EBSM-SIMILAR PROGRAMMING	
Employment Benefits	
TWS	Skills Training Allocation
SE	Self-Employment Program
JCPs	Employment Programs
SD	Skills Training Benefit Provincial Training Allowance
Support Measures	
EAS	Workforce Development
LMPs	Sector Partnerships Regional Planning and Partnerships
R&I	Research and Innovation

9.2 Support Measures (EAS)

Saskatchewan delivered a total of 10,403 Employment Assistance Services interventions in 2013/14, a slight decrease of 0.9% (-92) year over year. The province served all three EAS-type interventions. The number of Employment Services grew (+1.0%) to 5,546, while the number of Individual Counselling interventions declined to 4,386 (-1.4%). The Group Services number (471) also declined, though more significantly (-15.4%). EAS expenditures totalled \$5.6 million, a significant year-over-year decrease of 18.4%, once again due to the strong economy.

9.3 Other Support Measures: LMPs and R&I

Following a significant drop in the previous two years, Saskatchewan's LMPs and R&I total expenditures rose sharply (+54.8%), to \$3.0 million in 2013/14. Funding for LMP (\$2.6 million) and R&I (\$0.4 million), both increased considerably, by 53.3% and 65.6%, respectively. The province continues to utilize LMPs for a variety of opportunities to support program plans and priorities.

Saskatchewan has been working over the past few years in partnership with the Regina Chamber of Commerce to support an *All Nations Job Fair*, which aims to create job opportunities for Aboriginal young people making the transition from education and training to the labour market. Also, the province has in place partnerships with industry. Funding was provided to the Construction Association to engage and work with its industry members in workforce planning and training to meet the province's labour market demands. The Industry Education Council is another key partnership that provides career development and exploration opportunities for youth to connect to jobs. In terms of R&I, the following three key projects were undertaken in 2013/2014: *Saskatchewan Wage Survey*; *Occupational Employment Forecast*; and *Oil and Gas Industry LMI Intelligence*.

9.4 Managing for Results

Saskatchewan engages key stakeholders across the province to ensure its active employment programs and services remain responsive to its local labour market needs. Recent engagement initiatives include an *Outcome-based Contract Management Renewal* initiative to strengthen contract management processes and achieve better outcomes for clients, and the testing of new front-end and itinerant delivery approaches.

10. Alberta

The strong economic conditions continued in Alberta in 2013/14. Following a rise of 4.5% in 2012, real GDP advanced by 3.8% in 2013, the fourth consecutive year of robust growth. This strong economic growth was driven by increased business gross fixed capital formation, higher household final consumption expenditures and higher exports of goods and services, mainly in the crude oil and natural gas production industries. Alberta's economic conditions significantly surpassed those of Canada.

Alberta

EBSM Key Facts

Clients Served: 122,807		
EI	Non-Insured	
59,291 ↑	63,516 ↑	
Active	Former	Non-Insured
34.6% ↑	13.7% ↓	51.7% ↓
Youth (15-24) ¹	Core Age (25-54)	Older Workers (55+)
21.4% ↓	68.8% ↑	9.7% ↑
Interventions: 256,692		
	2013/14	Year-over-year Change
Employment Benefits	22,816	6.7% ↑
Support Measures: EAS	233,876	0.6% ↓
Relative Share		
	2013/14	Year-over-year Change (p.p.)
Employment Benefits	8.9%	0.6 ↑
Support Measures: EAS	91.1%	0.6 ↓
Allocation: \$109.1 Million		
Expenditures	2013/14 (\$ Million)	Year-over-year Change
Employment Benefits	\$80.1	1.6% ↑
Support Measures: EAS	\$27.1	3.6% ↓
LMPs and R&I	\$2.0	12.3% ↑
Total Expenditures²	\$109.1	0.4% ↑
Managing for Results		
Indicator	Total	Year-over-year Change
Active Claimants Served	42,472	6.7% ↑
Returns to Employment	25,092	5.9% ↑
Unpaid Benefits (\$ Million)	\$249.34	13.5% ↑

¹ Age distribution does not equal 100%, as the "unknown" category is not reported here. Date of birth is not collected for clients in SD-A and Group Services.

² Totals may not add due to rounding; does not include accounting adjustments.

Economic growth in the province is expected to have remained strong in 2014. However, significantly lower and unsettled oil prices observed in late 2014 are expected to weigh on economic growth over a midterm horizon, as new capital spending in the energy sector may be curtailed.

Provincial assessments indicate that occupational demand was the strongest in administrative officers, technical sales, wholesale trade, and machine operators.

Alberta's labour force expanded at a faster pace (+57,600 or +2.5%) than employment (+52,000 or +2.4%). Full-time (+42,500 or +2.3%) and part-time (+9,600 or +2.7%) employment opportunities both increased in 2013/14. The participation rate in the labour force decreased slightly (-0.4 percentage points), and the levels of unemployment rose significantly (+5,600 or +5.4%), resulting in the province's unemployment rate edging up slightly (+0.1 percentage points) to 4.6%.

The goods-producing sector added 14,200 net new jobs, with the largest employment gains concentrated in construction (+8,500); and agriculture (+5,500). However, there were employment losses in manufacturing (-700). Employment also grew in the services-producing sector (+37,800 or +2.4%), with most gains observed in the professional, scientific and technical services (+12,900); other services (+8,400); trade (+5,300); finance, insurance, real estate and leasing (+4,000); and information, culture and recreation (+3,500). However, employment in the educational services and public administration both declined, by 5,500 and 1,400, respectively.

In a context of strong economic performance, Alberta's labour market continued to face skill and labour shortages, higher than average job vacancy rates, as well as low participation of underrepresented groups, including Aboriginal people, persons with disabilities, youth and immigrants, who are considered a key contributing factor to the province's population growth. Nonetheless, lack of timely foreign credential recognition continues to be a major deterrent to full participation of new immigrants in the labour market. To address these challenges in 2013/14, Alberta continued to deliver quality employment and training programs and services, in support of Albertans' successful transitions to the workforce, and to assist immigrants in accessing labour market opportunities. In addition, the province supports collaboration with other levels of government to progress on foreign qualification and credential recognition, and with industry, employers and community groups, to ensure enhancement of its workforce skills for in-demand jobs.

A total of 122,807 clients participated in EBSM-similar programming in 2013/14, an increase of 1.9% (+2,346) year over year. Despite this increase, the number of clients served is the second lowest recorded over the last six years; this reflects a continued weak demand for employment programs and services due to the relatively strong economic performance in the province. However, the total number of active claimants served increased significantly to 42,472 (+6.7%). In addition, more non-insured clients (63,516) participated in Alberta's EBSM-similar programming in 2013/14 (+1.8%). Conversely, former claimants dropped notably to 16,819 (-7.8%). Therefore, the share of active claimants of all clients served increased for a second consecutive year (+1.5 percentage points) to 34.6%, and that of the non-insured clients remained stable (51.7%), while the proportion of former claimants declined to 13.7% in 2013/14, compared to 15.1% in the previous year.

Alberta delivered 256,692 interventions in 2013/14, up slightly (+0.1%) year over year and a considerable increase from the 2004/05 level (+54.8%). The share of employment benefits (8.9%) and support measures (91.1%), among all interventions, continued a three-year trend with the former increasing and the latter declining, though slightly in both cases. The number of returns to employment expanded significantly in 2013/14, with a total of 25,092 EI clients returning to employment following participation in EBSM-similar programming, a noticeable year-over-year increase of 5.9% (+1,406). The number of returns to employment is also 6.4% higher than in 2004/05. Expenditures totalled \$109.1 million in 2013/14, representing a 0.4% increase from the previous year.

10.1 Employment Benefits

The number of Employment Benefits delivered in the province in 2013/14 increased significantly (+6.7%) to 22,816, a three-year high. The mix of the benefit-types changed somewhat, with SD-A the only benefit to increase (+9.6%), while the other benefits all declined. SD-A has also continued to account for a growing share (88.7%) of all benefits in 2013/14 compared to 77.6% in 2004/05, and confirmed Alberta's continued commitment to supporting apprenticeship training. The other benefit-types have all declined notably in relation to last year's levels, with TWS decreasing the most (-14.6%), followed by SD-R (-13.9%), SE (-12.7%), and JCP (-5.1%). Employment Benefits expenditures totalled \$80.1 million, a moderate 1.6% increase year over year.

ALBERTA EBSM-SIMILAR PROGRAMMING

Employment Benefits

TWS	Workplace Training
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SE	Self-Employment
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JCPs	Integrated Training
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SD	Occupational Training Work Foundations
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Support Measures

EAS	Career Information
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LMPs	Workforce Partnerships
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10.2 Support Measures: EAS

The number of EAS interventions delivered in Alberta declined for a fourth consecutive year, reflecting Alberta's strong economy and its robust labour market. The province delivered a total of 233,876 Employment Services interventions in 2013/14, a slight year-over-year decline of 0.6%. Consistent with the drop in the numbers of EAS interventions delivered, the EAS expenditures also fell in 2013/14, to a total of \$27.1 million (-3.6%), representing the lowest value since 2004/05.

10.3 Other Support Measures: LMPs

Funding for LMPs (\$2.0 million) grew significantly in 2013/14, by 12.3% year over year, following a surge of 113.8% in 2012/13. The share of LMP expenditures in EBSM's total also reached 1.8% this year, up from the 1.6% in 2012/13. Alberta continues to invest in LMPs. For example, during 2013/14, the Central Alberta Economic Partnership partnered with the Central Alberta Rural Manufacturers Association and the Government of Alberta to develop and maintain a collaborative labour force partnership focused on the labour force needs of business and industry in central Alberta, support employer hiring of underrepresented workers and the promotion of workplace essential skills.

10.4 Managing for Results

Alberta engages employers in defining program priorities on a continuous basis. Matching unemployed workers and vacant positions is the key objective in the province for active employment programs. In that context, employer demand is obtained through various labour market information tools, consultation with industry sectors and individual employers, as well as employment and unemployment statistics.

11. British Columbia

In 2013, British Columbia's economy grew at nearly the same pace as that of Canada, mainly due to solid contributions from its primary sector. Household expenditures and exports both contributed to this economic performance as well. In 2013, real GDP advanced by 1.9%, compared to the 1.5% in 2012. Real GDP growth is forecast to be stronger in 2014, at around 2.5%. This will be led by a solid performance in exports, due to improving U.S. conditions. In addition,

a weaker Canadian dollar should stimulate tourism. However, the forestry industry is expected to face challenges, and falling mineral prices could further decrease mineral exploration investment and delay mining projects.

Most of the job openings in British Columbia were in sales and service; business, finance, and administration; and trades, transport and equipment operators.

The labour force (2,470,200) declined slightly (-0.3%), while the participation rate (63.9%) was losing 1 percentage point. The employment level increased slightly (+6,400 or +0.3%) year-over-year. Full-time employment remained relatively constant (+1,600 or +0.1%), while part-time jobs increased (+4,800 or +1.0%). The unemployment level declined (-7,400 or -4.5%) to 156,700. This resulted in the province's unemployment rate dropping by 0.3 percentage points to 6.5%, the lowest level since 2008/09. Employment gains were greater for the male population (+6,800), while the female population experienced slight employment loss (-300) in 2013/14, after recording considerable gains in the previous years.

The services-producing sector recorded slight employment gains of 2,000 jobs (+0.1%). Most of this growth was recorded in trade (+11,500); professional, scientific and technical services (+10,800); and finance, insurance, real estate and leasing (+6,900). Moreover, the services-producing sector continued to account for over 80% of all employment in the province. Employment in the goods-producing sector increased overall by 1.0% (+4,500) with the largest gains in construction (+5,800); forestry, fishing, mining, and oil and gas industries (+4,000); and agriculture (+2,200); largely offsetting the employment losses in manufacturing (-8,500).

An aging workforce, persistent skills shortages, and low labour market participation, particularly of underrepresented groups (i.e. Aboriginal people, immigrants, youth, older workers and persons with disabilities), continue to pose challenges to the province's economy. In 2013/14, British Columbia focused, among others, on the following priorities: developing and enhancing the skill level of its workforce; ensuring access to employment, as well as labour market programs and services; partnering with employers and communities to address regional and sector specific

British Columbia EBSM Key Facts		
Clients Served: 81,628		
EI	Non-Insured	
45,948 ↑	35,680 ↑	
Active	Former	Non-Insured
42.4% ↑	13.9% ↓	43.7% ↑
Youth (15-24)¹	Core Age (25-54)	Older Workers (55+)
15.5% ↑	69.8% ↓	14.6% ↑
Interventions: 224,848		
	2013/14	Year-over-year Change
Employment Benefits	18,993	11.9% ↑
Support Measures: EAS	205,855	4.1% ↑
Relative Share		
	2013/14	Year-over-year Change (p.p.)
Employment Benefits	8.4%	0.5 ↑
Support Measures: EAS	91.6%	0.5 ↓
Allocation: \$280.6 Million		
Expenditures	2013/14 (\$ Million)	Year-over-year Change
Employment Benefits	\$158.5	15.8% ↑
Support Measures: EAS	\$96.0	34.7% ↑
LMPs and R&I	\$21.9	47.8% ↑
Total Expenditures²	\$276.4	24.0% ↑
Managing for Results		
Indicator	Total	Year-over-year Change
Active Claimants Served	34,612	8.3% ↑
Returns to Employment	20,040	19.4% ↑
Unpaid Benefits (\$ Million)	\$121.85	8.3% ↑

¹ Age distribution does not equal 100%, as the "unknown" category is not reported here. Date of birth is not collected for clients in SD-A and Group Services.

² Totals may not add due to rounding; does not include accounting adjustments.

labour market needs; and continuing to develop informative and responsive labour market information services.

The number of clients served in British Columbia in 2013/14 totaled 81,628, a significant increase of 6.3% (+4,850) year over year. The total numbers of active claimants (34,612) and non-insured clients (35,680) both increased considerably (+8.3% and +13.2%, respectively), while the number of former claimants decreased noticeably (-14.8% or -1,967) to 11,336. The share of the non-insured clients continued to increase, reaching 43.7%. Following a drop in 2012/13, active claimants' share of all clients (42.4%) also increased, while the share of former claimants (13.9%) declined despite recording growth over the last four years.

BC delivered a total of 224,848 EBSM-similar interventions, a year-over-year increase of 4.8% (+10,197). Support Measures increased (+4.1%) and continued to represent the greatest share (91.6%) of all interventions delivered in the province. A total of 20,040 active and former claimants returned to work after participation in an EBSM-similar intervention, representing a substantial year-over-year increase of 19.4% (+3,263). Expenditures totalled \$276.4 million of the \$280.6 million allocated.

11.1 Employment Benefits

A total of 18,993 Employment Benefit interventions were delivered in 2013/14; a significant year-over-year increase of 11.9% (+2,018). Considerable growth in SD-A and JCP has lifted the overall benefit intervention figures. JCP expanded at the fastest pace (+150.6%), adding 256 interventions in 2013/14, to a total of 426. Similarly, the number of SD-A grew markedly (+30.3% or +2,791) to 12,002. On the other hand, the other benefit-types contracted, with SE (2,063) and SD-R (3,343) declining significantly (-17.4% and -13.8%, respectively) compared to 2012/13. TWS also shrank, although at a slower pace (-4.7%) to a total of 1,159.

BRITISH COLUMBIA EBSM-SIMILAR PROGRAMMING

Employment Benefits

TWS	Wage Subsidies
SE	Self-Employment
JCPs	Job Creation Partnerships
SD	Skills Development Employment Benefit

Support Measures

EAS	Employment Assistance Services
LMPs	Labour Market Partnerships Employer-Sponsored Training
R&I	Research and Innovation

11.2 Employment Assistance Services

The province delivered a total of 205,855 interventions in 2013/14, an increase of 4.1% (+8,179) year over year. Despite a noticeable decrease of 9.8% (-6,918) in the total number of Individual Counselling interventions (63,741), a significant increase (+11.8% or +15,009) in Employment Services (142,026) propelled the overall expansion of EAS.

11.3 Other Support Measures: LMPs and R&I

British Columbia invested significantly in LMP and R&I in 2013/14, with total funding reaching \$21.9 million (+47.8%), building on increased investments over the last five fiscal years. LMP expenditures more than doubled, increasing considerably to \$9.8 million (+115.8%). Fiscal year 2012/13 was the first one in which the province invested in R&I. In 2013/14, British Columbia's investment in R&I increased significantly by 17.8% year-over-year, culminating in a total of \$12.1 million.

11.4 Managing for Results

British Columbia engages in regular consultations with employers and key stakeholders across the province, including contracted service and training providers, in order to improve the design and delivery of its active employment programs. In addition, the province uses a number of innovative methods to improve program results. For example, in 2013/14, British Columbia continued to generate and share key program indicators with all service providers in the province to closely monitor program performance. Finally, the provincial government developed a data sharing strategy with key service providers, which led to the launch of the *Business Intelligence Portal* in 2013/14.

12. Northwest Territories

Economic conditions have strengthened significantly in the Northwest Territories. After advancing by 2.2% in 2012, the territory's real GDP rose by 3.5% in 2013. Business fixed capital investment and non-residential construction contributed mostly to this overall gain in real GDP. The territory's construction industry performed well and solid growth is expected over the medium term, as various mining projects move ahead. In 2014, real GDP is forecast to have grown by about 1.4%,

driven by construction and strong diamond production. Key government infrastructure investments (expansion of the road network, laying of fibre optic cables and upgrades to the energy grid), currently in the planning stage, may bring additional growth. Construction and wholesale and retail trade are expected to see most job growth in the near term.

Labour market conditions did not improve as a result of the Northwest Territories' economic performance in 2013/14. The labour force and employment remained relatively unchanged (-0.1% and +0.1% respectively). As well, the unemployment level remained constant at 2,000 year-over-year. This resulted in a relatively stable unemployment rate of 7.9%, compared to 8.0% in 2012/13.

In 2013/14, skills shortages, barriers to workforce mobility and the relative stability in employment continued to be the main labour market challenges in the Northwest Territories. The territories focused on a number of priorities to improve its labour market conditions. These included supporting local labour market partnerships and collaboration with stakeholders on enhancing skill development and training programs for work-readiness skills, and fostering opportunities for gaining work experience. Building workforce capacity, through LMDA programs and services and by working closely with Aboriginal governments, also continues to be a priority.

In 2013/14, the Northwest Territories served an increased number (1,030) of clients (+12.2%), with the overall numbers for all the three client-types rising significantly. The non-insured clients (532) grew the most (+15.7%), followed by active claimants (347), which climbed by 10.5%, and former claimants (151), edging up by 4.9%. While the share of the non-insured (51.7%) of all clients served shifted in the same direction as its total number (+1.6 percentage points), the shares of the other two client-types declined: active claimants dropped to 33.7%, compared to 34.2% in 2012/13, and former claimants also fell to 14.7%, from last year's 15.7%.

The Northwest Territories delivered 1,295 EBSM-similar interventions in 2013/14, a significant increase of 6.1% year over year. The share of Employment Benefits accounted for 24.9% of this total, lower than last year's 26.9%. Accordingly, the proportion of EAS interventions increased, reaching 75.1%, compared to 73.1% in 2012/13. A total of 200 EI clients returned to employment following participation in EBSM-similar programming, representing a significant increase (+8.1%),

Northwest Territories EBSM Key Facts		
Clients Served: 1,030		
EI	Non-Insured	
498 ↑	532 ↑	
Active	Former	Non-Insured
33.7% ↓	14.7% ↓	51.7% ↑
Youth (15-24)¹	Core Age (25-54)	Older Workers (55+)
32.3% ↓	60.9% ↓	6.6% ↑
Interventions: 1,295		
	2013/14	Year-over-year Change
Employment Benefits	322	2.1% ↓
Support Measures: EAS	973	9.1% ↑
Relative Share		
	2013/14	Year-over-year Change (p.p.)
Employment Benefits	24.9%	2.1 ↓
Support Measures: EAS	75.1%	2.1 ↑
Allocation: \$3.1 Million		
Expenditures	2013/14 (\$ Million)	Year-over-year Change
Employment Benefits	\$1.6	19.7% ↑
Support Measures: EAS	\$1.1	15.3% ↑
LMPs and R&I	\$0.3	1.7% ↓
Total Expenditures²	\$3.1	15.4% ↑
Managing for Results		
Indicator	Total	Year-over-year Change
Active Claimants Served	347	10.5% ↑
Returns to Employment	200	8.1% ↑
Unpaid Benefits (\$ Million)	\$2.33	7.8% ↑

¹ Age distribution does not equal 100%, as the "unknown" category is not reported here. Date of birth is not collected for clients in SD-A and Group Services.

² Totals may not add due to rounding; does not include accounting adjustments.

which is consistent with the strength in the observed economic growth. EBSM expenditures totalled \$3.1 million.

12.1 Employment Benefits

The number of Employment Benefits interventions delivered in the territory declined for a fourth consecutive year, to 322 in 2013/14 (-2.1%). A substantial decrease in SD-R (-63.8%) largely contributed to the benefit decrease. In contrast, SD-A (+48.4%) and SE (+15.8%) both grew significantly which, to a large degree, offset the decline in the overall total of the benefit interventions. The decline in SD-R was likely due to a drop in the number of participants in full-time employment, which in turn resulted in a decrease in eligibility for Employment Benefits. On the other hand, the increase in SD-A was likely due to a rising need for apprentices to access benefits as the pool of employers providing full employment income to apprentices while on training contracted. Following a drop to \$1.4 million in 2012/13, total expenditures in Employment Benefits increased by 19.7%, to \$1.6 million in 2013/14.

NORTHWEST TERRITORIES EBSM-SIMILAR PROGRAMMING	
Employment Benefits	
TWS	Training on the Job Apprenticeship Training on the Job Youth Employment
SE	Self-Employment Option
SD	Building Essential Skills Building Essential Skills-Apprenticeship
Support Measures	
EAS	Employment Assistance Services Career Development Service
LMPs	Labour Market Partnerships

12.2 Support Measures: EAS

The Northwest Territories delivered an increased number (973) of Individual Counselling interventions in 2013/14, representing a significant gain of 9.1% year over year. The shift away from Employment Benefits and more towards EAS—particularly Employment Counselling—was likely prompted by the change in benefits eligibility. The total of EAS expenditures also increased, reaching \$1.1 million in 2013/14, compared with \$0.9 million in the previous year.

12.3 Other Support Measures: LMPs

After experiencing growth over the last two years, expenditures for LMPs fell in 2013/14, to \$339,000. This represented a moderate decrease of 1.7% year over year.

12.4 Managing for Results

The Northwest Territories works collaboratively with key stakeholders, such as the Regional Training Partnership Committees, to assess training needs and to ensure active employment programs and services are well-aligned with its local labour markets characteristics and economic development plan.

13. Yukon

Following an increase of 3.3% in 2012, Yukon’s real GDP grew by 1.3% in 2013. The decline in mineral prices and a general slowdown in the global mining industry resulted in lower exploration and development expenditures, as well as production values. Modest growth is expected in 2014, with a boost from the construction industry and government sector growth.

In 2013/14, labour market conditions improved notably in the territory. Growth in the working age population (+0.3%) boosted employment by 0.7% year over year, to a total of 19,400. Full-time employment rose significantly (+3.0%) to 17,000, and unemployment fell sharply (-23.3%). As a result, Yukon’s unemployment rate dropped to 5.4%; a 1.6 percentage point decline from the previous year.

In 2013/14, Yukon identified a number of priorities for improving its labour market. These included: increasing participation of its underrepresented and multi-barriered groups; enhancing the quality of training and skills development, particularly in the growing sectors of the economy; attracting skilled workers; facilitating workforce mobility; and, improving labour market information. The territory also continued to engage employers, and support ongoing community-driven initiatives, to stimulate economic growth and labour market improvements.

Yukon served a shrinking number of both clients (from 705 to 412 or -41.6% year-over-year) and EBSM-similar programming interventions (from 879 to 572 or -34.9% year-over-year) in 2013/14, a reflection of a better than average economic growth rate in 2013. All the three client-types also dropped, with non-insured clients contracting to 96 (-65%), followed by former claimants, declining by 51.6% to 45, and active

Yukon EBSM Key Facts

Clients Served: 412		
EI	Non-Insured	
316 ↓	96 ↓	
Active	Former	Non-Insured
65.8% ↑	10.9% ↓	23.3% ↓
Youth (15-24) ¹	Core Age (25-54)	Older Workers (55+)
17.0% ↓	67.6% ↑	15.4% ↑
Interventions: 572		
	2013/14	Year-over-year Change
Employment Benefits	243	8.6% ↓
Support Measures: EAS	329	46.3% ↓
Relative Share		
	2013/14	Year-over-year Change (p.p.)
Employment Benefits	42.5%	12.2 ↑
Support Measures: EAS	57.5%	12.2 ↓
Allocation: \$3.5 Million		
Expenditures	2013/14 (\$ Million)	Year-over-year Change
Employment Benefits	\$2.0	5.6% ↓
Support Measures: EAS	\$1.3	4.3% ↑
LMPs and R&I	\$0.005	95.4% ↓
Total Expenditures²	\$3.3	4.9% ↓
Managing for Results		
Indicator	Total	Year-over-year Change
Active Claimants Served	271	19.8% ↓
Returns to Employment	230	10.2% ↓
Unpaid Benefits (\$ Million)	\$2.40	12.3% ↑

¹ Age distribution does not equal 100%, as the "unknown" category is not reported here. Date of birth is not collected for clients in SD-A and Group Services.

² Totals may not add due to rounding; does not include accounting adjustments.

claimants, dropping to 271 (-19.8%). The share of active claimants (65.8%) of all clients grew significantly compared to its 47.9% in 2012/13. This represented a significant increase of 17.9 percentage points. Employment Benefits accounted for a growing share (42.5%) of all interventions (+12.2 percentage points), while the share of EAS declined contracted to 57.5%, compared to 69.7% in the previous year.

A total of 230 EI clients returned to employment following participation in EBSM-similar programming (-10.2%). EBSM expenditures totaled \$3.3 million of \$3.5 million allocated.

13.1 Employment Benefits

In 2013/14, Yukon delivered a total of 243 Employment Benefits interventions (-8.6%). With the exception of SD-A, which grew moderately to 195 (+2.6%), all the other benefit-types decreased significantly in 2013/14. TWS (-66.7%) and SD-R (-36.5%) contracted the most. Additionally, the share of SD-A of all benefits expanded to 80.2%, significantly up from last year's 71.4%, an indication of relatively strong demand for skilled trades in the territory. Employment Benefits' expenditure totalled \$2.0 million (-5.6%).

YUKON

EBSM-SIMILAR PROGRAMMING

Employment Benefits

TWS	Targeted Wage Subsidies
SE	Self-Employment
SD	Skills Development Employment Benefit

Support Measures

EAS	Employment Assistance Services
LMPs	Labour Market Partnerships Employer-Sponsored Training

13.2 Support Measures: EAS

Consistent with improved labour market conditions, Yukon delivered fewer Employment Services interventions (329) in 2013/14, a substantial decrease of 46.1% year over year, compared to 610 in 2012/13. Additionally, no Individual Counselling interventions were delivered in the territory, reflecting a pattern of decreased usage over recent years. Total EAS expenditures rose to \$1.3 million (+4.3%).

13.3 Other Support Measures: LMPs

LMPs total expenditures declined for a second consecutive year, dropping to just \$5,000 from last year's \$108,000 (-95.4%). With this reduction, LMPs accounted for a diminished share (0.15%) in total EBSM expenditures, compared to 3.1% last year and 5.1% in 2011/12.

13.4 Managing for Results

Yukon engages key stakeholders across the territory, such as businesses, educational providers, First Nations governments and NGOs, to ensure that programs and services remain responsive to local labour market needs. For example, the territory's *Labour Market Framework* engages employers and industry groups, in order to achieve an inclusive and adaptable labour market that meets skills-demands. Feedback received through consultations is used in identifying labour market challenges and in improving the design and delivery of active labour market programs.

14. Nunavut

After increasing by 1.2% in 2012, Nunavut's real GDP grew rapidly (+11.2%) in 2013. This performance was driven mainly by a large increase in business fixed capital investments and in non-residential construction. In 2014, real GDP growth will likely be closer to 2% due to the expected strength of the construction industry. As Nunavut's population continues to grow faster than the national rate, public services such as education, health care and social services need a larger workforce. Smaller areas of the economy, such as fishing, continue to grow as well. Finally, the mineral sector has an increasing number of job openings, due to increased mineral production and its growing exploration expenditures.

Labour market conditions improved in Nunavut, a consequence of the strengthened economy. All labour force indicators recorded notable gains. The territory's working age population grew by 2.4%. The labour force (+4.0%) and employment (+5.1%) both expanded. Employment's net gains mostly occurred in full-time jobs, which rose by 6.0%. Unemployment decreased slightly by 0.8%, edging downward from 2,200 to 2,100. As a result, the unemployment rate dropped by 0.9 percentage points, to 14.2% in 2013/14.

Nunavut's ongoing labour challenges include: seasonal employment; high unemployment rates; skills shortages; issues related to literacy and educational attainment; and capacity pressures related to delivering active employment programming. In 2013/14, the territory supported its workforce through skills development and literacy upgrading, particularly via trades and trades-related preparation programs. This was achieved through providing career

development, educational training and employability services to new and young workers. The territory also focused on improving its service delivery capacity.

Nunavut served a total of 399 clients with EBSM-similar programming in 2013/14, compared to 432 in the previous year. The number of former claimants (128) increased significantly (+13.3%), while the number of the non-insured clients (173)

Nunavut EBSM Key Facts		
Clients Served: 399		
EI		Non-Insured
226 ↑		173 ↓
Active	Former	Non-Insured
24.6% ↑	32.1% ↑	43.4% ↓
Youth (15-24)¹	Core Age (25-54)	Older Workers (55+)
34.0% ↓	63.2% ↑	2.5% ↑
Interventions: 547		
	2013/14	Year-over-year Change
Employment Benefits	168	4.5% ↓
Support Measures: EAS	379	26.8% ↑
Relative Share		
	2013/14	Year-over-year Change (p.p.)
Employment Benefits	30.7%	6.3 ↓
Support Measures: EAS	69.3%	6.3 ↑
Allocation: \$2.9 Million		
Expenditures	2013/14 (\$ Million)	Year-over-year Change
Employment Benefits	\$1.4	11.3% ↓
Support Measures: EAS	\$0	0.0% –
LMPs and R&I	\$0	100.0% ↓
Total Expenditures²	\$1.4	18.9% ↓
Managing for Results		
Indicator	Total	Year-over-year Change
Active Claimants Served	98	2.0% ↓
Returns to Employment	50	5.7% ↓
Unpaid Benefits (\$ Million)	\$0.38	6.3% ↓

¹ Age distribution does not equal 100%, as the "unknown" category is not reported here. Date of birth is not collected for clients in SD-A and Group Services.

² Totals may not add due to rounding; does not include accounting adjustments.

and the active claimants (98) both shifted downwards (-21.0% and -2.0%, respectively). The shares of active and former claimants, both grew to 24.6% and to 32.1%, respectively, while the share of non-insured clients contracted to 43.4%, significantly down from last year's 50.7%. Nunavut served its clients with an increasing number of EBSM-similar programming. Clients participated in 547 interventions, a significant year-over-year growth of 15.2%. For a third consecutive year, Employment Benefits represented a declining share (30.7%) of total interventions, a decrease of 6.3 percentage points year-over-year. A total of 50 EI clients returned to employment after participating in the program (-5.7%). Expenditures for EBSM-similar programming totalled \$1.4 million of the \$2.9 million allocated.

14.1 Employment Benefits

Nunavut delivered a total of 168 Employment Benefit interventions, a decrease of 4.5% year over year. SD-R was the sole benefits with a year-over-year increase. On the other hand, SD-A decreased substantially (-45.7%), despite remaining stable over the previous few years. TWS also fell significantly by 24.6%, to 43. The shares of the benefit-types shifted consistently with the numbers' direction, with the share of SD-R rising significantly to 57.7% (+16.2 percentage points), while the shares of SD-A (14.9%) and TWS (25.6%), both declined noticeably from the previous year's levels of 41.5% and 32.4%, respectively. Combined, all SD intervention types continued to account for the majority of Employment Benefits (72.6%) compared to 67.6% in 2012/13. Employment Benefits expenditures totalled \$1.4 million (-11.3%).

NUNAVUT EBSM-SIMILAR PROGRAMMING	
Employment Benefits	
TWS	Training on the Job
SD	Adult Learning and Training Supports
SE	Nunavut Entrepreneurship Incentive
Support Measures	
EAS	Employment Assistance Services
LMPs	Target Training Initiatives
R&I	Research and Innovation

14.2 Support Measures: EAS

EAS interventions increased significantly for a third consecutive year. The territory delivered a total of 379 Employment Services interventions, a remarkable increase (+26.8%) year over year—reflecting a greater use of this intervention-type as the gateway to all programs.

14.3 Other Support Measures: LMPs and R&I

Following a total of \$143,000 in expenditures for LMPs in 2012/13, Nunavut made no new investment in LMP this year.

14.4 Managing for Results

Nunavut regularly engages key stakeholders to ensure that job seekers are connected with employers, and that programs and services continue to meet the needs of clients and align with its economic development plans. Nunavut officials believe consultation is critical in identifying labour market challenges, and in improving the design and delivery of its active labour market programs.

III. NATIONAL EVALUATION OF EMPLOYMENT BENEFITS AND SUPPORT MEASURES (EBSM) INCREMENTAL IMPACTS

This section presents the results from an annual analysis of EBSM incremental impacts, conducted as part of the second cycle of LMDA evaluation. Last year's edition of this report presented incremental impacts of EBSMs over five years after participation, for active and former EI claimants who started participating between 2002 and 2005 (i.e. post-program impacts over five consecutive years between 2003 and 2011). The focus of this year's edition is on incremental impacts over three years after participation, for active and former claimants who started participating between 2007 and 2008 (i.e. post-program impacts over three consecutive years between 2008 and 2012). The objective was to examine whether impacts found in previous evaluations remain similar for more recent participants, despite changes made to the program or the evolution of the economic context. This year's incremental impact analysis shows that, with the exception of Self-Employment (SE) and Job Creation

Partnerships (JCP) for former claimants, EBSMs were effective in improving the labour market experience of participants (i.e. higher earnings and incidence of employment as well as lower EI use). In general, the impacts for 2007/08 participants are in the same direction, and generally of a similar size to those produced for the 2002–2005 participants.

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, from all 13 P/Ts, who started their participation in EBSMs between January 1, 2007 and December 31, 2008.¹⁹ The analysis was conducted using linked administrative data from EI Part I and II and the Canada Revenue Agency (CRA). Overall, from a methodological point of view, this study builds on lessons learned from evaluation work conducted in the past 14 years.

The comparison group for active claimants was composed of active claimants who were eligible to participate in EBSMs but did not start participation in 2007 or 2008. It is not possible to create an appropriate comparison group of non-participants for former claimants using administrative data since the available data do not allow identifying whether former claimants who did not participate in EBSMs during the reference period were motivated to reintegrate the labour market. Therefore, for former claimants, the impacts of Skills Development (SD), Targeted Wage Subsidies (TWS), SE and JCP were measured relative to former claimants who received only Employment Assistance Services (EAS-only).

In other words, for active claimants, the analysis measured the net effects of participating in EBSMs relative to non-participation while, for former claimants, it estimated the differential effects of receiving Employment Benefits relative to low-intensity return-to-employment assistance. As two different comparison groups were used, the results for active claimants are not directly comparable to those for former claimants.

The impacts of EBSM participation on improving the labour market experience of participants were measured using the following indicators:

- **Average earnings** from employment and/or self-employment: An increase in earnings indicates that participants improved their employment situation by either working more hours or by having a better paying job than they did before participation.
- **Incidence of employment** (i.e. incidence of having earnings from employment and/or self-employment): Measures whether participants were more likely to be employed after participation. A gain means that a higher proportion of participants were employed after participation than they would have been if they had not participated or if they had received minimal employment services.
- **Amount of EI benefits received:** Measures the average amount of EI benefits collected.
- **Average number of weeks in receipt of EI:** Measures the average number of weeks participants spent on EI.

Participants	Comparison Group	Incremental Impact (Change due to program participation)
Average Annual Earnings	Average Annual Earnings	
BEFORE participation = \$30,000	BEFORE participation period = \$31,000	
AFTER participation = \$38,000	AFTER participation period = \$36,000	
Change in earnings = +\$8,000	Change in earnings = +\$5,000	+\$3,000 (i.e. \$8,000-\$5,000)

¹⁹ The analysis covered 100% of active and former claimants in TWS, SE and JCP as well as 25% of active claimants and 60% of former claimants in SD and 50% of active claimants in EAS-only. A random sample was used for SD and EAS because of the large number of participants in these EBSMs.

2. Results

2.1 Active claimants

The following description of results focuses on discussing impacts that are statistically significant at a 95% confidence level.

Skills Development (SD)

Active claimants who participated in SD improved their labour market experience in the three years after participation as demonstrated by higher earnings and incidence of employment as well as lower use of EI.

Incremental impacts were examined for a random sample of 25% of active claimants who started their SD participation between 2007 and 2008. This represents 18,025 individuals across Canada.

SD provides direct assistance for skill training. Since this Employment Benefit focuses on human capital development, its impacts could be expected to last over a long period, if not a life time. As shown in the table below, SD participants experienced earnings gains in each of the three year after participation but those increases became larger over time. The incremental gains averaged \$2,300 per year. On average, SD participants earned \$19,500 per year in the five years before participation while they earned \$25,500 per year in the three years after participation which represents an average annual increase of \$6,000. The incremental impact analysis shows that 38% of it can be directly attributed to their participation in SD (i.e. \$2,300 out of \$6,000).

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 and reduced time spent on EI in the three years after participation. The incremental decreases averaged \$400 and 1.2 weeks per year. The results indicate that active claimants who participated in SD had lower use of EI following participation compared to if they had not participated in any employment program and service.

Overall, those results are in the same direction (i.e. increases in earnings and incidence of employment as well as decreases in EI use) and are very similar in magnitude to those found last year in the analysis of medium-term incremental impacts for active claimants who started their participation between 2002 and 2005. As for the 2007/08 participants, the earnings gains for the 2002–2005 participants increased in size over time.

Targeted Wage Subsidies (TWS)

Participation in TWS was effective at improving the earnings and incidence of employment of active claimants. However, no clear conclusion can be drawn about its effectiveness in reducing the use of EI after participation.

The 9,114 active claimants examined by this analysis had incremental gains in earnings in each of the three years following the end of their TWS participation averaging \$1,300 per year. They earned \$21,000 annually from employment, on average, in the five years before participation and \$24,300 in the three years after participation (an annual increase of \$3,300). Of this increase, 39% or \$1,300 can be directly attributed to participation in TWS. This gain in earnings was accompanied by incremental increases in incidence of employment in each year after participation averaging 6.1 percentage points per year.

Overall, the incremental increases in earnings and incidence of employment indicate that after participating in TWS, active claimants were more likely to be employed and had greater earnings than if they had not participated in any program or service. However, most impacts on EI benefits collected and the number of weeks in receipt of EI 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.

The impacts on earnings and incidence of employment for TWS participants who started participation in 2007/08 are similar in size and direction (i.e. increases) to those found for the 2002–2005 participants. The only difference between the 2007/08 and 2002–2005 participants is for the EI results. They were mainly inconclusive for the 2007/08 participants while they were showing increases in the number of weeks on EI for the 2002–2005 participants.

Self-Employment (SE)

Incremental impact results indicate that active claimants who participated in SE had lower earnings, incidence of employment and a lower use of EI after participation compared to if they had not participated. However, the results should be interpreted with caution.

The analysis covered 10,220 active claimants who participated in SE. Over the three-year period following the end of their participation, these individuals 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.

These results should be interpreted with caution, as 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.²⁰ 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 well-being of SE participants after their participation.

The incremental impact analysis shows that SE participants had lower use of EI after participation compared to if they had not participated in any program or service. On average, they collected \$1,600 less in EI benefits per year and spent 4.2 weeks less per year on EI in the three years after participation compared to non-participants. However, 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.

Overall, those impacts are very similar to those found for the 2002–2005 SE participants in last year's analysis.

Job Creation Partnerships (JCP)

JCP participation was effective at improving the labour market experience of active claimants whom had higher earnings and incidence of employment, as well as lower use of EI following participation.

The impacts of JCP were examined for 2,456 active claimants. In the five years before their participation in JCP, participants earned \$14,100 annually, on average. Their annual earnings in the three years after participation were \$19,800, which represents an annual average increase of \$5,700. The incremental impacts analysis shows that participation in JCP improved active claimants' earnings by an average of \$1,200 per year. This represents about 21% of the \$5,700 increase in their earnings from before to after participation.

The earnings gains were accompanied by incremental increases in the incidence of employment in each of the three year after participation, averaging 4.9 percentage points per year. As well, over the three years after participation, active claimants collected \$300 less in EI benefits annually, compared to if they had not participated in any program and service. They also experienced some incremental decreases in the number of weeks in receipt of EI, but only the reductions found in the first two years after participation (0.8 weeks in each case) were statistically significant.

Similarly, active claimants who started their JCP participation between 2002 and 2005 also had increases in earnings and incidence of employment and decreases in EI use.

Employment Assistance Services only (EAS-only)

The incremental impact analysis shows that EAS is achieving its objective of helping unemployed individuals to return to employment.

Incremental impacts were examined using a random sample of 50% of active claimants (108,230 individuals), who started EAS participation between 2007 and 2008. The impacts were measured for the active claimants who only participated in EAS without receiving other programs or services.

²⁰ 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.

It was found that 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 and 1.2 weeks per year in their use of EI benefits and the number of weeks spent on EI.

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.

The incremental impact results found for the 2007/08 participants are very similar to those for the 2002–2005 participants. The 2002–2005 participants had decreases in earnings in short-term after participation but increased their earnings in the fourth and fifth years post-program.

2.2 Former Claimants

Skills Development (SD)

Former claimants who participated in SD improved their earnings and incidence of employment following participation but only had a short-term reduction in their use of EI.

A random sample of 60% of former claimants who participated in SD (17,625 individuals) was covered by the analysis. As shown in the table below, these participants had an incremental decrease in their earnings during the first year after participation (\$170) but gains in both the second and third years. Those gains averaged \$930 per year over the three post-program years. Former claimants in SD had a \$4,000 annual increase in earnings from before (average of \$12,800)

to after participation (\$16,800). Twenty-three percent of this increase can be directly attributed to participation in SD.

In addition to improving their earnings, former claimants were also more likely to be employed following participation in SD when compared to similar individuals who participated in EAS-only. They had an incremental gain in their incidence of employment during each of the three years after participation, which averaged 4.4 percentage points per year.

Former claimants had incremental reductions of \$270 in EI benefits collected and 1.1 weeks in receipt of EI in the first year after participation. However, these decreases were followed by increases of \$120 and 0.2 weeks in the second year and, \$190 and 0.3 weeks in the third year post-program.

Results for the 2007/08 participants were similar in terms of magnitude and direction (i.e. increases in earnings and incidence of employment and decreases in EI use starting the second year post-program) to those for the 2002–2005 participants.

Targeted Wage Subsidies (TWS)

Participation in TWS was effective at increasing the earnings and incidence of employment of former claimants but resulted in an increased use of EI following participation.

On average, the 10,613 former claimants covered by this analysis had an incremental gain of \$2,100 per year in their earnings following participation which is large compared to other EBSMs. They earned \$15,300 from employment, on average, in the five years before participation while their average annual earnings increased by \$4,500 after participation to \$19,800. Of this increase, \$2,100 or 47% can be directly attributed to TWS participation. Former claimants also had an average incremental gain in incidence of employment each year after participation averaging 7.3 percentage points per year.

Despite having improved their earnings and their incidence of employment, former claimants did not reduce their use of EI following participation. Specifically, they had incremental increases averaging \$470 in the amount of EI benefits collected in each year after participation as well as incremental increase averaging 1.8 weeks in receipt of EI per year. Such results are not totally unexpected, since the hours worked under the subsidized employment are insurable under EI.

Therefore, participants who cannot find employment after the end of their TWS participation may be able to return immediately on EI.

The results for these participants are also very similar to those of former claimants who started their TWS participation in the 2002–2005 period. The 2002–2005 participants also had increases in earnings, incidence of employment and EI use.

Self-Employment (SE)

Former claimants had decreases in earnings, incidence of employment and use of EI following participation, but those results should be interpreted with caution.

The impacts were examined for 5,244 former claimants. They had average annual decreases of \$7,050 in their earnings and 15.5 percentage points in their incidence of employment per year in the three years following participation. As for active claimants, those results should be interpreted with caution as they may not fully represent the program effects.

Former claimants had incremental reductions in their use of EI in each year following their participation in SE. Those represented average decreases of \$800 and 2.2 weeks per year. It is noted that hours worked under self-employment do not build entitlement to regular EI benefits. Therefore, those results may reflect EI eligibility effects instead of program effects.

The impacts for those participants are very similar to those obtained last year for the 2002–2005 participants.

Job Creation Partnerships (JCP)

Former claimants had lower earnings following their JCP participation and had some increases in their use of EI.

Former claimants in JCP experienced a \$1,000 average annual incremental reduction in their earnings after participation. In other words, compared to participating in EAS-only, participating in JCP was not effective at improving the earnings of former claimants.

Former claimants also had incremental increases in the number of weeks in receipt of EI averaging 0.8 week per year. This indicates that JCP was also not effective at reducing the amount of time spent on EI following participation when compared to participation in EAS-only. The impacts on the incidence of employment and the amount of EI benefits collected were not statistically significant at the 95% level or above.

The impacts for former claimants who started participation in JCP between 2007 and 2008 were not fully consistent with those obtained for former claimants who started between 2002 and 2005. The main difference lays in the earnings results as the 2007/08 participants experienced earnings loss while the 2002–2005 participants had gains. The 2002–2005 participants had increases in their incidence of employment and in the amount of EI benefits collected while the 2007/08 had statistically non-significant results. Both cohorts generally experienced increases in the number of weeks in receipt of EI. More investigations would be required in order to understand why results for both cohorts are different. This could be due to all sorts of factors such as change in program design/delivery or participant profile over time.

3. Lessons Learned

In summary, with the exception of SE and JCP for former claimants, EBSMs are effective at improving the labour market situation of participants through higher earnings and incidence of employment. While participating in SD, TWS and JCP does not help former claimants to reduce their use of EI, it is generally effective at reducing the reliance on EI for active claimants whom represented the largest share of LMDA participants in 2007/08.²¹ It also noted that since former claimants are individuals who received EI benefits up to three years before their EBSM participation, an important share of those participants may have had weak labour market attachment before their participation. An increase in EI use for these participants may indicate that they actually improved their labour market participation after receiving the EBSMs giving them enough hours to requalify for EI.

²¹ The distribution of LMDA participants in 2007–08 was as follows: 55% active claimants, 15% former claimants and 30% non-insured individuals who received EAS.

The comparison of results for the 2007/08 participants with those for the 2002–2005 participants demonstrates that EBSM impacts for both groups are in the same direction and very similar in size, with the exception of the results for former claimants in JCP. Overall, this indicates that despite the changes in program design and delivery over the years, the evolution of the labour market and variations in the economic context, the effects of EBSMs remained generally positive and stable over time.

Limited cost-benefit analyses were conducted for most provinces and territories as part of the first cycle of bilateral summative evaluations and results are available in the final reports posted on ESDC website: <http://www.esdc.gc.ca/eng/publications/evaluations/index.shtml>. As well, a cost-benefit analysis was conducted as part of a follow-up study of medium-term impacts of EBSMs delivered in British Columbia and results were reported in the 2011 MAR: <http://www.esdc.gc.ca/eng/jobs/ei/reports/mar2011/chapter6.shtml#h.4>.

While it is very difficult to reconcile results from the bilateral evaluations since different methodologies were used in different jurisdictions, the following trends emerge from the work conducted so far:

- The benefits from TWS recoup or exceed the costs of the program within five years or less.
- It has not been possible to draw any clear conclusions about JCP effectiveness in the first cycle of evaluations. Therefore, it is not possible to identify clear conclusions about its cost-effectiveness.
- SE has not been found to be cost-effective since the evaluations conducted so far showed large decreases in participant's earnings following participation. However, as mentioned earlier, impact results for SE should be interpreted carefully.
- Assessments of EAS cost-effectiveness should be carefully interpreted since the primary objective of EAS is to achieve return to employment and not to increase earnings from employment. It has not been possible to take into account the return to employment in the cost-effectiveness calculations. However, it should be noted that EAS is a very low cost EBSM (i.e. generally less than \$1,000 per intervention).
- It would take at least five years or more after participation for SD benefits to recoup the cost of this program.

Incremental Impacts

Indicators	Post-Program Period			Total Impact	Average Annual Impact
	1 st Year	2 nd Year	3 rd Year		
Active Claimants					
Skills Development (n=18,025)					
Earnings (\$)	292*	2,745*	3,904*	6,943*	2,314*
Incidence of employment (percentage points)	3.1*	5.2*	5.8*	N/A	4.7*
EI benefits (\$)	-755*	-298*	-191*	-1,244*	-415*
EI weeks (weeks)	-2.3*	-0.9*	-0.5*	-3.7*	-1.2*
Targeted Wage Subsidies (n=9,114)					
Earnings (\$)	1,270*	1,112*	1,580*	4,014*	1,338*
Incidence of employment (percentage points)	7.7*	5.3*	5.6*	N/A	6.1*
EI benefits (\$)	-32	-55	-209*	-296	-99
EI weeks (weeks)	0.3	0.2	-0.3	0.2	0.1

Continued on next page...

Incremental Impacts

(CONTINUED)

Indicators	Post-Program Period			Total Impact	Average Annual Impact
	1 st Year	2 nd Year	3 rd Year		
Self-Employment (n=10,220)					
Earnings (\$)	-11,412*	-9,929*	-9,375*	-30,708*	-10,236*
Incidence of employment (percentage points)	-22.7*	-18.3*	-16.1*	N/A	-19.0*
EI benefits (\$)	-2,038*	-1,473*	-1,172*	-4,682*	-1,561*
EI weeks (weeks)	-5.7*	-4.0*	-3.1*	-12.7*	-4.2*
Job Creation Partnerships (n=2,456)					
Earnings (\$)	1,427*	1,286*	850	3,537*	1,179*
Incidence of employment (percentage points)	6.1*	4.5*	3.8*	N/A	4.9*
EI benefits (\$)	-\$513*	-\$404*	-\$44	-\$961*	-\$320*
EI weeks (weeks)	-0.8*	-0.8*	0.3	-1.4	-0.5
Employment Assistance Services (EAS) (n=108,230)					
Earnings (\$)	-1,113*	-368*	87	-1,395*	-465*
Incidence of employment (percentage points)	0.6*	0.6*	0.8*	N/A	0.6*
EI benefits (\$)	-512*	-371*	-288*	-1,171	-390*
EI weeks (weeks)	-1.7*	-1.1*	-0.8*	-3.6*	-1.2*
Former Claimants					
Skills Development (n=17,625)					
Earnings (\$)	-170*	1,153*	1,821*	2,791*	930*
Incidence of employment (percentage points)	2.5*	5.0*	5.8*	N/A	4.4*
EI benefits (\$)	-267*	124*	186*	43	14
EI weeks (weeks)	-1.1*	0.2*	0.3*	-0.6*	-0.2*
Targeted Wage Subsidies (n=10,613)					
Earnings (\$)	2,076*	2,018*	2,110*	6,189*	2,063*
Incidence of employment (percentage points)	8.2*	6.8*	7.1*	N/A	7.3*
EI benefits (\$)	697*	420*	297*	1,415*	472*
EI weeks (weeks)	2.8*	1.6*	1.0*	5.4*	1.8*
Self-Employment (n=5,244)					
Earnings (\$)	-7,610*	-6,655*	-6,904*	-21,162*	-7,054*
Incidence of employment (percentage points)	-18.3*	-14.9*	-13.1*	N/A	-15.5*
EI benefits (\$)	-1,163*	-689*	-551*	-2,403*	-801*
EI weeks (weeks)	-3.4*	-1.9*	-1.4*	-6.7*	-2.2*
Job Creation Partnerships (n=2,321)					
Earnings (\$)	-715	-1,136*	-1,073*	-2,926*	-975*
Incidence of employment (percentage points)	2.1	1.9	1.6	N/A	1.9
EI benefits (\$)	29	199	112	340	113
EI weeks (weeks)	0.8*	0.9*	0.6	2.3*	0.8*

* Statistically significant results at the 95% confidence level or higher.

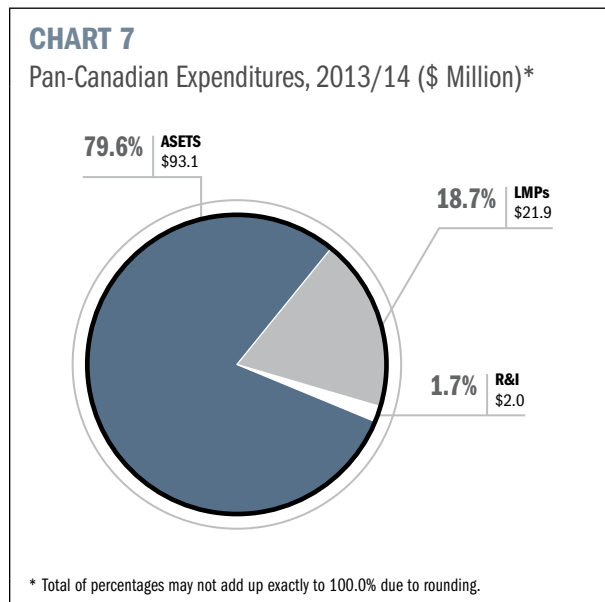
IV. PAN-CANADIAN ACTIVITIES AND THE NATIONAL EMPLOYMENT SERVICE

This section analyzes pan-Canadian activities that ESDC delivers using EI Part II funds.

1. Context

In addition to objectives established with P/Ts through the LMDAs, pan-Canadian activities aim at preserving the Canadian economic union. As such, pan-Canadian programs help address national labour market challenges and promote equality of opportunity for all Canadians, with a focus on underrepresented groups. Expenditures are grouped into three categories: Employment Benefits and Support Measures (EBSMs) for Aboriginal communities, federally delivered Labour Market Partnerships (LMPs) and Research and Innovation (R&I).

In 2013/14, pan-Canadian program expenditures decreased considerably, totalling \$117.0 million, compared to \$153.4 million in the previous year. Pan-Canadian programming is delivered through Aboriginal Skills and Employment Training Strategy (ASETS; \$93.1 million), LMPs (\$21.9 million) and R&I



(\$2.0 million). Substantial drops in both LMPs (-55.1%) and in R&I (-83.0%) contributed to the overall decline in this year's pan-Canadian total expenditure, arising primarily from government-wide expenditure review initiatives. ASETS funding remained stable (at \$93.1 million).

Aboriginal programming funds enable Aboriginal groups to deliver services that improves Aboriginal people's access to employment and skills training. ASETS is the main vehicle for delivering EBSMs to Aboriginal communities.

Federal LMPs encourage and support employers, employees and communities that are developing and implementing strategies to deal with labour force adjustments and meet human resources requirements. LMPs include the following:

- Youth Awareness;
- Sectoral Initiatives;
- National Essential Skills (a portion is also under R&I); and
- Reducing Barriers to Labour Market Mobility.

R&I supports activities that help Canadians prepare for or keep employment, and be productive participants in the workforce. This is achieved through the following initiatives:

- A portion of the National Essential Skills;
- Research on Financial Assistance for Foreign Temporary Workers; and
- What Works in Career Development Services.

2. Aboriginal Programming²²

Pan-Canadian funding in the Aboriginal Programming stream is delivered through ASETS. The objective of ASETS is to increase Aboriginal participation in the Canadian workforce, ensuring that First Nations, Inuit and Métis people have the skills and training for sustainable, meaningful employment. It also supports the development of a skilled Aboriginal pool of workers, which is one of the objectives of the Federal Framework for Aboriginal Economic Development.

ASETS constitutes an investment of \$1.68 billion over five years (2010–2015). The program was set to end on March 31, 2015, but was recently extended to March 31, 2016.

²² The ASETS program results provided for 2013/14 have been funded under EI Part II and the Consolidated Revenue Fund (CRF). Statistics for clients funded through EI Part II can be found in Annex 3.9 under "Aboriginal Pan-Canadian."

Pan-Canadian Programming in Action: The Prince George Nechako Aboriginal Employment and Training Association (PGNAETA)

PGNAETA was formed in 1993 as a non-profit society, mandated to serve the Aboriginal community in the field of human resource development across a geographic area which spans from: Fort Ware (Kwadacha) to the north; to Valemong/McBrice (BC/Alberta border) to the east; Fort Babin (Smithers) to the west; and, Hixon, BC to the south. The region encompasses 17 First Nations communities.

Guided by chiefs, urban leaders, employment practitioners and Aboriginal citizens, PGNAETA, which is a member of the ASETS network, works collaboratively with its partners to develop skills and increase the labour market participation of Aboriginal people in today's economy.

Supported by an action plan developed with a councillor, Aboriginal clients gain access to a number of training-to-employment opportunities such as targeted wage subsidies, course purchases and essential skills programming.

In 2013/14, PGNAETA training programs assisted over 1,500 clients, placed over 670 Aboriginal people in employment and supported over 160 Aboriginal people returning to school.

ASETS supports a network of 85 Aboriginal service delivery organizations (agreement holders), with over 600 points of service across Canada. These organizations help develop and deliver training and employment programs and services that are designed for the unique needs of their clients. These programs and services help Aboriginal clients prepare for, obtain and maintain meaningful and sustainable employment, and assist Aboriginal youth to make the successful transition from school to work, or support their return to school.

Specific attention is given under ASETS to the development of the service provider partnerships with the private sector, educational institutions and other levels of government, in demand-driven labour markets. In addition, ASETS is linked to the First Nations and Inuit Child Care Initiative (FNICCI), which provides child care support to assist Aboriginal parents/caregivers accessing labour market programs.

ASETS also supports labour market obligations specified in treaty and self-government agreements that are in place with some Aboriginal groups.

The 2013/14 investment in ASETS totalled \$347.6 million, which included expenditures of \$93.1 million from EI Part II funds. In 2013/14, ASETS resulted in 18,017 clients becoming employed (a cumulative total of 60,216 since 2010) and 8,060 clients returning to school (a cumulative total of 29,186 since 2010).

The target for ASETS between 2010–2015 is 14,000–16,500 clients securing employment per year.

3. Enhancing Investments in Workplace Skills

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; and
- supporting efforts to ensure Canada's learning system responds to employers' skills requirements.

3.1 Sectoral Initiatives Program (SIP)

The Sectoral Initiatives Program (SIP) was launched in 2013, as a new approach to address skills shortages through the development of better labour market information for employers and job seekers supporting more informed human resources, job, and learning decisions. SIP is ESDC's primary demand-focused program instrument for producing relevant and timely sectoral labour market intelligence to help employers, job seekers, students, workers, and educational institutions respond to labour market pressures, and to be proactive in addressing skills shortages.

Complementary to existing labour market programs and labour market information (LMI), SIP addresses skills mismatches through the development of sector-specific LMI, national occupational standards (NOS), and certification/accreditation regimes to support a better match between skills and labour market demands.

In 2012/13, SIP held its first call for concepts, which generated 125 proposals. To date, there are 29 newly approved projects relating to development and dissemination of LMI, NOS and certification and/or accreditation programs in high-demand sectors. The intelligence and products produced will enable Canadians to access relevant LMI and programs to inform business, training and skills upgrading decisions, and to prepare for and find suitable employment in high-demand occupations/sectors.

With respect to program funding, SIP activities are financed through both the Consolidated Revenue Fund (CRF) and EI Part II funds. Activities supported via these funding sources fall under the authority of the SIP terms and conditions as well as EI Part II Labour Market Partnerships support measures. The total amount of annual program funds available for SIP is \$25.1 million.

3.2 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 and employment-related program administration. It comprises more than 40,000 occupational titles gathered into 500 Unit Groups (“NOC codes”), organized according to skill levels and skill types. Each Unit Group describes Main Duties and Employment Requirements as well as provides examples of occupational titles.

The NOC is used by students, workers, employers, educational and training organizations, and career and vocational counsellors to support career and vocational decisions. It is also used by researchers, and to support policy and program design as well as service delivery. It is the foundation for capturing occupation-related Labour Market Information in Canada.

Managed jointly by ESDC and Statistics Canada since 1966, it is revised every five years in sync with Census and National Household Survey cycles to reflect labour market dynamics. The most recent NOC 2011 was released in January 2012, and NOC-users are in the process of its implementation. Work is proceeding on migrating ESDC systems and programs to the NOC 2011 in time for Statistics Canada’s move to the NOC 2011 in January 2015. Work has already begun with Statistics Canada on revisions to the NOC for the next release in 2016.

The Red Seal Program: The Numbers

According to Statistics Canada, 359,952 apprentices were registered at the end of 2012, an increase of 6.0% compared with 2011. Of that total, 276,642 apprentices (or 77%) were in Red Seal trades. A total of 41,481 apprentices completed their program in 2012, marking a slight change over the previous year (+0.8%) but a 125% increase since 2000. Of those apprentices who finished in 2012, 30,588 completed a Red Seal trade, representing 74% of all completions and a decrease of 2.3% compared with the previous year. In 2012, women accounted for 14% of all registered apprentices.

3.3 Skilled Trades and Apprenticeship, and the Red Seal Program

Apprenticeships are essential to building a highly skilled and mobile trades workforce that supports Canadian competitiveness. The Interprovincial Standards Red Seal Program is Canada’s standard of excellence for training and certification in the skilled trades and provides a vehicle to promote harmonization. Recognized in the Agreement on Internal Trade (Chapter 7), the program is a well-established mean of developing common interprovincial standards for trades. In most P/Ts, the Red Seal examination is used as the certification exam for Red Seal trades. 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.

The Red Seal Program and Pan-Canadian Research: Value-Added of Apprenticeship Completion

ESDC completed a collaborative research project with jurisdictions across Canada exploring the value-added of apprenticeship completion versus alternative pathways into the trades. Research results provide evidence that completing an apprenticeship program leads to better labour market outcomes with significant earnings premiums in many trades. The research report will be published on the Red Seal website (red-seal.ca).

The Red Seal endorsement is widely recognized and respected by industry as a standard of excellence in the skilled trades. Each year, approximately 30,000 completing apprentices and qualified uncertified tradespeople from across Canada write Red Seal examinations, and over 21,000 Red Seals are issued. These figures show a decline in 2013 from 2012, after increasing steadily over the past decade. This is mainly due to a cohort effect. Apprenticeship is closely tied to economic conditions and since apprenticeship programs take on average five years to complete, the decline in the number of new registrations in Red Seal trades, during the recession, is beginning to be reflected in the number of Red Seals issued.

The Canadian Council of Directors of Apprenticeship (CCDA), comprised of the apprenticeship authorities from each P/T and representatives from ESDC, administers the Red Seal program. In addition to functioning as the national secretariat—providing administrative, operational and strategic support—ESDC provides significant funding for the Red Seal Program.

The Red Seal program currently covers 57 skilled trades, which encompass approximately 77% of registered apprentices.²³ ESDC works closely with industry experts and apprenticeship authorities to coordinate the development of high-quality Red Seal products, including National Occupational Analyses (NOAs) and interprovincial examinations. These products are updated periodically to reflect evolving labour market needs. Because each P/T needs standards and examinations to certify thousands of apprentices and trade qualifiers each year, the collaboration involved in developing interprovincial Red Seal standards and examinations results in significant economies of scale for governments.

A key function of the Red Seal Program is to develop interprovincial standards for the trades, which allow for consistent assessment against common standards across Canada. The program also encourages the harmonization of apprenticeship training outcomes through interprovincial program guides (IPGs), which P/Ts use to inform the in-school portion of apprenticeship programs. Red Seal product development service standards ensure that all Red Seal

products are up to date and reflect the current skills and knowledge of the trades workforce. In 2013/14, eight new NOA standards and three IPGs were published. A total of 31 examinations were released for 10 Red Seal trades.

With ESDC support, CCDA representatives meet annually with national apprenticeship stakeholder groups to provide updates and seek input on key initiatives. At the CCDA's 2014 meeting with stakeholders, support was confirmed for the work underway on the CCDA's strategic priorities with respect to the Red Seal Program, such as work to strengthen the Red Seal Program, improve foreign qualification recognition processes and promote the harmonization of apprenticeship training and trade certification requirements in targeted trades.

To further reduce barriers to accreditation in the skilled trades in Canada and increase opportunities for apprentices, EAP 2013 announced that the Government of Canada would work with P/Ts to harmonize requirements for apprentices and examine the use of practical hands-on tests as a method of assessment, in targeted skilled trades. Standardized requirements will encourage mobility across the country and help ensure that more apprentices complete their training. Stakeholders have emphasized the importance of harmonizing the sequencing of in-school technical training levels with the labour market to enhance the mobility of apprentices. In 2013/14, the CCDA started work to harmonize training and trade certification requirements in 10 targeted Red Seal trades.²⁴ This work will then be expanded to other trades. Through the CCDA, work is also underway with P/Ts to develop a common process and tools to assess internationally trained tradespeople.

In 2013/14, significant work was done to develop enhanced standards for the Construction Electrician and Steamfitter/Pipefitter trades under the Strengthening the Red Seal (SRS) initiative. Continuous improvement is essential to ensure that the Red Seal Program and its standards remain rigorous, relevant to industry and labour market demands and is recognized nationally and globally. New occupational standards have been developed through workshops and are being piloted to include industry-defined performance expectations, evidence of skills attainment and learning outcomes. The project established industry advisory committees

²³ Statistics Canada, 2012 Registered Apprenticeship Information System.

²⁴ Carpenter, Mobile Crane Operator, Mobile Crane Operator (Hydraulic), Heavy Duty Equipment Technician, Metal Fabricator (Fitter), Tower Crane Operator, Welder, Ironworker (Generalist), Ironworker (Structural/Ornamental), Ironworker (Reinforcing).

for each pilot trade which give industry a more direct role in guiding the process of standards development. Evaluation of the pilot is ongoing, with a formal independent evaluation to be carried out in 2014/15.

The Red Seal website (red-seal.ca) is the communications portal for the Red Seal Program. In 2013/14, the CCDA, with ESDC funding, undertook to improve awareness of apprenticeship and the Red Seal Program through an enhanced and user-friendly website. Communications and outreach resulted in 433,948 visitors to the Red Seal website over the course of the year. The Red Seal kiosk and promotional materials informed Canadians about the value of the Program and apprenticeships at six national and regional events. As the National Secretariat for the program, ESDC responded to more than 2,326 e-mails and 834 Red Seal Info Line messages.

Through the Red Seal Program, essential skills tools are developed to help apprentices build their essential skills such as numeracy, document use and problem solving. There were a total of 54,124 visitors to the Essential Skills tools on the ESDC and Red Seal websites during the 2013/14 fiscal year. EAP 2014 announced new measures to support apprenticeship training including the creation of the Canada Apprentice Loan by expanding the Canada Student Loans Program to provide apprentices registered in their first Red Seal trade with interest-free loans of up to \$4,000 per period of technical (in-class) training.

In addition, EAP 2014 introduced the Flexibility and Innovation in Apprenticeship Technical Training pilot project to expand the use of innovative approaches to the technical training of apprentices. Through this pilot the Government of Canada will work with P/T apprenticeship authorities to help reduce non-financial barriers to completing training and obtaining certification through the use of new learning tools such as in-class simulators, e-learning modules, remote learning sites and video conferencing. This will help apprentices continue to work while fulfilling the technical training requirements of their study program.

The Apprenticeship Incentive Grant, the Apprenticeship Completion Grant and the Apprenticeship Job Creation Tax Credit for employers are tied to designated Red Seal trades to promote interprovincial mobility and national standards.

3.4 Youth Awareness

The national Youth Awareness program provides financial assistance for projects designed to address community labour market issues. Through job fairs and promotional events, this program aims to raise awareness among employers and communities of the fact that young people are the labour force of the future.

In 2013/14, program priorities included raising awareness of skilled trades and technologies among youth. Delivered at the national and regional levels, Youth Awareness also leverages funds from many sources, including P/Ts. In 2013/14, Youth Awareness expenditures supported 9 projects totalling over \$6 million.

In 2014/15, the Youth Awareness program will receive its final year of funding through the pan-Canadian envelope. Starting in 2015/16, awareness activities such as skills competitions, will be funded through the Career Focus program, as part of the Youth Employment Strategy, allowing for increased program efficiencies.

Pan-Canadian Programming in Action: Youth Awareness

In organizing skills competitions, Skills/Compétences Canada (a non-governmental organization) and its regional counterparts work in partnership with local organizations, educators and governments to make skilled trade occupations more visible to youth, teachers, students, parents and the general public. The philosophy of the skills competitions is to recognize students for excellence, to directly involve industry in evaluating student performance, to keep training relevant to employers' needs and to promote the skilled trades.

The 2013 Skills Canada National Competition was held in Vancouver, British Columbia, in June. More than 500 competitors from across Canada took part in more than 40 trades and technologies contest areas. In total, about 7,500 visitors attended the event. Industry, government, business and education worked in partnership to profile the valuable career opportunities in trades and technologies, as well as to provide information about the educational requirements of and supports for these occupations.

3.5 National Essential Skills Initiative

The National Essential Skills Initiative (NESI) is delivered by ESDC's Office of Literacy and Essential Skills (OLES). Its main priority is to improve adult Canadians' literacy and essential skills in support of the Government of Canada's commitment to equipping Canadians with the skills they need to succeed in the labour market, while also connecting them to available jobs. Through NESI, OLES primarily funds workplace-based pilot projects to improve the skills of low-skilled workers.

The NESI also supports organizations that deliver skills upgrading services (including P/T employment services) to improve the literacy and essential skills of Canadians as they search for employment or look to upgrade their skills to improve their chances of getting and keeping a job.

OLES invests in pilot projects that test effective literacy and essential skills (LES) models and approaches in and for the workplace, in the name of improving ongoing employment and training programs.

What Are the Benefits of Investing in Essential Skills?

- Increased Productivity →
- Enhanced Workplace Efficiencies →
- Increased Competitiveness →
- More Vibrant and Engaged Workforce →
- Better Workplace Health and Safety →
- Better Team Performance →
- More Highly Skilled Workforce →

Project findings and deliverables contribute to systemic change by building the capacity of key stakeholders within Canada's employment and training systems (employers, practitioners, other levels of government, etc.), to improve the skills and economic outcomes of Canadians.

Since 2010, OLES has collaborated with over 4,000 employers and industry stakeholders, 41 post-secondary institutions, and all 13 provinces and territories, in the design and delivery of projects. Beneficiaries of these projects include over 30,000 Canadians, including skills development for over 7,000 job seekers and workers.²⁵

Establishing the Business Case for Workplace Essential Skills Training

“UpSkill” is a demonstration project led by the Social Research and Demonstration Corporation, designed to prove the positive financial returns of workplace LES training, both for workers and employers. The project was able to identify impacts directly linked to LES training in over 85 firms in the tourism sector, across 8 provinces, reaching almost 1,500 workers. It found a 23% return on investment to employers in the form of reduced absenteeism, reduced errors and increased productivity, even if employers bore the entire training cost. The evidence generated from this project will be used as information to change the way decision-makers and service providers engage employers to support workplace training.

3.6 Research Project: Respecting Financial Assistance to Internationally Trained Workers

Launched in February 2012, the Foreign Credential Recognition (FCR) Loans Pilot Project provides funding to internationally trained individuals (ITIs) who experience difficulty in accessing traditional lending sources to finance costs associated with the FCR process in Canada.

The Government of Canada has allocated \$18 million for the pilot over a four year period, ending on March 31, 2015. The pilot is funded through the Research and Innovation support measure of EI Part II, and takes place in nine communities across nine provinces.

²⁵ Certain OLES project results are attributable to funding from both EI and the Consolidated Revenue Fund.

Immigrants Face Unique Financial Barriers

A number of financial barriers can discourage ITIs from pursuing the assessment and recognition of their credentials for a regulated occupation in Canada, such as costs related to application fees, language and credential assessment, exam fees, bridge training tuition, travel, child care and lost income opportunities while preparing and undertaking FCR activities.

According to Statistics Canada's Longitudinal Survey of Immigrants of Canada (2003), 52% of immigrants in need of financial assistance for education or training were unable to find support. And 36% of immigrants encountered financial barriers in trying to get their credentials recognized.

In 2009, 70% of skilled immigrants arrived in Canada with dependents leading to a greater urgency to find work and satisfy family needs.

- To complement their first income, more than half of skilled immigrants held two or more jobs.
- Forgone income is a major barrier for immigrants in deciding whether or not to continue their licensure process.
- Income support during up-skilling activities is rare.

The Social Research and Demonstration Corporation (SRDC), a non-profit social policy research organization, has been contracted to undertake the research and monitor pilot site activities.

Through the project, SRDC seeks to:

- draw lessons from pilot site operating and lending models;
- determine the impact the pilot has on participating ITIs; and
- conduct a cost-benefit analysis to determine the return on federal investment and the sustainability of pilot activities over time.

Highlights of the Year 1 Implementation Study

Selection of loan recipients' characteristics

- Comparable number of men and women with 75 per cent aged between 25 and 44 years.
- The vast majority has an undergraduate degree (64 per cent), a master's degree (22 per cent), or a doctorate (11 per cent).
- 85 per cent have lived in Canada less than five years.
- Top 3 Source Countries—35% Philippines, 10% Iran, 9% India.
- Most popular intended occupations—15% nurses, 10% doctors, 9% dentists.
- Average monthly income of \$2,245 before receiving loans.
- Most common use for loan—34% tuition, 25% exam fees, 23% living expenses.

A preliminary report by SRDC on pilot results has demonstrated the program's potential to alleviate the financial burden of having one's foreign credentials recognized in Canada and subsequently gaining employment in one's field (see box for highlights of findings). In addition, the report provided an early confirmation of the strong demand for financial assistance among newcomers, the capacity of organizations to work together and the key role government plays in facilitating partnerships and leveraging private investment.

The project provided the following outcomes in 2013/14:

- Tested the extent of the financial needs of a large population of ITIs;
- provided intelligence on the success and viability of sustainable partnerships between community-based organizations and financial institutions in providing financial assistance to ITIs;
- provided analysis on the success and sustainability of different types of financial arrangements (lending criteria, interest rates, repayment schedule, etc.) offered by pilot sites; and
- tested the extent to which the project is contributing to reducing financial barriers to ITIs pursuing recognition of the foreign credentials.

Progress on the FCR Loans Pilot Project has been positive so far, with over 1,300 loans issued to ITIs by the nine community based partnerships across Canada. Results-to-date also indicate that FCR Loan recipients are typically seeking credential recognition in high-demand occupations, including those targeted in other federal government initiatives such as the Pan-Canadian Framework²⁶ for the Assessment and Recognition of Foreign Qualifications (e.g. physicians, engineers, nurses, accountants, trades). SRDC will release a final project report in early 2015. The knowledge acquired in this research will help demonstrate the empirical value of a microloan program and inform future programs and policies addressing settlement issues for ITIs.

4. Supporting Agreements with Provinces, Territories and Aboriginal Peoples

This investment stream supports existing LMDAs with P/Ts and agreements with Aboriginal peoples through ASETS. These agreements require Canada to fund activities that support service delivery and labour market development, such as activities that provide EI systems connectivity, ensure timely access to EI Part II for EI claimants and effective reporting by P/Ts.

4.1 LMDA Systems Connectivity

The secure electronic exchange of client data between Canada and P/Ts sustains the delivery of EBSM-similar programming under the LMDAs. P/Ts 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 P/Ts to monitor, assess and evaluate P/T programs. The systems and applications involved in these data exchanges require ongoing maintenance and improvements.

4.2 LMDA IT Systems Modernization

ESDC launched a project in 2012/13 to modernize many components of the systems and applications that enable secure electronic data exchange and the management of data related to LMDA programming. In 2013/14, an upgrade to the Employment Insurance Benefit Information System (EIBIS) improved how P/Ts

both verify EI eligibility for EBSM-similar programming and register claimant participation in employment programs. The project also included the expansion of the Targeting, Referral and Feedback component, to improve the linkages between federally delivered Part I income benefits with P/T delivered EBSM-similar programming for quicker returns to work.

5. Labour Market Information

The Labour Market Information (LMI) service 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, and supports business and investment decisions by providing information on wages, labour supply and demand, and educational programs.

LMI strengthens the economic and social union by helping the labour market function as an integrated national system. 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 520 occupations (NOC 4-digit level), at the provincial and economic region level, where data permits. ESDC's latest outlooks and wages were disseminated on Job bank in the summer and fall of 2014.

Weekly Labour Market News, monthly Labour Market Bulletins, and 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, were also made available for some regions on Job Bank.

²⁶ The Framework is a public commitment by federal, provincial and territorial governments to work together, through a common vision, to improve and streamline the assessment and recognition of foreign qualifications to ensure foreign qualifications recognition (FQR) processes are fair, timely, transparent and consistent in order to better integrate internationally trained professionals into the Canadian labour market.

6. 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 online services connect job seekers and employers, and help individuals prepare and carry out their return-to-work action plans. In 2013/14, these were delivered through the Job Bank and Working in Canada websites, which were merged in March 2014 into a single source of jobs and labour market information. The 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, and making online information more accessible and easier to use.

6.1 Job Bank

ESDC maintains this electronic labour exchange in partnership with P/Ts, which fosters efficient and inclusive labour markets by connecting job seekers and employers. In addition to jobs and labour market information, the site provides visitors with basic information on how to acquire the skills needed to pursue their chosen career. It also provides tools such as Job Match, which is being modernized in 2014/15 to help job seekers find jobs that match their skills and experience, and provide employers with better tools to look for qualified Canadians.

In 2013/14, Job Bank received more than 59 million visits, and provided access to about 1 million job postings. Employers used the Job Match tool more than 2,340 times to find suitable candidates, and job seekers used it over 55,800 times to find jobs corresponding to their skills.

In 2013/14, the top five occupational groups advertised on Job Bank were: 1) retail salespersons and sales clerks; 2) service clerks; 3) cooks; 4) food counter attendants; and 5) truck drivers. The merged Job Bank website now leverages an enhanced Job Alerts service, which connects job seekers with labour market information that helps them conduct an informed job search. Over 116 million Job Alerts were sent in 2013/14 to over 300,000 subscribers.

The website also provides job market information from over 30 sources, including private sector job boards, and can generate more than 32,000 unique job market reports based on a client's occupation and location. The reports provide targeted and comprehensive information on job postings, wage rates, employment trends and outlooks, licensing and certification requirements, job skills, and relevant educational and training programs for occupations at the regional, provincial and national levels.

6.2 Working in Canada

In 2013/14, Working in Canada (WiC) was the Government of Canada's single integrated source for the dissemination of LMI resources. It was merged with Job Bank in March 2014, and under the Job Bank name, the new site continues to provide visitors with access to job opportunities, as well as occupational and career information, a skill and knowledge checklist, and an educational program search resource.

For more information on Job Bank, please visit <http://jobbank.gc.ca>.

CHAPTER 4

Program Administration



This chapter provides an overview of the delivery of Employment Insurance (EI) services to Canadians in 2013/14. Section I briefly examines the context in which EI benefits were delivered. Section II provides an overview of the service delivery channels through which Canadians can obtain general information on the EI program. Section III focuses on claims processing and specialized services including specialized call centres, services for employers, and appeals of EI decisions. Section IV explores the quality of EI services, including the accuracy of payments. Lastly, Section V assesses the integrity of the delivery of the EI program.

I. CONTEXT

Service Canada's role is to provide timely and accurate EI benefit payments and services, and to support EI clients through each stage of the service delivery process by providing benefit information, responding to enquiries, assisting employers, processing claims and providing the means to appeal decisions.

EI benefits are delivered through a multi-channel service delivery model—online, by phone or in-person—which is designed to meet the day-to-day demands of clients. The processing and payment of EI benefits occurs through a national network of processing sites and EI Specialized Call Centres located across the country. The EI service delivery network's workload varies considerably from week to week and month to month as client enquiries and claim volumes fluctuate dramatically based on seasonal patterns, key dates and unanticipated spikes due to economic conditions.

As mentioned in Chapter 1, the Canadian economy continued to experience GDP growth in 2013/14 and the labour market continued to outpace the growth in many OECD countries. While the workforce continues to be affected by aging demographics, Canada has seen four consecutive years of increase in employment and decrease in the annual unemployment rate, reaching 7.0% in 2013/14. However, the annual unemployment rate remained 1.0 percentage point higher than the 6.0% observed in 2007/08, one year prior the onset of the late-2000s recession. After a decline in 2012/13 to 18.2 weeks, the average duration of unemployment increased slightly to 18.5 weeks in 2013/14, and there were 1.34 million unemployed individuals on average in a given month, which represented a 1.4% decrease from 2012/13.

In 2013/14, Service Canada received 2.78 million EI applications and made \$15.8 billion in payments to claimants. Claims volume increased slightly compared to 2012/13 (0.70%) and remained higher than the 2.6 million baseline level for annual EI claim volume established in 2007/08, affecting the Department's ability to consistently meet service standards.

Furthermore, clients made nearly 4.6 million EI-related in-person service requests while 4.2 million enquiries were handled by the EI Specialized Call Centres and 585,000 EI-related enquiries were handled by 1 800 O-Canada.

In addition to delivering EI benefits, transforming and modernizing business operations remained a key priority for the Department in 2013/14. Over the past decade, as a result of modernization and automation, EI service delivery has been transformed from a manual paper-based process (where 100% of claims required agent intervention) into a partially automated network where claimants can apply online; paper is almost eliminated; and processing activities are moved across the national processing network to where capacity exists. To continuously improve the delivery of EI, efforts continued through 2013/14 to increase claims processing automation and optimize the electronic services available to individuals and businesses.

II. GENERAL INFORMATION AND ENQUIRIES

This section focuses on the multi-channel service delivery model which enables Canadians to access EI information on the Internet, by telephone or in person.

1. On the Internet (Click)

1.1 Service Canada Web Site

The Service Canada Web site contains key information on a wide variety of government programs and services, including the EI program. In 2013/14, visits to the site increased 1.2% over the previous fiscal year, bringing the total annual visits to approximately 81.5 million.¹

On average, visitors viewed 3.8 pages on the Service Canada Web site, with nearly 1 in 10 visits (9.1%) associated with eight or more pages viewed. Two of the top five Web pages accessed through the Service Canada Web site were related to EI: “Complete your EI report” (24.4% of home page traffic) and the EI index page (4.5% of home page traffic). The top link was

“Access My Service Canada Account,” which received 27.4% of all home page traffic. While the primary landing page for EI content recorded a nominal decrease in usage (-1.2%), the overall number of Web site visits to EI content increased by 6.9%.

Web videos are also a cost-effective way to help clients use self-serve options and complete transactions. In 2013/14, videos pertaining to EI generated 201,985 downloads from the Service Canada Web site, as well as a further 7,434 downloads from the Service Canada YouTube site.

In March 2014, the Service Canada Web site underwent a major redesign where sections of the site were streamlined and content was rewritten to make it more accessible to users. Some of the main changes included: making access to My Service Canada Account (MSCA) more prominent; organizing most popular links based on top tasks and top searches on the site; and, making content by service and life event accessible through drop down menus at the top of the home page.

There is some evidence that the transition to e-services was and could continue to be difficult for some despite these changes. Based on a recent Service Canada study which examined data from the 2011 Service Canada In-person Clients Survey² over a third (35%) of EI clients who participated in the survey could face some form of challenges in their ability to use e-services to meet their service needs.

While over (55%) of these clients reported visiting a Service Canada Centre (SCC) to submit an application, others in this core group visited an SCC to obtain assistance in completing an application (38%) or to use the Internet (13%). These clients reported that they had to go to an SCC for their service needs because they did not have access to a computer (51%), did not have Internet services of their own (42%) or preferred to deal with people face-to-face (38%).

The study reported that EI clients who could face some form of challenges in their ability to use e-services to meet their service needs are most likely to be middle-aged, male, and in need of assistance to either complete or submit an application. Most (71%)

¹ For a regional breakdown of Service Canada Web site visits, see Annex 4.1.

² The 2011 Service Canada In-person Clients Survey was conducted in November 2011 with a total sample of 5,748. A majority (68%) of the clients surveyed were EI clients.

of such clients were unemployed,³ attained a high school or lower level of education and did not have access to a computer or the Internet. These clients also tended to reside in rural areas and visited smaller SCCs for their service needs. Although about half of these clients used the phone and the Internet before visiting an SCC, less than a third (27%) of them used the Service Canada website before using the in-person service delivery channel.

1.2 My Service Canada Account

My Service Canada Account (MSCA) is a secure transactional portal on the Service Canada Web site which provides access to view and update EI, Canada Pension Plan, and Old Age Security information online. The use of electronic services contributes to more accessible, accurate and timely services for Canadians.

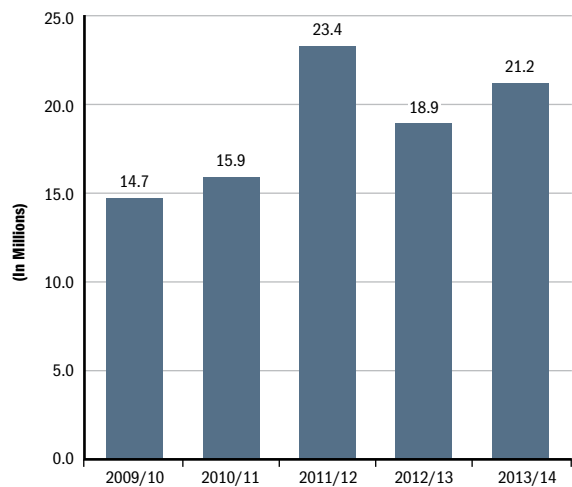
MSCA enables clients to view information on their current and previous EI claims online. Through the EI section of MSCA, clients can:

- View their EI messages, payment information and claim information;
- View and change their EI direct deposit details, mailing address and telephone number;
- View and print their EI tax slips;
- View their electronic Record of Employment (E-ROE); and
- Register for the EI program to access special benefits for self-employed persons.

MSCA also provides links to other electronic services, such as EI Application On-line (AppliWeb) and the Internet Reporting Service. Each month, MSCA is accessed over 300,000 times by EI clients to get updates on their EI claims, submit new information, and sign up for or change their Direct Deposit service.

In 2013/14, Canadians logged onto MSCA 21.2 million times, an increase of 12.3% over the previous year. Chart 1 demonstrates that while MSCA experienced larger volumes of logins in 2011/12 mostly due to the economic downturn, MSCA logins have been trending upward over the last 5 years. In 2013/14, there were 716,382 new registrations for MSCA, a decrease

CHART 1
My Service Canada Account Logins



Source: EI Administrative data.

of 8.0% compared to 2012/13, for a total estimated active user base of over 2.6 million. While this decrease in new registrations cannot be attributed to any one factor, potential factors could include: the recovery from the economic downturn (as EI being the busiest section of MSCA; and the fact that repeat users of EI benefits (e.g. seasonal workers) may already have MSCA accounts from previous contacts.

Modernization efforts continued throughout 2013/14 to improve the stability and availability of MSCA, improve user experience of the EI section of MSCA and increase the level of EI claim specific information detail provided to claimants. Most notably, on June 28, 2013, MSCA launched the new eForms function that allows clients to complete questionnaires and submit them on-line. Currently, two EI-related eForms are available:

- Absence from Canada, which allows clients to report that they are absent from Canada (vacation and other reasons); and
- Course or Training Program which allows clients to report that they are attending a course or training program.

³ Others were working full time (19%), part-time (9%) and self-employed (1%). Not all EI clients reported being unemployed due to the different types of EI, including Regular, Parental, Maternity, Sickness, Training, Job Creation, Work Sharing and Self-employment Assistance.

Other MSCA enhancements in 2013/14 included further simplifying the MSCA login pages, based on feedback received from clients and Service Canada employees, and rolling out the MSCA Rapid Registration process to allow all Service Canada Centres to issue personal access codes to clients, enabling them to complete registration for MSCA immediately. In the fall of 2013, the new My Service Canada Business Account was implemented; for information on this service, see section III, sub-section 3.

1.3 Employment Insurance Application On-line (AppliWeb)

Introduced in June 2001, the EI Application On-line (AppliWeb) allows clients to file for EI benefits from anywhere they can access the Internet and is available seven days a week, 24 hours a day. Clients can also visit their local SCC to access the EI Application On-line.

In 2013/14, EI Applications On-line continued to be the prevalent method of application for EI benefits with 98.4% of applications submitted via AppliWeb. Since 2007/08, AppliWeb usage has remained well above 95%.

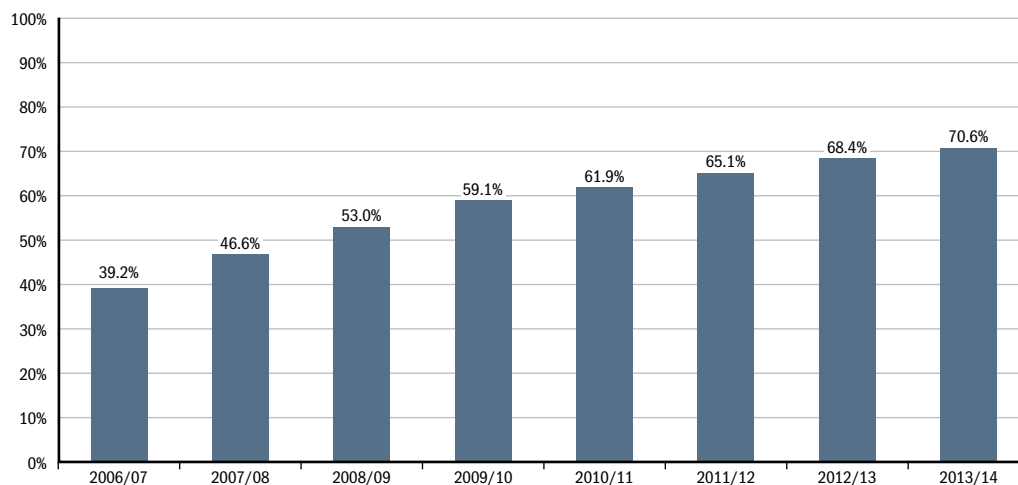
1.4 Internet Reporting Service

To receive EI benefits, most claimants must complete and submit biweekly reports to demonstrate their continuing entitlement. The Internet Reporting Service enables claimants to do so easily and securely over the Internet, resulting in faster processing of EI payments and ensuring availability of service to hearing-impaired claimants and claimants without access to a touch-tone telephone.

In addition, the Internet Reporting Service allows claimants to directly provide information regarding absences from Canada and/or training courses, resulting in fewer calls to EI Specialized Call Centres and decreasing the workload for processing centres. In 2013/14, 70.6% of claimants used the Internet Reporting Service to submit biweekly reports. The percentage of claimants utilizing this service has significantly increased over the last eight years.

CHART 2

Percentage of Claimants Using Internet Reporting Service



Source: EI Administrative data.

2. By Telephone (Call)

The 1 800 O-Canada line is for general enquiries while client specific EI information can be obtained through the EI Specialized Call Centres. The EI Specialized Call Centre is the public's and claimant's primary point of contact for client specific enquiries related to the EI program and for resolution of enquiries related to topics such as application process and status, as well as benefit eligibility and delivery. See section III, Claims Processing and Specialized Services of this chapter for more information on the EI Specialized Call Centres.

2.1 1 800 O-Canada

The 1 800 O-Canada is open Monday to Friday and available in more than 60 countries, with service provided in English and French. For callers in Canada, service is available from 8:00 a.m. to 8:00 p.m. in each time zone while, for callers outside Canada, service is available from 8:00 a.m. to 8:00 p.m. Eastern time. The service delivery standard is to have bilingual agents answer calls within 18 seconds (three rings), 85% of the time. In 2013/14, 1 800 O-Canada met this target at 86%.

In 2013/14, agents of 1 800 O-Canada answered 1.91 million calls, a 6% decrease compared to 2012/13. The total call volume from callers in and outside of Canada included more than 585,000 general enquiries related to EI which represents a 2% decrease from 2012/13.⁴ Across the country, 10% of EI-related calls originated in the Atlantic, 24% from Quebec, 34% from Ontario, and 32% from the Western provinces and the territories. Overall, EI enquiries peaked in January (with 12% of annual enquiries), and again in July and August (8.6% and 7.9% of annual enquiries respectively).

3. In Person (Visit)

3.1 Points of Service

There are 581 Service Canada sites (324 full-time and part-time Service Canada Centres and 257 Scheduled Outreach sites), where citizens can access general information on the EI application process and eligibility criteria. Service Canada employees in these locations also help clients complete benefit applications, which entails identifying the client, validating supporting documents and verifying information for completeness.

The in-person points of service fall under two categories:

- SCC are full-time or part-time offices, open up to five days a week, managed and occupied by Service Canada staff, 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 (e.g. one day per week) to deliver services. Scheduled outreach is typically offered 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.

Service Canada aims to ensure that 90% of Canadians have access to a Service Canada point of service (Service Canada Centre 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. In the last five years, this target has been met, with a result of 95.9% in 2013/14.

In 2013/14, clients made nearly 4.6 million EI-related service requests⁵ to an in-person point of service, which represent 36% of all interactions handled at in-person offices. Of these, EI-related visits to scheduled outreach sites across the country accounted for more than 89,600 service requests.

⁴ For a regional breakdown of EI-related calls to 1 800 O-Canada, see Annex 4.2.

⁵ For a regional breakdown of the number of in-person EI requests, see Annex 4.1

Types of EI assistance provided by in-person services in 2013/14 consist of the following interactions: 51% for follow-up assistance; 26% to provide general information; 20% to promote and facilitate the use of electronic services; and 3% to accept or provide assistance with applications.

3.2 Mobile Outreach Services

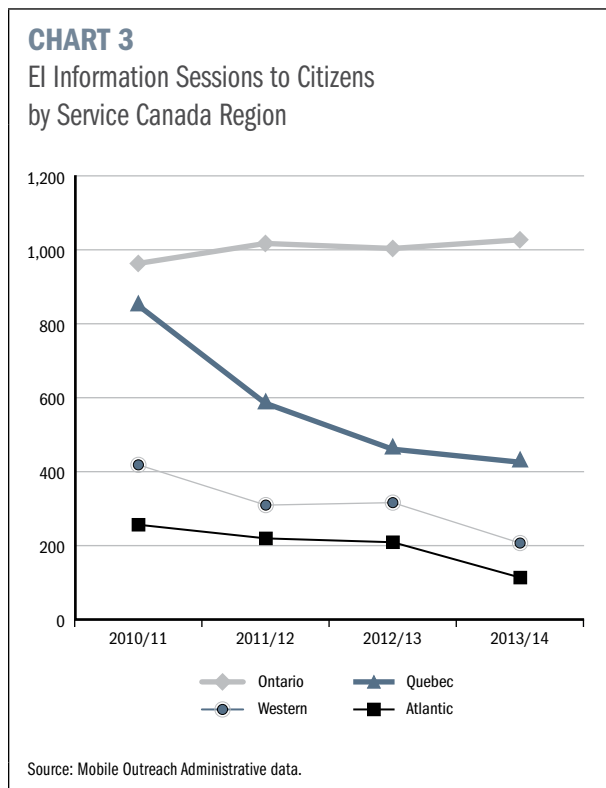
Service Canada also uses the Mobile Outreach Services (MOS) to connect with communities across the country. MOS complement the services provided at SCCs and scheduled outreach sites. They are also used to increase awareness of Service Canada programs and service offerings by providing information at mass layoff sites and in locations such as schools, community service organizations and retirement homes.

In 2013/14, the following information sessions on EI were delivered through MOS:⁶

- 556 EI information sessions to citizens facing layoffs, with a total of 15,150 participants;
- 354 EI information sessions to workers on Work Sharing, with a total of 7,645 participants; and
- 885 EI information sessions to employers, with 1,563 companies and organizations participating.⁷

Chart 3 breaks down by region the information sessions delivered to citizens, including workers facing layoffs and work sharing sessions.

Yearly targets are not set for MOS EI information sessions since these sessions are offered on demand. Since 2010–11, there has been a steady decline at the national level in the number of MOS EI information sessions delivered to citizens. Sessions were 11% lower in 2013/14 compared to the previous year. As we move further away from the economic downturn of 2008–09, the demand for MOS EI sessions has decreased. This could be partly explained by: changes in the economy and local priorities; reduced need since more EI information is available on-line; and, people can now make changes directly to their EI personal information on-line.



⁶ For more detailed information on Mobile Outreach Services, see Annex 4.3.

⁷ As per previous reports, this number includes occasions where employers were explained how to properly complete their Records of Employment.

Mobile Outreach Services

Employment Insurance Information Sessions

When Service Canada receives news of a mass layoff, regional offices initiate contact with employers to organize an EI information session. Working with partners, the laid-off workers receive on-site workshops on resumé writing, job search techniques, interviewing skills, EI and available provincial support programs. Sessions are usually planned on very short notice and often in remote areas. Examples of mass layoff sessions delivered in 2013/14 include: 130 workers laid-off in Dartmouth, Nova Scotia; 400 workers laid-off in Labrador, Newfoundland; and, 400 workers laid-off in the City of Belleville, Ontario.

Service Canada also delivers EI information sessions in times of disaster. On July 6, 2013, a train derailment devastated the downtown area of the municipality of Lac-Mégantic, Québec, leaving citizens in a state of shock due to the magnitude of the disaster. A team of representatives from key areas of the Department (e.g. citizen services and programs, processing, integrity, communication, facilities, etc.) was quickly implemented and, approximately 48 hours later, a new Mobile Outreach service was available to the public. Custom tools and partnerships were created to more effectively meet citizens' needs, particularly with regard to EI. While some Service Canada employees made proactive calls to employers affected by the tragedy to establish their needs, others ensured that workers who had lost their jobs could get the information required to submit their EI application. Information sessions were offered to employers and workers of Lac-Mégantic and the surrounding area. In total, some 1,000 citizens benefited from these services, 375 employers received a courtesy call and information and approximately 275 EI claims were processed.

III. CLAIMS PROCESSING AND SPECIALIZED SERVICES

This section provides a snapshot of the 2013/14 activities related to claims processing and specialized services including EI Specialized Call Centres, services for employers, and appeals of EI decisions.

1. Claims Processing

EI benefits are delivered through a national network of processing sites located across Canada. The network adjudicates new applications (referred to as initial claims), processes applications to renew or reactivate an existing claim (referred to as renewal claims), including revised claims which are created when updated or new information is received during the claim life cycle. There are also different levels of complexity (non-complex, Level 1 and Level 2) associated with the processing of claims. Non-complex tasks are related to data entry and claims preparation activities. Level 1 relates to straight forward fact-finding and claims calculation while Level 2 processing involves complex fact-finding such as reason for separation issues.

1.1 Claim Volumes

In 2013/14, Service Canada received 2.78 million EI applications, which represents a 0.70% increase from the previous fiscal year.⁸ Volume of claims remained high compared with the pre-recession volume of 2.6 million claims. Table 1 provides the previous 5 fiscal years history of received claims while Chart 4 provides a breakdown of established claims by benefit types.

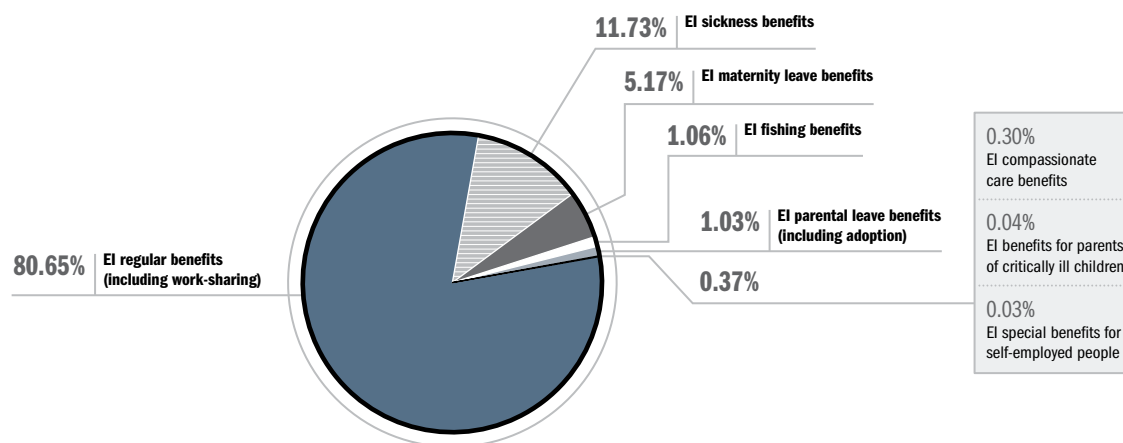
TABLE 1
Received Claims by Fiscal Years

Fiscal Year	EI Initial and Renewal Claims Received
2013/14	2,778,769
2012/13	2,759,570
2011/12	2,854,168
2010/11	2,917,508
2009/10	3,213,972

⁸ For a regional breakdown of EI claims processed, see Annex 4.5.

CHART 4

2013/14 Established Claims by Benefit Types (%)



Source: EI Administrative data.

Note: Percentages of established claims reflect initial type of benefit requested by each client (e.g. if a client applied for Maternity Leave Benefit and then for Parental Leave, it will only be shown as a maternity claim established).

New EI benefits and approaches were introduced in 2013/14, including the new EI benefit for Parents of Critically Ill Children (PCIC). Implemented on June 9, 2013, it provides income support for parents or legal guardians of children under the age of 18 with a life-threatening illness or injury. Manual benefit processing for the new PCIC is taking place at the Centre of Specialization in Sudbury, Ontario. By the end of March 2014, 1,090 claims had been established.

Service Canada supported the promotion of this benefit by posting additional information on the Service Canada Web site and through an outreach campaign, which ran from January to March 2014. During the campaign, 57 stakeholders such as children's hospitals and palliative care centres, distributed electronic marketing products including social media messages. In addition, a PCIC video ran on 46 networks in pediatric, obstetrics and gynecology offices across the country. During the campaign, there was an increase of 20.01% in PCIC applications. Web page views also increased: PCIC English Web page views by 13.50% (unique page views by 19.01%); and PCIC French Web page views by 5.28% (unique page views by 8.21%).

Also in 2013/14, amendments to the *Employment Insurance Act* and *Employment Insurance Regulations* introduced a new national approach to benefit rate calculation based on "Variable Best Weeks" in the qualifying period. On April 7, 2013, the Variable Best Weeks calculation was introduced nationally and ensures that the rate of benefit paid to clients is based on their "best weeks" of insurable earnings in their qualifying period. The number of "best weeks" (14 to 22) in the qualifying period is based on the unemployment rate in each EI economic region.

The intent of the Connecting Canadians with Available Jobs (CCAJ) initiative, which began in January 2013, is to provide claimants with additional supports to transition back into the labour force. CCAJ encourages Canadians to look for work while claiming EI benefits. As a result of compliance activities related to CCAJ (such as Client Information Sessions which serve to identify program integrity risks and places a greater focus on client obligations), EI processing activities have increased in areas such as adjudicating claims, responding to enquiries and processing reconsiderations on claims with issues related to job searches or accepting suitable employment.

As for the EI Special Benefits for Self-Employed People,⁹ a total of 14,394 self-employed individuals were registered with the EI program as of March 31, 2014, an increase of 1,530 contributors over the previous fiscal year. In 2013/14, a total of 838 claims were established and distributed across Sickness, Maternity, Parental, Compassionate Care and Parents of Critically Ill Children benefits.

1.2 Speed of Payment

There are a range of factors that affect EI processing performance, most notably seasonal fluctuations in workload demands. Speed of payment, a key performance indicator for EI claims processing, measures the percentage of Initial and Renewal claims for which a payment or non-payment notification is given to the claimant within 28 days of the date of filing a claim. The national speed of payment target is 80% on a fiscal year average.

With continued high volumes of claims and limited resources, the Department achieved 69.3% speed of payment¹⁰ in 2013/14, down 5.2 percentage points from the previous year and below the 80% objective. Several factors can delay the payment of benefits within 28 days and affect speed of payment. These include: incomplete benefit applications requiring clarification of information, and complex applications requiring fact-finding with employers and third parties to render a fair and equitable decision. In addition, claim volumes fluctuate dramatically from week to week and peak periods occur when the Department experiences a higher than normal intake of claims throughout the country, in part due to seasonal/peak pattern. This creates a variable workload that influences speed of payment.

1.3 Modernization Agenda

As recently as 2003, the EI service delivery process was entirely paper-based and EI claims were processed manually and locally. Over the last 10 years, the EI service delivery model has been steadily transformed into a partially automated network where paper is almost eliminated, supporting documentation is imaged, and work is moved across the national processing network to where capacity exists.

In 2013/14, Service Canada continued to invest in the design and use of technologies to support automated processing of benefits. As a result of these automation efforts, 66.2% of EI claims were partially or fully automated in 2013/14, compared to 65.7% in 2012/13. As outlined in Chart 5, employers submitted 75% of Records of Employment (ROE) online and 92.1% of clients opted to receive their EI benefit payments via direct deposit.¹¹ In addition, nearly all claimants are now filing electronic records either by phone or through the Internet.

While the annual amount of benefits paid out increased, and the number of EI applications received decreased slightly since 2001/02, the cost per initial and renewal claim processed declined approximately 43% in that time period. The increase in electronic services and automation has reduced the amount of manual work related to claims processing, resulting in fewer resources required to process the claims and a lower unit cost.

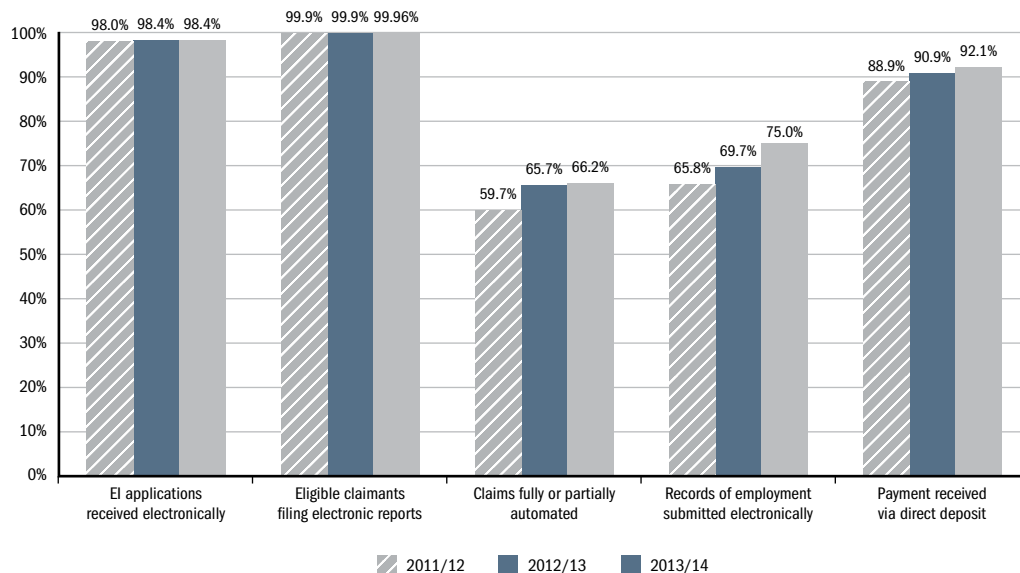
The Department continues to promote the ability for EI recipients to receive their tax information slip (T4E) electronically through MSCA, which allows slips to be viewed and printed up to four weeks earlier compared to postal service. For the 2013 tax year, more than 513,000 EI recipients chose to receive their slip electronically.

⁹ Since January 2010, self-employed individuals who are Canadian citizens or permanent residents have been able to voluntarily enter into an agreement with the Canada Employment Insurance Commission to participate in the EI program for access to special benefits, including maternity, parental, sickness, compassionate care and Parents of Critically Ill Children benefits.

¹⁰ For a regional breakdown of speed of payment, see Annex 4.5.

¹¹ For further details on direct deposit, see Annex 4.5.

CHART 5
Use of Electronic Services



Source: EI Administrative data.

2. Employment Insurance Specialized Call Centres

The EI Specialized Call Centre network consists of nine call centres and continues to be the public’s and claimant’s primary point of contact for client specific enquiries related to the EI program and for resolution of enquiries related to topics such as application process and status, as well as benefit eligibility and delivery. Calls are distributed across the network based on availability of resources in individual sites regardless of where the call originates from.

2.1 Overview of Call Centre Performance

Call centres are supported by an Interactive Voice Response (IVR) system which allows clients to self-serve for transactions such as application status, obtaining payment details and completing bi-weekly declarations. In addition to the IVR, specialized agents are available to support clients for more complex enquires that cannot be resolved through a self-serve channel. Requests that exceed the complexity and scope of call centre agents’ authorities are communicated to the processing area for appropriate follow-up.

Similar to processing, demand to the call centre network fluctuates over the course of the year based on seasonal patterns, key dates (e.g. renewal of benefits, monthly cheque distribution and reporting requirements), as well as unanticipated spikes due to economic conditions. While the call centre network makes every effort to meet these fluctuations, high call volume periods may still lead to instances where demand exceeds the network’s call handling capacity. Additionally, call volumes may fluctuate based on claims processing and speed of pay.

In 2013/14, the total EI call volume reached close to 40 million calls. More than 56.5% of these calls (22 million) were resolved in the IVR without the need to speak to an agent. EI specialized call centre agents handled 4.2 million client enquiries, which amounted to 198,534 fewer calls than in 2012/13.¹² Call centre agents answered 31.6% of calls within 180 seconds, a slight decrease over last year fiscal year’s results (32%) and below the target of answering 80% of calls within 180 seconds.

¹² For more detailed information on call volumes, see Annex 4.2.

While efforts are made to handle as many calls as possible, blocked and abandoned calls do occur. A blocked call happens when all agents are occupied and the system cannot accept more callers in the cue due to high call volumes; callers are then given the option to return to the IVR to self-serve or to call back later to reach an agent. In 2013/14, the number of blocked calls to agents was reduced by 276,841 calls compared to 2012/13, which accounts for 30% of total call volume (11.7 million). This figure represents the total number of attempts to contact a call centre agent, and not the number of individual callers. Further, 1.1 million calls were abandoned in 2013/14, 119,219 less than in 2012/13. An abandoned call occurs when a client hangs up while waiting to speak with an agent; such calls are partly a result of clients choosing to self-manage their time by calling back later or by using a self-serve option.

Overall, the decreased call-handling capacity and the service level results are largely attributed to call volumes relative to resource levels and increases in average handle time. As agents handle more complex enquiries, the average handle time has increased steadily year over year. While service levels were not met, call centre agents resolved close to 81% of calls at the first point of contact with no further follow-up required. Following a review of current service standards, a new metric, 80 % of calls answered within 10 minutes, was introduced on April 1, 2014 to better align to client expectations and available resources.

The top five reasons clients requested agent assisted service in 2013/14 included:

- Client is advised that they must speak with an agent because the information they provided on their bi-weekly declarations cannot be processed through automation (e.g. client reported new self-employment or on full-time training during their reporting period);
- Enquiries regarding the status of an EI application that was submitted more than 28 days ago;
- Filing Instructions and Entitlement Information;
- Enquiries regarding the status of an EI application that was submitted less than 28 days ago; and
- Assistance to directly input a bi-weekly declaration or correct an error on a declaration which was already accepted by the system.

Assessing the quality of calls is an important component of call centre performance. Information on the National Quality and Coaching Program in place for the EI Specialized Call Centres is available in section IV, sub-section 2.

2.2 Modernization Agenda

In 2013/14, the Specialized Call Centre network continued to move forward with its modernization agenda, which will introduce new technologies and service delivery strategies to improve client service, support staff and increase first contact resolution. The service vision for the Department focuses on implementing an integrated service delivery strategy that eliminates channel churn, and optimizes first contact resolution by resolving as many inquiries as possible.

Since the modernization agenda was developed in 2011/12, specialized call centres have implemented a series of key initiatives, including:

- Streamlining service delivery by training call centre agents to resolve client enquiries at the first point of contact;
- Implementing wait time functionality to advise callers of their expected wait time to speak with an agent;
- Reviewing hours of service to ensure correct balance between client demand and agent assisted hours;
- Creating flexible workload scheduling to more effectively meet anticipated call demand;
- Streamlining the New Hires Call Centre Curriculum to shorten the initial training time and facilitate staged training; and
- Implementing a National Agent Assist Line to support call centre agents in resolving complex client inquiries.

Since 2011/12, new business processes in the EI network allow call centre agents to complete selected and more complex transactions which would have otherwise been forwarded to processing agents. In 2013/14, a select number of call centre agents resolved 174,327 such transactions, 40,237 more than had been resolved in 2012/13. Further, in November 2013, level 2 processing agents were integrated into the call centre network to resolve more complex enquiries at the client's first point of contact. Since the implementation, 30,277 work items were

completed at first point of contact which would have otherwise been forwarded to processing for future action. To further support the network, the National Agent Assist Line responded to and resolved 224,951 calls in 2013/14 to support agents in responding to client enquiries.

As the current telephone system cannot accommodate further modernization or future changing business needs, a new call centre telephony platform is critical to further modernization and to enable call centres to leverage new technologies. In 2013/14, ESDC worked closely with Shared Services Canada, who is responsible for acquiring and implementing a government-wide, hosted, subscription-based call centre telephony platform across 43 departments. The work to migrate the network to the new platform is expected to begin in 2015/16.

3. Employment Insurance Services for Employers

Service Canada works with employers to ensure that the EI program is administered fairly and efficiently. Through the Employer Contact Centre (ECC) and the Service Canada Web site, employers can access up to date information regarding the EI program to help them understand their responsibilities and learn about

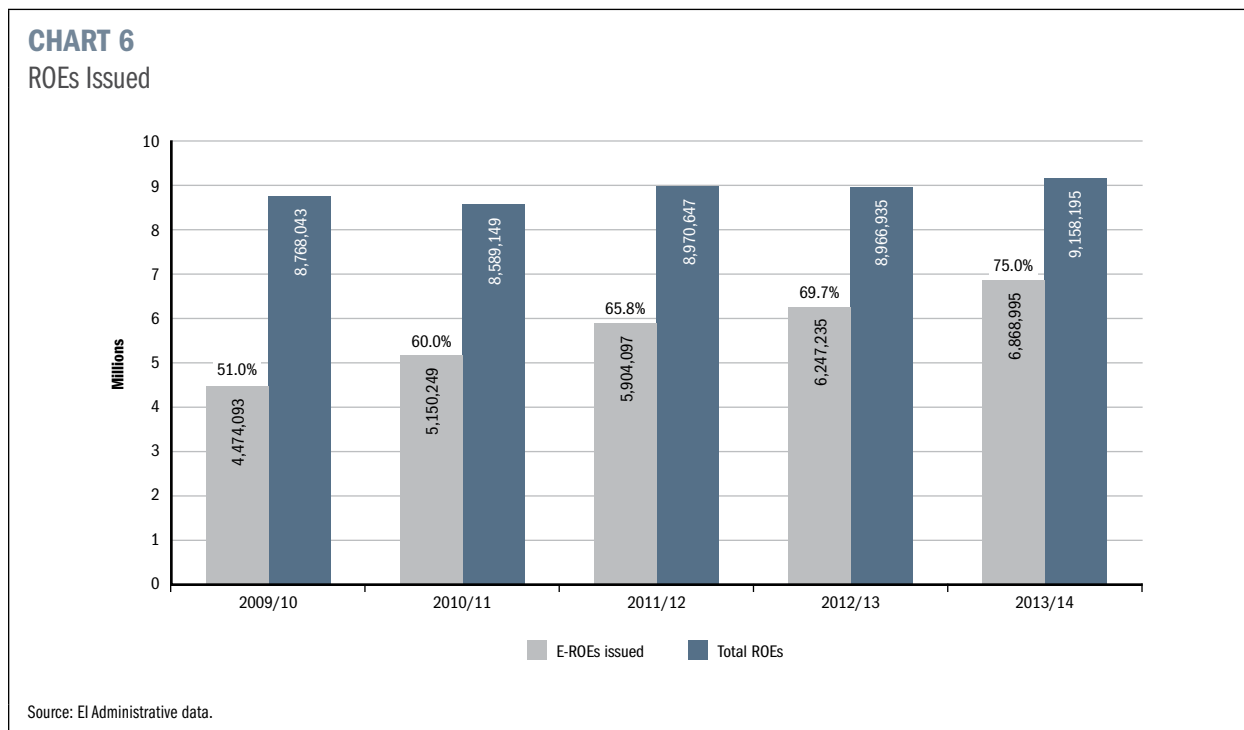
the various services available to them which include Record of Employment on the Web (ROE Web), My Service Canada Business Account, and Employer Contact Centres.

3.1 Record of Employment

The Record of Employment (ROE) is the key document used to process EI benefits, and to determine EI entitlement, rate and claim duration. Employers are required to issue ROEs within a legislated timeframe for each employee affected by a work interruption. Each year, more than 1 million Canadian employers fill out more than 9 million ROE forms for their employees.

Launched in 2003, the electronic ROE (eROE) is a major factor in advancing the automation of the EI program and helps minimize errors, improve service to claimants, and avoid lengthy delays from the manual intervention required for paper ROEs. Record of Employment on the Web (ROE Web) is the secure, Web-based application that enables employers to create, submit, amend, and print eROEs.

The eROE is also a key tool to reduce the administrative burden, as employers no longer need to order or store paper ROE forms, retain copies on file, or send copies



to Service Canada or their employees. Employers can also issue eROEs in alignment with pay cycles, amend them more easily than paper ROEs and submit hundreds of them in one transaction.

In 2013/14, 9.2 million ROEs were submitted by employers; 75% were submitted electronically surpassing the forecast of 72% for this fiscal year.¹³ This represents a 5.3 percentage point increase over the number of ROEs submitted electronically the previous fiscal year.

3.2 My Service Canada Business Account

My Service Canada Business Account (MSCBA) was implemented in the fall of 2013 to offer a single online entry point to Canadian businesses which require access to ESDC services. MSCBA is a new service that enables the Department to centralize and standardize online registration procedures and tools for business facing programs.

In November 2013, the ROE-Web program started using MSCBA service to register business users online. Grants and Contributions Online Services implemented MSCBA services in spring 2014 and other programs are now planning migration to use MSCBA services. This new service removes burdensome paper processes and enables identity validation to be done online rather than through visiting an in-person Service Canada Centre.

By the end of 2013/14, a total of 422,588¹⁴ employer businesses—including 55,321¹⁵ new ROE Web registrants—had registered for an eROE solution. The number of new ROE Web registrations in 2013/14 surpassed the target for the year (which was 36,000) by more than 19,000. These registrations include ROE Web and ROE Secure Automated Transfer (SAT), a secure communication line designed to allow payroll service providers or large businesses to submit large volumes of ROEs simultaneously.

Marketing efforts to raise awareness of ROE Web contributed to the increase in the use of eROEs. Marketing activities included inserts in the annual CRA remittance slip issued to employers; employer outreach, information sessions and webinars; advertising and

promotional materials on the Service Canada Web site; and, one-on-one discussions with employers for problem resolution, guidance and promotion of eROEs.

3.3 Employer Contact Centre

Launched in June 2011, Employer Contact Centres (ECC) enhance service to employers by providing employer service offerings through an accessible, national, single point of contact. The three ECCs are located in Vancouver, Bathurst and Sudbury. The ECC currently provides support to employers for ROE Web, advice, guidance and ordering of ROEs as well as the Temporary Foreign Worker program. The ECC plays a key role in the promotion of eROEs and ROE Web. ROE Web marketing targeted at the employer community is implemented in collaboration with the ECC. Promotional materials and relevant campaign information are shared with the ECC to assist them in answering inquiries from employers interested in switching to eROEs and registering for ROE Web.

In 2013/14, the ECCs answered a total of 554,207 calls, compared with 455,275 in 2012/13. The increase in the ECC volume is the result of the introduction of a new service offering, Temporary Foreign Worker program and a new system implemented for ROE in the My Service Canada Business Account, which led to additional enquiries from employers. The top five reasons clients requested ECC agent assisted service were: paper ROE orders; guidance on completing/submitted a ROE; referrals (e.g. misdirected calls from employees); enquiries related to ROE Web; and, the Temporary Foreign Worker Program.

The ECC continues to assess its client service model and the best way to support additional service offerings. To expand further, ECC will need to leverage an interactive voice response (IVR) system which will be available through the migration to the new government wide call centre telephony platform.

¹³ For regional breakdowns related to ROEs and ROE Web registrations, see Annex 4.4.

¹⁴ Employers may be registered for ROE Web as well as ROE SAT, therefore the number counts are mutually exclusive.

¹⁵ Some employers are located in the United States with employees in Canada, resulting in the small variances found in the totals as their data are not captured in the regional breakdown.

4. Employment Insurance Requests for Reconsideration

As of April 1, 2013, Section 112 of the *Employment Insurance Act* provides a new level of recourse, a Request for Reconsideration, which gives clients the right to ask the Commission for a formal review of its decision. EI clients who disagree with the Commission's decision can submit new or additional information that the Commission will review to determine if the decision should be reversed or modified. The objective of the review is to ensure that the Commission's decision is sound and correct. This is accomplished by confirming that decisions are based on the proper legislation, program policies, and jurisprudence, and are supported by complete and correct facts and information.

In 2013/14, the Commission received 47,208 Requests for Reconsideration, of which 66.4% were completed within 30 days of the request being received. Of all completed Requests for Reconsideration, 35.3% resulted in an adjustment of the Commission's original decision in favour of the client. The majority of these adjustments stem from additional fact finding by the Commission or clients providing new information which allows the initial decision to be modified or reversed and ensures that benefits are accessible to those entitled.

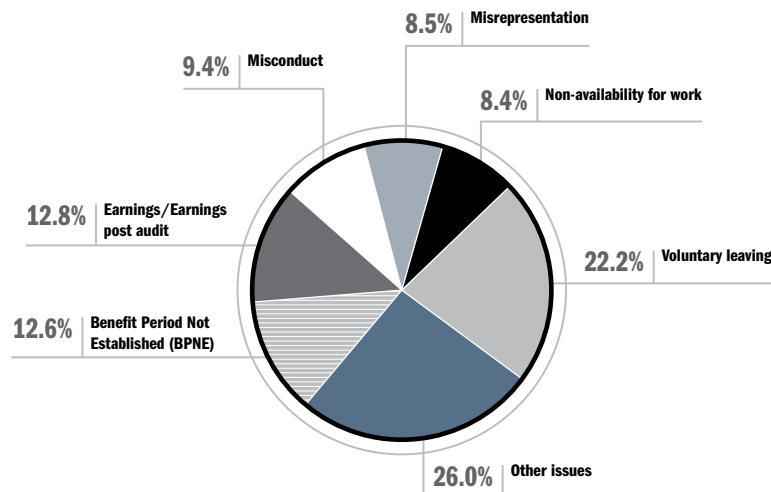
The greatest volumes of Requests for Reconsideration pertain to six main types of issues, as shown in Chart 7.

The introduction of the request for reconsideration measure has reduced the number of cases proceeding to an appeal. As a matter of practice, Service Canada Benefits Officers contact clients to explain the eligibility requirements, gather any possible information that may assist in reversing the decision, and should Service Canada maintain its original decision, explain the reasons for the decision. As a result of the implementation of the new recourse process for EI, the number of appeals proceeding to a hearing has dropped by approximately 85% compared to the number of appeals under the previous Board of Referees.

5. The Social Security Tribunal of Canada

The Social Security Tribunal (Tribunal) began its operations on April 1, 2013 and is an independent administrative body that makes quasi-judicial decisions on appeals related to the Canada Pension Plan, the *Old Age Security Act* and the *Employment Insurance Act*. The Tribunal was created to replace the previous administrative tribunal system for major federal social security programs with a single-window decision body.

CHART 7
Reasons for Reconsideration Requests



Source: EI Administrative data.

The appeals system includes two levels of appeal:

- A General Division which includes the Income Security section for Canada Pension Plan (CPP) and Old Age Security (OAS) appeals, and the EI section for EI appeals.
- An Appeal Division which reviews the decisions of both the General Division-Income Security section and the General Division-EI (GD-EI) section.

5.1 Appeals transferred to the Tribunal from the Board of Referees and Office of the Umpire

To provide a transition to the new Social Security Tribunal, the previous first level of EI appeal body, the Board of Referees continued to hear appeals until October 31, 2013 for cases filed before April 1, 2013. During this period, the Board of Referees decided 3,410 appeals, of which 24.2% resulted in a reversal of the Commission's decision. At the end of this period, 321 Board of Referees' appeals were transferred to the Tribunal's GD-EI section. As of March 31, 2014, the vast majority of these transferred cases were awaiting a ruling of the Canada Revenue Agency or a decision of the Tax Court of Canada before they could be processed by the Tribunal.

On April 1, 2013, 1,071 EI appeals filed with the Office of the Umpire were transferred to the Tribunal's Appeal Division. During 2013/14, the Appeal Division concluded 701 of the transferred Umpire cases of which 30% of the appeals heard were favorable to the client.

5.2 General Division–Employment Insurance Section

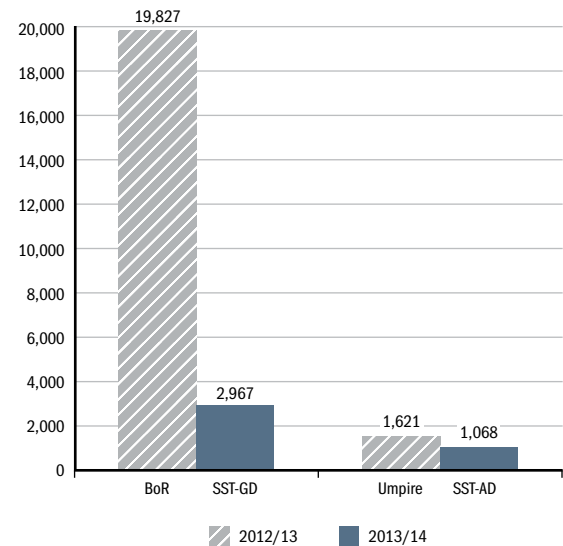
In 2013/14, the Tribunal received 2,967 new cases at the GD-EI section of which 1,308 were concluded as of March 31, 2014.

Approximately, 18% of the GD-EI cases heard resulted in a reversal of the Commissions' decision. In general, it has taken approximately 120 days between the filing of an appeal and the Tribunal's decision. This average has been determined based on decisions received by the Commission from the Tribunal.

The greatest volumes of Appeals to the Social Security Tribunal–General Division pertain to six main types of issues, as shown in Chart 9.

CHART 8

Appeals to the Social Security Tribunal



BoR: Board of Referees
SST-GD: Social Security Tribunal General Division
SST-AD: Social Security Tribunal Appeal Division

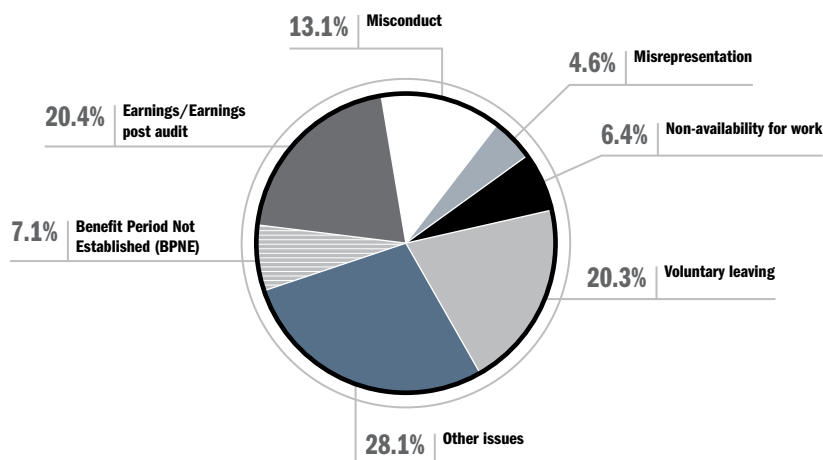
Note: With the implementation of the new Request for Reconsideration process for EI, the number of decisions appealed to the Social Security Tribunal is approximately 85% lower than what proceeded to the previous tribunal, the Board of Referees.

Source for BoR and Umpire information: EI Administrative data.

Source for SST-GD and SST-AD information: SST Administrative data.

CHART 9

Reasons for SST-General Division Appeals



Source: EI administrative data.

5.3 Appeal Division

In 2013/14, the Appeal Division received 1,068 new appeals of decisions of the Tribunal's General Division or the former tribunal (Board of Referees). Of the 1,068 new appeals received, 119 were concluded. The majority of the concluded cases were concluded as a result of a withdrawal of a group appeal. For new appeals received by the Appeal Division, pursuant to the Tribunal's legislation, parties not satisfied with a decision from the General Division must first obtain leave to appeal. In these cases, the party must demonstrate that their appeal has a reasonable chance of success by showing that the General Division:

- a) failed to observe a principle of natural justice or otherwise acted beyond or refused to exercise its jurisdiction;
- b) erred in law in making its decisions, whether or not the error appears on the face of the record; or
- c) 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.

5.4 Publication of Decision

A selection of decisions rendered by the Social Security Tribunal can be retrieved via the following sites:

- **The Social Security Tribunal website**
<http://www.canada.ca/en/sst/ad/index.html>
- **The Canadian Legal Information Institute (CanLII)**
<http://www.canlii.org/en/ca/sst/>

IV. QUALITY

National payment and processing accuracy reviews are conducted to assess the quality of EI claims processing in order to identify areas for improvement; and where necessary, take remedial action. While the EI Payment Accuracy Review (PAAR) and the EI Processing Accuracy Review (PRAR) have distinct objectives, taken together, the two reviews provide important business intelligence to improve the processing/payment of EI benefits. EI PAAR and PRAR quality reports are generated on monthly and yearly basis.

1. Payment and Processing Accuracy

1.1 Employment Insurance Payment Accuracy Review

The EI Payment Accuracy Review (EI PAAR) measures the accuracy of EI benefit payments. Over the last 15 years, the payment accuracy rate has been consistently maintained around the established 95%¹⁶ target (error rate of 5%).¹⁷ In addition to estimating the accuracy of EI benefit payments, the EI PAAR also determines the estimated “most likely” value of incorrectly paid benefits (overpayments and underpayments) through statistical extrapolation.

The EI PAAR, using Monetary Unit Sampling, draws a random sample of 500 EI claims per year that are reviewed by two separate reviewers. Results from both reviews are compared to ensure the accuracy and impartiality of results, and to ensure the consistency of results among reviewers. Each review provides detailed information on the nature of errors and dollar value of unidentified errors at the time of adjudication. EI PAAR yields statistically valid results 19 times out of 20 with a margin of error of $\pm 5\%$. Payment errors

include overpayments and underpayments attributable to three sources: claimants, employers and Service Canada. EI PAAR results are used to improve program delivery and sustain program integrity. The Office of the Auditor General (OAG) uses EI PAAR results in its annual financial audit of the EI Account, which are reported each year as part of the Public Accounts of Canada.

Table 2 provides an overall summary of the estimated value of errors identified in the EI PAAR review by error rate and source of error.

The EI payment accuracy rate increased from 94.1% (or 5.9% error rate) in 2012/13 to 95.4% (or 4.6% error rate) in 2013/14. Improvements in the EI payment accuracy rate are mainly attributable to lower errors rates for employers and Service Canada.

The Service Canada error rate has been steadily declining since 2010/11 suggesting a stable and effective processing environment, to which increasing automation has likely been a contributing factor. Since Automated Claims Processing (ACP) was introduced in 2007, the processing accuracy rate for fully automated claims and/or decisions has

TABLE 2
EI Payment Accuracy Review—Estimated Extrapolated Most Likely Value of Errors and Estimated Error Rate, by Source

	2012/13		2011/12	
Total EI Benefit Payout	\$15.6 billion		\$16.1 billion	
EI Payment Accuracy Rate	94.1%		95.4%	
	Most Likely Value (\$M)	Error Rate	Most Likely Value (\$M)	Error Rate
Mispayments*/Estimated Error Rate*	\$923.8	5.9%	\$745.9	4.6%
Error by source				
Employer	\$425.0	2.7%	\$278.1	1.7%
Claimant	\$357.5	2.3%	\$381.0	2.4%
Service Canada	\$141.3	0.9%	\$86.9	0.5%

* Mispayments are the sum of overpayments plus underpayments.

Source: Employment and Social Development Canada (ESDC).

¹⁶ 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%. The setting of target rates is under review.

¹⁷ For more detailed information, see Annex 4.5.

steadily increased from 96.5% in 2007/08 to 100% in 2010/11.¹⁸ For partially automated claims, the automated portion has also achieved a 100% accuracy rate between 2010/11 and 2013/14. It should be noted that all PAAR errors are inventoried, analyzed and acted upon.

While Service Canada errors continue to decrease, claimant errors increased for a second year in a row. In 2013/14, EI PAAR was updated to provide greater detail with respect to the types of claimant error that occur. The types of possible claimant error increased from two to four (Table 3). As such, the analysis is not comparable to previous years. However, similar to last year, “Failure to report earnings while in receipt of benefits” continues to represent a significant portion of claimant errors, in both the number of occurrences and the most likely value (MLV) of overpayments and underpayments. “Failure to report monies paid or payable by former employers while in receipt of benefits” (i.e. vacation, pay in lieu of notice) account for 3.4% of the MLV of claimant errors, while “Failure to report the refusal of a job, quitting a job or being dismissed from a job while in receipt of benefits” account for 25.3% of the MLV.

Service Canada continues to monitor and analyze claimant errors and has recommended several areas of work as part of its 2013/14 detailed assessment of EI overpayments. Future activities will include the development of targeted strategies to raise awareness of the “how and why” of claimant errors.

In terms of employer errors, the rate of employer errors decreased from 2.7% in 2012/13 to 1.7% in 2013/14. Fewer ROEs were validated for 2013/14 compared to 2012/13 as there were fewer ROEs per claimant file. For 2013/14, eROEs accounted for nearly two thirds of ROEs in the sample, a slight increase over the previous year when slightly more than six in ten ROEs in the sample were eROEs. For 2013/14, paper ROEs were nearly twice as likely to contain a monetary error (Table 4).

As the MLV of errors decreased from 2012/13 to 2013/14 so too did the number of claimant files that contained a monetary error attributable to employers (Table 5).

TABLE 3
Claimant Errors in EI PAAR Reviews

Claimant Errors	2013/14		
	Total MLV (\$M)*	Error Occured	Error as % of Monetary Value
Failure to Report Earnings	\$264.9	40	69.5%
Failure to Correctly Report Monies Paid or Payable by Former Employer While in Receipt of Benefits	\$12.9	5	3.4%
Failure to Report Refusal of a Job, Quitting a Job or Being Dismissed from a Job While in Receipt of Benefits	\$96.6	3	25.3%
Failure to Provide Sufficient Information When Filing a Renewal Application	\$6.6	1	1.7%
Totals	\$381.0	49	100.0%

* Mispayments are the sum of overpayments plus underpayments.

Source: Employment and Social Development Canada (ESDC).

¹⁸ As of April 2011, fully automated claims were excluded from the sample of EI claims reviewed as part of the Processing Accuracy Review program. Consequently, the EI Processing accuracy rate reflects the quality of claims that are partially automated and/or manually processed. This information was previously reported to the Standing Committee on Human Resources, Skills Development, Social Development and the Status of Persons with Disabilities (HUMA) on May 1, 2014.

TABLE 4
Monetary Accuracy of ROEs Validated as Part of the EI PAAR Reviews

		2012/13		2013/14	
		Count	Percentage by ROE Type	Count	Percentage by ROE Type
# of ROEs Validated in the PAAR Review	eROEs	503	61.9%	503	65.1%
	Paper ROEs	310	38.1%	270	34.9%
	Total	813	100.0%	773	100.0%
Incorrect eROEs		52	10.3%	37	7.4%
Incorrect Paper ROEs		47	15.2%	38	14.1%

Source: Employment and Social Development Canada (ESDC).

TABLE 5
Comparison of Number of EI PAAR Files Containing Incorrect ROEs

	2012/13		2013/14	
	Count	Percentage by ROE Type	Count	Percentage by ROE Type
PAAR Files Which Contain Incorrect ROEs	94	18.8%	72	14.4%

Source: Employment and Social Development Canada (ESDC).

1.2 Profile of Employer

2013/14 is the first year where demographic data for all employers in the PAAR sample was included in the employer profile analysis. Previously, only the business demographics for 'ROEs in error' were available. As such, much of the analysis below is not directly comparable to previous years.

The EI PAAR sample included employer information on 637 firms, who supplied 773 ROEs. The distribution of ROEs by firm size includes: 45.1% from small firms (1–99 employees), 16.2% from medium firms (100–499 employees), and 26.2% from large firms (500+ employees), with 12.6% unidentifiable by business size.

In 2013/14, the number of 'ROEs in error' for the different firm sizes is roughly proportional to the number of ROEs from each firm size in the sample. In other words, employers of one size or another were not significantly more likely to make errors than any other.

1.3 Employer Error Rate and Source of Errors (includes Record of Employment Errors)

In 2013/14, the three most frequently occurring employer errors identified on ROEs accounted for 57.6% of all employer errors, approximately the same as in 2012/13 (56.9%). They were in the following ROE blocks: 15C, 15B, and 17A (highlighted in Table 6). Errors on these three blocks have the potential to directly affect the calculation of EI payments as they cover total earnings and additional monies received. Blocks 15B and 17A were among the top three errors in 2012/13 as well (Block 12 was the third most common error in 2012/13).

The relative impact of a ROE error can be shown by assessing the estimated MLV of ROE errors in relation to how frequently the error occurs. As noted above, 17A and 15C are among the top three errors. However, despite the low frequency of occurrences, errors in block 15A have a disproportionately high MLV and account for the larger share of the total MLV of errors (22.2%). The top three errors represent 52.9% of the total MLV of employer errors, down from 73.5% in 2012/13.

TABLE 6
ROE Block Errors Resulting in Monetary Errors from EI PAAR Reviews

Box Errors (Monetary)	2013/14				
	Value of Errors in Sample	Total MLV (\$M)	Error as % of Monetary Value	# of Times Error Occured	Error as % of Total Occurrences
Block 6-Pay Period Type Incorrect	\$506.00	\$10.33	3.7%	7	7.6%
Block 10-First Day Worked Incorrect	\$402.00	\$5.98	2.1%	7	7.6%
Block 11-Last Day for Which Paid Incorrect	\$1,409.00	\$18.04	6.5%	9	9.8%
Block 12-Final Pay Period Ending Date Incorrect	\$338.00	\$3.55	1.3%	5	5.4%
Block 15A-Total Insurable Hours Incorrect	\$5,726.00	\$61.73	22.2%	3	3.3%
Block 15B-Total Insurable Earnings Incorrect	\$1,694.00	\$35.27	12.7%	17	18.5%
Block 15C-Total Insurable by Pay Period Earnings Incorrect	\$1,984.00	\$40.570	14.6%	23	25.0%
Block 17A-Vacation Pay Incorrect	\$1,436.00	\$44.92	16.2%	13	14.1%
Block 17C-Other Monies Incorrect	\$1,370.00	\$31.96	11.5%	7	7.6%
Wage Loss Indemnity Info Incorrect	\$1,216.00	\$25.750	9.3%	1	1.1%
Totals	\$16,081.00	\$278.08	100.0%	92	100.0%

Source: Employment and Social Development Canada (ESDC).

Service Canada continues to monitor and analyze employer errors and is working to raise awareness within the employer community regarding the nature and value of these errors. In 2013/14, Service Canada conducted a detailed assessment of EI overpayments which included recommendations for additional activities, including an investigation of the root cause of employer errors.

1.4 Employment Insurance Processing Accuracy Review

The EI Processing Accuracy Review (EI PRAR) comprises a review of a random sample of approximately 18,500 initial, renewed and revised decisions per year. PRAR verifies that applications for benefits are adjudicated and calculated in accordance with national operational policies and procedures and estimates the rate of conformity with them. In 2000/01, the Department implemented Quality Monitoring now known as EI PRAR to measure the percentage of initial

claims “in order” (a claim is considered to be “in order” when all criteria relevant to the review of the claim have been met). In 2005/06, Service Canada set a national EI PRAR target of 80%.¹⁹ Officials continue to examine whether the EI PRAR target should be raised, given that conformity to national operational procedures is within the direct control of processing staff.

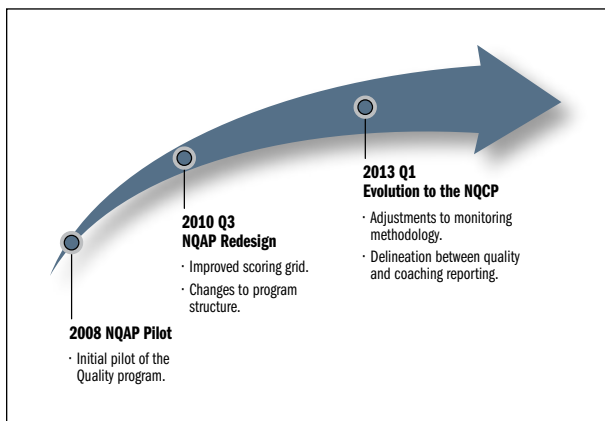
In 2013/14, the processing accuracy rate²⁰ increased by 1.0 percentage point to 87.9% from 86.9% in 2012/13, meeting its target this year and every year since 2007/08. The PRAR remains an important means of ensuring that EI claims are processed consistently and that Canadians applying for EI benefits are receiving equitable outcomes across the country.

¹⁹ The 80% target rate for PRAR is a legacy target decided upon through a rationalization and national standardization of quality targets in 2005/06. Prior to this, regions set their own quality rates. A target of 80% was seen as challenging yet realistic and achievable once gradual improvements were seen following the initial 70% target that was set during the initial trial period. The 80% target has been reinforced by PRAR results that continue to hover around this target.

²⁰ For a regional breakdown of the processing accuracy rate, see Annex 4.5.

2. National Quality and Coaching Program for Call Centres

Implemented in 2008, the EI Specialized Call Centre's National Quality Assurance Program (NQAP) was established to ensure a consistent, high quality of service to clients through the regular monitoring and coaching of agents. The NQAP evolved and was further refined in 2010 to adjust the monitoring report methodology based upon lessons learned after two years of operation. In 2013, the NQAP further evolved and was transitioned to the National Quality and Coaching Program (NQCP) to support the introduction of the new national agent assist line and the government's focus on becoming a higher performing organization.



The NQCP ensures call centre agents are monitored in a consistent manner and that clients receive high quality service. Agent calls are monitored on an ongoing basis and regular feedback is provided to agents. Coaching and training plans are tailored to individual agents' needs. Additional monitoring is then done to ensure that agents continue to improve their performance. A statistically valid sample of calls in the EI network is monitored as part of the NQCP to ensure that agents provide accurate and complete information.

In 2013/14, a total of 5,334 calls were monitored with an overall quality score of 84%, well above the target of 80%. The quality score is derived from the evaluation of the following elements:

- Accuracy and completeness, including fact finding with the client, client authentication, providing accurate and complete information and taking appropriate measures;
- Professionalism, including displaying patience, demonstrating confidence, language and vocabulary, voice quality, guiding the conversation and providing information in an organized manner; and,
- Promotion of other services and channels, including electronic service delivery.

While this quality tool does not currently provide a scoring breakdown for each element, efforts will continue to improve business intelligence related to quality monitoring results and the various sub elements.

In addition to the quality program, a statistically valid sample of processing transactions (including those performed by processing and call centre agents) is assessed via the PRAR program to ensure that transactions are processed properly. In 2013/14, the processing accuracy for EI call centre agents was 92.2%, well surpassing the target of 80%.

3. Insurability of Employment

The Minister of National Revenue is responsible for the administration of Part IV (Insurable Earnings and Collection of Premiums) of the *Employment Insurance Act*. This responsibility includes the issuance of rulings regarding the insurability of employment, the number of insurable hours and the amount of insurable earnings.

Service Canada requests rulings from CRA when a claim for EI benefits has been filed and the insurability of employment, the amount of insurable earnings or the number of insurable hours, is in question. Rulings are requested whenever necessary to ensure that a claimant receives the amount of EI benefits to which he or she is entitled. CRA aims to issue a ruling within 15 calendar days when payment of a claim is pending and within 31 calendar days when payment is not pending. In 2013/14, Service Canada requested 9,263 rulings from CRA, a 13% decrease from 2012/13.

V. INTEGRITY

Canadians expect sound stewardship and accountability of the EI program. The Department maintains a balance among detection, deterrence and prevention activities and has management frameworks, processes and risk-based controls in place to strengthen the integrity of all its programs and to ensure operational and service compliance. Service Canada places significant emphasis on the importance of protecting the information entrusted to it by Canadians.

1. Integrity Activities

The Integrity program in Service Canada focuses on detection activities using a variety of approaches. These include the Computer Post Audit, the Report on Hirings Program and Automated Earnings Reporting Systems, which help identify errors, omissions, fraud and abuse. In addition, Service Canada carries out information and prevention activities, such as Claimant Information Sessions which inform claimants about EI requirements and the consequences of abusing the EI system, such as penalties or prosecutions.

EI claimants are directed to attend sessions in order to learn about their rights and responsibilities while receiving EI regular or fishing benefits. During the session, claimants are provided with information on programs and services available to help them find suitable employment. The sessions are nationally focused and prevention oriented. In 2013/14, Service Canada held over 10,000 Claimant Information Sessions, of which over 174,000 claimants were directed to attend.

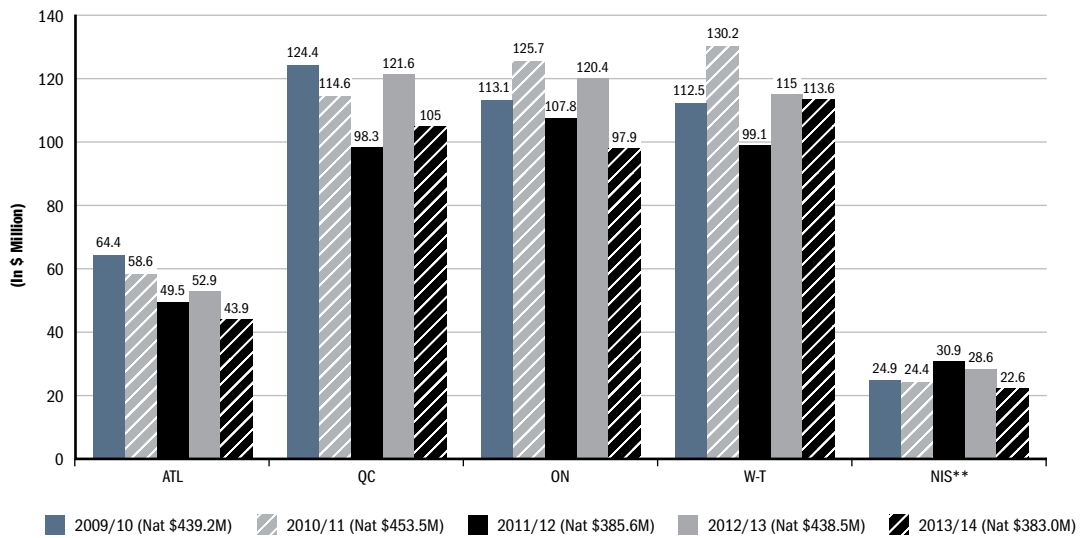
During this same year, Service Canada conducted 289,400 investigations into suspected error and fraud.²¹ The most common type of client error involves incorrectly declaring work and earnings. The most common type of misrepresentation (when client knowingly or unknowingly misrepresent facts) includes failing to declare work, earnings, or self-employment income; failing to declare periods when unavailable to work; and failing to report absences from Canada.

Combined, these activities resulted in a total of \$383 million in savings for the EI Operating Account (see Chart 10). These savings consist of recovered overpayments and associated penalties, as well as the discontinuation of future ineligible payments, benefitting both employee and employer premium payers alike through the reduction in the total cost of the EI program.

²¹ For more detailed information, please see Annex 4.7.

CHART 10

EI Total Savings from Integrity Activities*



* The numbers have been rounded to the nearest hundred thousand. The national amounts (Nat) have been calculated using the raw data.

** NIS: Cases dealing with unreported absences from Canada while on EI, as well as the Report on Hirings program, are centrally managed through Integrity's National Investigative Services (NIS) centre in Miramichi, N.B.

Source: EI administrative data.

2. Integrity Quality Initiatives

To support the achievement of its mandate to prevent, detect and deter fraud and abuse of the EI program, a national quality team helps ensure consistency in integrity investigation activities. Its work includes ensuring that every region has quality advisors and coordinators, incorporates quality management plans in business planning, and conducts consistent monitoring based on the *Employment Insurance Act* and national integrity procedures. Regular monitoring visits to regional Integrity units are made to evaluate integrity program activity.

Service Canada has taken significant steps to implement a quality management and reporting system for the Social Insurance Number (SIN) program's database, the Social Insurance Register (SIR). Since 2007, it has measured the accuracy rate of all data on the SIR annually. In 2013/14, the key performance indicator for the SIR was the accuracy rate for legitimate SINS in the SIR which was set at 99.9% and Service Canada met this target.

Overall, the accuracy of the SIR is fundamental to all SIN-enabled programs, including the EI program, as accurately identifying clients is crucial to ensuring that benefits are paid to the correct and eligible individuals. Since 2008, Service Canada has implemented a quality management strategy for new updates to the SIR—specifically, those related to clients applying for a SIN or updating their SIN. In 2013/14, of the updates reviewed, 99.99% were free of critical errors (i.e. no multiple SINS were issued and no date of birth errors were made), compared to 99.97% in 2012/13, thus maintaining a high level of quality.

3. Risk Management

Enhancing service integrity is fundamental to delivering citizen-centred service and meeting the expectations of Canadian citizens, improving public trust and confidence in government, and achieving savings through the reduction of incorrect payments and the identification of overpayments.

In 2013/14, Service Canada continued to emphasize the use of risk management in its approach to investigations, to improve the overall integrity of the program and to ensure that correct payments were made to eligible claimants. As part of this activity, the Department's integrity services has a robust risk analysis function to quantitatively and qualitatively assess program integrity risks and to develop appropriate mitigation strategies to address any identified vulnerabilities.

In 2013/14, EI integrity risk management activities continued to focus on the EI Stewardship Review. This Stewardship Review was undertaken to identify the nature of prominent risks and measure the extent of incorrect payments in the EI Program due to external error, abuse and fraud. The results of this review will provide the Department with a better understanding of the nature of incorrect payments and help support the identification of new measures to further enhance the integrity of the EI program.

ANNEX 1

Key Labour Market Statistics



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Annex 1.1 Labour Force Estimates

	Annual Labour Force Estimates, by Fiscal Year ¹											
	(000s)											
	Annual Labour Force Estimates, by Fiscal Year ¹											
	2012/13 – 2013/14											
% Change ²	2012/13	2013/14	2013/14	2012/13	2011/12	2010/11	2009/10	2008/09	2007/08	2006/07	2005/06	2004/05
Population	1.3	28,735.3	28,374.8	28,002.2	27,662.0	27,295.9	26,918.8	26,548.9	26,203.4	25,845.7	25,492.3	
Labour Force	1.0	19,070.0	18,884.0	18,646.5	18,502.7	18,288.4	18,161.9	17,923.4	17,593.6	17,330.2	17,186.5	
Employment ³	1.2	17,726.6	17,521.6	17,259.1	17,039.7	16,744.0	16,956.5	16,852.5	16,494.2	16,181.1	15,969.3	
Unemployment	-1.4	1,343.3	1,362.4	1,387.4	1,463.0	1,544.4	1,205.4	1,071.0	1,099.4	1,149.1	1,217.3	
	Annual Labour Force Estimates, by Fiscal Year ¹											
	2012/13 – 2013/14											
% Point Change ⁴	2012/13	2013/14	2013/14	2012/13	2011/12	2010/11	2009/10	2008/09	2007/08	2006/07	2005/06	2004/05
Unemployment Rate	-0.2	7.0	7.2	7.4	7.9	8.5	6.6	6.0	6.3	6.6	6.6	7.1
Participation Rate	-0.2	66.4	66.6	66.6	66.9	67.0	67.5	67.5	67.1	67.1	67.1	67.4
Employment Rate	-0.1	61.7	61.8	61.6	61.6	61.4	63.0	63.5	62.9	62.6	62.6	62.6

Note: Totals may not add up due to rounding.

¹ Fiscal year data are calculated using annual averages of unadjusted monthly data produced by Statistics Canada. In January 2015, Statistics Canada made a revision to its Labour Force Survey estimates. As a result, key labour market statistics for previous years reported in previous *Employment Insurance Monitoring and Assessment Reports* have been restated accordingly. For more information on Statistics Canada's revisions, refer to the publication *Improvements to the Labour Force Survey (LFS): The 2015 Revisions of the Labour Force Survey (LFS)* (<http://www.statecan.gc.ca/pub/7110031x/7110031x2015001-eng.pdf>).

² Percentage growth between 2012/13 and 2013/14.

³ Employment includes those who are self-employed.

⁴ Percentage point difference between 2012/13 and 2013/14.

Source: Statistics Canada, Labour Force Survey.

Annex 1.2 Employment, by Province, Gender, Age and Educational Level

		Annual Employment, by Fiscal Year ¹ (000s)										
		% Change ² 2012/13 - 2013/14	2013/14	2012/13	2011/12	2010/11	2009/10	2008/09	2007/08	2006/07	2005/06	2004/05
Province												
Newfoundland and Labrador	-0.5	241.9	243.0	233.6	226.3	215.9	219.7	218.6	215.7	211.9	213.2	
Prince Edward Island	-0.1	73.9	74.0	72.1	69.8	68.9	68.4	68.5	68.4	67.7	67.1	
Nova Scotia	-1.3	450.8	456.6	454.5	452.2	448.8	452.3	447.7	443.2	441.7	443.0	
New Brunswick	0.6	355.6	353.4	354.4	357.6	359.5	360.8	359.4	350.8	348.6	348.3	
Quebec	0.7	4,062.3	4,034.2	3,970.2	3,955.2	3,866.9	3,871.5	3,862.7	3,760.6	3,711.9	3,688.6	
Ontario	1.7	6,842.3	6,729.1	6,669.9	6,574.4	6,436.1	6,574.8	6,569.4	6,477.8	6,397.6	6,325.7	
Manitoba	-0.2	623.9	625.4	612.8	611.3	601.3	602.1	594.9	585.0	577.7	574.4	
Saskatchewan	2.1	566.0	554.4	537.2	532.4	526.6	521.2	506.8	497.1	480.5	482.6	
Alberta	2.4	2,239.5	2,187.5	2,117.1	2,037.5	2,022.1	2,056.7	2,007.1	1,936.0	1,837.9	1,785.2	
British Columbia	0.3	2,270.5	2,264.0	2,237.3	2,223.0	2,198.2	2,229.1	2,217.3	2,159.5	2,105.6	2,041.3	
Gender												
Men	1.2	9,272.8	9,159.0	9,046.0	8,906.8	8,699.7	8,911.4	8,887.0	8,720.8	8,607.4	8,494.3	
Women	1.1	8,453.9	8,362.6	8,213.1	8,132.9	8,044.3	8,045.2	7,965.4	7,773.4	7,573.7	7,475.0	
Age												
15 to 24 Years (Youth)	0.9	2,474.2	2,452.2	2,461.8	2,446.0	2,431.3	2,591.6	2,614.3	2,556.7	2,498.2	2,463.4	
25 to 54 Years	0.2	11,847.5	11,819.8	11,707.8	11,628.8	11,522.9	11,700.9	11,690.3	11,564.1	11,433.9	11,387.2	
55 Years and Older (Older Workers)	4.8	3,405.0	3,249.6	3,089.5	2,965.0	2,789.8	2,664.0	2,547.9	2,373.3	2,249.0	2,118.6	

Continued on next page...

Annex 1.2 Employment, by Province, Gender, Age and Educational Level (CONTINUED)

	Annual Employment, by Fiscal Year ¹ (000s)										
	2012/13 - 2013/14	2013/14	2012/13	2011/12	2010/11	2009/10	2008/09	2007/08	2006/07	2005/06	2004/05
Educational Level											
Less than High School ³	-3.9	1,747.9	1,818.3	1,847.6	1,864.0	1,950.6	2,125.8	2,180.6	2,237.1	2,221.0	2,274.6
High School Graduate ⁴	1.8	4,808.5	4,722.8	4,775.0	4,725.0	4,733.6	4,822.3	4,834.0	4,719.3	4,733.2	4,827.3
Post-secondary Certificate or Diploma ⁵	0.6	6,332.7	6,295.9	6,185.3	6,112.8	5,918.9	5,927.1	5,911.2	5,709.8	5,575.9	5,477.5
University Degree ⁶	3.3	4,837.5	4,684.6	4,451.3	4,337.9	4,140.9	4,081.3	3,926.6	3,828.0	3,651.0	3,390.0
Total (Canada)	1.2	17,726.6	17,521.6	17,259.1	17,089.7	16,744.0	16,956.5	16,852.5	16,494.2	16,181.1	15,969.3

Note: Totals may not add up due to rounding.

¹ Fiscal year data are calculated using annual averages of unadjusted monthly data produced by Statistics Canada. In January 2015, Statistics Canada made a revision to its Labour Force Survey estimates. As a result, key labour market statistics for previous years reported in previous *Employment Insurance Monitoring and Assessment Reports* have been restated accordingly. For more information on Statistics Canada's revisions, refer to the publication *Improvements to the Labour Force Survey (LFS): The 2015 Revisions of the Labour Force Survey (LFS)* (<http://www.statecan.gc.ca/pub/7110031x/7110031x2015001-eng.pdf>).

² Percentage growth between 2012/13 and 2013/14.

³ Includes 0 to 8 years of education and some high school.

⁴ Includes high school graduation and some post-secondary education (not completed).

⁵ Completed a certificate (including a trade certificate) or diploma from an educational institution beyond the secondary level. This includes a certificate from a vocational school, apprenticeship training, community college, collège d'enseignement général et professionnel (Cégep) or 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.

Source: Statistics Canada, Labour Force Survey.

Annex 1.3 Employment, by Industry, Employment Type, Class of Worker and Job Permanency

Industry	Annual Employment, by Fiscal Year ¹ (000s)													
	% Change ²	2012/13	2013/14	2013/14	2013/14	2012/13	2011/12	2010/11	2009/10	2008/09	2007/08	2006/07	2005/06	2004/05
Goods Sector	0.5	3,913.7	3,892.7	3,809.2	3,747.2	3,701.5	3,932.2	3,964.2	3,980.4	3,988.2	4,002.2			
Agriculture	2.0	314.3	308.2	305.1	306.6	323.6	329.1	335.7	343.5	346.8	320.9			
Forestry, Fishing, Mining, Quarrying, Oil and Gas	1.3	370.9	366.2	347.0	328.4	312.9	337.3	341.6	340.7	315.4	289.8			
Utilities	3.3	137.5	133.1	135.6	140.7	142.5	147.1	141.2	123.3	123.3	129.2			
Construction	2.8	1,372.2	1,334.2	1,304.0	1,256.4	1,190.3	1,232.4	1,152.6	1,076.8	1,039.2	971.6			
Manufacturing	-1.8	1,718.8	1,751.0	1,717.6	1,715.1	1,732.3	1,886.3	1,993.0	2,096.1	2,163.5	2,290.8			
Service Sector	1.4	13,812.9	13,628.9	13,449.8	13,292.5	13,042.5	13,024.3	12,888.3	12,513.8	12,192.9	11,967.0			
Trade	1.8	2,718.8	2,671.2	2,670.1	2,689.3	2,644.1	2,671.7	2,678.1	2,628.1	2,585.3	2,517.2			
Transportation and Warehousing	2.6	888.1	865.6	850.9	823.6	814.8	847.3	830.6	801.7	799.8	798.8			
Finance, Insurance, Real Estate and Leasing	1.6	1,083.3	1,066.1	1,071.2	1,071.8	1,071.9	1,059.0	1,051.9	1,039.4	988.2	966.3			
Professional, Scientific and Technical Services	4.3	1,323.5	1,269.2	1,273.7	1,232.0	1,158.3	1,168.2	1,143.0	1,080.3	1,055.3	1,017.1			
Business, Building and Other Support Services	4.1	741.7	712.2	691.6	694.6	684.6	696.7	701.1	688.0	656.1	629.3			
Educational Services	0.4	1,223.5	1,218.9	1,178.6	1,164.3	1,158.8	1,155.5	1,172.0	1,160.1	1,125.8	1,041.6			
Health Care and Social Assistance	1.6	2,192.9	2,158.3	2,096.8	2,054.8	1,979.6	1,909.7	1,849.3	1,797.9	1,726.0	1,725.0			
Information, Culture and Recreation	0.1	758.9	758.3	767.1	769.7	752.1	740.1	775.3	745.3	730.2	731.6			
Accommodation and Food Services	0.3	1,177.3	1,174.0	1,152.3	1,102.6	1,073.5	1,098.1	1,070.2	1,035.4	999.8	1,008.1			
Other Services	-0.8	796.6	803.0	778.9	771.0	780.8	767.2	733.5	702.3	690.9	700.6			
Public Administration	-2.6	908.4	932.2	918.6	918.9	924.1	910.9	883.4	835.2	835.7	831.5			

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Annex 1.3 Employment, by Industry, Employment Type, Class of Worker and Job Permanency (CONTINUED)

Annual Employment, by Fiscal Year ¹											
(000s)											
% Change ²											
2012/13 - 2013/14											
2013/14	2012/13	2011/12	2010/11	2009/10	2008/09	2007/08	2006/07	2005/06	2004/05		
Employment Type											
Full-time Employment	14,335.3	14,201.8	13,953.7	13,693.1	13,515.2	13,772.5	13,493.5	13,207.0	13,010.4		
Part-time Employment	3,391.4	3,319.8	3,305.3	3,346.5	3,228.8	3,080.0	3,000.7	2,974.1	2,958.9		
Class of Worker											
Employees	14,998.9	14,830.6	14,595.7	14,369.7	14,042.1	14,238.6	13,983.2	13,653.0	13,497.5		
Public Sector Employees	3,542.5	3,526.7	3,472.4	3,441.5	3,389.7	3,314.7	3,181.6	3,134.2	3,061.1		
Private Sector Employees	11,456.4	11,303.9	11,123.3	10,928.1	10,652.4	10,924.0	10,801.6	10,518.8	10,436.4		
Self-employed³	2,727.7	2,691.1	2,663.4	2,670.0	2,701.9	2,613.8	2,511.0	2,528.0	2,471.7		
Job Permanency											
Employees	14,998.9	14,830.6	14,595.7	14,369.7	14,042.1	14,238.6	13,983.2	13,653.0	13,497.5		
Permanent Employees ⁴	12,997.8	12,804.8	12,593.3	12,444.1	12,245.8	12,419.3	12,153.3	11,847.7	11,763.2		
Temporary Employees ⁵	2,001.2	2,025.7	2,002.4	1,925.6	1,796.3	1,819.3	1,829.9	1,805.3	1,734.4		
Total (Canada)	17,726.6	17,521.6	17,259.1	17,039.7	16,744.0	16,852.5	16,494.2	16,181.1	15,969.3		

Note: Totals may not add up due to rounding.

¹ Fiscal year data are calculated using unadjusted monthly data produced by Statistics Canada. In January 2015, Statistics Canada made a revision to its Labour Force Survey estimates. As a result, key labour market statistics for previous years reported in previous *Employment Monitoring and Assessment Reports* have been restated accordingly. For more information on Statistics Canada's revisions, refer to the publication *Improvements to the Labour Force Survey (LFS): The 2015 Revisions of the Labour Force Survey (LFS)* (<http://www.statcan.gc.ca/pub/7110031x/7110031x2015001-eng.pdf>).

² Percentage growth between 2012/13 and 2013/14.

³ Includes both incorporated and unincorporated working owners, self-employed persons who do not have a business, and persons working in a family business without pay.

⁴ 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.

⁵ 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.

Source: Statistics Canada, Labour Force Survey.

Annex 1.4 Unemployment, by Province, Gender, Age, Educational Level, Industry, and Duration of Unemployment

	Annual Unemployment, by Fiscal Year ¹ (000s)											
	% Change ²											
	2012/13 - 2013/14	2013/14	2012/13	2011/12	2010/11	2009/10	2008/09	2007/08	2006/07	2005/06	2004/05	
Province												
Newfoundland and Labrador	-4.8	31.8	33.4	33.6	36.4	40.1	35.7	32.8	36.7	38.5	38.7	
Prince Edward Island	3.2	9.6	9.3	9.0	9.2	8.8	8.9	7.7	8.2	8.5	8.3	
Nova Scotia	-6.3	44.3	47.3	43.6	48.1	46.6	38.9	38.7	37.7	39.2	42.6	
New Brunswick	-4.1	39.6	41.3	37.6	37.2	34.2	34.1	30.2	31.4	36.7	37.5	
Quebec	2.3	337.3	329.8	344.8	339.1	359.7	319.4	294.6	323.6	335.1	336.9	
Ontario	-3.5	555.0	575.0	564.5	606.9	655.9	505.7	445.1	438.8	446.4	459.7	
Manitoba	7.6	36.6	34.0	35.8	35.0	33.9	27.6	27.0	26.7	27.5	32.1	
Saskatchewan	-3.9	24.9	25.9	27.2	30.2	27.3	22.8	22.4	22.6	25.9	26.2	
Alberta	5.5	107.8	102.2	117.9	135.5	149.7	87.4	73.3	70.2	72.0	82.2	
British Columbia	-4.5	156.7	164.1	173.6	185.5	188.3	124.9	99.1	103.5	119.4	152.9	
Gender												
Men	-0.4	753.5	756.5	769.3	829.0	926.1	700.7	598.8	607.1	631.6	673.5	
Women	-2.7	589.8	605.9	618.1	633.9	618.3	504.6	472.2	492.3	517.5	543.8	
Age												
15 to 24 Years (Youth)	-4.3	391.9	409.6	409.1	419.6	449.6	366.2	327.8	332.8	346.9	372.7	
25 to 54 Years	-1.9	735.9	750.0	774.2	840.9	898.0	686.2	616.0	638.3	682.1	723.0	
55 Years and Older (Older Workers)	6.3	215.6	202.8	204.0	202.5	196.8	153.0	127.2	128.3	120.1	121.6	
Educational Level												
Less than High School ³	-6.0	296.6	315.4	329.2	348.8	373.9	314.0	297.2	313.3	312.1	347.1	
High School Graduate ⁴	1.1	426.4	421.7	433.1	464.2	498.2	377.1	323.1	329.2	353.3	380.7	
Post-secondary Certificate or Diploma ⁵	0.4	381.3	379.6	393.8	414.1	442.1	330.4	300.0	304.4	312.4	319.7	
University Degree ⁶	-2.8	238.9	245.7	231.2	235.9	230.1	183.9	150.6	152.4	171.4	169.8	

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Annex 1.4 Unemployment, by Province, Gender, Age, Educational Level, Industry, and Duration of Unemployment (CONTINUED)

Industry	Annual Unemployment, by Fiscal Year ¹ (000s)												
	% Change ²	2012/13	2013/14	2013/14	2012/13	2011/12	2010/11	2009/10	2008/09	2007/08	2006/07	2005/06	2004/05
		2012/13-2013/14	2013/14	2013/14	2012/13	2011/12	2010/11	2009/10	2008/09	2007/08	2006/07	2005/06	2004/05
Goods Sector	3.6	262.6	253.5	256.5	293.6	389.6	308.8	249.5	262.0	259.7	272.3		
Agriculture	-6.4	16.1	17.2	18.9	19.6	18.0	17.3	16.8	16.8	19.7	20.4		
Forestry, Fishing, Mining, Quarrying, Oil and Gas	-2.3	29.4	30.1	24.0	27.1	41.3	33.1	26.6	27.2	28.0	27.9		
Utilities	-31.4	2.4	3.5	3.2	2.9	4.1	2.7	2.5	2.4	2.3	2.9		
Construction	12.5	122.1	108.5	111.9	128.4	145.9	106.6	80.7	86.7	80.1	87.2		
Manufacturing	-1.6	92.9	94.4	98.7	115.6	180.4	149.4	123.3	129.2	129.7	134.2		
Service Sector	-2.6	566.3	581.5	584.6	628.1	685.9	547.3	498.8	490.5	517.2	555.8		
Trade	-3.9	124.7	129.7	137.0	146.2	165.1	129.5	115.2	106.9	119.6	122.8		
Transportation and Warehousing	13.4	38.2	33.7	33.8	40.0	48.4	34.5	28.7	30.9	27.3	35.3		
Finance, Insurance, Real Estate and Leasing	-2.8	24.1	24.8	27.4	28.1	35.0	22.1	21.1	20.6	25.2	22.7		
Professional, Scientific and Technical Services	12.6	46.5	41.3	40.9	41.4	52.3	35.6	31.7	32.0	33.3	38.4		
Business, Building and Other Support Services	1.3	63.9	63.1	63.9	75.0	80.7	69.0	59.1	59.0	61.4	64.3		
Educational Services	-5.6	47.0	49.8	46.7	49.6	49.0	40.5	44.1	39.4	38.0	44.1		
Health Care and Social Assistance	-4.6	43.2	45.3	40.3	47.1	40.8	33.9	33.0	32.5	35.8	42.4		
Information, Culture and Recreation	-10.8	44.8	50.2	51.2	53.6	49.4	45.1	39.1	40.9	42.8	44.8		
Accommodation and Food Services	-6.6	81.6	87.4	86.3	91.6	100.1	86.7	79.0	77.0	81.9	82.3		
Other Services	-4.9	31.2	32.8	31.9	33.1	42.6	31.9	27.1	28.8	28.6	33.9		
Public Administration	-9.4	21.2	23.4	25.1	22.5	22.4	18.3	20.5	22.6	23.4	25.0		
Unclassified Industries	-2.5	514.4	527.4	546.2	541.3	468.9	349.3	322.7	346.9	372.2	389.2		

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Annex 1.4 Unemployment, by Province, Gender, Age, Educational Level, Industry, and Duration of Unemployment (CONTINUED)

	Annual Unemployment, by Fiscal Year ¹ (000s)										
	2012/13-2013/14	2013/14	2012/13	2011/12	2010/11	2009/10	2008/09	2007/08	2006/07	2005/06	2004/05
Duration of Unemployment⁷											
1 to 4 Weeks	-4.2	440.8	459.9	464.2	466.4	493.1	479.7	431.1	435.9	434.0	454.0
5 to 13 Weeks	0.4	361.5	359.9	362.0	386.1	428.7	337.4	292.3	304.7	318.5	331.0
14 to 26 Weeks	-2.3	214.6	219.6	213.8	239.9	284.5	174.2	149.7	148.9	169.7	182.8
27 to 51 Weeks	6.8	105.4	98.7	109.2	133.2	146.8	74.1	67.2	63.8	72.0	81.1
52 Weeks or More	-1.0	164.1	165.8	181.7	177.5	133.5	82.0	75.0	88.2	101.0	111.2
Duration Unknown	-2.6	56.9	58.4	56.4	59.9	57.9	58.1	55.6	57.9	54.0	57.1
Total (Canada)	-1.4	1,343.3	1,362.4	1,387.4	1,463.0	1,544.4	1,205.4	1,071.0	1,099.4	1,149.1	1,217.3

Note: Totals may not add up due to rounding.

1 Fiscal year data are calculated using unadjusted monthly data produced by Statistics Canada. In January 2015, Statistics Canada made a revision to its Labour Force Survey estimates. As a result, key labour market statistics for previous years reported in previous *Employment Monitoring and Assessment Reports* have been restated accordingly. For more information on Statistics Canada's revisions, refer to the publication *Improvements to the Labour Force Survey (LFS): The 2015 Revisions of the Labour Force Survey (LFS)* (<http://www.statcan.gc.ca/pub/7140031x/7140031x2015001-eng.pdf>).

2 Percentage growth between 2012/13 and 2013/14.

3 Includes 0 to 8 years of education and some high school.

4 Includes high school graduation and some post-secondary education (not completed).

5 Completed a certificate (including a trade certificate) or diploma from an educational institution beyond the secondary level. This includes a certificate from a vocational school, apprenticeship training, community college, college d'enseignement général et professionnel (cégep) or 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 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.

Source: Statistics Canada, Labour Force Survey.

Annex 1.5 Unemployment Rate, by Province, Gender, Age, Educational Level and Industry

	Annual Unemployment Rate, by Fiscal Year ¹											
	(%)											
	% Point Change ²	2012/13-2013/14	2013/14	2012/13	2011/12	2010/11	2009/10	2008/09	2007/08	2006/07	2005/06	2004/05
Province												
Newfoundland and Labrador	-0.5	11.6	12.1	12.6	13.9	15.7	14.1	13.1	14.6	15.4	15.4	15.4
Prince Edward Island	0.3	11.5	11.2	11.2	11.7	11.4	11.6	10.1	10.8	11.2	11.2	11.1
Nova Scotia	-0.4	9.0	9.4	8.8	9.6	9.4	7.9	8.0	7.8	8.2	8.2	8.8
New Brunswick	-0.5	10.0	10.5	9.6	9.4	8.7	8.6	7.8	8.2	9.5	9.5	9.7
Quebec	0.1	7.7	7.6	8.0	7.9	8.5	7.6	7.1	7.9	8.3	8.3	8.4
Ontario	-0.4	7.5	7.9	7.8	8.5	9.3	7.1	6.3	6.3	6.5	6.5	6.8
Manitoba	0.3	5.5	5.2	5.5	5.4	5.3	4.4	4.3	4.4	4.5	4.5	5.3
Saskatchewan	-0.3	4.2	4.5	4.8	5.4	4.9	4.2	4.2	4.3	5.1	5.1	5.2
Alberta	0.1	4.6	4.5	5.3	6.2	6.9	4.1	3.5	3.5	3.8	3.8	4.4
British Columbia	-0.3	6.5	6.8	7.2	7.7	7.9	5.3	4.3	4.6	5.4	5.4	6.9
Gender												
Men	-0.1	7.5	7.6	7.9	8.5	9.6	7.3	6.3	6.5	6.8	6.8	7.3
Women	-0.2	6.5	6.7	7.0	7.2	7.1	5.9	5.6	5.9	6.4	6.4	6.8
Age												
15 to 24 Years (Youth)	-0.6	13.7	14.3	14.3	14.6	15.6	12.4	11.2	11.5	12.2	12.2	13.1
25 to 54 Years	-0.2	5.8	6.0	6.2	6.7	7.2	5.5	5.0	5.2	5.6	5.6	6.0
55 Years and Older (Older Workers)	0.1	6.0	5.9	6.2	6.4	6.6	5.4	4.8	5.1	5.1	5.1	5.4

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Annex 1.5 Unemployment Rate, by Province, Gender, Age, Educational Level and Industry (CONTINUED)

	Annual Unemployment Rate, by Fiscal Year ¹										
	(%)										
	2012/13 - 2013/14	2013/14	2012/13	2011/12	2010/11	2009/10	2008/09	2007/08	2006/07	2005/06	2004/05
	% Point Change ²										
	2012/13 - 2013/14	2013/14	2012/13	2011/12	2010/11	2009/10	2008/09	2007/08	2006/07	2005/06	2004/05
Educational Level											
Less than High School ³	-0.3	14.5	14.8	15.1	15.8	16.1	12.9	12.0	12.3	12.3	13.2
High School Graduate ⁴	-0.1	8.1	8.2	8.3	8.9	9.5	7.3	6.3	6.5	6.9	7.3
Post-secondary Certificate or Diploma ⁵	0.0	5.7	5.7	6.0	6.3	7.0	5.3	4.8	5.1	5.3	5.5
University Degree ⁶	-0.3	4.7	5.0	4.9	5.2	5.3	4.3	3.7	3.8	4.5	4.8
Industry											
Goods Sector	0.2	6.3	6.1	6.3	7.3	9.5	7.4	6.0	6.2	6.1	6.4
Agriculture	-0.3	5.0	5.3	5.9	6.1	5.4	5.1	4.8	4.7	5.4	6.0
Forestry, Fishing, Mining, Quarrying, Oil and Gas	-0.3	7.3	7.6	6.5	7.7	11.6	9.0	7.3	7.4	8.2	8.8
Utilities	-0.8	1.7	2.5	2.3	2.0	2.8	1.8	1.8	2.0	1.9	2.3
Construction	0.7	8.3	7.6	8.0	9.3	11.0	8.1	6.6	7.5	7.2	8.3
Manufacturing	0.0	5.1	5.1	5.4	6.3	9.4	7.4	5.8	5.8	5.7	5.5
Services Sector	-0.2	3.9	4.1	4.2	4.5	5.0	4.0	3.7	3.8	4.1	4.4
Trade	-0.2	4.4	4.6	4.9	5.1	5.9	4.6	4.1	3.9	4.4	4.6
Transportation and Warehousing	0.4	4.1	3.7	3.8	4.6	5.6	3.9	3.3	3.7	3.3	4.2
Finance, Insurance, Real Estate and Leasing	-0.1	2.2	2.3	2.5	2.6	3.2	2.1	2.0	1.9	2.5	2.3
Professional, Scientific and Technical Services	0.3	3.4	3.1	3.1	3.2	4.3	3.0	2.7	2.9	3.1	3.6
Business, Building and Other Support Services	-0.2	8.0	8.2	8.5	9.7	10.6	9.1	7.8	7.9	8.6	9.3
Educational Services	-0.3	3.8	4.1	4.0	4.2	4.2	3.5	3.8	3.4	3.4	4.2
Health Care and Social Assistance	-0.2	1.9	2.1	1.9	2.3	2.0	1.8	1.7	1.8	2.0	2.4

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Annex 1.5 Unemployment Rate, by Province, Gender, Age, Educational Level and Industry (CONTINUED)

	Annual Unemployment Rate, by Fiscal Year ¹											
	% Point Change ²	(%)										
	2012/13-2013/14	2013/14	2012/13	2011/12	2010/11	2009/10	2008/09	2007/08	2006/07	2005/06	2004/05	
Information, Culture and Recreation	-0.6	5.6	6.2	6.3	6.5	6.2	5.8	4.8	5.2	5.5	5.8	
Accommodation and Food Services	-0.4	6.5	6.9	7.0	7.7	8.5	7.3	6.9	6.9	7.6	7.5	
Other Services	-0.1	3.8	3.9	3.9	4.1	5.2	4.0	3.6	3.9	3.9	4.6	
Public Administration	-0.1	2.3	2.4	2.7	2.4	2.4	2.0	2.3	2.6	2.7	2.9	
Total (Canada)	-0.2	7.0	7.2	7.4	7.9	8.5	6.6	6.0	6.3	6.6	7.1	

Note: Totals may not add up due to rounding.

1 Fiscal year data are calculated using annual averages of unadjusted monthly data produced by Statistics Canada. In January 2015, Statistics Canada made a revision to its Labour Force Survey estimates. As a result, key labour market statistics for previous years reported in previous *Employment Monitoring and Assessment Reports* have been restated accordingly. For more information on Statistics Canada's revisions, refer to the publication *Improvements to the Labour Force Survey (LFS): The 2015 Revisions of the Labour Force Survey (LFS)* (<http://www.statecan.gc.ca/pub/7100031x/7100031x2015001-eng.pdf>).

2 Percentage point difference between 2012/13 and 2013/14.

3 Includes 0 to 8 years of education and some high school.

4 Includes high school graduation and some post-secondary education (not completed).

5 Completed a certificate (including a trade certificate) or diploma from an educational institution beyond the secondary level. This includes a certificate from a vocational school, apprenticeship training, community college, collège d'enseignement général et professionnel (cégep) or 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.

Source: Statistics Canada, Labour Force Survey.

Annex 1.6 Unemployment Rate¹, by Employment Insurance Economic Region

	Monthly Unemployment Rate, by Quarter (%)							
	March 2014	December 2013	September 2013	June 2013	March 2013	December 2012	September 2012	June 2012
Newfoundland and Labrador								
St. John's	5.4	5.8	5.8	6.0	6.7	6.7	7.0	7.6
Newfoundland/Labrador	16.3	15.3	15.4	16.8	15.8	17.8	17.6	16.2
Prince Edward Island								
Prince Edward Island	11.9	11.5	11.0	11.5	11.5	11.4	11.2	11.3
Nova Scotia								
Eastern Nova Scotia	15.0	13.5	14.5	14.2	15.5	16.5	15.7	14.0
Western Nova Scotia	10.2	10.7	10.7	10.5	11.5	10.9	11.1	10.8
Halifax	6.7	6.6	6.3	6.7	6.6	5.6	6.6	6.2
New Brunswick								
Fredericton-Moncton-Saint John	6.6	7.9	8.6	8.2	8.0	7.8	7.4	7.2
Madawaska-Charlotte	11.1	11.7	11.5	12.0	13.3	13.3	12.5	11.0
Restigouche-Albert	16.9	16.3	15.7	16.5	16.3	17.7	14.8	15.5
Quebec								
Gaspésie-Îles-de-la-Madeleine	17.1	17.0	16.0	16.2	18.1	13.9	12.7	14.1
Quebec	4.3	5.2	4.9	4.7	4.7	5.0	5.3	5.2
Trois-Rivières	8.6	8.2	9.6	8.4	8.2	8.0	7.7	8.3
South Central Quebec	5.0	4.6	4.6	3.7	3.8	4.0	5.1	4.9
Sherbrooke	6.6	7.8	7.7	6.7	6.9	7.6	7.9	6.6
Montréal	7.3	7.3	7.3	6.8	6.1	6.3	6.7	6.8
Montreal	8.2	8.1	8.4	8.3	7.6	8.2	8.5	8.9
Central Quebec	8.4	7.8	9.2	8.0	7.7	8.6	7.9	8.8
North Western Quebec	9.9	8.4	9.4	10.9	9.6	9.7	9.8	8.3
Lower Saint Lawrence and North Shore	10.4	10.1	10.8	11.6	10.0	8.8	9.7	9.5
Hull	6.7	6.3	6.0	6.1	7.1	6.3	5.9	5.4
Chicoutimi-Jonquière	8.4	7.9	8.3	7.1	9.4	8.0	6.8	5.9

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Annex 1.6 Unemployment Rate¹, by Employment Insurance Economic Region (CONTINUED)

	Monthly Unemployment Rate, by Quarter (%)									
	March 2014	December 2013	September 2013	June 2013	March 2013	December 2012	September 2012	June 2012		
Ontario										
Ottawa	6.4	5.7	7.0	6.0	6.0	6.5	6.3	6.1		
Eastern Ontario	7.4	7.1	6.9	6.8	7.4	8.3	7.8	7.9		
Kingston	6.4	6.0	6.8	6.3	6.9	7.0	6.5	6.2		
Central Ontario	8.3	6.8	7.8	7.4	7.5	8.8	7.7	7.5		
Oshawa	7.5	6.8	6.5	7.4	9.4	9.1	8.9	8.4		
Toronto	8.3	8.2	7.8	8.0	8.5	8.4	8.5	8.6		
Hamilton	5.9	6.7	6.5	6.9	5.7	6.1	7.2	6.8		
St. Catharines	8.4	8.5	8.7	8.7	7.3	8.3	8.5	7.8		
London	8.1	7.4	8.2	9.8	9.2	8.6	8.5	8.3		
Niagara	9.1	7.7	9.0	9.4	10.0	10.5	10.9	9.9		
Windsor	7.4	8.3	9.2	10.0	9.4	10.1	9.5	10.1		
Kitchener	6.6	6.5	7.8	7.1	7.1	6.3	6.4	6.6		
Huron	7.7	8.1	9.4	8.4	7.5	8.0	7.5	8.4		
South Central Ontario	5.9	6.5	6.8	6.8	5.5	5.9	5.3	5.2		
Sudbury	6.8	7.2	6.7	7.3	7.8	6.2	7.0	7.0		
Thunder Bay	5.8	6.7	6.3	6.2	6.1	5.6	6.5	5.8		
Northern Ontario	12.8	11.8	11.0	11.9	13.5	13.3	10.6	10.4		
Manitoba										
Winnipeg	5.7	5.9	6.0	6.4	5.5	5.5	5.8	5.5		
Southern Manitoba	6.2	5.4	5.4	5.0	5.4	6.5	6.4	5.9		
Northern Manitoba	32.2	31.8	31.0	31.3	31.0	31.1	31.8	29.3		
Saskatchewan										
Regina	4.0	3.7	3.0	3.7	4.0	4.4	4.3	4.0		
Saskatoon	4.5	4.1	4.3	4.0	4.8	5.5	5.3	5.6		
Southern Saskatchewan	6.3	6.0	5.8	6.8	5.8	6.3	6.9	6.6		
Northern Saskatchewan	16.3	17.6	17.9	17.0	17.0	17.4	17.0	17.6		

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Annex 1.6 Unemployment Rate¹, by Employment Insurance Economic Region (CONTINUED)

	Monthly Unemployment Rate, by Quarter									
	March 2014	December 2013	September 2013	June 2013	March 2013	December 2012	September 2012	June 2012		
	(%)									
Alberta										
Calgary	4.8	4.5	5.1	5.1	5.2	4.8	4.8	5.0		
Edmonton	5.3	5.2	5.4	4.7	4.5	4.5	4.7	5.3		
Northern Alberta	8.7	7.7	7.5	7.8	8.0	8.4	7.9	8.3		
Southern Alberta	5.2	5.0	5.7	5.7	5.5	5.8	5.9	6.0		
British Columbia										
Southern Interior British Columbia	8.9	8.2	6.4	7.7	7.5	7.8	6.3	9.3		
Abbotsford	8.5	7.6	7.8	8.4	7.2	7.5	7.7	8.3		
Vancouver	6.3	6.8	6.9	6.9	6.4	7.1	6.9	6.5		
Victoria	6.1	5.2	6.5	6.4	6.2	6.1	6.7	6.0		
Southern Coastal British Columbia	8.7	9.9	8.6	8.8	8.4	8.1	8.7	8.1		
Northern British Columbia	11.6	10.1	10.3	10.7	10.2	10.9	12.6	11.8		
Territories²										
Yukon	25.0	25.0	25.0	25.0	25.0	25.0	25.0	25.0		
Northwest Territories	25.0	25.0	25.0	25.0	25.0	25.0	25.0	25.0		
Nunavut	25.0	25.0	25.0	25.0	25.0	25.0	25.0	25.0		
Total (Canada)	7.7	7.5	7.7	7.7	7.6	7.8	7.8	7.8		

Note: Totals may not add up due to rounding.

¹ Unemployment rates used by 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*.

² Yukon, the Northwest Territories and Nunavut unemployment rates were set at 25% for Employment Insurance purposes.

Sources: Statistics Canada, Labour Force Survey; Employment and Social Development Canada, Employment Insurance administrative data.

Annex 1.7 Duration of Unemployment, by Province, Gender and Age¹

		Average Duration of Unemployment, by Fiscal Year ^{2,3}										
		(Number of Weeks)										
Change		2012/13 - 2013/14	2013/14	2012/13	2011/12	2010/11	2009/10	2008/09	2007/08	2006/07	2005/06	2004/05
Province												
Newfoundland and Labrador	0.4	15.4	15.0	15.9	15.9	15.9	15.3	14.7	15.1	15.7	16.5	15.8
Prince Edward Island	1.6	15.0	13.4	12.2	13.1	13.4	13.6	13.2	12.0	13.4	13.0	12.9
Nova Scotia	1.2	17.7	16.5	16.0	17.7	17.7	15.1	13.0	13.8	12.7	13.7	14.7
New Brunswick	1.5	16.9	15.4	15.6	15.4	15.4	14.0	13.6	11.4	12.9	13.4	13.8
Quebec	0.9	19.2	18.3	18.8	17.6	17.6	16.9	16.3	17.0	17.4	17.5	17.8
Ontario	-0.2	20.0	20.2	20.6	20.9	20.9	18.7	14.1	13.8	14.1	14.7	15.5
Manitoba	0.1	15.4	15.3	13.7	13.9	13.9	12.2	10.5	10.8	11.3	13.5	13.1
Saskatchewan	-0.6	13.0	13.6	13.6	15.0	15.0	11.2	9.1	10.3	10.0	12.9	13.8
Alberta	1.4	13.5	12.1	14.9	16.7	16.7	14.0	7.8	8.2	8.0	10.4	10.3
British Columbia	0.2	18.1	17.9	19.1	17.8	17.8	14.9	10.9	12.0	12.4	15.4	15.4
Gender												
Men	0.3	18.9	18.6	19.6	19.5	19.5	17.5	14.3	15.0	14.7	15.6	16.3
Women	0.4	18.1	17.7	17.7	17.6	17.6	15.7	13.0	12.7	14.1	14.7	14.7
Age												
15 to 24 Years (Youth)	0.4	11.6	11.2	11.1	10.8	10.8	10.3	7.9	7.7	7.9	8.8	8.8
25 to 54 Years	0.2	20.5	20.3	20.8	20.8	20.8	18.4	15.6	16.2	16.4	17.3	17.9
55 years and Older (Older Workers)	-0.3	24.3	24.6	26.9	26.1	26.1	24.1	19.6	19.4	21.3	22.6	22.5
Total (Canada)	0.3	18.5	18.2	18.7	18.6	18.6	16.8	13.7	14.0	14.4	15.2	15.6

Note: Totals may not add up due to rounding.

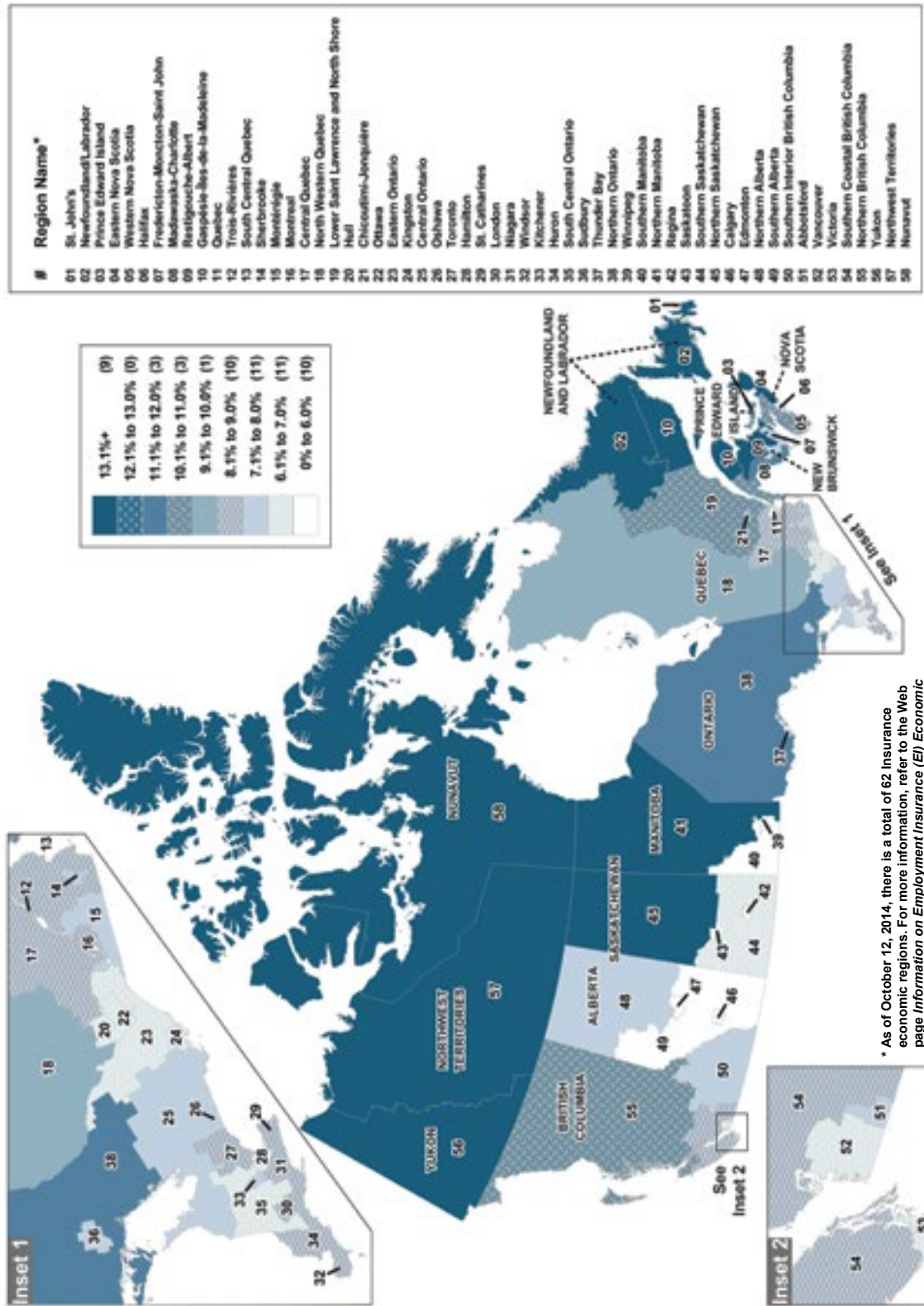
¹ Duration of unemployment is the number of continuous weeks during which a person has been without work and is looking for work, or is on temporary layoff.

² Fiscal year data are calculated using annual averages of unadjusted monthly data produced by Statistics Canada. In January 2015, Statistics Canada made a revision to its Labour Force Survey estimates. As a result, key labour market statistics for previous years reported in previous *Employment Insurance Monitoring and Assessment Reports* have been restated accordingly. For more information on Statistics Canada's revisions, refer to the publication *Improvements to the Labour Force Survey (LFS): The 2015 Revisions of the Labour Force Survey (LFS)* (<http://www.statcan.gc.ca/pub/7110031x/7110031x2015001-eng.pdf>).

³ The data on the duration of unemployment have been coded with a maximum value of 99 weeks.

Source: Statistics Canada, Labour Force Survey.

Annex 1.8 Employment Insurance Economic Regions: Unemployment Rates, 2013/14



* As of October 12, 2014, there is a total of 62 insurance economic regions. For more information, refer to the Web page [Information on Employment Insurance \(EI\) Economic Regions \[http://srv129.services.gc.ca/regions/eng/geocont.aspx\]](http://srv129.services.gc.ca/regions/eng/geocont.aspx).

ANNEX 2

Income Benefits Data Tables



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Annex 2.1 Total Income Benefits

	New Claims ¹					Average Weekly Benefit ²					Amount Paid ²								
	% Change 2012/13- 2013/14	(\$)				% Change 2012/13- 2013/14	(\$)	(\$ Million)				% Change 2012/13- 2013/14	(\$ Million)						
		2013/14	2012/13	2011/12	2010/11			2009/10	2013/14	2012/13	2011/12		2010/11	2009/10	2013/14	2012/13	2011/12	2010/11	2009/10
Province /Territory³																			
Newfoundland and Labrador	1.1	82,040	81,130	86,870	85,430	92,300	3.8	422	407	394	377	363	-0.4	837.8	840.8	894.0	884.9	960.3	
Prince Edward Island	-2.5	21,330	21,870	24,080	23,870	24,580	1.4	403	398	382	370	365	-8.3	200.0	218.1	228.5	223.5	225.9	
Nova Scotia	-4.1	78,610	82,000	87,930	86,040	90,480	4.1	404	388	377	363	355	-4.5	738.7	773.4	804.6	785.6	821.3	
New Brunswick	-5.0	85,620	90,170	91,990	91,220	94,030	4.4	403	386	370	359	352	-1.3	828.0	838.9	847.1	832.1	855.7	
Quebec	-2.5	492,840	505,500	526,110	507,190	579,760	4.8	409	390	378	364	360	-2.3	3,374.2	3,453.2	3,570.0	3,900.9	4,186.9	
Ontario	-0.4	572,990	575,250	592,030	564,590	699,450	6.6	419	393	382	371	369	3.8	5,241.9	5,051.7	5,188.2	5,857.5	6,898.2	
Manitoba	-2.9	56,620	58,320	58,170	58,160	66,450	7.1	408	381	368	358	351	4.2	482.8	463.3	451.8	486.7	511.7	
Saskatchewan	0.0	44,400	44,400	44,700	45,300	51,540	5.5	432	409	393	377	370	5.2	413.9	393.3	389.3	424.0	447.2	
Alberta	1.9	146,070	143,280	142,560	150,810	196,630	6.9	453	424	411	400	396	7.8	1,383.6	1,283.6	1,333.5	1,618.0	2,011.4	
British Columbia	-2.9	205,300	211,540	222,610	227,520	263,570	7.0	416	389	377	367	367	-1.0	1,798.0	1,815.2	1,908.6	2,231.7	2,427.5	
Nunavut	-7.4	1,260	1,360	1,340	1,550	1,370	-0.6	464	466	439	431	424	2.0	18.1	17.7	17.6	18.4	17.6	
Northwest Territories	-3.8	2,310	2,400	2,520	2,530	2,550	5.1	489	465	450	440	427	-3.9	31.4	32.7	33.8	31.8	33.5	
Yukon	-5.9	2,560	2,720	2,710	2,580	2,750	4.3	472	453	444	434	420	-7.2	29.5	31.8	29.2	28.3	32.6	
Gender																			
Male	-0.5	976,920	982,220	1,024,820	1,010,210	1,228,500	5.1	443	422	408	395	391	1.2	7,872.5	7,778.8	8,149.7	9,276.0	11,170.9	
Female	-2.7	815,030	837,720	858,800	836,580	936,960	6.5	387	363	351	340	334	0.9	7,505.4	7,435.1	7,546.6	8,047.5	8,258.8	
Age																			
15 to 24 Years (Youth)	-5.6	182,350	193,180	204,320	218,120	253,330	7.3	380	354	342	331	326	-2.1	1,319.7	1,347.9	1,426.0	1,595.3	1,962.7	
25 to 44 Years	-1.5	860,520	873,760	902,960	901,680	1,061,520	5.8	429	406	393	381	377	1.9	8,281.5	8,128.4	8,268.2	9,057.2	10,323.4	
45 to 54 Years	-2.7	399,020	410,090	434,420	417,440	508,860	5.4	420	399	387	374	372	-1.3	3,050.6	3,091.6	3,298.5	3,793.9	4,249.1	
55 Years and Older (Older Workers)	2.1	350,060	342,910	341,920	309,550	341,750	5.3	405	384	373	360	357	3.0	2,726.1	2,645.9	2,703.4	2,877.1	2,894.5	

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Annex 2.1 Total Income Benefits (CONTINUED)

	New Claims ¹					Average Weekly Benefit ²					Amount Paid ²							
	% Change 2012/13- 2013/14	2013/14	2012/13	2011/12	2010/11	2009/10	% Change 2012/13- 2013/14	2013/14	2012/13	2011/12	2010/11	2009/10	% Change 2012/13- 2013/14	2013/14	2012/13	2011/12	2010/11	2009/10
EI Claimant Category⁴																		
Long-Tenured Workers	-8.2	461,460	502,550	569,860	536,420	755,640	5.7	453	428	415	405	401	-10.4	4,424.0	4,937.8	5,252.4	6,501.2	7,288.3
Occasional Claimants	2.5	991,310	967,260	961,970	971,600	1,079,240	7.4	398	370	355	344	338	10.5	7,860.5	7,114.6	7,303.4	7,808.1	9,090.8
Frequent Claimants	-3.1	339,180	350,130	351,790	338,770	330,580	3.3	428	414	401	391	380	-2.2	3,093.3	3,161.5	3,140.4	3,014.2	3,050.6
Total (Canada)	-1.5	1,791,950	1,819,940	1,883,620	1,846,790	2,165,460	5.8	418	395	382	370	367	1.1	15,377.8	15,213.9	15,696.2	17,323.5	19,429.7

Note: Totals may not add up due to rounding.

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

2 Takes into account benefit payments under regular, fishing, special (maternity, parental, sickness and compassionate care), employment (under section 25 of the *Employment Insurance Act*) and Work-Sharing benefits. Dollar figures encompass Family Supplement top-ups paid, but excludes parents of critically ill children benefits.

3 For the 2013/14 *Employment Insurance Monitoring and Assessment Report*, provincial and territorial figures are based on the province or territory of residence where a claim was initially established; prior years' figures have been restated to reflect this. The previous reporting methodology was based on the province or territory of residence where the claim ended.

4 Long-tenured workers are EI claimants who have paid at least 30% of the maximum annual EI premiums for the past 7 of 10 years and who, over the last 5 years, have collected EI regular or fishing benefits for 35 weeks or less. Frequent claimants are EI claimants who have had three or more claims for EI regular or fishing benefits and have collected benefits for a total of more than 60 weeks in the past 5 years. Occasional claimants are EI claimants who do not meet the requirements for either long-tenured workers or frequent claimants.

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

Annex 2.2 Regular Benefits

Province/Territory ^A	New Claims ¹				Average Duration ²				Average Weekly Benefit ³				Amount Paid ³										
	% Change	(Number of Weeks)			% Change	(\$)			% Change	(\$ Million)													
	2012/13-2013/14	2012/13	2011/12	2010/11	2009/10	2011/12-2012/13	2011/12	2010/11	2009/10	2012/13-2013/14	2012/13	2011/12	2010/11	2009/10									
Newfoundland and Labrador	1.4	63,290	62,430	67,430	73,280	-2.1	26.1	26.6	27.7	28.4	4.0	417	401	387	371	360	-0.4	625.1	627.5	682.9	689.0	754.4	
Prince Edward Island	-5.3	16,040	16,930	18,380	19,370	-6.0	23.3	24.8	24.9	24.9	1.5	395	389	373	362	359	-11.3	137.8	155.3	162.2	161.5	162.0	
Nova Scotia	-4.2	59,530	62,160	68,370	69,500	-0.5	23.9	24.0	24.8	25.6	3.9	400	385	374	360	353	-5.4	520.8	550.7	583.5	576.0	603.8	
New Brunswick	-5.5	69,450	73,500	75,420	76,300	-0.8	23.5	23.7	24.1	24.3	4.4	403	386	371	359	353	-2.4	615.7	630.8	637.8	630.0	651.9	
Quebec	-2.9	424,240	436,760	460,360	441,370	-1.7	18.4	18.7	20.1	21.7	4.8	414	395	382	368	363	-3.0	2,905.3	2,993.8	3,144.8	3,433.2	3,658.5	
Ontario	-0.8	401,040	404,250	416,250	397,260	0.8	19.8	19.6	21.8	25.2	6.6	421	395	383	371	368	2.5	3,028.9	2,954.9	3,147.9	3,789.1	4,643.7	
Manitoba	-5.8	35,640	37,830	39,090	37,330	0.0	17.6	17.6	18.7	20.4	7.9	412	382	370	360	355	-1.4	247.1	250.6	247.7	279.5	292.1	
Saskatchewan	-1.9	27,390	27,920	29,280	29,470	-2.8	18.1	18.6	19.6	21.3	5.3	435	413	397	379	375	-1.9	205.2	209.1	211.1	251.0	275.5	
Alberta	1.0	84,000	83,160	86,670	96,060	-3.2	16.0	16.5	19.4	23.4	7.2	462	431	418	407	400	6.4	595.0	559.0	664.4	948.8	1,284.6	
British Columbia	-4.4	140,820	147,300	156,310	162,250	-3.5	18.8	19.5	21.6	24.2	6.9	419	392	380	367	369	-4.5	1,024.2	1,072.3	1,174.1	1,482.2	1,655.4	
Nunavut	-5.6	850	900	930	930	2.2	28.2	27.6	29.2	28.2	-0.4	460	462	433	430	427	-6.5	11.7	12.5	11.3	12.7	11.3	
Northwest Territories	-3.8	1,530	1,590	1,720	1,680	-0.3	26.2	26.3	27.4	28.0	5.2	487	463	448	440	428	-7.4	19.4	20.9	19.5	20.8	24.1	
Yukon	-2.9	2,020	2,080	2,060	2,140	5.1	24.0	22.8	22.6	26.6	4.4	477	457	445	432	420	-2.7	20.6	21.2	20.7	20.6	25.2	
Gender																							
Male	-0.7	808,050	814,090	855,990	847,490	-0.8	19.7	19.8	21.3	23.7	5.0	443	422	408	395	390	0.7	6,563.3	6,517.7	6,911.5	7,969.7	9,610.0	
Female	-4.6	517,790	542,720	566,280	549,370	-1.9	19.6	20.0	21.9	23.9	6.7	382	358	347	333	330	-4.2	3,393.6	3,540.9	3,796.3	4,324.7	4,432.4	
Age																							
15 to 24 Years (youth)	-6.8	129,400	136,910	149,370	161,610	-3.8	17.6	18.3	19.1	20.4	7.5	389	362	349	337	332	-3.5	843.1	873.9	937.5	1,092.1	1,381.3	
25 to 44 Years	-2.4	580,680	594,800	627,110	629,390	-1.1	18.9	19.2	20.7	22.9	5.7	430	407	393	381	376	-1.3	4,284.7	4,342.2	4,623.4	5,404.5	6,488.4	
45 to 54 Years	-2.8	330,230	339,570	362,420	349,010	-0.3	20.1	20.1	22.2	24.5	5.5	423	401	388	376	373	-2.1	2,544.2	2,598.1	2,816.0	3,282.7	3,659.5	
55 Years and Older (Older Workers)	0.7	285,530	283,530	283,370	256,850	-2.1	21.6	22.0	24.3	27.4	5.4	407	386	375	362	358	1.8	2,284.9	2,244.4	2,330.9	2,515.1	2,513.1	
EI Claimant Category⁵																							
Long-Tenured Workers	-9.9	285,010	316,420	363,840	335,410	-0.1	18.3	18.3	22.1	26.3	5.8	454	429	416	405	402	-12.6	2,284.0	2,611.8	3,025.9	4,214.5	4,837.8	
Occasional Claimants	1.4	731,050	720,810	737,390	752,220	-1.5	19.1	19.4	20.4	22.1	7.5	403	375	361	349	343	6.3	4,990.4	4,693.9	4,927.8	5,429.3	6,522.6	
Frequent Claimants	-3.1	309,780	319,580	321,040	309,230	-2.8	22.2	22.8	23.6	24.4	3.2	425	412	399	388	378	-2.6	2,682.5	2,752.8	2,754.1	2,650.6	2,682.0	

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Annex 2.2 Regular Benefits (CONTINUED)

	New Claims ¹				Average Duration ²				Average Weekly Benefit ³				Amount Paid ³										
	% Change		(Number of Weeks)		% Change		(\$)		% Change		(\$ Million)		% Change		(\$ Million)								
	2012/13-2013/14	2012/13-2011/12	2012/13-2011/12	2012/13-2011/12	2012/13-2011/12	2012/13-2011/12	2012/13-2011/12	2012/13-2011/12	2012/13-2011/12	2012/13-2011/12	2012/13-2011/12	2012/13-2011/12	2012/13-2011/12	2012/13-2011/12	2012/13-2011/12	2012/13-2011/12							
Seasonality⁶																							
Regular Seasonal Claims	0.6	422,420	419,930	412,230	381,810	417,430	-2.1	18.1	18.5	19.9	20.1	3.8	433	417	402	391	384	0.5	3,382.4	3,365.5 ^r	3,362.3 ^r	3,391.7 ^r	3,564.3 ^r
Non-Seasonal Claims	-3.6	903,420	936,880	1,010,040	1,015,050	1,199,180	-0.7	Not applicable	20.3	20.4	22.2	6.7	413	387	376	363	361	-1.8	6,574.5	6,693.1	7,345.5	8,902.7	10,478.1
Total (Canada)	-2.3	1,325,840	1,356,810	1,422,270	1,396,860	1,616,610	-1.3	Not applicable	19.6	19.9	21.5	5.8	419	396	384	371	367	-1.0	9,956.9	10,058.6	10,707.8	12,294.4	14,042.4

Note: Totals may not add up due to rounding.

- Includes claims for which at least \$1 of regular benefits was paid.
- Data on duration of regular benefits are presented up to 2012/13, to ensure all claims were completed.
- Takes into account Family Supplement top-ups paid to claimants with regular benefits, but excludes employment benefits paid under section 25 of the *Employment Insurance Act*.
- For the 2013/14 *Employment Insurance Monitoring and Assessment Report*, provincial and territorial figures are based on the province or territory of residence where a claim was initially established; prior years' figures have been restated to reflect this. The previous reporting methodology was based on the province or territory of residence where the claim ended.
- Long-tenured workers are EI claimants who have paid at least 30% of the maximum annual EI premiums for the past 7 of 10 years and who, over the last 5 years, have collected EI regular or fishing benefits for 35 weeks or less. Frequent claimants are EI claimants who have had three or more claims for EI regular or fishing benefits and have collected benefits for a total of more than 60 weeks in the past 5 years. Occasional claimants are EI claimants who do not meet the requirements for either long-tenured workers or frequent claimants.
- Seasonal claimants are individuals who established three or more claims in the previous five years, of which at least two were established about the same time of the year as their current claim. For the purposes of this annex, seasonal claimants excludes fishing claimants.

^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 2.3 Regular Benefits, by Industry

	New Claims ¹					Average Duration ²					Average Weekly Benefit ³					Amount Paid ³								
	% Change					% Change	(Number of Weeks)				% Change	(\$)				% Change	(\$ Million)							
	2012/13-2013/14	2013/14	2012/13	2011/12	2010/11	2009/10	2011/12-2012/13	2012/13	2011/12	2010/11	2009/10	2012/13-2013/14	2012/13	2011/12	2010/11	2009/10	2012/13-2013/14	2012/13	2011/12	2010/11	2009/10			
Industry	4.0	512,230	492,470	534,240	529,430	630,930	-0.4	19.3	19.4	20.8	22.9	4.6	451	431	416	403⁴	398	4.5	4,156.2	3,980.8	4,325.3	4,975.6	6,450.8	
Goods Sector								Not applicable																
Agriculture, Forestry, Fishing and Hunting	-1.7	57,140	58,110	64,000	63,470	70,210	-4.2	21.6	22.6	23.6	24.5	2.5	403	393	379	368	368	-3.7	493.7	512.8	546.9	575.6	649.3	
Mining, and Oil and Gas Extraction	9.9	24,390	22,190	21,760	20,450	30,370	1.2	20.3	20.0	21.1	23.5	4.0	495	476	462	448	438	19.2	244.0	204.6	194.7	220.6	414.8	
Utilities	8.8	4,680	4,300	4,530	5,010	5,250	-4.4	17.0	17.7	19.1	21.9	3.6	494	477	459	445	432	6.2	38.4	36.2	38.0	46.2	43.7	
Construction	6.3	274,750	258,530	272,830	267,840	287,500	0.7	18.1	18.0	19.2	20.8	4.0	472	454	438	425	416	9.3	2,200.1	2,012.8	2,124.2	2,291.5	2,519.7	
Manufacturing	1.3	151,270	149,340	171,120	172,660	237,600	0.2	20.4	20.4	22.2	25.0	6.3	423	398	388	377	380	-2.7	1,182.0	1,214.5	1,421.5	1,841.6	2,823.4	
Service Sector	-3.6	769,260	797,760	844,090	823,800	944,030	-1.5	19.8	20.1	21.9	24.3	5.8	399	377	365	351	348	-2.0	5,524.4	5,639.9	6,056.6	6,978.9	7,297.4	
Wholesale Trade	-3.7	43,940	45,620	48,440	49,950	63,170	-1.0	23.4	23.6	25.3	29.6	5.9	412	389	376	365	366	1.9	418.5	410.8	456.7	588.4	672.7	
Retail Trade	-6.3	79,210	84,540	89,480	94,700	100,260	-1.3	22.7	23.0	24.6	27.3	8.6	352	324	323	313	304	-2.0	598.8	610.7	695.3	802.1	774.9	
Transportation and Warehousing	-3.8	56,690	58,950	62,960	61,280	75,970	1.1	19.3	19.1	19.8	23.0	4.6	390	373	367	358	360	-5.8	402.8	427.8	422.6	515.9	644.2	
Information and Cultural Industries	-1.5	12,200	12,390	13,280	13,210	17,150	-2.4	22.7	23.2	25.7	29.2	6.7	447	419	405	395	387	2.3	125.6	122.8	134.1	172.3	185.5	
Finance and Insurance	-7.1	14,750	15,870	16,060	16,630	20,760	1.5	24.7	24.3	27.4	31.4	7.1	436	407	396	379	382	3.2	160.1	155.1	170.4	220.1	222.5	
Real Estate, and Rental and Leasing	1.7	18,050	17,750	18,690	17,800	21,460	-7.2	21.7	23.3	24.9	28.8	6.5	407	382	370	353	348	1.4	149.1	147.1	160.6	185.5	201.5	
Professional, Scientific and Technical Services	0.4	53,800	53,600	53,530	53,900	65,750	-3.2	21.3	22.0	23.3	26.3	5.2	448	426	406	391	387	7.0	493.2	460.9	479.2	569.6	729.4	
Management of Companies and Enterprises	-11.3	6,380	7,190	6,840	7,390	8,090	-6.3	20.7	22.1	24.1	26.4	4.3	439	421	403	394	380	-5.3	58.0	61.2	62.6	75.0	85.9	
Administrative and Support, Waste Management and Remediation Services	-0.7	90,470	91,140	99,120	95,830	112,750	-0.9	21.6	21.8	23.7	26.3	7.4	390	363	349	341	334	0.4	700.8	698.2	751.3	856.1	961.2	

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Annex 2.3 Regular Benefits, by Industry (CONTINUED)

	New Claims ¹				Average Duration ²				Average Weekly Benefit ³				Amount Paid ³							
	% Change	(Number)			(Number of Weeks)	% Change	(\$)			% Change	(\$ Million)									
	2012/13-2013/14	2012/13	2011/12	2010/11	2009/10	2011/12-2012/13	2012/13	2011/12	2010/11	2009/10	2012/13-2013/14	2012/13	2011/12	2010/11	2009/10					
Educational Services	-1.5	145,810	148,080	149,320	125,970	148,990	2.8	11.9	11.6	13.6	14.6	438	415	400	382	592.4	604.5	615.7	664.9	599.3
Health Care and Social Assistance	-3.2	48,840	50,440	55,510	54,260	53,000	-0.8	Not applicable	21.5	21.6	24.8	384	363	353	343	341.9	372.8	400.3	425.5	349.6
Arts, Entertainment and Recreation	-4.9	29,760	31,290	34,060	34,560	37,130	-3.1	19.9	20.5	21.5	23.2	364	351	337	328	198.1	213.5	230.7	253.9	243.2
Accommodation and Food Services	-6.0	63,360	67,410	73,120	76,660	83,340	-2.7	22.4	23.0	24.4	26.0	330	310	300	285	444.8	458.8	505.7	558.8	572.3
Other Services	-7.7	40,700	44,080	47,330	47,670	55,750	-3.4	21.3	22.1	23.8	26.1	380	362	349	337	316.4	339.5	369.3	438.8	448.2
Public Administration	-5.9	65,300	69,410	76,350	73,990	80,460	-2.8	19.9	20.5	21.6	23.3	426	411	400	388	523.7	556.3	602.3	651.9	606.9
Unclassified	-33.4	44,350	66,580	43,940	43,630	41,650	-0.8	Not applicable	22.1	22.3	23.8	392	372	356	344	274.4	437.9	325.9	339.9	294.2
Total (Canada)	-2.3	1,325,840	1,356,810	1,422,270	1,396,860	1,616,610	-1.3	Not applicable	19.6	19.9	21.5	419	396	384	371	9,956.9	10,058.6	10,707.8	12,294.4	14,042.4

Note: Totals may not add up due to rounding.

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

² Data on duration of regular benefits are presented up to 2012/13 to ensure all claims were completed.

³ Takes into account Family Supplement top-ups paid to claimants with regular benefits, but excludes employment benefits paid under section 25 of the *Employment Insurance Act*.

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 2.4 Regular Benefits, by Regional Unemployment Rate and Insurable Hours of Previous Employment

	New Claims ¹				Average Duration ²				Average Weekly Benefit ³				Amount Paid ³										
	% Change	(Number of Weeks)			% Change	(\$)			% Change	(\$ Million)													
	2012/13-2013/14	2012/13	2011/12	2010/11	2009/10	2011/12-2012/13	2012/13	2011/12	2010/11	2009/10	2012/13-2013/14	2012/13	2011/12	2010/11	2009/10								
Regional Unemployment Rate																							
6.0% or Lower	-5.9	187,910	199,610	182,290	109,660	136,430	-1.1	15.7	15.9	16.8	20.2	442	406	396	369	368	92.6	2,348.5	1,219.6	891.3	791.8	2,090.6	
6.1%-7.0%	23.4	196,410	159,140	163,980	118,160	137,070	-1.3	17.7	18.0	18.9	22.2	416	392	379	384	372	46.3	1,530.9	1,046.3	1,074.0	853.6	1,695.7	
7.1%-8.0%	46.7	259,710	177,020	165,330	225,910	190,640	2.0	18.7	18.3	20.1	22.8	8.6	417	384	375	368	375	187.0	2,865.9	998.5	1,273.1	1,884.0	2,309.4
8.1%-9.0%	-25.7	327,930	441,350	463,540	332,240	217,710	-2.2	19.1	19.5	20.2	24.2	5.1	415	395	379	368	365	87.5	392.7	3,129.3	3,115.9	1,877.9	1,812.0
9.1%-10.0%	-54.2	45,870	100,260	138,570	209,390	448,240	1.9	20.8	20.4	23.6	24.0	3.8	412	397	388	364	363	45.3	557.0	1,018.6	1,154.5	2,975.2	2,149.8
10.1%-11.0%	71.9	84,820	49,340	64,650	113,080	123,230	0.2	21.2	20.0	21.5	24.2	2.2	413	404	386	379	363	15.0	436.6	379.6	699.5	957.9	957.7
11.1%-12.0%	20.9	52,390	43,320	48,980	81,070	103,370	0.2	22.9	22.9	22.7	22.5	4.6	411	393	393	379	374	-76.8	104.9	451.7	536.4	747.3	533.6
12.1%-13.0%	-49.6	10,030	19,890	26,520	40,240	60,520	12.4	25.1	22.3	24.4	24.5	6.5	429	403	398	371	366	-23.1	160.6	208.8	243.9	468.6	499.0
13.1%-14.0%	-76.2	6,620	27,860	20,130	19,250	39,310	-8.5	23.8	26.0	27.8	23.8	4.9	429	409	392	365	382	-32.8	145.1	215.8	188.0	259.8	247.1
14.1%-15.0%	12.9	20,030	17,740	20,290	20,540	24,030	1.8	26.1	25.7	26.3	26.4	5.4	413	392	381	384	363	98.0	411.0	207.6	208.7	181.9	360.8
15.1%-16.0%	164.5	57,470	21,730	30,080	28,850	32,470	0.3	27.0	27.0	26.1	27.0	6.7	413	387	381	372	364	95.6	488.9	250.0	306.6	275.6	217.9
16.1% or Higher	-23.0	76,650	99,550	97,910	98,470	113,590	-3.9	26.3	27.3	27.9	28.7	3.4	420	406	389	374	364	-44.8	514.8	932.8	1,015.7	1,020.7	1,168.8
Insurable Hours of Previous Employment⁴																							
420-559 Hours	-5.6	16,200	17,170	19,490	24,170	29,810	-6.1	27.1	28.9	28.3	28.2	3.3	309	299	293	287	288	-13.3	128.3	148.0	173.6	210.7	204.6
560-699 Hours	-8.5	52,700	57,610	67,530	72,650	81,910	-4.0	21.4	22.3	22.9	24.1	2.4	343	335	324	317	314	-17.4	368.2	446.0	491.7	576.1	550.1
700-839 Hours	-3.1	88,590	91,410	101,820	102,090	106,190	-4.5	19.3	20.2	21.1	23.3	4.1	356	342	334	329	325	-8.3	578.8	631.2	691.5	762.4	746.6
840-979 Hours	-5.5	112,700	119,280	129,930	134,560	146,230	-2.5	19.7	20.2	21.5	23.4	5.6	374	354	346	337	331	-7.9	776.3	843.1	915.8	1,037.8	1,060.2
980-1,119 Hours	-4.0	125,430	130,690	140,840	138,760	152,380	-2.0	19.2	19.6	20.6	22.3	6.0	388	366	358	348	340	-3.7	869.8	902.8	962.4	1,030.7	1,110.8
1,120-1,259 Hours	-2.7	127,170	130,750	135,910	134,980	147,520	0.4	18.6	18.5	19.8	21.1	5.8	403	381	371	361	353	-1.0	851.6	859.9	903.4	978.0	1,046.1
1,260-1,399 Hours	-2.7	116,850	120,050	129,260	123,770	137,900	3.3	18.4	17.8	19.3	20.6	6.3	422	397	388	373	367	-1.9	790.0	805.6	842.0	903.6	989.1
1,400-1,539 Hours	-1.4	127,380	129,200	124,990	117,360	130,990	-2.7	17.1	17.5	19.1	20.9	5.8	438	414	398	382	377	1.7	824.6	810.8	815.6	883.8	974.1
1,540-1,679 Hours	-0.9	109,630	110,650	115,720	108,980	122,940	1.0	18.3	18.1	20.2	22.0	6.3	439	413	402	388	382	2.9	772.8	750.7	796.7	893.1	1,018.4
1,680-1,819 Hours	-2.6	110,040	112,990	114,690	110,720	128,960	-1.1	19.7	19.9	21.7	24.4	6.0	445	420	406	395	387	2.6	878.6	856.1	914.7	1,045.4	1,201.3
1,820 or More Hours	0.6	339,150	337,010	342,090	328,820	431,780	-0.6	21.4	21.5	24.0	27.2	5.5	463	439	424	411	407	3.8	3,117.7	3,004.2	3,200.3	3,971.4	5,140.8
Total (Canada)	-2.3	1,325,840	1,356,810	1,422,270	1,396,860	1,616,610	-1.3	19.6	19.9	21.5	23.8	5.8	419	396	384	371	367	-1.0	9956.9	10,058.6	10,707.8	12,294.4	14,042.4

Note: Totals may not add up due to rounding.

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

² Data on duration of regular benefits are presented up to 2012/13 to ensure all claims were completed.

³ Takes into account Family Supplement top-ups paid to claimants with regular benefits, but excludes employment benefits paid under section 25 of the *Employment Insurance Act*.

⁴ Amount paid may not add up to the total shown, due to some missing data on insurable hours.

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 Regular Benefits, by Employment Insurance Economic Region

	New Claims ¹				Average Duration ²				Average Weekly Benefit ³				Amount Paid ³									
	% Change 2012/13- 2013/14	2012/13	2011/12	2009/10	% Change 2011/12- 2012/13	(Number of Weeks)	2013/14	2012/13	2010/11	2009/10	% Change 2012/13- 2013/14	($\$$)	2011/12	2010/11	2009/10	% Change 2012/13- 2013/14	2012/13	2011/12	2010/11	2009/10		
Employment Insurance Region																						
Newfoundland and Labrador																						
St. John's	4.1	9,740	9,360	10,590	11,780	-4.0	17.6	18.3	21.9	22.6	2.8	434	422	403	387	374	4.1	65.6	68.4	82.2	89.4	96.1
Newfoundland/ Labrador	0.9	53,550	53,070	56,870	57,570	-2.1	27.6	28.2	28.8	29.5	4.3	414	397	384	369	357	0.1	559.5	559.0	600.6	599.6	658.3
Prince Edward Island																						
Prince Edward Island	-5.3	16,040	16,930	18,380	19,370	-6.0	23.3	24.8	24.9	24.9	1.5	395	389	373	362	359	-11.3	137.8	155.3	162.2	161.5	162.0
Nova Scotia																						
Eastern Nova Scotia	0.8	21,600	21,430	23,340	22,820	-1.5	27.6	28.0 ^f	27.6 ^f	28.8 ^f	4.8	413	394	384	371	364	-2.4	220.2	225.6	230.0	223.8	233.6
Western Nova Scotia	-6.6	26,340	28,200	31,290	31,080	1.2	23.5	23.3 ^f	24.6	24.6 ^f	1.6	388	382	371	355	348	-9.9	219.1	243.2	260.4	257.2	269.7
Halifax	-7.5	11,590	12,530	13,740	12,690	-2.3	18.5	19.0 ^f	20.4 ^f	22.7 ^f	8.0	405	375	366	352	345	-0.5	81.5	81.9	93.2	95.1	100.5
New Brunswick																						
Fredericton- Moncton- Saint John	-7.9	19,040	20,670	20,710	20,020	0.1	19.2	19.1	19.9	21.3	6.8	393	368	356	343	340	-1.9	133.4	136.0	132.3	137.5	130.0
Madawaska- Charlotte	-8.9	11,830	12,990	13,500	12,760	1.0	23.0	22.8	23.2	22.8	2.1	391	383	367	358	356	-5.1	98.8	104.1	105.3	104.0	112.8
Restigouche-Albert	-3.2	38,580	39,840	41,210	41,750	-1.5	25.9	26.3	26.4	26.3	3.5	411	397	379	367	358	-1.8	383.5	390.7	400.2	388.5	409.2
Quebec																						
Gaspésie- Îles-de-la-Madeleine	-2.3	24,670	25,250	26,490	26,590	-4.1	24.8	25.8	27.2	27.2	4.2	421	404	392	379	369	-4.0	243.7	253.9	263.9	262.8	275.6
Quebec	-2.1	32,840	33,530	35,740	34,530	-1.5	14.8	15.0	16.3	17.8	8.1	428	396	386	369	365	4.7	183.0	174.8	193.8	225.6	213.5
Trois-Rivières	-5.8	8,870	9,420	10,220	9,950	-5.8	18.4	19.6	20.9	20.7	-0.5	409	411	390	377	371	-13.0	57.9	66.5	73.0	77.8	72.8
South Central Quebec	-3.1	8,930	9,220	11,480	10,420	0.0	13.8	13.8	14.4	16.5	7.5	414	385 ^f	372	356	351	-7.0	43.0	46.2	53.0	57.7	69.8
Sherbrooke	-2.2	8,070	8,250	9,400	8,580	0.1	15.9	15.9	18.0	18.2	7.3	411	383	370	358	356	-4.2	44.3	46.2	50.3	54.7	60.2
Montréal	-2.0	26,190	26,730	32,230	30,400	-4.2	16.3	17.0	18.0	20.5	7.4	408	380	370	356	351	-4.7	158.4	166.1	190.2	210.7	235.8
Montréal	-2.1	152,130	155,350	157,750	150,210	-0.4	18.8	18.8	20.7	23.4	7.9	412	382	370	357	353	1.5	1,055.1	1,040.0	1,052.5	1,242.3	1,317.2
Central Quebec	-5.2	74,410	78,520	81,930	75,920	-3.3	18.1	18.8	19.6	20.3	1.0	407	403	389	374	369	-10.2	484.4	539.3	555.8	560.6	611.7

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Annex 2.5 Regular Benefits, by Employment Insurance Economic Region (CONTINUED)

	New Claims ¹					Average Duration ²					Average Weekly Benefit ³					Amount Paid ³						
	% Change	(Number of Weeks)				% Change	(Number of Weeks)	% Change	(\$)				% Change	(\$ Million)								
		2012/13-2013/14	2012/13	2011/12	2010/11				2009/10	2011/12-2012/13	2013/14	2012/13		2011/12	2010/11	2009/10	2012/13-2013/14	2013/14	2012/13	2011/12	2010/11	2009/10
North Western Quebec	-2.1	19,970	20,390	21,390	22,040	24,890	-0.5	20.1	20.2	21.2	22.4	0.7	422	419	407	389	379	156.3	166.2	171.6	184.5	213.3
Lower Saint Lawrence and North Shore	-2.9	47,290	48,710	51,040	50,990	54,220	-3.1	19.0	19.6	21.1	21.5	1.9	422	414	399	383	376	345.6	359.7	397.3	400.3	431.2
Hull	0.3	10,340	10,310	11,520	10,540	10,720	-0.7	17.0	17.1	17.7	18.7	6.3	424	399	388	378	375	65.5	68.2	68.6	73.5	68.2
Chicoutimi-Jonquière	-5.0	10,530	11,080	11,170	11,540	12,820	-2.1	16.8	17.1	18.5	19.7	0.7	413	410	395	380	371	68.2	66.6	74.7	82.6	89.4
Ontario																						
Ottawa	-3.8	19,950	20,740	21,380	18,840	21,620	-0.1	17.9	18.0	19.6	22.5	7.5	429	399	391	372	375	141.5	140.5	144.0	166.6	163.0
Eastern Ontario	1.6	19,820	19,510	19,130	17,660	18,880	-1.6	18.4	18.7	21.1	22.2	7.0	410	383	371	358	354	133.3	129.5	131.0	138.4	139.4
Kingston	0.0	3,820	3,820	4,420	3,990	4,550	-0.7	17.0	17.1	17.9	21.4	5.4	411	390	376	358	366	24.8	23.5	26.4	30.4	31.2
Central Ontario	-1.5	44,080	44,740	47,260	42,590	50,680	1.6	18.6	18.3	20.7	23.4	6.5	412	387	373	359	353	306.7	298.2	320.3	354.6	413.3
Oshawa	10.3	12,700	11,510	12,410	10,720	13,100	10.3	19.5	17.7	21.5	25.4	2.4	432	422	407	395	390	86.8	83.8	89.2	111.4	140.8
Toronto	-1.0	145,690	147,190	148,580	144,840	180,530	0.0	21.1	21.1	23.6	27.7	8.2	424	392	379	370	367	1,183.6	1,147.0	1,236.9	1,550.7	1,855.3
Hamilton	2.7	20,220	19,680	20,970	20,710	23,430	1.3	17.8	17.6	20.8	24.6	9.9	431	392	381	371	367	136.5	130.3	145.3	186.9	232.7
St. Catharines	-0.5	16,780	16,870	16,880	16,150	19,720	-1.2	19.2	19.4	20.9	24.7	9.8	405	369	363	349	353	113.8	112.3	113.8	139.4	170.0
London	2.2	14,210	13,900	14,490	13,900	17,230	-4.1	19.6	20.4	20.6	23.6	8.6	416	383	377	361	368	105.0	101.5	105.1	122.2	161.4
Niagara	-4.9	12,610	13,260	13,940	12,850	15,310	-3.5	19.5	20.2	22.4	25.2	2.5	415	405	396	382	376	96.6	98.5	109.1	124.4	158.7
Windsor	-16.2	10,230	12,210	11,740	13,180	15,260	15.4	20.4	17.6	19.8	23.2	0.0	408	408	402	389	373	82.4	86.8	90.4	109.7	175.4
Kitchener	3.1	15,050	14,600	15,150	14,420	17,740	-3.4	18.2	18.9	20.7	24.8	9.7	429	391	383	368	366	108.0	99.8	110.9	133.9	191.1
Huron	7.0	13,750	12,850	14,380	13,600	16,610	3.6	18.8	18.1	21.0	24.1	1.7	419	412	396	390	380	90.6	90.2	110.0	124.5	169.6
South Central Ontario	-7.2	13,040	14,050	15,010	14,580	18,130	-2.0	16.5	16.8	18.9	22.3	6.9	419	392	381	368	367	86.6	89.5	96.4	125.9	176.0
Sudbury	0.7	5,780	5,740	5,710	5,930	10,610	5.2	19.2	18.2	20.0	23.6	5.1	430	409	384	377	391	43.3	39.0	40.8	61.8	88.7
Thunder Bay	4.6	4,520	4,320	4,840	4,310	5,550	1.9	16.5	16.2	15.9	22.1	8.3	446	412	396	386	384	29.9	27.7	26.9	34.3	49.3
Northern Ontario	-1.6	28,790	29,260	29,960	28,990	34,880	0.6	22.5	22.4	22.9	24.0	3.4	429	415	402	387	380	259.4	256.8	251.3	274.0	327.8
Manitoba																						
Winnipeg	-5.2	19,370	20,440	21,050	19,820	23,230	0.3	16.1	16.1	17.4	19.2	10.0	417	379	370	359	353	122.8	120.7	121.1	143.1	146.0
Southern Manitoba	-8.6	9,280	10,130	10,550	10,270	11,500	3.6	15.2	14.7	16.0	18.2	6.9	404	378	362	358	351	55.5	56.2	56.6	65.4	71.7
Northern Manitoba	-3.4	7,010	7,260	7,490	7,240	7,930	-3.6	25.2	26.1	26.3	27.0	3.3	409	396	382	364	364	68.8	73.6	70.1	71.0	74.5

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Annex 2.5 Regular Benefits, by Employment Insurance Economic Region (CONTINUED)

	New Claims ¹				Average Duration ²				Average Weekly Benefit ³				Amount Paid ³										
	% Change		(Number of Weeks)		% Change		(\$)		% Change		(\$ Million)		% Change		(\$ Million)								
	2012/13-2013/14	2012/13-2013/14	2010/11-2011/12	2011/12-2012/13	2009/10-2011/12	2011/12-2012/13	2009/10-2013/14	2011/12-2012/13	2009/10-2013/14	2010/11-2011/12	2011/12-2012/13	2009/10-2013/14	2010/11-2011/12	2011/12-2012/13	2009/10-2013/14	2010/11-2011/12							
Saskatchewan																							
Regina	1.3	3,970	3,920	4,110	3,910	5,130	4.4	15.3	14.7	16.2	19.0	9.4	455	416	402	384	379	3.1	24.4	23.7	23.4	30.1	31.5
Saskatoon	-3.3	6,100	6,310	6,560	6,540	7,360	-10.8	14.7	16.5	17.2	19.4	6.3	437	411	400	385	378	-3.8	37.8	39.3	40.6	51.6	47.8
Southern Saskatchewan	-6.5	7,500	8,020	8,210	8,480	10,180	0.7	16.0	15.9	17.4	19.7	5.7	426	403	387	369	367	-6.2	47.9	51.1	51.3	62.7	72.7
Northern Saskatchewan	1.6	9,820	9,670	10,400	10,540	12,540	-2.2	23.2	23.7	24.2	24.6	2.6	432	421	402	381	378	0.0	95.0	95.0	95.8	106.6	123.4
Alberta																							
Calgary	-0.9	26,580	26,820	26,080	29,610	42,560	-0.2	17.0	17.1	19.9	24.6	7.2	462	431	414	406	399	6.0	195.5	184.3	212.1	310.1	448.7
Edmonton	9.0	29,770	27,300	29,490	33,060	39,990	-2.1	15.1	15.5	19.1	22.8	7.6	470	437	425	414	404	15.4	200.9	174.1	220.5	311.8	376.8
Northern Alberta	3.7	7,320	7,060	8,310	8,670	11,270	-7.8	17.1	18.6	20.9	23.5	3.1	465	451	438	419	416	-1.0	58.6	59.2	71.1	91.0	114.6
Southern Alberta	-7.5	20,330	21,980	22,790	24,720	37,090	-6.8	15.3	16.4	18.6	22.7	7.7	450	418	406	394	391	-1.0	140.0	141.4	160.7	235.9	344.5
British Columbia																							
Southern Interior British Columbia	-0.9	29,150	29,400	33,070	34,220	39,120	-4.3	17.8	18.6	21.6	23.9	8.4	428	395	383	368	367	-2.7	199.0	204.6	247.5	298.5	342.6
Abbotsford	-3.5	7,980	8,270	8,570	8,680	9,490	-8.0	18.4	20.0	20.8	23.1	3.2	359	348	335	322	331	-6.1	50.4	53.7	58.2	62.5	69.0
Vancouver	-2.8	58,780	60,470	63,510	66,490	78,510	-2.5	19.2	19.7	22.2	25.1	7.3	412	384	374	362	368	0.0	430.7	430.8	476.8	644.7	681.8
Victoria	-11.8	7,790	8,830	9,190	9,180	10,400	0.2	18.0	17.9	19.8	23.0	7.5	428	398	379	381	373	-11.8	54.6	62.0	62.9	75.0	85.0
Southern Coastal British Columbia	-6.2	21,280	22,680	23,510	24,670	26,700	-4.8	18.4	19.3	20.1	22.7	8.1	426	394	379	368	368	-4.1	152.8	159.2	171.9	204.2	230.5
Northern British Columbia	-10.3	15,840	17,650	18,460	19,010	24,940	-3.8	20.6	21.4	22.5	24.5	2.8	444	432	417	399	392	-15.7	136.6	162.1	156.7	197.3	246.6

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Annex 2.5 Regular Benefits, by Employment Insurance Economic Region (CONTINUED)

	New Claims ¹				Average Duration ²				Average Weekly Benefit ³				Amount Paid ³									
	% Change		(Number of Weeks)		% Change		(Number of Weeks)		% Change		(\$)		% Change		(\$ Million)							
	2012/13- 2013/14	2011/12 2009/10	2012/13 2013/14	2011/12 2010/11	2011/12- 2012/13	2012/13 2013/14	2012/13- 2013/14	2009/10 2010/11	2012/13- 2013/14	2009/10 2010/11	2012/13- 2013/14	2011/12 2012/13	2012/13- 2013/14	2009/10 2010/11	2011/12 2012/13	2012/13- 2013/14	2009/10 2010/11					
Territories																						
Yukon	-2.9	2,020	2,080	2,060	2,140	2,180	5.1	24.0	22.8	22.6	26.6	4.4	477	457	445	432	420	20.6	21.2	20.7	20.6	25.2
Northwest Territories	-3.8	1,530	1,590	1,720	1,680	1,910	-0.3	26.2	26.3	27.4	28.0	5.2	487	463	448	440	428	19.4	20.9	19.5	20.8	24.1
Nunavut	-5.6	850	900	930	1,110	930	2.2	28.2	27.6	29.2	28.2	-0.4	460	462	433	430	427	11.7	12.5	11.3	12.7	11.3
Total (Canada)	-2.3	1,325,840	1,356,810	1,422,270	1,396,860	1,616,610	-1.3	Not applicable	19.6	19.9	23.8	5.8	419	396	384	371	367	9,956.9	10,058.6	10,707.8	12,294.4	14,042.4

Note: Totals may not add up due to rounding.

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

² Data on duration of regular benefits are presented up to 2012/13 to ensure all claims were completed.

³ Takes into account Family Supplement top-ups paid to claimants with regular benefits, but excludes employment benefits paid under section 25 of the *Employment Insurance Act*.

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 Fishing Benefits

Province/Territory ⁴	New Claims ¹				Average Duration ²				Average Weekly Benefit ³				Amount Paid ³											
	% Change		%		(Number of Weeks)		%		(\$)		%		(\$ Million)											
	2012/13-2013/14	2013/14-2014/15	2012/13-2013/14	2013/14-2014/15	2010/11-2011/12	2011/12-2012/13	2009/10-2010/11	2010/11-2011/12	2009/10-2010/11	2010/11-2011/12	2011/12-2012/13	2012/13-2013/14	2010/11-2011/12	2011/12-2012/13	2012/13-2013/14	2013/14-2014/15								
Newfoundland and Labrador	-5.2	11,218	11,833	12,462	11,322	12,076	-0.6	20.7	20.9	19.9	20.7	3.6	464	448	440	417	399	-1.2	100.1	101.3	106.1	92.6	100.1	
Prince Edward Island	-1.5	2,834	2,877	2,977	3,022	3,102	0.1	19.5	19.5	19.6	19.6	1.0	475	470	449	436	421	-2.8	22.6	23.3	23.8	23.9	24.7	
Nova Scotia	-3.9	5,225	5,436	5,608	5,579	5,570	0.3	19.7	19.6	19.6	19.6	2.3	474	463	444	432	418	-3.0	49.2	50.7	50.0	47.1	46.0	
New Brunswick	-1.6	2,751	2,795	2,770	2,671	2,802	0.0	19.6	19.6	19.6	19.5	2.6	486	473	455	440	428	4.8	27.0	25.8	25.5	22.9	24.5	
Quebec	-3.3	1,409	1,457	1,499	1,477	1,561	-2.6	18.9	19.4	19.7	19.4	3.0	489	475	459	445	431	1.5	12.3	12.1	12.8	11.6	11.8	
Ontario	9.8	90	82	94	89	80	3.9	21.5	20.7	20.2	19.8	2.6	417	406	403	392	391	11.8	1.2	1.0	1.0	1.0	0.8	
Manitoba	-1.9	778	793	777	891	927	4.9	23.1	22.1	22.8	22.8	2.3	400	391	377	370	376	1.8	8.3	8.1	7.9	9.2	9.1	
Saskatchewan	-8.7	116	127	120	137	156	2.6	24.7	24.1	24.9	23.2	2.2	394	386	342	370	353	38.8	1.1	0.8	0.5	0.5	0.6	
Alberta	15.0	23	20	15	19	20	-13.9	20.4	23.7	23.1	22.1	-2.1	396	404	409	439	400	15.6	0.1	0.1	0.2	0.1	0.2	
British Columbia	-6.0	2,644	2,814	3,144	3,294	2,967	-0.8	22.9	23.1	23.0	22.8	4.1	432	416	415	412	393	-12.3	25.4	28.9	31.0	32.4	26.9	
Nunavut	68.3	69	41	29	22	27	9.4	19.9	18.2	16.6	19.1	-1.2	459	464	458	426	411	-20.3	0.2	0.3	0.1	0.1	0.2	
Northwest Territories	16.7	14	12	10	9	7	0.1	25.9	25.9	21.5	25.3	3.8	449	433	398	399	409	30.2	0.4	0.3	0.2	0.2	0.1	
Yukon	33.3	4	3	1	1	3	49.0	25.3	17.0	19.0	25.7	3.3	501	485	448	457	384	Not applicable	0.0	0.0	0.0	0.0	0.0	
Gender																								
Male	-3.7	22,372	23,222	24,298	23,672	24,282	-0.2	20.1	20.2	19.9	20.1	3.0	470	456	443	428	413	-2.1	205.0	209.4	214.3	200.1	202.5	
Female	-5.2	4,803	5,068	5,208	4,861	5,016	-1.0	Not applicable	22.2	22.4	22.2	2.4	443	433	421	402	384	-0.9	43.0	43.4	44.8	41.6	42.6	

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Annex 2.6 Fishing Benefits (CONTINUED)

Age	New Claims ¹			Average Duration ²			Average Weekly Benefit ³			Amount Paid ³												
	% Change			% Change	(Number of Weeks)		% Change	(\$)		% Change	(\$ Million)											
	2012/13-2013/14	2012/13	2011/12	2011/12-2012/13	2013/14	2012/13	2011/12	2012/13-2013/14	2013/14	2012/13	2011/12	2010/11	2009/10									
15 to 24 Years (Youth)	-9.0	1,127	1,239	1,361	1,218	1,267	-1.8	19.9	20.3	20.2	20.2	449	430	421	405	395	-3.7	10.9	11.3	11.3	9.1	11.2
25 to 44 Years	-7.3	8,335	8,987	9,697	9,639	10,375	-0.6	20.0	20.2	19.6	19.9	467	453	441	426	412	-3.4	75.0	77.6	84.8	84.0	88.6
45 to 54 Years	-4.4	8,420	8,805	9,232	9,029	9,277	0.0	20.3	20.3	20.1	20.4	471	458	444	427	412	-5.0	78.8	82.9	83.0	75.5	75.9
55 Years and Older (Older Workers)	0.4	9,293	9,259	9,216	8,647	8,379	-0.5	21.2	21.3	21.2	21.3	461	448	435	419	400	2.9	83.2	80.9	80.1	73.1	69.4
Total (Canada)	-3.9	27,175	28,290	29,506	28,533	29,298	-0.3	20.5	20.6	20.3	20.5	465	452	439	423	408	-1.9	247.9	252.8	259.2	241.7	245.1

Note: Totals may not add up due to rounding.

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

² Data on duration of fishing benefits are presented up to 2012/13 to ensure all claims were completed.

³ Takes into account Family Supplement top-ups paid to claimants with fishing benefits.

⁴ For the 2013/14 *Employment Insurance Monitoring and Assessment Report*, provincial and territorial figures are based on the province or territory of residence where a claim was initially established; prior years' figures have been restated to reflect this. The previous reporting methodology was based on the province or territory of residence where the claim ended.

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 2.7 Seasonal Claimants¹

Province/Territory ⁴	New Claims ²					Average Weekly Benefit ³					Amount Paid ³						
	% Change 2012/13- 2013/14	2013/14	2012/13	2011/12	2009/10	% Change 2012/13- 2013/14	2013/14	2012/13	2011/12	2010/11	2009/10	% Change 2012/13- 2013/14	2013/14	2012/13	2011/12	2010/11	2009/10
		2013/14	2012/13	2011/12	2009/10		2013/14	2012/13	2011/12	2010/11	2009/10		2013/14	2012/13	2011/12	2010/11	2009/10
Newfoundland and Labrador	-2.2	43,320	44,280	46,440	49,340	3.2	436	423	409	393	379	-1.5	440.2	447.1	470.6	455.6	488.8
Prince Edward Island	-5.6	11,580	12,270	12,590	12,810	1.1	421	417	400	393	383	-7.7	101.8	110.2	113.4	110.8	111.4
Nova Scotia	-2.4	31,290	32,070	32,610	32,580	2.3	422	412	398	387	377	-2.9	279.5	287.7	286.2	270.7	275.9
New Brunswick	-1.9	37,220	37,950	37,670	38,220	3.2	422	409	392	384	375	-0.1	349.5	349.9	345.7	331.9	347.6
Quebec	-0.3	162,300	162,710	161,600	152,240	3.8	436	420	406	395	388	0.2	1,055.5	1,053.1	1,069.5	1,093.9	1,129.5
Ontario	4.4	95,960	91,900	87,250	75,820	4.3	443	425	410	398	394	9.7	549.1	500.4	484.6	491.6	526.8
Manitoba	-1.4	11,300	11,460	11,160	11,020	6.6	423	397	388	376	372	2.5	66.5	66.8	65.3	66.1	66.6
Saskatchewan	-6.0	7,890	8,390	8,200	7,760	5.4	440	418	406	392	382	-2.2	54.3	55.5	52.5	53.6	55.5
Alberta	7.0	13,020	12,170	11,010	8,650	4.9	468	446	434	424	409	8.1	73.8	68.3	64.4	66.1	68.5
British Columbia	2.3	34,750	33,970	32,140	27,330	4.6	423	404	396	387	383	-0.6	205.8	207.1	199.5	211.0	206.3
Nunavut	0.0	120	120	110	80	2.8	476	463	455	444	437	-32.7	1.0	1.4	1.2	0.8	1.4
Northwest Territories	0.0	290	290	280	290	7.0	495	463	452	444	441	-7.5	3.8	4.1	3.2	3.2	3.5
Yukon	-14.1	550	640	680	620	4.4	489	469	449	442	431	-16.6	5.4	6.5	6.2	5.7	5.8
Gender																	
Male	0.5	284,400	282,910 ^r	279,440	269,460 ^r	3.4	459	444	430	419	410	2.1	2,302.6	2,254.9 ^r	2,264.4	2,255.6	2,392.6
Female	-0.1	165,190	165,310 ^r	162,300	140,980	4.7	393	376	362	345	344	-2.0	885.5	903.2	898.0	905.3	895.0
Age																	
15 to 24 Years (Youth)	-8.7	12,070	13,220 ^r	13,540	12,570	3.7	444	429	420	407	397	-6.7	93.8	100.5	97.5	94.1	99.0
25 to 44 Years	0.1	163,680	163,540 ^r	162,280	155,910 ^r	4.0	452	435	420	408	398	0.8	1,133.5	1,124.9 ^r	1,146.9	1,169.3	1,272.3
45 to 54 Years	-1.7	134,480	136,830 ^r	138,910	130,430 ^r	3.9	434	417	403	391	384	-1.2	941.3	953.1	988.4	1,014.6	1,055.1
55 Years and Older (Older Workers)	3.5	139,370	134,640 ^r	127,010	111,440	3.8	415	400	386	374	368	4.1	1,019.5	979.6	929.4	882.9	861.2

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Annex 2.7 Seasonal Claimants¹ (CONTINUED)

EI Claim Type	New Claims ²					Average Weekly Benefit ³					Amount Paid ³										
	% Change 2012/13- 2013/14	2012/13	2011/12	2010/11	2009/10	% Change 2012/13- 2013/14	2012/13	2011/12	2010/11	2009/10	% Change 2012/13- 2013/14	2012/13	2011/12	2010/11	2009/10						
		2013/14	2012/13	2011/12	2010/11		2009/10	2013/14	2012/13	2011/12		2010/11	2009/10	2013/14	2012/13	2011/12	2009/10				
Regular Benefits	0.6	422,420	419,930	412,230	381,810 ^r	417,430 ^r	433	417	403	384	4.0	433	417	403	384	1.2	2,940.2	2,905.3 ^r	2,903.2	2,919.2	3,042.5
Fishing Benefits	-3.9	27,180	28,290	29,510	28,530	29,300	465	452	439	408	3.0	465	452	439	408	-1.9	247.9	252.8	259.2	241.7	245.1
Total (Canada)	0.3	449,600	448,220	441,740	410,340 ^r	446,730 ^r	435	419	405	386	3.9	435	419	405	386	0.9	3,188.1	3,158.1 ^r	3,162.3	3,160.9	3,287.6

Note: Totals may not add up due to rounding.

1. Seasonal claimants are individuals who established three or more claims in the previous five years, of which at least two were established about the same time of the year as their current claim. For the purposes of this annex, all fishing claimants are considered seasonal claimants.

2. Includes claims for which at least \$1 of regular or fishing benefits was paid.

3. Takes into account Family Supplement top-ups paid to seasonal claimants.

4. For the 2013/14 *Employment Insurance Monitoring and Assessment Report*, provincial and territorial figures are based on the province or territory of residence where a claim was initially established; prior years' figures have been restated to reflect this. The previous reporting methodology was based on the province or territory of residence where the claim ended.

^r Revised.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Regular seasonal data are based on a 10% sample of EI administrative data. Fishing data are based on a 100% sample of EI administrative data, except for the Amount Paid which is based on a 10% sample. For reporting consistency, fishing claims have been rounded to the nearest 10 digits in this annex.

Annex 2.8 Special Benefits 1,2,3

	New Claims ⁴				Average Weekly Benefits ⁵				Amount Paid ⁵									
	% Change 2012/13- 2013/14	2012/13	2013/14	2009/10	% Change 2012/13- 2013/14	2012/13	2013/14	2009/10	% Change 2012/13- 2013/14	2012/13	2013/14	2009/10	2011/12	2010/11	2009/10			
																2011/12	2010/11	2011/12
Province/Territory⁶																		
Newfoundland and Labrador	4.8	11,650	11,120	11,550	10,670	11,020	2.1	401	393	374	357	344	1.4	93.4	92.1	85.6	81.4	78.7
Prince Edward Island	18.4	5,930	5,010	5,950	5,380	5,200	0.9	387	384	367	351	355	3.7	32.9	31.8	33.9	28.8	30.0
Nova Scotia	3.0	21,110	20,500	22,120	21,530	20,820	5.8	393	372	362	348	336	-2.6	154.0	158.2	155.1	144.1	148.7
New Brunswick	-4.3	24,190	25,280	24,690	25,250	24,830	4.4	395	379	363	353	339	2.8	157.2	152.9	149.4	142.3	141.7
Quebec	-0.2	105,110	105,330	102,050	97,110	100,130	4.5	380	364	350	340	330	3.2	366.1	354.8	320.9	304.5	305.6
Ontario	1.5	184,710	181,920	183,950	179,990	185,230	6.2	410	386	375	367	357	5.6	2,103.1	1,991.5	1,929.5	1,905.5	1,915.5
Manitoba	1.4	19,570	19,300	18,450	18,850	19,250	6.5	397	373	356	350	340	11.6	205.8	184.3	171.7	165.6	171.0
Saskatchewan	3.3	15,240	14,760	14,060	14,730	15,060	6.0	414	390	374	360	348	13.4	187.2	165.1	157.9	153.4	148.9
Alberta	1.4	54,730	53,990	50,450	50,810	52,180	7.0	430	402	387	377	372	8.4	711.8	656.4	601.0	590.8	608.4
British Columbia	0.8	71,430	70,880	73,140	73,140	74,800	7.6	403	375	362	354	346	4.7	704.6	672.9	653.4	640.5	638.8
Nunavut	-2.6	380	390	420	470	470	0.9	474	470	449	435	422	31.5	6.0	4.6	5.9	5.4	5.8
Northwest Territories	-15.9	690	820	950	800	680	4.8	488	466	454	440	420	6.1	10.7	10.1	12.3	9.4	7.9
Yukon	-20.3	590	740	720	540	630	3.6	452	436	437	439	420	-15.9	8.1	9.6	7.2	6.7	6.1
Gender																		
Male	1.7	170,830	167,900	165,240	160,700	163,510	5.4	433	410	396	386	376	5.8	801.5	757.6	704.3	682.6	694.8
Female	0.7	344,500	342,140	343,260	338,570	346,790	6.1	388	366	354	345	336	5.7	3,939.5	3,726.9	3,579.5	3,495.8	3,512.4
Age																		
15 to 24 Years (Youth)	-4.8	39,800	41,810	43,110	45,700	48,350	6.6	321	301	288	284	276	1.1	334.5	330.9	338.4	350.1	383.5
25 to 44 Years	0.2	298,550	297,860	296,570	294,460	301,150	5.8	420	397	384	375	366	5.7	3,687.5	3,487.9	3,331.2	3,252.7	3,255.1
45 to 54 Years	1.1	91,240	90,260	91,260	88,460	91,060	5.8	399	377	365	355	345	4.8	378.2	361.0	338.9	325.6	326.1
55 Years and Older (Older Workers)	7.0	85,740	80,110	77,560	70,650	69,740	5.6	385	365	352	339	332	11.8	340.7	304.6	275.3	250.0	242.4

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Annex 2.8 Special Benefits^{1,2,3} (CONTINUED)

	New Claims ⁴			Average Weekly Benefit ⁵			Amount Paid ⁵											
	% Change 2012/13- 2013/14	2012/13 2013/14	2011/12 2010/11 2009/10	% Change 2012/13- 2013/14	2012/13 2013/14	2011/12 2010/11 2009/10	% Change 2012/13- 2013/14	2012/13 2013/14	2011/12 2010/11 2009/10									
Employment Status																		
Employee	1.0	514,680	509,390 ^f	508,010 ^f	498,990 ^f	510,300	5.9	403	381	368	358	349	5.7	4,732.8	4,478.8	4,277.4	4,177.7	4,207.2
Self-Employed	0.0	650	650 ^f	490 ^f	280 ^f	Not applicable	11.3	326	293	325 ^f	319 ^f	Not applicable	44.4	8.2	5.7	6.4	0.7	Not applicable
Total (Canada)	1.0	515,330	510,040	508,500	499,270	510,300	5.8	403	381	368	358	349	5.7	4,741.0	4,484.5^f	4,283.8	4,178.4	4,207.2

Note: Totals may not add up due to rounding.

¹ Includes maternity, parental, sickness and compassionate care benefits, but excludes parents of critically ill children benefits.

² Figures also include special benefits for self-employed individuals.

³ For a breakdown of maternity, parental, sickness and compassionate care benefits, please refer to Annexes 2.9, 2.10, 2.11, 2.12, and 2.13.

⁴ Includes claims for which at least \$1 of maternity, parental, sickness or compassionate care benefits was paid.

⁵ Takes into account Family Supplement top-ups paid to claimants with special benefits.

⁶ For the 2013/14 *Employment Insurance Monitoring and Assessment Report*, provincial and territorial figures are based on the province or territory of residence where a claim was initially established; prior years' figures have been restated to reflect this. The previous reporting methodology was based on the province or territory of residence where the claim ended.

^f Revised.

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

Annex 2.9 Maternity Benefits¹

Province/Territory ⁴	New Claims ²				Average Duration (Number of Weeks)				Average Weekly Benefit ³				Amount Paid ³												
	% Change				% Change				% Change				% Change												
	2012/13-2013/14	2012/13	2011/12	2010/11	2012/13-2013/14	2012/13	2011/12	2010/11	2012/13-2013/14	2012/13	2011/12	2010/11	2012/13-2013/14	2012/13	2011/12	2010/11	2009/10								
Newfoundland and Labrador	3.5	2,940	2,840	3,060	2,760	3,230	2.1	14.3	14.0	14.2	14.3	14.3	1.6	418	412	390	376	361	2.6	17.4	16.9	17.1	15.3	16.5	
Prince Edward Island	7.6	990	920	1,180	940	930	-1.4	14.0	14.2	14.4	14.2	14.1	-1.4	387	392	374	345	359	1.3	5.2	5.1	6.5	5.0	5.4	
Nova Scotia	-5.7	4,840	5,130	5,560	5,880	5,560	-0.7	14.5	14.6	14.5	14.5	14.5	6.8	396	370	362	350	342	-11.2	26.8	30.2	29.8	28.8	28.6	
New Brunswick	-8.5	4,280	4,680	4,820	4,690	4,810	1.4	14.5	14.3	14.5	14.5	14.6	5.4	393	373	363	356	342	3.2	25.9	25.1	25.9	25.0	24.2	
Quebec ⁵	Not applicable	0	0	0	0	0	Not applicable	0.0	0.0	0.0	0.0	0.0	Not applicable	0	0	0	0	0	Not applicable	0.0	0.0	0.0	0.0	0.0	
Ontario	-0.9	84,110	84,900	83,880	84,130	86,990	0.0	14.6	14.6	14.6	14.6	14.6	5.7	420	397	385	377	368	4.4	514.4	492.8	471.9	471.0	472.5	
Manitoba	5.3	8,910	8,460	7,500	7,840	7,780	0.7	14.7	14.6	14.6	14.6	14.7	4.6	388	371	352	348	339	12.1	50.4	44.9	39.2	39.2	39.3	
Saskatchewan	1.4	7,820	7,710	6,990	7,150	7,520	-0.7	14.6	14.7	14.6	14.7	14.7	4.6	409	391	371	363	344	7.6	46.8	43.5	39.2	38.8	38.2	
Alberta	0.1	29,280	29,260	27,170	28,080	28,480	0.0	14.6	14.6	14.6	14.6	14.6	6.5	426	400	386	377	370	7.1	182.2	170.1	153.8	153.2	156.6	
British Columbia	-1.0	25,650	25,910	26,370	26,320	26,740	0.0	14.6	14.6	14.6	14.6	14.5	6.8	409	383	368	361	347	4.7	154.0	147.1	143.8	139.8	138.3	
Nunavut	43.8	230	160	210	230	200	-1.3	14.8	15.0	12.6	14.8	14.1	3.4	472	457	455	433	413	38.8	1.7	1.3	1.3	1.3	1.3	
Northwest Territories	5.7	370	350	440	410	420	-1.4	14.6	14.8	14.6	15.0	14.4	4.5	489	468	454	435	414	22.8	2.8	2.3	3.2	2.7	2.5	
Yukon	-38.9	220	360	360	190	270	4.2	14.9	14.3	14.7	14.2	14.7	6.1	457	430	441	443	414	-26.9	1.8	2.5	2.0	1.3	1.6	
Age																									
15 to 24 Years (Youth)	-4.3	17,650	18,440	19,640	21,340	23,200	0.7	14.6	14.5	14.5	14.5	14.5	7.1	304	284 ^r	272	268	263	1.6	80.8	79.5 ^r	81.0	85.3	93.3	
25 Years and Older	-0.2	151,990	152,240 ^r	147,900	147,280 ^r	149,730 ^r	0.0	14.6	14.6	14.6	14.6	14.6	5.6	429	406	394	386	376 ^r	5.1	948.7	902.4 ^r	852.6	836.1	831.6	
Total (Canada)	-0.6	169,640	170,680	167,540	168,620	172,930	0.0	14.6	14.6	14.6	14.6	14.6	5.8	416	393^r	380	371	361	4.8	1,029.5	981.9	933.6	921.4	924.9	

Note: Totals may not add up due to rounding.

1. Figures also include maternity benefits for self-employed individuals.

2. Includes claims for which at least \$1 of maternity benefits was paid.

3. Takes into account Family Supplement top-ups paid to claimants with maternity benefits.

4. For the 2013/14 Employment Insurance Monitoring and Assessment Report, provincial and territorial figures are based on the province or territory of residence where a claim was initially established; prior years' figures have been restated to reflect this. The previous reporting methodology was based on the province or territory of residence where the claim ended.

5. Quebec is excluded from calculations. Since January 2006, this province has administered its own maternity benefits.

^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 2.10 Parental Benefits (Biological)¹

Province/Territory ⁶	New Claims ^{2,3}				Average Duration ^{3,4}				Average Weekly Benefit ^{3,5}				Amount Paid ⁵									
	% Change	(Number of Weeks)			% Change	(Number of Weeks)			% Change	(\$)			% Change	(\$ Million)								
	2012/13-2013/14	2012/13	2011/12	2010/11	2009/10	2012/13-2013/14	2012/13	2011/12	2010/11	2009/10	2012/13-2013/14	2012/13	2011/12	2010/11	2009/10	2012/13	2011/12	2010/11	2009/10			
Newfoundland and Labrador	3.4	3,000	2,900	3,140	2,690	3,260	29.0	29.3	30.7	30.1	29.1	428	419	394	389	374	37.4	38.6	36.3	37.2	33.6	
Prince Edward Island	20.2	1,130	940	1,320	1,050	1,010	25.4	28.5	27.5	26.3	28.3	400	405	385	361	369	11.6	12.9	12.9	11.2	12.3	
Nova Scotia	-8.2	5,450	5,940	6,450	6,560	6,240	27.6	29.1	28.4	28.2	28.2	412	386	379	369	356	65.6	71.8	72.0	65.3	68.0	
New Brunswick	-8.6	4,780	5,230	5,220	5,340	5,250	2.1	28.9	28.3	27.7	28.3	406	388	372	372	358	60.7	59.7	56.6	56.0	56.8	
Quebec ⁷	Not applicable	0	0	0	0	0	Not applicable	0.0	0.0	0.0	0.0	0	0	0	0	0	0.0	0.0	0.0	0.0	0.0	
Ontario	-0.6	95,810	96,350	95,060	95,630	99,290	-1.0	29.4	29.7	29.5	29.3	429	406	394	387	376	1206.5	1,156.2	1,122.9	1,118.1	1,125.0	
Manitoba	3.2	9,880	9,570	8,570	8,850	8,890	1.0	30.2	29.9	29.7	29.8	401	381	364	359	351	116.0	100.3	96.9	92.4	94.8	
Saskatchewan	3.0	8,660	8,410	7,720	7,920	8,120	-1.0	30.4	30.7	30.5	29.5	419	402	382	373	355	110.7	95.8	93.8	89.3	85.5	
Alberta	0.1	31,330	31,300	29,010	29,760	29,990	-0.6	30.8	31.0	30.6	30.5	434	407	392	384	378	417.3	382.9	358.3	348.7	357.9	
British Columbia	-1.6	28,460	28,920	29,420	29,450	29,070	0.3	29.8	29.7	29.6	29.9	420	395	379	374	360	361.0	344.6	339.9	330.1	328.1	
Nunavut	4.3	240	230	170	300	200	-3.9	29.9	31.1	29.2	23.1	469	463	443	433	418	35.6	3.2	2.3	2.8	2.9	
Northwest Territories	7.0	460	430	600	490	450	-0.4	26.7	26.8	26.4	27.5	490	469	458	439	422	10.6	6.4	5.8	7.3	5.2	
Yukon	-28.2	280	390	410	210	310	4.3	31.5	30.2	26.9	26.0	458	444	442	445	419	4.7	5.6	3.6	3.7	3.3	
Gender																						
Male	-3.0	25,150	25,930	25,560	26,350	25,590	-5.8	16.1	17.1	16.3	16.2	467	443	427	420	407	192.7	196.3	184.6	183.9	183.9	
Female	-0.2	164,330	164,680	161,530	161,900	166,490	-0.3	31.7	31.8	31.6	31.5	419	396	382	375	365	2,208.3	2,080.1	2,018.7	1,976.2	1,988.6	
Age																						
15 to 24 Years (Youth)	-4.5	17,590	18,420	19,890	21,250	23,270	-1.3	30.4	30.8	30.3	30.1	30.7	296	283	283	275	179.5	182.0	190.1	197.0	221.1	
25 Years and Older	-0.2	171,890	172,190	167,200	167,000	168,810	-0.7	29.6	29.8	29.6	29.3	29.5	436	414	401	394	2,221.5	2,094.4	2,013.2	1,963.1	1,951.4	
Total (Canada)	-0.6	189,480	190,610	187,090	188,250	192,080	-0.7	29.7	29.9	29.6	29.4	425	402	388	382	371	2,401.0	2,276.4	2,203.3	2,160.1	2,172.5	

Note: Totals may not add up due to rounding.

1 Figures also include parental benefits (biological) for self-employed individuals.

2 Includes claims for which at least \$1 of parental benefits (biological) was paid.

3 Parental benefits (biological) that are shared between two parents are considered as two separate claims.

4 Data on claim duration cover only claims commencing during the first half of the fiscal year to ensure that all claims were completed.

5 Takes into account Family Supplement top-ups paid to claimants with parental benefits (biological).

6 For the 2013/14 Employment Insurance Monitoring and Assessment Report, provincial and territorial figures are based on the province or territory of residence where a claim was initially established; prior years' figures have been restated to reflect this. The previous reporting methodology was based on the province or territory of residence where the claim ended.

7 Quebec is excluded from calculations. Since January 2006, this province has administered its own parental benefits.

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

Annex 2.1.1 Parental Benefits (Adoptive)¹

Province/Territory ⁶	New Claims ^{2,3}				Average Duration ^{3,4}				Average Weekly Benefit ^{3,5}				Amount Paid ⁵												
	% Change 2012/13- 2013/14	2013/14		2011/12		% Change 2012/13- 2013/14	(Number of Weeks)		% Change 2012/13- 2013/14	(\$)		% Change 2012/13- 2013/14	(\$ Million)												
		2013/14	2012/13	2011/12	2010/11		2013/14	2012/13		2011/12	2010/11		2013/14	2012/13	2011/12	2010/11	2009/10								
Newfoundland and Labrador	50.0	30	20	20	10	20	0.0	35.0	35.0	19.0	35.0	35.0	11.9	492	440	468	457	447	209.1	0.6	0.2	0.2	0.2	0.2	
Prince Edward Island	Not applicable	40	0	30	30	40	Not applicable	35.0	35.0	35.0	35.0	35.0	Not applicable	454	0	453	444	447	447	54.6	0.4	0.2	0.3	0.5	0.7
Nova Scotia	30.0	130	100	90	80	110	-14.4	21.4	25.0	24.3	25.9	22.6	-4.1	469	489	400	439	422	32.8	1.4	1.1	0.7	0.9	1.6	
New Brunswick	-25.0	30	40	20	50	20	37.6	30.0	21.8	20.5	15.3	Not available	1.0	444	440	464	453	287	-8.5	0.3	0.3	0.5	0.3	0.3	
Quebec ⁷	Not applicable	0	0	0	0	0	Not applicable	0.0	0.0	0.0	0.0	0.0	Not applicable	0	0	0	0	0	Not applicable	0.0	0.0	0.0	0.0	0.0	
Ontario	-13.7	820	950	940	720	1,040	-5.4	24.3	25.7	24.0	23.9	27.2	3.5	475	459	437	427	429	-17.0	9.7	11.7	8.8	9.3	11.4	
Manitoba	-12.5	70	80	90	50	80	7.7	34.8	32.3	23.7	35.0	26.8	9.0	423	388	449	370	367	-17.5	0.9	1.1	1.0	0.5	1.5	
Saskatchewan	50.0	90	60	40	40	90	11.4	24.5	22.0	Not available	33.0	18.7	2.3	446	436	430	361	449	20.6	0.9	0.7	0.1	1.1	0.7	
Alberta	-20.8	190	240	250	210	250	20.8	33.1	27.4	27.6	22.4	26.0	5.7	474	449	449	444	426	-11.8	3.1	3.5	3.0	2.4	3.1	
British Columbia	-31.0	200	290	260	280	300	11.9	32.0	28.6	26.3	25.7	28.0	5.7	434	410	431	435	405	-13.4	2.8	3.3	2.7	3.2	4.7	
Nunavut	-40.0	30	50	90	60	70	-1.6	30.5	31.0	29.8	28.2	23.0	-1.7	483	491	430	419	431	-22.8	0.4	0.5	1.1	0.8	0.8	
Northwest Territories	-100.0	0	30	10	0	0	Not applicable	0.0	22.5	Not available	0.0	0.0	Not applicable	0	490	468	0	0	-79.4	0.1	0.2	0.2	0.0	0.1	
Yukon	Not applicable	10	0	0	10	10	Not applicable	Not available	0.0	0.0	Not available	0.0	Not applicable	514	0	0	468	457	Not applicable	0.0	0.0	0.1	0.1	0.0	
Gender																									
Male	-28.3	330	460	520	360	570	18.0	19.0	16.1	20.3	15.9	19.6	0.5	483	481	466	440	444	-18.6	3.2	3.9	3.9	3.6	5.0	
Female	-6.4	1,310	1,400	1,320	1,180	1,460	-1.0	29.5	29.8	26.9	28.7	29.0	4.8	459	438	426	426	414	-8.2	17.4	19.0	14.8	15.7	20.0	

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Annex 2.1.1 Parental Benefits (Adoptive)¹ (CONTINUED)

Age	New Claims ^{2,3}				Average Duration ^{3,4}				Average Weekly Benefit ^{3,5}				Amount Paid ⁵											
	% Change		(Number of Weeks)		% Change		(Number of Weeks)		% Change		(\$)		% Change		(\$ Million)									
	2012/13-2013/14	2011/12-2012/13	2010/11-2011/12	2009/10-2010/11	2012/13-2013/14	2011/12-2012/13	2010/11-2011/12	2009/10-2010/11	2012/13-2013/14	2011/12-2012/13	2010/11-2011/12	2009/10-2010/11	2012/13-2013/14	2011/12-2012/13	2010/11-2011/12	2009/10-2010/11								
15 to 24 Years (Youth)	100.0	20	10	0	30	10	-84.8	5.0	33.0	0.0	35.0	Not available	84.3	336	182	0	434	172	82.5	0.1	0.0	0.1	0.3	0.2
25 Years and Older	-12.4	1,620	1,850	1,840	1,510	2,020	5.3	27.9	26.5	25.1	24.8	26.9	3.4	466	450	437	429	424	-9.9	20.5	22.8	18.6	18.9	24.9
Total (Canada)	-11.8	1,640	1,860	1,840	1,540	2,030	3.8	27.6	26.6	25.1	25.0	26.9	3.4	464	449	437	429	422	-10.0	20.6	22.9	18.7	19.2	25.1

Note: Totals may not add up due to rounding.

1. Figures also include parental benefits (adoptive) for self-employed individuals.

2. Includes claims for which at least \$1 of parental benefits (adoptive) was paid.

3. Parental benefits (adoptive) that are shared between two parents are considered as two separate claims.

4. Data on claim duration cover only claims commencing during the first half of the fiscal year to ensure that all claims were completed. When no claim commenced during the first half of the fiscal year, figures are indicated as not available.

5. Takes into account Family Supplement top-ups paid to claimants with parental benefits (adoptive).

6. For the 2013/14 *Employment Insurance Monitoring and Assessment Report*, provincial and territorial figures are based on the province or territory of residence where a claim was initially established; prior years' figures have been restated to reflect this. The previous reporting methodology was based on the province or territory of residence where the claim ended.

7. Quebec is excluded from calculations. Since January 2006, this province has administered its own parental benefits.

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

Annex 2.1.2 Sickness Benefits¹

Province/Territory ⁴	New Claims ²				Average Duration (Number of Weeks)				Average Weekly Benefit ³				Amount Paid ³ (\$ Million)												
	% Change 2012/13- 2013/14				% Change 2012/13- 2013/14				% Change 2012/13- 2013/14				% Change 2012/13- 2013/14												
		2013/14	2012/13	2011/12		2010/11	2009/10	2013/14		2012/13	2011/12	2010/11		2009/10	2013/14	2012/13	2011/12	2010/11	2009/10						
Newfoundland and Labrador	6.5	9,460	8,880	9,210	8,560	8,550	-1.0	9.9	10.0	9.4	9.2	9.2	1.4	390	385	365	346	332	4.2	37.8	36.3	32.0	28.7	28.4	
Prince Edward Island	17.4	5,050	4,300	4,830	4,550	4,330	1.3	8.0	7.9	7.6	7.3	7.5	1.0	382	378	361	347	349	16.7	15.7	13.5	14.2	12.1	11.5	
Nova Scotia	8.0	16,530	15,310	16,750	15,880	15,560	-1.1	9.3	9.4	8.8	9.1	9.1	5.9	383	362	351	335	323	9.2	59.9	54.8	52.3	48.7	50.1	
New Brunswick	-2.9	20,440	21,050	20,590	20,910	20,480	-3.6	8.1	8.4	8.1	8.2	8.0	4.2	390	374	359	346	334	3.8	70.1	67.5	66.4	60.8	60.1	
Quebec	0.2	104,120	103,930	100,590	95,590	98,640	0.0	9.0	9.0	8.7	8.8	8.7	4.4	380	364	350	340	331	4.8	362.4	346.0	313.0	296.3	299.1	
Ontario	3.8	92,650	89,260	92,540	88,210	89,880	1.0	10.4	10.3	10.0	10.0	9.9	7.5	386	359	352	341	332	11.2	368.9	331.8	327.1	308.1	307.7	
Manitoba	-2.5	9,960	10,220	10,150	10,260	10,670	6.2	10.3	9.7	9.8	9.6	9.5	8.6	392	361	343	339	328	0.8	38.0	37.7	34.0	32.8	34.9	
Saskatchewan	3.8	7,070	6,810	6,680	7,250	7,460	1.0	10.1	10.0	9.9	9.4	10.0	7.5	401	373	358	340	334	14.7	28.3	24.7	24.5	23.8	24.2	
Alberta	2.9	24,680	23,980	22,500	22,350	23,090	0.9	10.7	10.6	10.0	10.0	10.1	7.9	420	389	375	363	358	8.8	107.5	98.8	85.0	85.4	89.8	
British Columbia	2.4	46,210	45,120	46,540	46,730	48,660	0.0	10.4	10.4	10.1	10.1	9.9	8.8	389	358	345	337	333	4.8	184.6	176.1	165.2	165.8	166.2	
Nunavut	0.0	110	110	130	100	190	-2.8	10.5	10.8	9.8	11.0	10.6	5.0	500	475	465	449	422	53.1	0.6	0.4	0.6	0.5	0.8	
Northwest Territories	-43.6	220	390	340	340	220	7.0	10.7	10.0	10.3	9.8	11.1	4.8	484	461	445	434	426	-20.0	1.4	1.8	1.6	1.6	1.0	
Yukon	-23.1	300	390	370	370	340	9.3	10.6	9.7	9.4	9.3	8.2	4.6	444	425	428	434	418	-3.9	1.5	1.6	1.5	1.5	1.2	
Gender																									
Male	2.8	144,300	140,380	138,380	133,220	136,290	0.0	9.4	9.4	9.1	9.1	8.9	5.6	427	404	390	379	370	8.7	601.5	553.4	512.9	491.5	502.6	
Female	1.7	192,500	189,370	192,840	187,880	191,780	1.0	10.0	9.9	9.6	9.6	9.6	6.7	359	336	326	316	308	5.9	675.3	637.6	604.3	574.5	572.5	

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Annex 2.12 Sickness Benefits¹ (CONTINUED)

Age	New Claims ²				Average Duration (Number of Weeks)				Average Weekly Benefit ³				Amount Paid ³											
	% Change				% Change				% Change				% Change											
	2012/13- 2013/14	2012/13	2011/12	2009/10	2012/13- 2013/14	2012/13	2011/12	2010/11	2009/10	2012/13- 2013/14	2012/13	2011/12	2010/11	2009/10	2012/13	2011/12	2010/11	2009/10						
15 to 24 Years (Youth)	-3.1	25,360	26,160	26,560	27,960	28,560	4.7	9.0	8.6	8.4	8.3	8.2	6.6	323	303	289	282	275	6.9	73.9	69.2	67.0	67.2	68.7
25 to 44 Years	0.8	139,080	137,950	140,480	138,460	142,930	0.0	9.4	9.4	9.1	9.1	9.0	6.7	396	371	359	349	340	5.6	513.2	486.0	463.6	448.7	461.5
45 to 54 Years	1.5	88,030	86,700	87,870	85,120	87,860	0.0	10.0	10.0	9.6	9.8	9.5	5.8	397	375	364	353	344	5.4	353.4	335.2	315.0	304.2	305.2
55 Years and Older (Older Workers)	6.8	84,330	78,940	76,310	69,560	68,720	1.0	10.3	10.2	10.1	10.1	10.2	5.4	385	365	352	338	332	11.9	336.3	300.6	271.7	245.9	239.8
Total (Canada)	2.1	336,800	329,750	331,220	321,100	328,070	0.0	9.7	9.7	9.4	9.4	9.3	6.2	388	365	353	342	334	7.2	1,276.8	1,191.0	1,117.3	1,066.0	1,075.2

Note: Totals may not add up due to rounding.

¹ Figures also include sickness benefits for self-employed individuals.

² Includes claims for which at least \$1 of sickness benefits was paid.

³ Takes into account Family Supplement top-ups paid to claimants with sickness benefits.

⁴ For the 2013/14 *Employment Insurance Monitoring and Assessment Report*, provincial and territorial figures are based on the province or territory of residence where a claim was initially established; prior years' figures have been restated to reflect this. The previous reporting methodology was based on the province or territory of residence where the claim ended.

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 Compassionate Care Benefits¹ (CONTINUED)

Age	New Claims ²				Average Duration (Number of Weeks)				Average Weekly Benefit ³				Amount Paid ³											
	% Change				% Change				% Change				% Change											
	2012/13- 2013/14	2013/14	2011/12	2010/11	2012/13- 2013/14	2013/14	2011/12	2010/11	2012/13- 2013/14	2013/14	2011/12	2010/11	2012/13- 2013/14	2013/14	2011/12	2010/11								
15 to 24 Years (Youth)	-13.8	100	116	120	129	139	0.0	4.7	4.7	4.5	4.4	4.9	6.3	350	329	321	309	299	3.8	0.2	0.2	0.2	0.2	
25 to 44 Years	-5.9	1,991	2,115	2,196	2,275	2,341	-2.1	4.6	4.7	4.7	4.7	4.7	5.7	426	403	388	375	367	-3.6	4.1	4.2	4.1	4.3	4.3
45 to 54 Years	-3.4	2,199	2,277	2,134	2,162	2,136	2.2	4.7	4.6	4.7	4.7	4.6	7.1	418	390	378	368	356	2.6	4.4	4.3	4.3	4.0	3.7
55 Years and Older (Older Workers)	7.5	1,713	1,594	1,525	1,461	1,362	0.0	4.8	4.8	4.8	4.9	4.8	7.4	401	373	359	345	337	15.5	3.4	2.9	2.8	2.5	2.3
Total (Canada)	-1.6	6,003	6,102	5,975	6,027	5,978	0.0	4.7	4.7	4.7	4.7	4.7	6.7	415	389	376	364	355	3.8	12.0	11.6	11.0	11.0	10.5

Note: Totals may not add up due to rounding.

¹ Figures also include compassionate care benefits for self-employed individuals.

² Includes claims for which at least \$1 of compassionate care benefits was paid.

³ Takes into account Family Supplement top-ups paid to claimants with compassionate care benefits.

⁴ For the 2013/14 *Employment Insurance Monitoring and Assessment Report*, provincial and territorial figures are based on the province or territory of residence where a claim was initially established; prior years' figures have been restated to reflect this. The previous reporting methodology was based on the province or territory of residence where the claim ended.

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

Annex 2.14 Work-Sharing Benefits

Province/Territory ⁵	New Claims ¹				Average Duration ²				Average Weekly Benefit ³				Amount Paid ³											
	% Change		(Number of Weeks)		% Change		(\$)		% Change		(\$ Million)		% Change											
	2012/13-2013/14	2012/13-2013/14	2010/11-2011/12	2011/12-2012/13	2009/10-2010/11	2010/11-2011/12	2011/12-2012/13	2012/13-2013/14	2009/10-2010/11	2010/11-2011/12	2011/12-2012/13	2012/13-2013/14	2009/10-2010/11	2010/11-2011/12	2011/12-2012/13	2012/13-2013/14								
Newfoundland and Labrador	20.0	6	5	83	1	29	-26.2	12.6	15.9	8.0	18.0	-62.7	131	352	84	183	111	-94.4	0.0	0.2	0.1	0.0	0.0	
Prince Edward Island	-53.3	7	15	16	52	69	-57.9	20.9	33.0	20.6	13.8	-31.8	108	159	103	109	137	25.7	0.1	0.1	0.2	0.1	0.1	
Nova Scotia	-43.2	151	266	336	149	2,013	-17.0	14.7	17.2	8.8	16.6	21.7	117	96	93	91	93	-63.1	0.2	0.5	0.4	0.6	3.6	
New Brunswick	-14.1	67	78	73	75	757	40.2	21.9	13.1	16.8	17.3	-4.5	127	133	146	103	111	-59.1	0.1	0.2	0.1	0.5	1.3	
Quebec	-24.6	4,759	6,310	6,765	8,228	31,693	6.3	14.3	13.4	13.4	19.0	-4.3	107	112	90	99	94	-24.8	8.9	11.8	9.8	29.0	72.5	
Ontario	-16.0	4,512	5,373	13,329	7,162	61,173	9.5	13.7	12.4	13.7	20.2	6.0	103	97	100	92	95	-14.4	8.7	10.2	16.3	47.0	150.1	
Manitoba	3.3	536	519	606	1,777	4,780	-1.0	10.4	10.5	11.5	15.9	9.3	110	101	89	100	93	52.6	1.0	0.7	1.1	3.2	11.8	
Saskatchewan	518.2	68	11	17	339	1,525	-17.9	19.6	23.1	7.4	15.8	16.4	194	166	170	134	130	182.3	0.2	0.1	0.0	0.9	2.7	
Alberta	112.0	1,024	483	882	773	12,315	-25.0	8.8	11.0	11.1	17.4	70.3	222	130	103	106	103	50.5	1.2	0.8	1.1	5.6	20.2	
British Columbia	-34.5	534	815	1,648	2,373	12,661	-30.6	11.1	14.5	14.7	19.8	-0.3	114	114	94	102	101	-45.8	0.9	1.7	2.7	11.5	32.2	
Nunavut	N/A	0	0	0	0	2	N/A	0.0	0.0	0.0	20.5	N/A	0	0	0	0	87	N/A	0.0	0.0	0.0	0.0	0.0	
Northwest Territories	-40.0 ^c	9 ^c	0	0	0	11	N/A	0.0	0.0	0.0	14.5	N/A	98	0	0	0	88	N/A	0.0	0.0	0.0	0.0	0.0	
Yukon	-40.0 ^c	9 ^c	15	0	0	5	N/A	9.7	0.0	0.0	35.0	-4.6	120	125	0	0	89	N/A	0.0	0.0	0.0	0.0	0.0	
Gender																								
Male	-15.8	8,078	9,594	15,508	15,024	91,301	3.8	13.1	12.6	13.1	18.6	7.3	123	115	101	103	101	-19.2	15.0	18.6	23.1	72.5	220.3	
Female	-16.3	3,595	4,296	8,247	5,905	35,732	9.6	14.6	13.2	13.8	21.1	16.2	103	88	88	85	85	-16.6	6.3	7.5	8.6	25.8	74.4	

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Annex 2.14 Work-Sharing Benefits (CONTINUED)

Age	New Claims ¹				Average Duration ²				Average Weekly Benefit ³				Amount Paid ³									
	% Change				% Change		(Number of Weeks)		% Change		(\$)		% Change		(\$ Million)							
	2012/13- 2013/14	2013/14	2012/13	2011/12	2010/11 ⁴	2009/10 ⁴	2011/12- 2012/13	2012/13	2011/12	2010/11	2009/10	2012/13- 2013/14	2012/13	2011/12	2010/11	2009/10						
15 to 24 Years (Youth)	-28.1	546	759	1,502	1,514	6,865	2.6	11.6	11.3	11.9	16.3	2.6	99	97	96	90	89	1.0	1.0	1.7	3.9	13.0
25 to 44 Years	-9.8	5,130	5,689	10,492	9,490	60,991	9.8	13.2	11.9	12.9	18.3	15.3	123	107	96	99	97	8.7	9.9	13.0	39.8	134.1
45 to 54 Years	-19.2	3,702	4,584	7,588	6,391	39,459	4.3	13.9	13.3	13.7	20.1	5.4	114	108	97	98	97	7.0	8.9	10.6	33.8	96.9
55 Years and Older (Older Workers)	-19.7	2,295	2,858	4,173	3,534	19,718	-1.4	14.5	14.7	14.3	21.8	4.8	113	108	97	99	98	4.6	6.3	6.4	20.8	50.7
Total (Canada)	-16.0	11,673	13,890	23,755	20,929	127,033	5.9	Not applicable	13.6	12.8	13.3	9.6	117	107	97	98	97	21.3	26.1	31.7	98.3	294.7

Note: Totals may not add up due to rounding.

- 1 Includes claims for which at least \$1 of Work-Sharing benefits was paid.
 - 2 Data on duration of Work-Sharing benefits are presented up to 2012/13 to ensure all claims were completed.
 - 3 Takes into account Family Supplement top-ups paid to claimants with Work-Sharing benefits.
 - 4 Figures reported for new claims in 2009/10 and 2010/11 have been restated to reflect a 100% sample of data, and therefore do not match figures reported in prior *Employment Insurance Monitoring and Assessment Reports*, which were based on a 10% sample.
 - 5 For the 2013/14 *Employment Insurance Monitoring and Assessment Report*, provincial and territorial figures are based on the province or territory of residence where a claim was initially established; prior years' figures have been restated to reflect this. The previous reporting methodology was based on the province or territory of residence where the claim ended.
 - c For confidentiality purposes, data for Northwest Territories and Yukon 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 2.15 Family Supplement

	New Claims with Family Supplement ¹	Percentage of All Claims with Family Supplement (%)	Average Weekly Supplement (\$)	Average Weekly Benefit ² (\$)	% Change 2012/13-2013/14	Amount Paid ³ (\$ Million)				
						2013/14	2013/14	2013/14	2013/14	2013/14
Province/Territory⁴										
Newfoundland and Labrador	2,770	3.4	45	323	-14.6	3.7	4.3	4.6	5.3	6.0
Prince Edward Island	1,060	5.0	42	328	-19.5	1.3	1.6	1.8	2.0	2.2
Nova Scotia	4,400	5.6	43	322	-17.8	5.8	7.1	7.6	8.2	8.9
New Brunswick	4,750	5.5	40	331	-0.5	5.5	5.5	5.8	6.2	7.1
Quebec	18,760	3.8	41	340	-11.7	15.8	17.9	19.1	23.7	26.2
Ontario	30,050	5.2	44	320	-9.3	35.6	39.3	41.1	45.3	49.9
Manitoba	4,250	7.5	50	334	-12.0	5.7	6.4	6.3	7.1	8.3
Saskatchewan	2,870	6.5	54	343	-7.7	3.9	4.3	4.7	6.1	6.5
Alberta	6,520	4.5	43	337	-2.2	6.9	7.1	7.2	9.2	10.9
British Columbia	10,420	5.1	41	326	-16.7	10.8	13.0	14.2	16.2	16.8
Nunavut	50	4.0	52	369	32.9	0.1	0.1	0.0	0.1	0.1
Northwest Territories	40	1.7	51	372	-32.4	0.0	0.1	0.2	0.2	0.1
Yukon	60	2.3	31	379	-24.2	0.0	0.1	0.1	0.0	0.1
Gender										
Male	17,860	1.8	47	373	-10.9	17.9	20.1	21.7	26.4	30.0
Female	68,140	8.4	43	318	-10.6	77.3	86.5	90.9	103.3	113.2
Age										
15 to 24 Years (Youth)	11,670	6.4	38	282	-10.8	13.8	15.4	17.6	20.0	22.8
25 to 44 Years	60,330	7.0	46	338	-10.5	70.6	78.9	83.1	95.6	104.7
45 to 54 Years	12,280	3.1	37	333	-12.6	9.6	11.0	10.7	12.7	14.2
55 Years and Older (Older Workers)	1,720	0.5	35	327	-6.3	1.1	1.2	1.1	1.4	1.5

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Annex 2.15 Family Supplement (CONTINUED)

	New Claims with Family Supplement ¹	Percentage of All Claims with Family Supplement (%)	Average Weekly Supplement (\$)	Average Weekly Benefit ² (\$)	Amount Paid ³ (\$ Million)					
					2013/14	2013/14	2013/14	2012/13	2011/12	2010/11
					% Change 2012/13-2013/14					
EI Claimant Category⁵										
Long-Tenured Workers	6,460	1.4	36	352	-32.0	5.6	8.3	7.9	11.5	11.3
Occasional Claimants	70,590	7.1	44	324	-7.9	80.6	87.6	93.6	105.8	118.9
Frequent Claimants	8,950	2.6	38	350	-16.8	8.9	10.7	11.1	12.4	12.9
Total (Canada)	86,000	4.8	43	329	-10.7	95.2	106.6	112.6	129.7	143.2

Note: Totals may not add up due to rounding.

¹ Includes claims for which at least \$1 of Employment Insurance benefits with family supplement was paid.

² Includes the Family Supplement top-up.

³ Includes the Family Supplement top-up only and therefore excludes all other types of Employment Insurance benefits.

⁴ For the 2013/14 *Employment Insurance Monitoring and Assessment Report*, provincial and territorial figures are based on the province or territory of residence where a claim was initially established; prior years' figures have been restated to reflect this. The previous reporting methodology was based on the province or territory of residence where the claim ended.

⁵ Long-tenured workers are EI claimants who have paid at least 30% of the maximum annual EI premiums for the past 7 of 10 years and who, over the last 5 years, have collected EI regular or fishing benefits for 35 weeks or less. Frequent claimants are EI claimants who have had three or more claims for EI regular or fishing benefits and have collected benefits for a total of more than 60 weeks in the past 5 years. Occasional claimants are EI claimants who do not meet the requirements for either long-tenured workers or frequent claimants.

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

Annex 2.16 Working While on Claim^{1,2}

	New Regular Claims with Working While on Claim ³				Average Number of Weeks Worked While on Claim				Average Weekly Employment Income Earned from Working While on Claim ⁴				Percentage of New Regular Claims with Employment Income Earned from Working While on Claim													
	% Change 2011/12- 2012/13	2011/12	2010/11	2009/10	% Change 2011/12- 2012/13	2012/13	2011/12	2010/11	2009/10	% Change 2011/12- 2012/13	2012/13	2011/12	2010/11	2009/10	% Point Change 2011/12- 2012/13	2011/12	2010/11	2009/10	2008/09							
																				(Number of Weeks)	(\$)	(%)				
Province/Territory⁵																										
Newfoundland and Labrador	-15.0	39,150	46,040	47,280	49,790	49,700	49,700	49,700	-14.7	15.9	18.7	16.6	16.5	16.0	11.6	882	790	774	703	691	-5.6	61.9	67.5	68.9	67.4	66.8
Prince Edward Island	-18.1	9,890	12,080	12,520	13,260	12,270	12,270	12,270	-25.3	14.4	19.3	14.8	15.1	14.0	27.1	656	517	478	471	473	-7.0	58.0	65.0	66.7	68.1	65.7
Nova Scotia	-16.6	37,040	44,410	43,160	45,930	43,790	43,790	43,790	-13.1	15.1	17.4	15.3	15.6	14.8	12.2	733	653	632	588	578	-5.4	59.0	64.3	64.1	65.4	62.0
New Brunswick	-8.1	47,130	51,300	50,660	53,280	51,970	51,970	51,970	-15.2	16.8	19.8	17.3	17.6	16.7	17.0	725	620	610	589	595	-3.8	63.4	67.2	67.3	68.9	68.6
Quebec	-10.7	261,070	292,350	279,200	314,190	312,340	312,340	312,340	-13.8	13.7	15.8	14.6	14.8	14.1	12.1	697	621	604	587	580	-3.7	58.8	62.5	62.2	62.8	61.2
Ontario	-8.9	181,810	199,520	196,840	243,820	260,990	260,990	260,990	-10.8	9.6	10.8	10.3	11.0	11.4	9.4	589	538	518	520	603	-2.7	44.1	46.8	48.5	49.4	47.7
Manitoba	-8.8	16,960	18,600	18,130	21,900	18,050	18,050	18,050	-14.4	6.3	7.3	7.1	6.9	6.4	14.4	527	461	443	442	466	-2.8	44.2	46.9	47.6	50.5	45.0
Saskatchewan	-9.1	12,580	13,840	14,610	17,880	15,120	15,120	15,120	-24.1	6.2	8.2	7.3	7.9	7.1	21.3	654	539	501	570	612	-2.3	44.2	46.6	48.9	49.8	46.4
Alberta	-9.8	34,790	38,560	42,830	58,910	45,870	45,870	45,870	-17.7	6.3	7.7	7.7	8.1	7.2	3.7	766	738	726	615	645	-2.8	40.9	43.7	43.9	44.2	42.2
British Columbia	-11.5	72,650	82,110	84,930	105,070	97,900	97,900	97,900	-15.2	9.6	11.3	11.0	11.2	10.4	9.5	632	577	553	559	589	-3.2	48.5	51.7	51.5	54.5	52.9
Nunavut	-18.9	300	370	540	460	440	440	440	-29.8	8.6	12.3	7.3	6.1	7.6	1.3	820	809	604	551	634	-7.5	32.3	39.8	48.2	49.5	44.4
Northwest Territories	-2.9	660	680	850	920	810	810	810	-47.5	5.1	9.6	7.2	8.3	8.1	11.0	705	635	714	683	612	1.9	40.7	38.9	50.0	46.9	43.8
Yukon	0.9	1,140	1,130	1,110	1,150	1,160	1,160	1,160	-17.1	8.2	9.8	9.3	8.4	7.2	5.9	630	595	555	518	567	0.2	54.3	54.1	50.7	52.0	54.0
Gender																										
Male	-11.4	418,190	471,980	466,330	553,610	572,590	572,590	572,590	-13.0	11.9	13.6 ^f	12.5	12.7	12.3	10.4	830	752 ^f	728	695	716	-3.7	50.5	54.1	54.1	54.5	54.2
Female	-9.7	296,980	329,010	326,330	372,950	337,820	337,820	337,820	-15.9	12.1	14.3 ^f	13.2	13.2	13.0	14.7	456	397 ^f	388	382	388	-3.3	53.9	57.2	56.5	59.2	55.1
Age																										
15 to 24 Years (Youth)	-11.5	71,990	81,360	88,100	102,010	94,870	94,870	94,870	-13.8	9.3	10.8 ^f	9.8	9.5	9.2	12.9	546	484 ^f	462	438	448	-2.8	50.7	53.5	53.5	52.9	50.7
25 to 44 Years	-9.6	324,540	358,920	360,930	424,110	422,960	422,960	422,960	-13.8	11.1	12.9 ^f	12.0	12.3	12.0	10.2	677	614 ^f	600	582	603	-2.6	53.7	56.3	56.4	56.2	54.6
45 to 54 Years	-9.4	203,450	224,570	219,120	260,740	260,550	260,550	260,550	-11.9	13.6	15.5 ^f	14.6	14.7	14.3	7.4	720	671 ^f	652	632	665	-2.0	58.9	60.9	61.7	62.4	59.9
55 Years and Older (Older Workers)	-15.4	115,190	136,140	124,510	139,700	132,030	132,030	132,030	-18.7	13.0	15.9 ^f	14.1	14.2	13.8	20.7	668	554 ^f	533	509	532	-7.2	40.0	47.3	47.8	49.7	48.6

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Annex 2.16 Working While on Claim^{1,2} (CONTINUED)

	New Regular Claims with Working While on Claim ³			Average Number of Weeks Worked While on Claim			Average Weekly Employment Income Earned from Working While on Claim ⁴			Percentage of New Regular Claims with Employment Income Earned from Working While on Claim														
	% Change	(Number of Weeks)		% Change	(Number of Weeks)	% Change	(\$)		% Point Change	%														
		2011/12-2012/13	2011/12-2012/13				2009/10-2012/13	2009/10-2012/13		2009/10-2012/13	2011/12-2012/13	2010/11-2012/13	2009/10-2012/13											
Weekly Benefit Rate⁵																								
\$100 or Less	-34.3	940	1,430	1,720	2,600	2,130	-11.8	11.4	12.9 ^r	10.4	10.9	10.8	34.8	227	168 ^r	180	183	187	-10.6	34.9	45.5	42.7	45.5	42.6
\$101 to \$200	-19.7	28,210	35,120	43,140	55,050	53,090	-17.7	10.6	12.9 ^r	11.9	12.6	12.5	11.1	251	226 ^r	232	227	229	-4.2	44.1	48.4	49.3	50.0	48.4
\$201 to \$300	-19.0	111,410	137,500	146,080	166,820	159,100	-14.5	11.7	13.7 ^r	12.5	12.6	12.0	8.1	329	304 ^r	304	304	306	-4.3	46.9	51.2	50.8	52.8	50.6
\$301 to \$400	-13.4	145,750	168,290	172,250	198,190	189,980	-14.8	12.0	14.1 ^r	13.0	13.0	12.3	10.1	437	397 ^r	403	402	411	-3.1	51.6	54.7	56.1	56.5	53.4
\$401 or More	-6.5	428,860	458,650	429,470	503,900	506,110	-13.8	12.1	14.0 ^r	12.9	13.0	12.9	8.7	874	804 ^r	797	762	794	-3.6	54.1	57.7	58.5	58.4	57.2
Total (Canada)	-10.7	715,170	800,990	792,660	926,560	910,410	-14.2	11.9	13.9^r	12.8	12.9	12.6	11.2	675	606^r	588	569	594	-3.5	51.8	55.4	55.8	56.3	54.6

Note: Totals may not add up due to rounding.

- The definition of "working while on claim" includes all claimants who earned employment income during their Employment Insurance benefit period.
- Data on working while on claim are lagged by one year to ensure all claims were completed.
- Includes claims for which at least \$1 of regular benefits was paid.
- Includes employment income only (all amounts paid in Employment Insurance benefits are excluded from the calculation). Only weeks with at least \$1 of employment income earned from working while on claim are taken into account in the calculation.
- For the 2013/14 *Employment Insurance Monitoring and Assessment Report*, provincial and territorial figures are based on the province or territory of residence where a claim was initially established; prior years' figures have been restated to reflect this. The previous reporting methodology was based on the province or territory of residence where the claim ended.
- The Weekly Benefit Rate is the amount a claimant can receive for each week in the benefit period. This amount takes into account Family Supplement top-ups paid to claimants.

^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 2.1.7 Benefit Repayment Provision¹

	People Who Repaid Benefits						Amount Repaid (\$ Million)											
	% Change		2011-2012		2008		2009		2010		2011		2012		2013		2014	
	2011-2012	2012	2011	2010	2009	2008	2011-2012	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Province/Territory²																		
Newfoundland and Labrador	4.4	11,799	11,303	9,252 ^f	8,115	9,835	-1.4	19.5	19.8	15.9	13.3	15.2						
Prince Edward Island	33.1	1,358	1,020	850	751	1,094	63.4	2.9	1.8	1.5	1.2	1.9						
Nova Scotia	4.5	7,712	7,381	7,022	5,924	6,868	8.2	13.9	12.8	11.4	9.3	10.6						
New Brunswick	13.6	6,488	5,711	5,130	4,919	5,736	17.7	11.0	9.3	8.0	7.2	7.7						
Quebec	-1.9	47,748	48,670	46,244	42,787	41,242	-0.3	49.9	50.1	47.5	41.7	38.5						
Ontario	-8.0	42,376	46,060	55,090	59,627	54,754	-7.3	44.9	48.4	54.2	67.1	48.7						
Manitoba	-6.4	2,913	3,113	3,094	2,789	2,224 ^f	-1.5	3.6	3.7	3.5	3.3	2.3						
Saskatchewan	-5.0	4,621	4,866	4,768	4,430	3,689	-4.2	5.5	5.7	5.4	5.2	4.0						
Alberta	-11.6	23,918	27,053	29,552 ^f	22,490 ^f	17,143	-17.3	29.8	36.0	36.4	27.2	17.8						
British Columbia	-9.2	18,569	20,451	22,281	19,157	16,189	-4.6	23.0	24.1	25.5	21.3	15.8						
Nunavut	197.9	143	48	4 ^f	2 ^f	4 ^f	233.3	0.2	0.1	0.0	0.0	0.0						
Northwest Territories	-16.6	317	380	433	356 ^f	287 ^f	-19.2	0.4	0.5	0.6	0.5	0.3						
Yukon	-20.7	306	386	336	350	325 ^f	-21.6	0.4	0.5	0.4	0.4	0.4						
Gender																		
Male	-4.1	150,102	156,590	163,914	152,912	141,743	-3.3	186.1	192.4	189.4	178.6	147.6						
Female	-8.3	18,236	19,885	20,165	18,800	17,665	-7.3	19.0	20.5	20.8	19.2	15.6						

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Annex 2.1.7 Benefit Repayment Provision¹ (CONTINUED)

Age	People Who Repaid Benefits					Amount Repaid (\$ Million)						
	% Change 2011-2012	2012	2011	2010	2009	2008	% Change 2011-2012	2012	2011	2010	2009	2008
15 to 24 Years (Youth)	-1.7	6,629	6,741	6,478	4,521	5,158	-0.2	7.6	7.6	7.0	4.8	5.0
25 to 44 Years	-4.4	72,133	75,434	79,814	74,010	68,588	-2.1	80.2	81.9	81.7	78.1	63.1
45 to 54 Years	-8.3	45,694	49,850	54,400	54,303	49,766	-7.8	53.6	58.2	60.1	62.1	50.2
55 Years and Older (Older Workers)	-1.3	43,882	44,450	43,387	38,878	35,896	-2.3	63.7	65.2	61.5	52.8	45.0
Total (Canada)	-4.6	168,338	176,475	184,079	171,712	159,408	-3.7	205.1	212.9	210.2	197.8	163.2

Note: Totals may not add up due to rounding.

¹ As benefit repayments are administered through the tax system, the most recent data available are for the 2012 taxation year.

² Provincial and territorial figures do not add up to the national total because Canadians working outside of Canada are not accounted for.

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 Contributors to the Program, 2012¹

	Employment Insurance Premiums				Employment Income						
	Total (\$ Million)	(% of Total)	Paid by Employers ² (\$ Million)	Paid by Employees (\$ Million)	Total Employment Income (\$ Million)	(% of Total)	Total Insurable Earnings (\$ Million)	Number of Workers (% of Total)	Employment Income per Worker (\$)	Insurable Earnings per Worker (\$)	
Province/Territory of Employer											
Newfoundland and Labrador	320.7	1.6	183.8	136.9	11,010.8	1.4	7,470.9	272,520	1.5	40,404	27,414
Prince Edward Island	83.8	0.4	47.9	36.0	2,545.1	0.3	1,955.8	79,760	0.4	31,909	24,521
Nova Scotia	543.6	2.6	307.7	235.9	17,542.1	2.2	12,866.5	480,440	2.6	36,513	26,781
New Brunswick	442.5	2.1	251.1	191.5	14,043.8	1.8	10,448.5	396,340	2.2	35,434	26,362
Quebec	3,800.9	18.4	2,127.8	1,673.1	158,581.3	19.8	113,817.6	4,193,570	23.0	37,815	27,141
Ontario	8,143.1	39.5	4,608.2	3,535.0	311,687.9	38.9	193,188.1	6,821,900	37.4	45,689	28,319
Manitoba	760.8	3.7	429.7	331.1	25,608.9	3.2	18,086.1	654,010	3.6	39,157	27,654
Saskatchewan	700.2	3.4	394.0	306.2	25,896.9	3.2	16,785.4	579,550	3.2	44,684	28,963
Alberta	3,075.1	14.9	1,736.5	1,338.6	133,756.0	16.7	73,346.5	2,371,420	13.0	56,403	30,929
British Columbia	2,636.8	12.8	1,496.4	1,140.4	96,708.5	12.1	62,261.0	2,318,680	12.7	41,708	26,852
Nunavut	27.2	0.1	15.5	11.7	1,203.9	0.2	661.4	22,740	0.1	52,942	29,085
Northwest Territories	44.5	0.2	25.3	19.3	1,939.1	0.2	1,061.9	32,900	0.2	58,939	32,277
Yukon	33.3	0.2	19.0	14.3	1,168.5	0.1	784.5	25,690	0.1	45,485	30,537
Gender³											
Male	11,485.7	55.7	6,495.7	4,990.0	493,311.0	61.5	285,259.6	9,439,330	51.7	52,261	30,220
Female	9,121.3	44.3	5,143.7	3,977.6	307,961.5	38.4	227,335.4	8,792,470	48.2	35,026	25,856
Age³											
15 to 24 Years (Youth)	1,738.3	8.4	1,001.0	737.3	45,311.9	5.7	42,138.1	3,168,380	17.4	14,301	13,300
25 to 44 Years	9,696.3	47.0	5,476.0	4,220.3	351,893.4	43.9	241,123.9	7,615,870	41.7	46,205	31,661
45 to 54 Years	5,497.8	26.7	3,089.9	2,407.9	238,888.4	29.8	137,839.8	4,088,070	22.4	58,435	33,718
55 Years and Older (Older Workers)	3,674.6	17.8	2,072.5	1,602.1	165,178.8	20.6	91,493.2	3,359,460	18.4	49,168	27,234

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Annex 2.18 Contributors to the Program, 2012¹ (CONTINUED)

	Employment Insurance Premiums				Employment Income						
	Total (\$ Million)	(% of Total)	Paid by Employers ² (\$ Million)	Paid by Employees (\$ Million)	Total Employment Income (\$ Million)	(% of Total)	Total Insurable Earnings (\$ Million)	Number of Workers (% of Total)	Employment Income per Worker (\$)	Insurable Earnings per Worker (\$)	
Industries											
Goods Sector	4,697.8	22.8	2,667.4	2,030.4	192,341.8	24.0	116,946.3	3,606,770	19.8	53,328	32,424
Agriculture, Forestry, Fishing and Hunting	238.5	1.2	138.0	100.5	8,175.4	1.0	5,669.9	321,810	1.8	25,404	17,619
Mining, and Oil and Gas Extraction	451.0	2.2	252.2	198.8	27,557.4	3.4	11,289.8	266,820	1.5	103,281	42,312
Utilities	192.4	0.9	105.6	86.8	10,469.1	1.3	5,023.7	119,820	0.7	87,374	41,927
Construction	1,525.1	7.4	883.7	641.4	58,438.2	7.3	36,679.4	1,187,850	6.5	49,197	30,879
Manufacturing	2,290.9	11.1	1,288.0	1,002.9	87,701.8	10.9	58,283.4	1,710,470	9.4	51,274	34,074
Service Sector	15,313.0	74.3	8,631.9	6,681.1	587,380.1	73.3	381,029.5	14,001,900	76.7	41,950	27,213
Wholesale Trade	1,063.0	5.2	601.8	461.2	46,012.8	5.7	26,648.9	834,870	4.6	55,114	31,920
Retail Trade	1,650.3	8.0	945.4	704.9	52,117.8	6.5	39,826.4	2,029,000	11.1	25,686	19,629
Transportation and Warehousing	927.3	4.5	521.3	406.1	34,634.0	4.3	23,145.2	732,570	4.0	47,277	31,595
Information and Cultural Industries	484.1	2.3	269.8	214.3	20,564.6	2.6	12,269.6	353,770	1.9	58,130	34,682
Finance and Insurance	965.7	4.7	531.5	434.2	51,381.8	6.4	24,899.7	715,790	3.9	71,783	34,786
Real Estate, and Rental and Leasing	312.1	1.5	179.2	132.8	13,188.7	1.6	7,543.0	304,760	1.7	43,276	24,751
Professional, Scientific and Technical Services	1,185.2	5.7	671.2	514.0	58,477.3	7.3	29,674.9	981,740	5.4	59,565	30,227
Management of Companies and Enterprises	173.9	0.8	97.6	76.4	10,572.8	1.3	4,418.5	137,370	0.8	76,966	32,165
Administrative and Support, Waste Management and Remediation Services	1,005.1	4.9	575.6	429.5	33,180.8	4.1	23,971.8	1,062,700	5.8	31,223	22,557
Educational Services	1,610.6	7.8	890.8	719.8	59,612.2	7.4	40,934.9	1,312,520	7.2	45,418	31,188
Health Care and Social Assistance	1,750.2	8.5	987.0	763.1	60,251.5	7.5	44,544.3	1,469,010	8.0	41,015	30,323

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Annex 2.18 Contributors to the Program, 2012¹ (CONTINUED)

	Employment Insurance Premiums				Employment Income						
	Total		Paid by Employers ²	Paid by Employees	Total Employment Income		Total Insurable Earnings	Number of Workers	Employment Income per Worker	Insurable Earnings per Worker	
	(\$ Million)	(% of Total)	(\$ Million)	(\$ Million)	(\$ Million)	(% of Total)	(\$ Million)	(% of Total)	(\$)	(\$)	
Arts, Entertainment and Recreation	217.6	1.1	124.9	92.7	7,084.3	0.9	5,219.3	289,170	1.6	24,499	18,049
Accommodation and Food Services	772.4	3.7	448.4	324.0	21,050.8	2.6	18,092.6	1,293,040	7.1	16,280	13,992
Other Services	703.2	3.4	405.3	298.0	23,504.9	2.9	16,817.9	711,560	3.9	33,033	23,635
Public Administration	2,492.3	12.1	1,382.2	1,110.1	95,745.9	11.9	63,022.5	1,774,030	9.7	53,971	35,525
Unclassified	601.8	2.9	343.4	258.5	21,970.9	2.7	14,758.3	640,850	3.5	34,284	23,029
Total (Canada)	20,612.7	100.0	11,642.6	8,970.0	801,692.8	100.0	512,734.1	18,249,520	100.0	43,930	28,096

Note: Totals may not add up due to rounding.

¹ As premium payments are administered through the tax system, the most recent data available are for the 2012 taxation year.

² Employer contributions are 1.4 time employee contributions. However, employers who participate in the Premium Reduction Program may contribute less than 1.4 time their employees' contributions.

³ Gender and age figures may not add up to the national total because some data are missing for these categories.

Source: Canada Revenue Agency, 2012 T4s with employment income. Data are based on a 100% sample.

Annex 2.19 Benefits-to-Contributions Ratios, 2012¹

	Total Employment Insurance Premiums		Total Regular Benefits		Total Income Benefits		Regular Benefits-to-Contributions Ratio	Total Income Benefits-to-Contributions Ratio	Adjusted Regular Benefits-to-Contributions Ratio ²	Adjusted Total Income Benefits-to-Contributions Ratio ²
	(\$ Million)	(% of Total)	(\$ Million)	(% of Total)	(\$ Million)	(% of Total)				
Province/Territory³										
Newfoundland and Labrador	320.7	1.6	638.3	6.3	861.0	5.6	2.0	2.7	4.1	3.6
Prince Edward Island	83.8	0.4	156.2	1.5	222.1	1.4	1.9	2.7	3.8	3.6
Nova Scotia	543.6	2.6	560.8	5.5	787.7	5.1	1.0	1.4	2.1	1.9
New Brunswick	442.5	2.1	625.7	6.2	841.6	5.5	1.4	1.9	2.9	2.6
Quebec ⁴	3,800.9	18.4	3,015.0	29.8	3,483.9	22.7	0.6	0.9	1.3	1.2
Ontario	8,143.1	39.5	2,952.1	29.2	5,069.3	33.1	0.4	0.6	0.7	0.8
Manitoba	760.8	3.7	251.5	2.5	463.1	3.0	0.3	0.6	0.7	0.8
Saskatchewan	700.2	3.4	204.8	2.0	385.1	2.5	0.3	0.6	0.6	0.7
Alberta	3,075.1	14.9	574.2	5.7	1,303.6	8.5	0.2	0.4	0.4	0.6
British Columbia	2,636.8	12.8	1,086.3	10.7	1,839.1	12.0	0.4	0.7	0.8	0.9
Nunavut	27.2	0.1	11.9	0.1	16.9	0.1	0.4	0.6	0.9	0.8
Northwest Territories	44.5	0.2	19.9	0.2	32.9	0.2	0.4	0.7	0.9	1.0
Yukon	33.3	0.2	20.1	0.2	30.6	0.2	0.6	0.9	1.2	1.2
Gender⁵										
Male	11,485.7	55.7	6,547.8	64.7	7,879.1	51.4	0.6	0.7	1.2	0.9
Female	9,121.3	44.3	3,568.9	35.3	7,457.8	48.6	0.4	0.8	0.8	1.1
Age⁵										
15 to 24 Years (Youth)	1,738.3	8.4	887.1	8.8	1,398.1	9.1	0.5	0.8	1.0	1.1
25 to 44 Years	9,696.3	47.0	4,367.6	43.2	8,169.5	53.3	0.5	0.8	0.9	1.1
45 to 54 Years	5,497.8	26.7	2,626.5	26.0	3,133.1	20.4	0.5	0.6	1.0	0.8
55 Years and Older (Older Workers)	3,674.6	17.8	2,255.6	22.1	2,636.2	17.2	0.6	0.7	1.2	1.0

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Annex 2.19 Benefits-to-Contributions Ratios, 2012¹ (CONTINUED)

	Total Employment Insurance Premiums		Total Regular Benefits		Total Income Benefits		Regular Benefits-to-Contributions Ratio	Total Income Benefits-to-Contributions Ratio	Adjusted Regular Benefits-to-Contributions Ratio ²	Adjusted Total Income Benefits-to-Contributions Ratio ²
	(\$ Million)	(% of Total)	(\$ Million)	(% of Total)	(\$ Million)	(% of Total)				
Industries										
Goods Sector	4,697.8	22.8	4,038.7	39.9	5,084.0	33.1	0.9	1.1	1.8	1.5
Agriculture, Forestry, Fishing and Hunting	238.5	1.2	524.1	5.2	625.6	4.1	2.2	2.6	4.5	3.5
Mining, and Oil and Gas Extraction	451.0	2.2	199.9	2.0	255.8	1.7	0.4	0.6	0.9	0.8
Utilities	192.4	0.9	37.0	0.4	60.4	0.4	0.2	0.3	0.4	0.4
Construction	1,525.1	7.4	2,027.9	20.0	2,359.0	15.4	1.3	1.5	2.7	2.1
Manufacturing	2,290.9	11.1	1,249.7	12.4	1,783.2	11.6	0.5	0.8	1.1	1.0
Service Sector	15,313.0	74.3	5,703.3	56.4	9,745.5	63.5	0.4	0.6	0.8	0.9
Wholesale Trade	1,063.0	5.2	415.9	4.1	685.8	4.5	0.4	0.6	0.8	0.9
Retail Trade	1,650.3	8.0	629.0	6.2	1,033.2	6.7	0.4	0.6	0.8	0.8
Transportation and Warehousing	927.3	4.5	425.1	4.2	585.6	3.8	0.5	0.6	0.9	0.8
Information and Cultural Industries	484.1	2.3	125.8	1.2	208.1	1.4	0.3	0.4	0.5	0.6
Finance and Insurance	965.7	4.7	153.8	1.5	399.3	2.6	0.2	0.4	0.3	0.6
Real Estate, and Rental and Leasing	312.1	1.5	148.7	1.5	219.3	1.4	0.5	0.7	1.0	0.9
Professional, Scientific and Technical Services	1,185.2	5.7	454.1	4.5	704.4	4.6	0.4	0.6	0.8	0.8
Management of Companies and Enterprises	173.9	0.8	60.5	0.6	96.3	0.6	0.3	0.6	0.7	0.7
Administrative and Support, Waste Management and Remediation Services	1,005.1	4.9	707.3	7.0	971.3	6.3	0.7	1.0	1.4	1.3
Educational Services	1,610.6	7.8	602.2	6.0	1,054.5	6.9	0.4	0.7	0.8	0.9
Health Care and Social Assistance	1,750.2	8.5	375.4	3.7	1,140.7	7.4	0.2	0.7	0.4	0.9

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Annex 2.19 Benefits-to-Contributions Ratios, 2012¹ (CONTINUED)

	Total Employment Insurance Premiums		Total Regular Benefits		Total Income Benefits		Regular Benefits-to-Contributions Ratio	Total Income Benefits-to-Contributions Ratio	Adjusted Regular Contributions Ratio ²	Adjusted Total Income Benefits-to-Contributions Ratio ²
	(\$ Million)	(% of Total)	(\$ Million)	(% of Total)	(\$ Million)	(% of Total)				
Arts, Entertainment and Recreation	217.6	1.1	218.0	2.2	266.2	1.7	1.0	1.2	2.0	1.6
Accommodation and Food Services	772.4	3.7	469.7	4.6	710.6	4.6	0.6	0.9	1.2	1.2
Other Services	703.2	3.4	346.0	3.4	543.2	3.5	0.5	0.8	1.0	1.0
Public Administration	2,492.3	12.1	572.0	5.7	1,127.2	7.3	0.2	0.5	0.5	0.6
Unclassified	601.8	2.9	374.8	3.7	507.3	3.3	0.6	0.8	1.3	1.1
Total (Canada)	20,612.7	100.0	10,116.8	100.0	15,336.9	100.0	0.5	0.7	1.0	1.0

Note: Totals may not add up due to rounding.

- As premium payments are administered through the tax system, the most recent data available are for the 2012 taxation year.
- For ease of analysis, the benefits-to-contributions ratios have been adjusted so that the national figure equals one.
- The benefits-to-contributions (B/C) ratios for the provinces and territories are determined by the location of employers for premiums and of claimants for benefits. As a result, the B/C ratios for some provinces and territories may be under/overstated if contributions are being accredited to a province/territory, while the employment is actually situated in another province/territory.
- The calculation of Quebec's regular benefits-to-contributions ratio and adjusted regular benefits-to-contributions ratio takes into consideration the fact that employers and employees in the province do not pay Employment Insurance (EI) premiums for maternity and parental benefits, due to the presence of the Quebec Parental Insurance Plan (QPIP). To account for this, the EI contribution from Quebec, which is the denominator of the two ratios, has been modified upward to estimate how much employers and employees in Quebec would pay in EI premiums if they had to contribute to maternity and parental benefits.
- Gender and age figures may not add up to the national total because some data are missing for these categories.

Sources: Canada Revenue Agency, 2012 T4s with employment income (data are based on a 100% sample of T4 data); Employment and Social Development Canada, Employment Insurance (EI) administrative data (data are based on a 10% sample of EI administrative data).

ANNEX 3

EBSMs Date Tables



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Annex 3.1 Overview of Labour Market Development Agreements

Province/Territory	Signature Date	Implementation Date	Allocation (\$000s) ¹		
			2014/15 LMDA	2013/14 LMDA	2012/13 LMDA
Newfoundland and Labrador	September 4, 2008	November 2, 2009	127,992	129,219	130,405
Prince Edward Island	September 5, 2008	October 5, 2009	25,656	26,084	26,467
Nova Scotia	June 13, 2008	July 1, 2009	78,870	79,013	79,606
New Brunswick	December 13, 1996	April 1, 1997	89,840	89,763	90,142
Quebec	April 21, 1997	April 1, 1998	579,094	581,242	584,048
Ontario	November 23, 2005	January 1, 2007	570,490	565,471	559,964
Manitoba	April 17, 1997	November 27, 1997	43,083	43,507	44,086
Saskatchewan	February 6, 1998	January 1, 1999	35,855	36,426	37,092
Alberta	December 6, 1996	November 1, 1997	109,138	109,143	108,678
British Columbia	February 20, 2008	February 2, 2009	280,504	280,647	280,013
Northwest Territories	February 27, 1998	October 1, 1998	3,121	3,143	3,156
Yukon	July 8, 2009	February 1, 2010	3,523	3,482	3,489
Nunavut	May 11, 2000	April 1, 2000	2,834	2,859	2,854
Canada			1,950,000	1,950,000	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

Eligibility for Employment Benefits and Support Measures (EBSMs) or Similar Programs Funded Under Part II

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 *Employment Insurance 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 *Employment Insurance Act*. Canada retains responsibility for the delivery of insurance benefits under Part I of the *Employment Insurance Act* and for the aspects of labour market development reflective of national interests. For more information on LMDAs, please refer to: http://www.hrsdc.gc.ca/eng/employment/partnerships/labour_market_development/index.shtml.

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 *Employment Insurance Act*. The apprentice requires a referral under the authority of Section 25 of the *Employment Insurance 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 Aboriginal organizations to design and deliver employment programs and services for Aboriginal people at the community level. Aboriginal Skills and Employment Training Strategy (ASETS) is the successor to the Aboriginal Human Resources Development Strategy (AHRDS), which expired on March 31, 2010.

The sunset of AHRDS and the modernization of ESDC's Aboriginal labour market programming—through ASETS—coincides with ESDC's process of modernizing the administration of grants and contributions. The ASETS advances labour market outcomes for First Nations, Métis, and Inuit via demand-driven skills development, strategic partnerships with provinces, territories and the private sector, and via increased accountability. It also supports the development of a skilled Aboriginal workforce, which is one of the Aboriginal Economic Development Framework's objectives.

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://jb.gc.ca/hrdc-drrc.gc.ca>.

Annex 3.3 EBSM Program Descriptions

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 Overview¹

Clients Served ²		2013/14		Designated Group Participation in EBSMs ⁴	
Gender					
Men	61.0%	Clients	771,042	Women	44.5%
Women	39.0%	Interventions	1,138,409	Aboriginal people	6.9%
		Ratio	1.60	Persons with disabilities	9.1%
				Visible minorities	5.1%
Age³		Participation in Interventions as a Percentage of Total			
15 to 19 years	5.1%	Employment Benefits			
20 to 24 years	14.3%	Targeted Wage Subsidies	1.1%	Employment	17,726,642
25 to 29 years	13.3%	Self-Employment	0.7%	Unemployment rate	7.0%
30 to 34 years	12.8%	Job Creation Partnerships	0.3%		
35 to 39 years	11.4%	Skills Development-Regular	4.8%		
40 to 44 years	10.7%	Skills Development-Apprentices	5.8%		
45 to 49 years	10.4%	Targeted Earnings Supplements	0.5%		
50 to 54 years	10.4%				
55 years and older	11.6%				
Unknown	0.0%				
EI Clients Served		Support Measures: Employment Assistance Services			
Active claimants	78.2%	Employment Services	52.2%		
Former claimants	21.8%	Group Services	4.1%		
		Individual Counselling	28.2%		
		Pan-Canadian	2.3%		

Sources: Client and participant datasets.

¹ In 2013/14, 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 2013/14 administrative data counts for the province are incomplete. Therefore, the 2013/14 data on clients and interventions presented in this 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. The province will undertake supplementary analysis and fine tune the data collection process of its new system to ensure the data counts for the 2014/15 *Monitoring and Assessment Report* are complete.

² Clients with an unknown gender were added to the male category.

³ SD-Apprentices and Group Services are excluded from the distribution because client date of birth is not collected.

⁴ Reported counts are generally lower than actual numbers because data are collected through self-identification.

Annex 3.5 EBSM Clients – Clients Served, by Client Type^{1,2}

Provinces/Territories	2013/14						
	EI Active Claimants			EI Clients			
	Target ³	Active Claimants Served	Former Claimants Served	Total EI Clients Served	Non-Insured Clients Served	Total Clients Served	
Newfoundland and Labrador	9,700	8,831	1,928	10,759	1,980	12,739	
Prince Edward Island	2,216	2,963	703	3,666	1,285	4,951	
Nova Scotia	8,500	9,313	2,779	12,092	4,545	16,637	
New Brunswick	9,425	9,070	2,592	11,662	4,876	16,538	
Quebec	136,500	147,396	26,779	174,175	63,162	237,337	
Ontario	62,650	64,689	20,145	84,834	74,533	159,367	
Manitoba	10,500	10,988	3,579	14,567	13,540	28,107	
Saskatchewan	7,150	10,308	2,687	12,995	798	13,793	
Alberta	35,000	42,472	16,819	59,291	63,516	122,807	
British Columbia	39,000	34,612	11,336	45,948	35,680	81,628	
Northwest Territories	338	347	151	498	532	1,030	
Yukon	300	271	45	316	96	412	
Nunavut	110	98	128	226	173	399	
National Headquarters	–	–	–	–	–	–	
Total EBSMs	321,389	341,358	89,671	431,029	264,716	695,745	
Aboriginal Pan-Canadian	15,738	7,551	7,746	15,297	–	15,297	
Canada	337,127	348,909	97,417	446,326	264,716	711,042	

Source: Client dataset.

¹ In 2013/14, 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 2013/14 administrative data counts for the province are incomplete. Therefore, the 2013/14 data on clients and interventions presented in this 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. The province will undertake supplementary analysis and fine tune the data collection process of its new system to ensure the data counts for the 2014/15 *Monitoring and Assessment Report* are complete.

² This table includes clients served between April 1, 2013, and March 31, 2014, 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.

Annex 3.6 New EBSM Interventions^{1,2}

2013/14														Canada	
	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	721	402	532	1,455	6,091	1,968	55	–	41	1,159	77	2	43	–	12,546
Self-Employment	190	147	468	316	1,916	2,475	141	77	207	2,063	22	6	3	–	8,031
Job Creation Partnerships	839	169	159	–	–	521	127	–	649	426	–	–	–	–	2,890
Skills Development-Regular	3,363	1,116	2,078	3,682	26,514	9,233	2,334	1,062	1,687	3,343	42	40	97	–	54,591
Skills Development-Apprentices	2,328	302	1,503	2,259	–	15,843	3,823	7,061	20,232	12,002	181	195	25	–	65,754
Targeted Earning Supplements	–	–	–	–	5,764	–	–	–	–	–	–	–	–	–	5,764
Total Employment Benefits	7,441	2,136	4,740	7,712	40,285	30,040	6,480	8,200	22,816	18,993	322	243	168	–	149,576
Support Measures: EAS															
Employment Services	7 800	3,821	22,488	9,269	137,539	–	31,046	5,546	233,876	142,026	–	329	379	–	594,119
Group Services	–	–	926	–	45,545	–	–	471	–	88	–	–	–	–	47,030
Individual Counselling	3,200	1,455	5,009	16,555	60,789	149,001	16,197	4,386	–	63,741	973	0	–	–	321,306
Total Support Measures: EAS	11,000	5,276	28,423	25,824	243,873	149,001	47,243	10,403	233,876	205,855	973	329	379	–	962,455
<i>Total Support Measures: EAS-Without Group Services</i>	<i>11,000</i>	<i>5,276</i>	<i>27,497</i>	<i>25,824</i>	<i>198,328</i>	<i>149,001</i>	<i>47,243</i>	<i>9,932</i>	<i>233,876</i>	<i>205,767</i>	<i>973</i>	<i>329</i>	<i>379</i>	<i>–</i>	<i>915,425</i>
Total Benefits and Support Measures: EAS	18,441	7,412	33,163	33,536	284,158	179,041	53,723	18,603	256,692	224,848	1,295	572	547	–	1,112,031
Aboriginal Pan-Canadian	301	148	529	460	3,567	5,177	4,104	2,409	2,155	6,451	447	351	107	172	26,378
Grand Total-Benefits and Support Measures: EAS	18,742	7,560	33,692	33,996	287,725	184,218	57,827	21,012	258,847	231,299	1,742	923	654	172	1,138,409
Grand Total-Without Group Services	18,742	7,560	32,766	33,996	242,180	184,218	57,827	20,541	258,847	231,211	1,742	923	654	172	1,091,379

Source: Participant dataset.

¹ In 2013/14, 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 2013/14 administrative data counts for the province are incomplete. Therefore, the 2013/14 data on clients and interventions presented in this 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. The province will undertake supplementary analysis and fine tune the data collection process of its new system to ensure the data counts for the 2014/15 *Monitoring and Assessment Report* are complete.

² Interventions in this table refer to all new starts between April 1, 2013 and March 31, 2014.

³ Ontario counts one individual counselling intervention per client.

Annex 3.7 EBSM Designated Members – Women^{1,2}

	New Starts, by Intervention (%)—2013/14														
	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	59.1	46.5	49.6	45.2	43.5	44.7	32.7	—	65.9	43.3	11.7	50.0	34.9	—	44.9
Self-Employment	53.2	49.7	50.2	45.6	44.2	51.0	44.7	37.7	59.4	51.6	45.5	33.3	100.0	—	49.3
Job Creation Partnerships	53.8	42.0	49.1	—	—	66.6	31.5	—	51.5	24.2	—	—	—	—	49.3
Skills Development-Regular	57.9	55.3	51.1	49.4	44.3	48.5	53.4	45.5	60.2	48.9	26.2	47.5	45.4	—	47.9
Skills Development-Apprentices	6.1	2.3	3.9	3.5	—	2.5	1.9	4.2	5.7	3.9	3.3	6.7	—	—	4.1
Targeted Earning Supplements	—	—	—	—	43.8	—	—	—	—	—	—	—	—	—	43.8
Total Employment Benefits	41.5	44.7	35.8	35.0	44.1	24.5	22.2	9.9	11.6	19.9	11.2	14.4	36.9	—	28.3
Support Measures: EAS															
Employment Services	44.0	50.3	50.3	46.9	45.5	—	52.2	39.1	48.8	46.0	—	44.7	41.7	—	47.5
Individual Counselling	44.0	53.1	50.4	43.8	42.3	49.2	48.8	39.7	—	45.8	34.8	—	—	—	46.7
Total Support Measures: EAS	44.0	51.1	50.3	44.9	44.5	49.2	51.0	39.4	48.8	46.0	34.8	44.7	41.7	—	47.2
Total Benefits and Support Measures: EAS	43.0	49.3	48.2	42.6	44.5	45.0	47.6	26.0	45.5	43.8	29.0	31.8	40.2	—	44.5
Aboriginal Pan-Canadian	33.2	42.6	33.8	45.9	46.6	46.7	43.9	45.0	37.3	42.2	33.3	36.8	29.0	59.3	43.4
Grand Total, Benefits and Support Measures: EAS	42.8	49.1	47.9	42.7	44.5	45.1	47.3	28.3	45.5	43.7	30.1	33.7	38.4	59.3	44.5

Source: Participant dataset.

¹ In 2013/14, Newfoundland and Labrador implemented a new case management system, ended Employment Services contracts with external service providers, and re-instituted their network of provincial counselors. In the context of the transition to this new system, the 2013/14 administrative data counts for the province are incomplete. Therefore, the 2013/14 data on clients and interventions presented in this 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. The province will undertake supplementary analysis and fine tune the data collection process of its new system to ensure the data counts for the 2014/15 *Monitoring and Assessment Report* are complete.

² All percentages are based on new start interventions only (the number of interventions started in 2013/14).

Annex 3.8 EBSM Designated Members – Persons with Disabilities^{1,2}

	New Starts, by Intervention (%)—2013/14														
	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	1.1	4.5	22.6	2.5	38.9	3.2	12.7	—	4.9	16.5	—	—	—	—	22.5
Self-Employment	—	1.4	9.4	0.9	1.4	—	5.0	10.4	1.4	18.1	—	33.3	—	—	5.8
Job Creation Partnerships	1.3	3.0	7.5	—	—	—	2.4	—	1.5	6.6	—	—	—	—	2.4
Skills Development-Regular	1.0	2.7	17.1	3.9	3.1	—	3.8	8.3	0.7	24.3	—	27.5	—	—	4.4
Skills Development-Apprentices	0.1	—	0.1	0.3	—	—	0.1	1.1	—	0.2	0.6	—	—	—	0.2
Targeted Earning Supplements	—	—	—	—	4.4	—	—	—	—	—	—	—	—	—	4.4
Total Employment Benefits	0.7	2.6	11.3	2.5	8.6	0.2	1.7	2.1	0.1	7.6	0.3	5.3	—	—	4.1
Support Measures: EAS															
Employment Services	1.2	16.6	25.1	20.1	8.8	—	11.6	9.9	2.7	23.7	—	50.5	0.5	—	10.9
Individual Counselling	1.0	8.1	37.2	9.9	4.2	3.2	5.9	10.8	—	24.6	0.8	—	—	—	8.7
Total Support Measures: EAS	1.1	14.3	27.3	13.6	7.4	3.2	9.6	10.3	2.7	24.0	0.8	50.5	0.5	—	10.2
Total Benefits and Support Measures: EAS	1.0	10.9	24.9	11.0	7.6	2.7	8.7	6.6	2.5	22.6	0.7	31.3	0.4	—	9.3
Aboriginal Pan-Canadian	3.3	4.7	5.1	6.5	0.8	2.5	3.9	1.2	1.6	3.9	0.4	1.1	—	7.6	2.8
Grand Total, Benefits and Support Measures: EAS	1.0	10.8	24.6	11.0	7.5	2.7	8.3	6.0	2.5	22.1	0.6	19.8	0.3	7.6	9.1

Source: Participant dataset.

¹ In 2013/14, Newfoundland and Labrador implemented a new case management system, ended Employment Services contracts with external service providers, and re-instituted their network of provincial counselors. In the context of the transition to this new system, the 2013/14 administrative data counts for the province are incomplete. Therefore, the 2013/14 data on clients and interventions presented in this 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. The province will undertake supplementary analysis and fine tune the data collection process of its new system to ensure the data counts for the 2014/15 *Monitoring and Assessment Report* are complete.

² All percentages are based on new start interventions only (the number of interventions started in 2013/14). These reported counts are generally lower than actual numbers because data are collected through self-identification.

Annex 3.9 EBSM Designated Members – Aboriginal People^{1,2}

	New Starts, by Intervention (%)—2013/14														
	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	1.1	–	3.0	–	0.1	2.8	9.1	–	7.3	5.1	45.5	–	88.4	–	1.8
Self-Employment	1.6	0.7	3.4	–	0.1	1.5	8.5	7.8	1.0	5.3	27.3	–	–	–	2.4
Job Creation Partnerships	0.6	2.4	5.0	–	–	6.0	10.2	–	0.5	28.9	–	–	–	–	6.5
Skills Development-Regular	1.3	0.8	3.5	–	–	1.3	9.6	12.1	0.1	8.7	57.1	15.0	92.8	–	1.9
Skills Development-Apprentices	0.2	–	0.2	–	–	0.1	1.5	1.8	0.1	0.2	8.8	–	–	–	0.4
Targeted Earning Supplements	–	–	–	–	0.1	–	–	–	–	–	–	–	–	–	0.1
Total Employment Benefits	0.9	0.7	2.4	–	0.1	0.8	4.8	3.2	0.1	3.2	25.2	2.5	76.2	–	1.3
Support Measures: EAS															
Employment Services	1.0	1.2	2.9	–	0.1	–	12.9	15.7	5.2	11.1	–	14.0	93.7	–	5.7
Individual Counselling	1.0	1.2	3.2	–	0.1	2.1	7.7	14.6	–	11.8	67.7	–	–	–	4.2
Total Support Measures: EAS	1.0	1.2	3.0	–	0.1	2.1	11.1	15.2	5.2	11.3	67.7	14.0	93.7	–	5.2
Total Benefits and Support Measures: EAS	0.9	1.0	2.9	–	0.1	1.9	10.4	9.8	4.8	10.6	57.1	9.1	88.3	–	4.6
Aboriginal Pan-Canadian	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Grand Total, Benefits and Support Measures: EAS	2.5	3.0	4.5	1.4	1.6	4.6	16.7	20.4	5.6	13.1	68.1	43.7	90.2	100.0	6.9

Source: Participant dataset.

¹ In 2013/14, Newfoundland and Labrador implemented a new case management system, ended Employment Services contracts with external service providers, and re-instituted their network of provincial counselors. In the context of the transition to this new system, the 2013/14 administrative data counts for the province are incomplete. Therefore, the 2013/14 data on clients and interventions presented in this 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. The province will undertake supplementary analysis and fine tune the data collection process of its new system to ensure the data counts for the 2014/15 *Monitoring and Assessment Report* are complete.

² All percentages are based on new start interventions only (the number of interventions started in 2013/14). These reported counts are generally lower than actual numbers because data are collected through self-identification.

Annex 3.10 EBSM Designated Members – Visible Minorities^{1,2}

	New Starts, by Intervention (%)—2013/14														
	N.L.	P.E.I.	N.S.	N.B.	Que. ³	Ont.	Man.	Sask.	Alta.	B.C.	N.W.T	Yuk.	Nun.	NHQ	Canada
Employment Benefits															
Targeted Wage Subsidies	0.6	3.2	2.4	0.8	—	7.0	1.8	—	—	8.6	10.4	—	—	—	2.3
Self-Employment	—	2.7	0.6	0.9	—	6.9	7.8	2.6	1.9	10.4	18.2	—	—	—	5.2
Job Creation Partnerships	0.4	2.4	0.6	—	—	6.3	17.3	—	2.0	4.0	—	—	—	—	3.2
Skills Development-Regular	0.2	3.8	3.1	1.8	—	8.4	20.3	9.0	4.3	8.0	11.9	2.5	2.1	—	3.4
Skills Development-Apprentices	0.1	—	0.3	—	—	0.1	0.7	0.7	—	0.2	0.6	—	—	—	0.2
Targeted Earning Supplements	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Total Employment Benefits	0.2	2.9	1.8	1.1	—	3.7	8.2	1.8	0.4	3.3	5.6	0.4	1.2	—	1.9
Support Measures: EAS															
Employment Services	0.2	9.4	4.1	4.2	—	—	15.8	8.6	2.0	11.8	—	1.2	0.8	—	4.8
Individual Counselling	0.2	2.7	4.3	2.9	—	7.7	22.4	8.1	—	12.3	20.3	—	—	—	7.6
Total Support Measures: EAS	0.2	7.5	4.1	3.4	—	7.7	18.0	8.4	2.0	12.0	20.3	1.2	0.8	—	5.8
Total Benefits and Support Measures: EAS	0.2	6.2	3.8	2.9	—	7.1	16.8	5.4	1.9	11.2	16.7	0.9	0.9	—	5.2
Aboriginal Pan-Canadian	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Grand Total—Benefits and Support Measures: EAS	0.2	6.1	3.7	2.8	—	6.9	15.6	4.8	1.9	10.9	12.4	0.5	0.8	—	5.1

Source: Participant dataset.

¹ In 2013/14, Newfoundland and Labrador implemented a new case management system, ended Employment Services contracts with external service providers, and re-instituted their network of provincial counselors. In the context of the transition to this new system, the 2013/14 administrative data counts for the province are incomplete. Therefore, the 2013/14 data on clients and interventions presented in this 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. The province will undertake supplementary analysis and fine tune the data collection process of its new system to ensure the data counts for the 2014/15 *Monitoring and Assessment Report* are complete.

² All percentages are based on new start interventions only (the number of interventions started in 2013/14). These reported counts are generally lower than actual numbers because data are collected through self-identification.

³ 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.

Annex 3.1.1 EBSM and Pan-Canadian Activities – Part I – Final Expenditures

	In \$000s by Intervention—2013/14														
	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	707	678	1,861	2,663	8,767	6,573	1,164	306	1,366	1,483	322	19	21	—	25,930
Job Creation Partnerships ¹	924	230	241	3	98	853	480	—	4	148	—	—	—	—	2,981
Skills Development	20,877	7,032	13,617	30,581	58,852	77,501	23,808	22,279	86,601	38,282	1,036	1,041	289	—	381,796
Total²	22,508	7,940	15,719	33,247	67,717	84,927	25,452	22,585	87,971	39,913	1,358	1,060	310	—	410,707

Source: Benefit and Overpayment System.

¹ In Quebec, this amount refers only to pan-Canadian activities.

² Totals may not add up due to rounding.

Annex 3.12 EBSM Final Expenditures

In \$000s by Intervention—2013/14															
	N.L.	P.E.I.	N.S.	N.B.	Que.	Ont. ¹	Man.	Sask.	Alta.	B.C.	N.W.T.	Yk.	Nun.	NHQ	Canada ²
Employment Benefits															
Targeted Wage Subsidies	7,431	2,605	3,420	9,422	46,868	3,619	320	—	395	6,090	273	6	352	—	80,801
Self-Employment	4,763	1,661	5,974	4,475	26,546	49,403	1,013	353	1,640	14,910	225	92	8	—	111,064
Job Creation Partnerships	5,916	1,995	1,289	—	—	5,302	1,250	—	7,392	4,992	0	—	—	—	28,136
Skills Development	90,052	13,576	42,859	54,317	271,353	220,608	27,012	27,483	70,628	132,511	1,140	1,932	993	—	954,463
Targeted Earning Supplements including Supplément de retour au travail	—	—	—	—	2,853	—	—	—	—	—	—	—	—	—	2,853
Total Employment Benefits	108,162	19,837	53,542	68,214	347,619	278,933	29,595	27,836	80,055	158,503	1,638	2,029	1,353	—	1,177,317
Support Measures: EAS															
Employment Assistance	4,557	4,517	23,491	11,282	139,752	271,860	7,488	5,566	27,089	95,976	1,075	1,272	—	—	593,924
Total Support Measures: EAS	4,557	4,517	23,491	11,282	139,752	271,860	7,488	5,566	27,089	95,976	1,075	1,272	—	—	593,924
Sub-Total : Employment Benefits and Support Measures: EAS	112,719	24,354	77,034	79,495	487,371	550,794	37,083	33,402	107,143	254,479	2,713	3,301	1,353	—	1,771,241
Other Support Measures															
Labour Market Partnerships	3,038	1,715	1,980	9,451	93,661	13,842	5,184	2,611	2,000	9,799	339	5	—	—	143,625
Research and Innovation	—	16	—	274	209	835	1,240	414	—	12,124	—	—	—	—	15,111
Total Other Support Measures	3,038	1,730	1,980	9,725	93,870	14,677	6,424	3,024	2,000	21,923	339	5	—	—	158,736
Total EBSM— Part II	115,757	26,084	79,014	89,220	581,242	565,471	43,507	36,426	109,143	276,402	3,052	3,306	1,353	—	1,929,977
Overcontribution ³	13,462	—	—	543	—	—	—	—	—	4,245	91	176	1,506	—	20,023
Pan Canadian (see details in Annex 3.13)	1,860	300	1,596	1,433	9,208	20,882	14,367	11,365	13,039	13,491	2,445	980	2,461	23,529	116,955
Adjustment ⁴	(2,980)	(7)	(61)	(16,263)	(54)	(45)	(3)	(114)	(6)	(57,307)	(622)	(13)	(1,215)	(973)	(79,662)
Total Including Pan Canadian	128,099	26,377	80,549	74,933	590,396	586,308	57,871	47,677	122,176	236,831	4,966	4,449	4,105	22,556	1,987,293
Administrative Costs Related to LMDAs ⁵	8,827	2,646	10,112	8,922	58,920	57,044	6,078	6,021	9,594	20,137	1,450	350	787	—	190,887

Source: Corporate Management System and provincial/territorial audited statements.

¹ 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 new employment service model in order to maximize the flexibility of program delivery by third-party service providers.

² Totals may not add up due to rounding.

³ Overcontributions will be recovered during 2014/15.

⁴ This adjustment reflects overpayments established, refunds of previous years' expenditures and other accounting adjustments.

⁵ Net Administrative costs include \$181 million (salary and non-salary) to administer LMDAs and \$10 million for rent.

Annex 3.13 EI Part II Pan-Canadian – Final Expenditures¹

In \$000s by Intervention—2013/14															
	N.L.	P.E.I.	N.S.	N.B.	Que.	Ont.	Man.	Sask.	Alta.	B.C.	N.W.T.	Yk.	Nun.	NHQ	Canada
Pan-Canadian—Programming Funds															
Aboriginal Skills and Employment Training Strategy	1,860	225	1,596	1,286	9,007	20,515	14,145	11,365	12,882	13,358	2,445	980	2,461	1,000	93,125
Labour Market Partnerships	–	75	–	147	201	367	222	–	157	133	–	–	–	20,551	21,852
Research and Innovation	–	–	–	–	–	–	–	–	–	–	–	–	–	1,977	1,977
Grand Total Pan-Canadian	1,860	300	1,596	1,433	9,208	20,882	14,367	11,365	13,039	13,491	2,445	980	2,461	23,529	116,955

Source: Corporate Management System.

¹ Totals may not add up due to rounding.

Annex 3.14 Returns to Employment and Unpaid Benefits Indicators¹

Province/Territory	2013/14											
	Clients Who Returned to Employment ²					Unpaid Benefits (\$ Millions) ²						
	Targets ³	Results			Results vs. Targets (%)	Target ³	Results			Result vs. Target (%)		
	SD-Apprentices	Group Services	Other ⁴	Total		SD-Apprentices	Group Services	Other ⁴	Total ⁵			
Newfoundland and Labrador	5,800	1,848	-	4,070	5,918	102%	24.5	20.2	-	5.5	25.7	105%
Prince Edward Island	1,624	234	-	1,960	2,194	135%	8.4	2.8	-	4.9	7.7	93%
Nova Scotia	6,000	1,266	199	4,215	5,680	95%	22.0	15.2	1.5	11.4	28.1	128%
New Brunswick	8,410	971	-	6,956	7,927	94%	31.2	10.7	-	18.0	28.7	92%
Quebec	50,900	-	6,352	48,691	55,043	108%	200.0	-	53.7	198.7	252.4	126%
Ontario	33,700	12,284	-	23,734	36,018	107%	216.0	129.5	-	108.1	237.6	110%
Manitoba	8,500	2,722	-	4,804	7,526	89%	40.0	28.3	-	16.0	44.3	111%
Saskatchewan	5,000	3,932	65	2,041	6,038	121%	44.0	48.1	0.5	12.2	60.8	138%
Alberta	22,000	14,003	-	11,089	25,092	114%	200.0	162.3	-	87.1	249.3	125%
British Columbia	24,000	7,173	-	12,861	20,040	84%	104.0	77.8	-	44.0	121.8	117%
Northwest Territories	209	66	-	134	200	96%	2.6	1.1	-	1.3	2.3	91%
Yukon	250	133	-	97	230	92%	2.6	1.8	-	0.6	2.4	92%
Nunavut	75	13	-	37	50	67%	0.7	0.2	-	0.2	0.4	58%
Canada	166,468	44,645	6,622	120,689	171,956	103%	895.9	498.0	55.7	507.8	1,061.5	118%

Source: Results dataset.

¹ In 2013/14, Newfoundland and Labrador implemented a new case management system, ended Employment Services contracts with external service providers, and re-instituted their network of provincial counselors. In the context of the transition to this new system, the 2013/14 administrative data counts for the province are incomplete. Therefore, the 2013/14 data on clients and interventions presented in this 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. The province will undertake supplementary analysis and fine tune the data collection process of its new system to ensure the data counts for the 2014/15 *Monitoring and Assessment Report* are complete.

² ASETS activity resulted in 7,481 returns to employment and \$15.8 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.

Annex 3.15 Returns to Employment by EBSM Intervention^{1,2}

	2013/14													Canada	
	N.L.	P.E.I.	N.S.	N.B.	Que.	Ont.	Man.	Sask.	Alta.	B.C.	N.W.T.	Yuk.	Nun.		NHQ
Employment Benefits															
Targeted Wage Subsidies	310	233	263	871	1,637	521	19	–	2	467	7	2	6	–	4,338
Self-Employment	122	122	325	316	1,220	184	99	20	70	603	12	1	–	–	3,094
Job Creation Partnerships	279	76	69	–	–	106	68	–	135	215	–	–	–	–	948
Skills Development–Regular	1,840	561	994	2,366	8,837	1,040	752	381	189	1,372	30	22	16	–	18,400
Skills Development–Apprentices ³	1,848	234	1,266	1,612	–	12,434	2,857	4,137	14,003	7,605	75	142	13	–	46,226
Targeted Earning Supplements	–	–	–	–	4,089	–	–	–	–	–	–	–	–	–	4,089
Total Benefits	4,399	1,226	2,917	5,165	15,783	14,285	3,795	4,538	14,399	10,262	124	167	35	–	77,095
Support Measures: EAS															
Employment Services	–	731	2,245	921	25,352	–	2,200	520	10,693	7,380	–	63	15	–	50,120
Group Services	–	–	199	–	6,352	–	–	65	–	–	–	–	–	–	6,622
Individual Counselling	1,519	237	319	1,841	7,556	21,733	1,531	915	–	2,392	76	–	–	–	38,119
Total Support Measures: EAS	1,519	968	2,763	2,762	39,260	21,733	3,731	1,500	10,693	9,778	76	63	15	–	94,861
Total Employment Benefits and Support Measures: EAS	5,918	2,194	5,680	7,927	55,043	36,018	7,526	6,038	25,092	20,040	200	230	50	–	171,956
Target	5,800	1,624	6,000	8,410	50,900	33,700	8,500	5,000	22,000	24,000	209	250	75	–	166,468
Results vs. Targets (%)	102.0%	135.1%	94.7%	94.3%	108.1%	106.9%	88.5%	120.8%	114.1%	83.5%	95.7%	92.0%	66.7%	–	103.3%

Sources: Results dataset and Common System for Grants and Contributions (CSGC).

1. In 2013/14, Newfoundland and Labrador implemented a new case management system, ended Employment Services contracts with external service providers, and re-instituted their network of provincial counselors. In the context of the transition to this new system, the 2013/14 administrative data counts for the province are incomplete. Therefore, the 2013/14 data on clients and interventions presented in this 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. The province will undertake supplementary analysis and fine tune the data collection process of its new system to ensure the data counts for the 2014/15 *Monitoring and Assessment Report* are complete.

2. Results associated solely with the ASETS are not available.

3. Results for SD-Apprentices do not match those in Annex 3.1.4. Results presented in this Annex are associated with the last intervention in which a client participated. Employment Benefits participation supersedes participation in Employment Services.

ANNEX 4

Key Program Administration Data and Results



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Annex 4.2 Call Centres

	Enquiries Resolved via EI Interactive Voice Response System ^{1,2}		Calls Answered (EI Specialized Call Centres) ¹		First Contact Resolution – EI Specialized Call Centres ^{1,3}		1 800 O-Canada EI-Related Calls ⁴		First Call Resolution ⁵ – 1 800 O-Canada EI-Related Calls	
	% Change	(In Millions)	% Change	(In Thousands)	% Change	(%)	% Change	(In Thousands)	% Change	(%)
	2012/13-2013/14	2011/12-2010/11	2012/13-2013/14	2010/11-2009/10	2012/13-2013/14	2011/12-2010/11	2012/13-2013/14	2009/10-2010/11	2012/13-2013/14	2011/12-2010/11
Region										
Atlantic	N/A	N/A	N/A	N/A	N/A	N/A	N/A	60	57	29
Quebec	N/A	N/A	N/A	N/A	N/A	N/A	N/A	140	152	183
Ontario	N/A	N/A	N/A	N/A	N/A	N/A	N/A	195	176	171
Western	N/A	N/A	N/A	N/A	N/A	N/A	N/A	185	163	165
National	-2.7	22.6	29.0	28.7	33.0	4.5	4.166	4,364	5,290	6,803
								7,644	7,644	80.7
								84.4	84.4	N/A
								-3.7	-3.7	N/A
								5.8	5.8	N/A
								580	548	576
								296	366	296
								23	29	23
								4.7	4.7	N/A
								-7.7	-7.7	N/A
								10.6	10.6	N/A
								13.5	13.5	N/A
								80.7	84.4	N/A
								-3.7	-3.7	N/A
								6.803	7,644	80.7
								4.166	4,364	5,290
								4.5	4.166	4,364
								33.0	33.0	33.0
								28.7	28.7	28.7
								22.6	22.6	22.6
								29.0	29.0	29.0
								28.7	28.7	28.7
								33.0	33.0	33.0
								4.5	4.166	4,364
								5.290	6,803	7,644
								7,644	7,644	80.7
								80.7	84.4	N/A
								-3.7	-3.7	N/A
								5.8	5.8	N/A
								580	548	576
								296	366	296
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								4.7	4.7	N/A
								-7.7	-7.7	N/A
								10.6	10.6	N/A
								13.5	13.5	N/A
								80.7	84.4	N/A
								-3.7	-3.7	N/A
								6.803	7,644	80.7
								4.166	4,364	5,290
								4.5	4.166	4,364
								33.0	33.0	33.0
								28.7	28.7	28.7
								22.6	22.6	22.6
								29.0	29.0	29.0
								28.7	28.7	28.7
								33.0	33.0	33.0
								4.5	4.166	4,364
								5.290	6,803	7,644
								7,644	7,644	80.7
								80.7	84.4	N/A
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								5.8	5.8	N/A
								580	548	576
								296	366	296
								23	29	23
								4.7	4.7	N/A
								-7.7	-7.7	N/A
								10.6	10.6	N/A
								13.5	13.5	N/A
								80.7	84.4	N/A
								-3.7	-3.7	N/A
								6.803	7,644	80.7
								4.166	4,364	5,290
								4.5	4.166	4,364
								33.0	33.0	33.0
								28.7	28.7	28.7
								22.6	22.6	22.6
								29.0	29.0	29.0
								28.7	28.7	28.7
								33.0	33.0	33.0
								4.5	4.166	4,364
								5.290	6,803	7,644
								7,644	7,644	80.7
								80.7	84.4	N/A
								-3.7	-3.7	N/A
								5.8	5.8	N/A
								580	548	576
								296	366	296
								23	29	23
								4.7	4.7	N/A
								-7.7	-7.7	N/A
								10.6	10.6	N/A
								13.5	13.5	N/A
								80.7	84.4	N/A
								-3.7	-3.7	N/A
								6.803	7,644	80.7
								4.166	4,364	5,290
								4.5	4.166	4,364
								33.0	33.0	33.0
								28.7	28.7	28.7
								22.6	22.6	22.6
								29.0	29.0	29.0
								28.7	28.7	28.7
								33.0	33.0	33.0
								4.5	4.166	4,364
								5.290	6,803	7,644
								7,644	7,644	80.7
								80.7	84.4	N/A
								-3.7	-3.7	N/A
								5.8	5.8	N/A
								580	548	576
								296	366	296
								23	29	23
								4.7	4.7	N/A
								-7.7	-7.7	N/A
								10.6	10.6	N/A
								13.5	13.5	N/A
								80.7	84.4	N/A
								-3.7	-3.7	N/A
								6.803	7,644	80.7
								4.166	4,364	5,290
								4.5	4.166	4,364
								33.0	33.0	33.0
								28.7	28.7	28.7
								22.6	22.6	22.6
								29.0	29.0	29.0
								28.7	28.7	28.7
								33.0	33.0	33.0
								4.5	4.166	4,364
								5.290	6,803	7,644
								7,644	7,644	80.7
								80.7	84.4	N/A
								-3.7	-3.7	N/A
								5.8	5.8	N/A
								580	548	576
								296	366	296
								23	29	23
								4.7	4.7	N/A
								-7.7	-7.7	N/A
								10.6	10.6	N/A
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								80.7	84.4	N/A
								-3.7	-3.7	N/A
								6.803	7,644	80.7
								4.166	4,364	5,290
								4.5	4.166	4,364
								33.0	33.0	33.0
								28.7	28.7	28.7
								22.6	22.6	22.6
								29.0	29.0	29.0
								28.7	28.7	28.7
								33.0	33.0	33.0
								4.5	4.166	4,364
								5.290	6,803	7,644
								7,644	7,644	80.7
								80.7	84.4	N/A
								-3.7	-3.7	N/A
								5.8	5.8	N/A
								580	548	576
								296		

Annex 4.3 Mobile Outreach Services

Region	All EI Information Sessions—Citizens		Workers Facing Mass Layoffs Reached		Employers Reached		Work Sharing Sessions			
	% Change 2012/13- 2013/14	(Number)	% Change 2012/13- 2013/14	(Number)	% Change 2012/13- 2013/14	(Number)	% Change 2012/13- 2013/14	(Number)		
Atlantic	-45.5	114	209	219	254	82	82	15	10	24
Quebec	-7.8	425	461	582	849	151	151	226	270	373
Ontario	2.6	1,029	1,003	1,021	963	664	664	129	96	526
Western	-36.5	202	318	306	413	131	131	35	47	282
National	-11.1	1,770	1,991	2,128	2,479	1,028	1,028	405	423	1,205

Source: ESDC, Employment Insurance administrative data.

Annex 4.4 Electronic Records of Employment (eROEs)

Region	New ROE Web Registrations					ROEs Submitted Electronically by Employers ¹					% Distribution of Paper ROEs vs. Electronic ROEs by Region ²													
	% Change 2012/13- 2013/14	(Number)				% Change ³ 2012/13- 2013/14	(Number)				% Change for eROEs ⁴ 2012/13- 2013/14	% Change for Paper ⁵ (%)												
		2013/14	2012/13	2011/12	2010/11		2009/10	2013/14	2012/13	2011/12		2010/11	2009/10	2012/13- 2013/14	2013/14	Paper eROEs	2012/13	2011/12	2010/11	2009/10	Paper eROEs	2012/13	2011/12	2010/11
Atlantic	53.6	4,492	2,924	3,095	3,121	3,387	8.6	411,159	378,528	359,101	321,480	271,037	9.4	-13.5	64.6	35.4	59.1	40.9	55.5	44.5	50.0	50.0	42.4	57.6
Quebec	33.4	13,883	10,404	9,727	10,990	9,707	11.7	1,712,712	1,532,848	1,427,301	1,252,792	1,101,695	9.3	-17.0	70.8	29.2	64.8	35.2	61.2	38.8	55.6	44.4	48.8	51.2
Ontario	47.9	17,371	11,749	18,918	19,082	15,584	6.0	2,385,836	2,232,140	2,161,338	1,860,450	1,612,055	7.5	-18.0	75.8	24.2	70.5	29.5	66.4	33.6	60.6	39.4	50.4	49.6
Western	41.3	19,575	13,853	13,278	8,563	10,369	6.8	2,107,413	1,973,827	1,812,232	1,575,802	1,368,157	4.5	-13.8	78.7	21.3	75.3	24.7	71.3	28.7	65.2	34.8	55.9	44.1
Total ⁶	42.4	56,521	39,000	45,097	41,809	39,125	10.0	6,888,895	6,247,235	5,904,097	5,150,249	4,474,063	7.6	-17.5	75.0	25.0	69.7	30.3	65.8	34.2	60.0	40.0	51.0	49.0

Source: ROE Single Database, Corporate Client Information Service (CCIS or Easy/Access)-Employer Summary Table (Note: 2nd copy paper ROEs loaded in CCIS).

- 1 Electronic Record of Employment (eROEs) consist of Web eROEs and Secure Automated Transfer (SAT) eROEs.
- 2 eROE and paper distribution by region based on postal code and on telephone area code.
- 3 Significant % change in volumes of eROEs issued in each region are due to the manner in which eROEs' regions are established beginning in November 2013. Prior to the launch of My Service Canada Business Account (MSCBA)-ROE Web Online Registration in November 2013, eROE distribution by region was based on postal code/area code of the Parent Business Numbers. With the implementation of MSCBA, business number locations are established based on CRA's PWDAC data.
- 4 The % change represents the percentage change of volumes of paper and eROEs.
- 5 Some employers are located in the United States but have employees in Canada. This leads to small variances in the totals, as their data are not captured in the regional breakdowns.

Annex 4.5 EI Claims Processing¹

	EI Claims Processed			Payment Accuracy Rates ^{2,3}			Processing Accuracy Rates ⁴			Speed of Payment												
	% Change 2012/13- 2013/14	(Number)	% Change 2012/13- 2013/14	(%)	% Change 2012/13- 2013/14	(%)	% Change 2012/13- 2013/14	(%)	% Change 2012/13- 2013/14	(%)	% Change 2012/13- 2013/14	(%)										
Region																						
Atlantic	-1.3	363,173	367,938	385,114	390,928	N/A	N/A	N/A	N/A	N/A	2.4	97.0	94.7	90.8	94.9	N/A	-5.8	73.0	77.5	73.7	85.2	88.0
Quebec	-2.0	812,714	829,635	847,166	917,813	N/A	N/A	N/A	N/A	N/A	1.2	92.6	91.5	90.5	93.2	91.4	-5.1	78.2	82.4	71.3	84.1	86.1
Ontario	1.6	891,160	876,935	914,101	911,555	1,097,182	N/A	N/A	N/A	N/A	1.6	81.8	80.5	80.6	84.4	84.0	-4.0	67.8	70.6	71.1	83.9	84.8
Western	0.7	699,424	694,316	717,352	758,560	888,774	N/A	N/A	N/A	N/A	-0.2	84.1	84.3	84.9	86.3	N/A	-13.9	58.9	68.4	69.5	83.1	79.7
National	-0.1	2,766,471	2,768,824	2,857,110	2,902,395	3,294,697	1.4	95.4	94.1	95.2	94.0	96.1	87.9	86.9	85.9	88.8	87.9	69.3	74.5	71.1	83.9	84.2

Source: ESDC, Employment Insurance administrative data.

¹ Annex 4.5 previously reported on *Claimants Receiving Benefits through Direct Deposit*. This section is now included in Annex 4.6.

² 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%.

³ For analysis of the Payment Accuracy Rate by source, please refer to section IV, Quality: 1.1 EI Payment Accuracy Review of Chapter 4, Program Administration for more info.

⁴ Prior to fiscal year 2010/11, results were presented by province, not by region.

Annex 4.6 Electronic Services

	Applications Submitted Online				Partially or Fully Automated Claims				Claimants Receiving Benefits Through Direct Deposit ¹									
	% Change 2012/13- 2013/14	2012/13	2011/12	2010/11	2009/10	% Change 2012/13- 2013/14	2012/13	2011/12	2010/11	2009/10	% Change 2012/13- 2013/14	2012/13	2011/12	2010/11	2009/10			
Region																		
Atlantic	0.0	98.8	98.8	98.5	98.3	98.4	98.4	73.6	74.1	66.8	65.8	54.1	2.0	92.1	90.3	88.0	81.8	79.2
Quebec	0.0	97.9	97.9	97.7	97.2	96.7	96.7	68.2	65.6	60.5	59.1	47.2	1.0	93.6	92.7	91.2	86.5	84.1
Ontario	0.1	98.5	98.4	97.9	96.2	96.4	96.4	66.3	65.5	59.0	56.7	44.0	1.2	91.9	90.8	88.5	82.6	80.4
Western	-0.1	98.5	98.6	98.1	97.7	97.1	97.1	60.1	61.6	55.8	53.9	39.2	1.6	91.0	89.6	88.0	82.1	79.1
National	0.0	98.4	98.4	98.0	97.2	96.9	96.9	66.2	65.7	59.7	57.9	44.8	1.3	92.1	90.9	88.9	83.2	80.7

Source: ESDC, Employment Insurance administrative data.

¹ Prior to the 2013/14 Monitoring and Assessment Report, this information was reported under Annex 4.5.

Annex 4.7 Integrity Operations

Region	Investigations Completed			Value of Overpayments Imposed			Value of Penalties Imposed			Total Savings												
	% Change 2012/13- 2013/14	(Number)	% Change 2012/13- 2013/14	(\$ Millions)	% Change 2012/13- 2013/14	(\$ Millions)	% Change 2012/13- 2013/14	(\$ Millions)	% Change 2012/13- 2013/14	(\$ Millions)	% Change 2012/13- 2013/14	(\$ Millions)										
NIS ¹	-9.4	29,464	32,510	38,584	36,200	36,325	11.5	14.3	17.1	14.6	14.7	3.0	4.8	5.3	3.4	3.6	21.0	22.6	28.6	30.9	24.4	24.9
Atlantic	-33.9	29,452	44,569	49,162	79,732	87,312	25.7	30.3	26.2	28.4	23.6	6.8	10.0	8.4	8.2	6.6	-17.0	43.9	52.9	49.5	58.6	64.4
Quebec	-19.4	65,148	80,868	90,988	142,698	174,213	21.0	55.4	70.1	49.8	53.6	59.7	15.2	18.5	15.7	14.8	-13.7	105.0	121.6	98.3	114.6	124.4
Ontario	-32.2	64,865	95,657	103,658	143,293	150,205	23.9	57.6	75.7	58.6	54.7	14.3	17.8	16.1	17.1	12.0	-18.7	97.9	120.4	107.8	125.7	113.0
Western	19.7	100,471	83,932	84,661	103,700	104,619	2.0	52.0	40.7	55.5	49.5	12.2	13.4	10.7	13.2	9.6	-1.2	113.6	115.0	99.1	130.2	112.5
National	-14.3	289,400	337,536	367,053	505,623	552,674	202.2	241.4	192.3	221.0	202.2	51.4	64.5	56.2	56.6	47.8	-12.7	383.0	438.5	385.6	453.5	439.2

Source: ESDC, Employment Insurance administrative data.

¹ National Investigative Services (NIS).

^{2,3,4} Figures reported for 2012/13 were incorrect, the table reflects the revised figures for 2012/13.

ANNEX 5

Employment Insurance Finances



Annex 5.1 Employment Insurance Operating Account **302**

Annex 5.1 Employment Insurance Operating Account

	2013/14	2012/13
	(\$ Million)	
Revenues and Funding		
Premiums	22,160.2	20,795.7
Interest¹	25.7	27.6
Penalties	41.0	59.1
Economic Action Plan Measures Funding (Budget 2009)	0.0	-10.6
Extra Five Weeks	0.0	-0.9
Additional Training Funds	0.0	-9.9
Career Transition Assistance Initiative	0.0	0.2
Total Revenues and Funding	22,226.9	20,871.9
Expenditures²		
Part I: Income Benefits	15,520.2	15,240.9
Regular Benefits	10,497.8	10,503.6
Fishing Benefits	259.1	262.9
Work-Sharing Benefits	21.1	25.6
Special Benefits for Insured Employees	4,733.9	4,441.1
<i>Parental Benefits³</i>	2,412.0	2,290.0
<i>Sickness Benefits</i>	1,271.6	1,165.3
<i>Maternity Benefits</i>	1,031.1	974.5
<i>Other Special Benefits⁴</i>	19.3	11.3
Special Benefits for Self-employed	8.3	7.8
Part II: Employment Benefits and Support Measures	1,987.3	2,075.8
Employment Benefits ⁵	-0.2	-0.4
Support Measures	115.4	150.8
Labour Market Development Agreements	1,872.0	1,925.4
Benefit Repayments⁶	-206.9	-217.7
Administration Costs	1,680.2	1,791.1
Bad Debt	16.4	-3.0
Total Expenditures	18,997.2	18,887.2
Annual Balance	3,229.7	1,984.7
Accumulated Balance at the Beginning of the Year	-5,963.5	-7,948.2
Accumulated Balance at the End of the Year	-2,733.7	-5,963.5

Note: Totals may not add up due to rounding.

¹ This interest includes interest accrued on overdue accounts receivable.

² Expenditures reported in Chapter 2 of this report are based on administrative data and may differ from the ones reported in the financial statements included in the *Public Accounts of Canada* due to methodological differences.

³ Includes parental benefits paid to biological parents and adoptive parents.

⁴ Includes compassionate care benefits and parents of critically ill children benefits.

⁵ Since 2010/11, Employment Benefits under EI Part II have been delivered exclusively by the provinces and territories through Labour Market Development Agreements. As such, there are no new expenditures for these benefits. The negative expenditures of \$0.2 million in 2013/14 and \$0.4 million in 2012/13 represent Employment Benefits refunds and overpayments for expenditures in the previous year.

⁶ These repayments are received or receivable from higher income claimants.

Source: Government of Canada, *Public Accounts of Canada 2014, Volume I: Summary Report and Consolidated Financial Statements* (Ottawa: Receiver General for Canada, October 2014).

ANNEX 6

Key Studies Referenced in Chapter 2



1. 2015 Actuarial Report on the Reduction in EI Premiums for Employers with Wage-Loss Plans

Author(s)

Office of the Chief Actuary (OSFI)

Objective(s)

The purpose of this report is to provide the Commission with all the information prescribed under section 66.3 of the *Employment Insurance 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 and 69 of the *Employment Insurance Act*; and iii) the source of the data, the actuarial and economic assumptions and the actuarial methodology used.

Key finding(s) referenced in the report

- The 2014 Maximum Insurable Earnings (MIE) was \$48,600 or a 2.5% increase to the 2013 MIE of \$47,400.
- The 2014 employer premium reduction due to qualified wage-loss replacement (WLR) plans was \$859 million compared to \$911 million in 2013.

Availability

This report is available on the Canada Employment Insurance Financing Board's web site at:
<http://www.osfi-bsif.gc.ca/Eng/Docs/EI2015.pdf>

2. Analyzing the Impact of Work-Sharing Benefits on Regional Employment: Does the Intervention Make Employment More Resilient

Author(s)

David Gray, James Ted McDonald for ESDC, Evaluation Directorate

Objective(s)

This study was conducted to evaluate the impact of the Work-Sharing (WS) program on local labour markets. Specifically, the objective of the paper was to assess its impact on the labour market outcomes of a) the growth rate in employment, and b) the layoff rate aggregated at the level of the economic region.

Key finding(s) referenced in the report

- A regression analysis was conducted to examine the presence of WS in local communities and the impact this has on regional employment and layoff rates. Unfortunately the study finds that when WS is triggered, its true effect is hidden by a number of negative shocks that greatly and adversely affect the labour market in that region, so no conclusions could be drawn as to the effectiveness of the program. The study partly attributes the inconclusiveness of the results to the fact that even during peaks of work-sharing activity, the scale of the program is very small relative to that of the entire Canadian labour market.

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.

3. Benefit Entitlement and Job Match Quality

Author(s)

ESDC, Evaluation Directorate

Objective(s)

This paper examines how the length of EI benefit entitlement can affect claimants' re-employment earnings.

Key finding(s) referenced in the report

- Median income fell between 2008 and 2012 among EI claimants who experienced a claim in between October 2009 and June 2010. The decline in income was more pronounced among first time claimants, and those who were unable to return to a previous employer.
- The analysis of the extension of benefit entitlement under the Extension of Regular Employment Insurance Benefits for Long-Tenured Workers (EEILTW) found no impact of the additional benefit entitlement on post-unemployment spell earnings.

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.

4. Canada Employment Insurance Commission announces 2014 Maximum Insurable Earnings

Author(s)

ESDC, Media Relations Office

Key finding(s) referenced in the report

In this news released CEIC announced:

- The Government of Canada will freeze the Employment Insurance (EI) premium rate for employees at the 2013 level of \$1.88 per \$100 of insurable earnings for 2014, and additionally that the rate will be set no higher than \$1.88 for 2015 and 2016.
- The EI Maximum Insurable Earnings (MIE) for 2014 will increase to \$48,600 from \$47,400 in 2013.
- For residents of Quebec covered under the Quebec Parental Insurance Plan (QPIP), the premium reduction will be \$0.35 per \$100 of insurable earnings. As such, they will pay \$1.53 per \$100 of insurable earnings.
- There will also be reductions for the employers registered under the Premium Reduction Program (PRP); and these reductions will range from \$0.22 to \$0.37 per \$100 of insurable earnings, providing \$852 million in premium relief.
- For self-employed Canadians who have opted-in to the EI program, the annual earnings required to qualify for special benefits will increase to \$6,515 on January 1, 2014, up from \$6,342 for 2013.

Availability

This report is available at:

<http://news.gc.ca/web/article-en.do?nid=770229>

5. Changing Working Time and Employment Insurance

Author(s)

ESDC, Policy Research Directorate

Objective(s)

This study documents on changes in working hours per week, EI eligibility rate (using the 35 hours grid) and weeks of entitled EI benefits at the aggregate level and by sub-groups since 1996. It also examines to what extent a potential adjustment to a grid based on a 30 hour work week would affect EI eligibility rates and the maximum weeks of benefits.

Key finding(s) referenced in the report

- Average weekly hours did not change much since 1996, decreasing slightly for men and rising somewhat for women.
- Overall, the EI eligibility rate was relatively stable over the past two decades, suggesting that changes in the EI system did not have a significant impact on EI eligibility. Notably, the EI eligibility rate fell sharply among youths and most of this decline occurred before the last recession.
- Weeks of entitled EI benefits fell significantly after 1996, particularly among men, but this is largely explained by the declining trend in unemployment.
- A 30 hour grid to determine EI eligibility would have a relatively small overall impact, and mainly benefit part-time workers, youth, less educated workers and recent immigrants.

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.

6. The Commuting and Mobility Patterns of Employment Insurance (EI) Recipients and Non-Recipients

Author(s)

HRSDC, Evaluation Directorate

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. The objective of this paper was to compare mobility and commuting patterns of EI recipients and non-recipients to shed light on these unresolved questions.

Key finding(s) referenced in the report

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.
- Also, 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.

7. Compassionate Care Benefits

Author(s)

ESDC, Evaluation Directorate

Objective(s)

The report presents an overview of compassionate care benefits (CCB) and provides a socio-economic profile of CCB applicants and claimants. It also examines benefit usage. Data are updated from previous reports. Due to the small number of claims established by self-employed applicants in 2012/13, the report does not cover the use of compassionate care benefits by self-employed individuals.

Key finding(s) referenced in the report

- The acceptance rate averaged 63.8% since the extension of family definition in 2006.
- The main reasons for applicants not qualifying for CC benefits remain unchanged: the family member is not at significant risk of death, the patient dies before the benefit is paid or the claimant does not provide an acceptable medical certificate.
- The study also found that in 2012/13, CCB applicants caring for a spouse or partner were more likely to have their claims approved than those caring for a parent, sibling, child or other type of family relation.
- The mortality rate of care recipients remains the main factor affecting how much of the six-week CCB period claimants use. If the care recipient passes away while the claimant is receiving CCB, the claimant does not receive the full six 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.

8. Employment Insurance (EI) and Key Socio-Economic Groups

Author(s)

HRSDC, Evaluation Directorate

Objective(s)

This paper looks at three indicators of EI access (EI coverage, EI eligibility and EI application) for four key socio-economic groups (women, youth, immigrants and single parents) for the years 2009 and 2010. The objective is to assess the gaps in EI access for the key socio-economic groups and identify the sources of these gaps.

Key finding(s) referenced in the report

- The EI coverage rate was found to be statistically and significantly lower for women compared to men (63.5% vs. 70.2%), youth (15–24 years) compared to older individuals (59.4% vs. 70.5%), immigrants compared to non-immigrants (56.2% vs. 71.2%), and single parents compared to individuals in other family situations (56.8% vs. 68.7%).
 - The larger share of claimants in the socio-economic groups who had not worked in the last year or who had never worked mainly explained these coverage gaps.
- The EI eligibility rate was found to be statistically and significantly lower for women compared to men (65.8% vs. 72.3%), youth compared to older individuals (29.2% vs. 82.2%) and single parents compared to individuals in other family types (48.3% vs. 71.7%).
 - The higher proportion of women who quit their job without a cause acceptable to the EI program is one of the reasons why their EI eligibility rate is lower. The larger share of youth and single parents who quit their job to go to school, and who did not have enough insured hours mainly explained their lower EI eligibility rate.
- The EI application rate was statistically and significantly lower for youth compared to older claimants (84.5% vs. 93.4%).

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.

9. EI Hiring Credit for Small Business: Analysis based on the 2011 T4 file

Author(s)

Constantine Kapsalis, Data Probe Economic Consulting Inc. for ESDC, Evaluation Directorate

Objective(s)

This paper provides a description of the firms that benefited from the Hiring Credit for Small Business (HCSB) in 2011.

Key finding(s) referenced in the report

- Approximately 538,750 businesses, representing 61% of all businesses in 2011, received the HCSB. Over 56% of businesses that benefited from the credit had less than 5 employees.
- The average credit was \$386 per recipient business, a reduction of EI premiums by 15.3%, for a total cost of \$208 million.

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.

10. Employment Insurance (EI) and Non-Standard Workers: Part-Time, Short-Term and Seasonal Workers

Author(s)

HRSDC, Evaluation Directorate

Objective(s)

This study examines the EI eligibility rate at the time of a job separation and regular benefits use by employment type for individuals unemployed due to a work shortage. It contrasts EI characteristics for full-time permanent job separators to separators who were full-time non-permanent, part-time permanent, part-time non-permanent, or seasonal for the years 2005 to 2010.

Key finding(s) referenced in the report

- Full-time permanent job separators have an 85.7% eligibility rate while eligibility rates for job separators from other employment types varied between 64% and 76%.
- EI eligibility patterns by employment type were very similar to those for insured hours of work.
- Among separators eligible for EI, 61% used regular EI benefits overall. Full-time permanent job separators had a 68% use rate. Eligible separators from other employment times had use rates lower than 60%.
- Holding other factors constant, the likelihoods of benefit use by eligible separators were similar for separators from permanent and seasonal jobs. Compared to eligible full-time permanent job separators, eligible non-permanent separators had an 8 to 11 percentage point lower benefit use rate.

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.

11. Employment Insurance (EI) Payments and the GIS System

Author(s)

HRSDC, Evaluation Directorate

Objective(s)

This paper assesses the impact of the Guaranteed Income Support (GIS) clawback provisions on overall individual income for EI claimants. It analyzes the interaction between the EI program and the GIS system, as well as how potential changes to Statistics Canada's Social Policy Simulation Database and Model (SPSD/M) would affect these two programs.

Key finding(s) referenced in the report

- Older workers (aged 55 and older) are generally net beneficiaries of EI regular benefits.
- Even though workers aged 65 and older contribute more to the program than they receive in benefits, their premiums amount to only about 8% of what older workers in total contribute.
- Workers between the ages of 55 and 64, who represent the vast majority of older workers, more than offset this by being net beneficiaries.

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.

12. Estimates of the Employment Insurance Replacement Rate

Author(s)

Constantine Kapsalis, Data Probe Economic Consulting Inc.

Objective(s)

This study examines the extent to which EI regular benefits replace the weekly earnings of beneficiaries. In particular, the study estimates the share of regular beneficiaries who receive the maximum 55% replacement rate, as well as the average replacement rate across all regular beneficiaries.

Key finding(s) referenced in the report

- According to the 2010 EICS, 62% of regular beneficiaries received the maximum replacement rate in 2010. According to the 2009 SLID, the same share of regular beneficiaries (62%) received the maximum replacement rate in 2009.

- Over a 10-year period, the share of beneficiaries receiving the maximum 55% replacement rate has declined. Based on time trend regression analysis, both surveys show that the share has been declining at an annual rate of 1.5 percentage points.
- One possible explanation for the declining trend in the above share is that wages in current dollars are increasing faster than the maximum insurable earnings (MIE). This was clearly the case in 2000–2006, during which the MIE was fixed at \$39,000. Another possible reason is that the wage gap between unemployed beneficiaries and the average worker has been closing.
- Differences in the replacement rate between different demographic groups tend to be small. Moreover, the minor differences that are observed are almost entirely due to the correlation of individual characteristics with the level of weekly wages.

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.

13. Evaluation of the Extension of Employment Insurance Regular Benefits for Long-Tenured Workers

Author(s)

ESDC, Evaluation Directorate

Objective(s)

This report synthesizes the findings of the Evaluation of the Extension of Employment Insurance Regular Benefits for Long-Tenured Workers (EEILTW), and provides some lessons learned for future policy development.

Key finding(s) referenced in the report

- The EEILTW extended benefit entitlement for approximately 749,000 claims during the height of the economic downturn in 2008 and 2009. About 221,000 claims used the extension and received approximately \$1 B in additional EI benefits.
- Claimants reported that the additional weeks of benefit entitlement were helpful to reduce stress, to meet financial obligations, and to support a thorough job search. However, long-tenured workers indicated that they faced many barriers to obtaining suitable re-employment and generally were unable to find employment that was consistent with their years of experience.

Availability

This report is available at:

http://www.esdc.gc.ca/eng/publications/evaluations/skills_and_employment/2014/eeiltw.shtml

14. An Evaluation Overview of Seasonal Employment: Update

Author(s)

HRSDC, Evaluation Directorate

Objective(s)

This study provides an overview of seasonal employment in Canada and draws conclusions on the subject of seasonal work.

Key finding(s) referenced in the report

- Based on aggregate Labour Force Survey (LFS) data, it has been estimated that seasonal employment accounts for 2.8% of total employment.
- The Canadian Out of Employment Panel (COEP) survey estimated seasonal workers made up 15.8 percent of job separations over the 2004 to 2007 period.

- Seasonal workers are:
 - more likely than other workers to be male, to have a lower level of education and to have fewer family dependants;
 - more prominent in eastern provinces and primary industries;
 - less likely to be unionized, to have a medical plan or to have a pension plan; and
 - more likely to expect to return to a previous employer.

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.

15. Factors in the Level of EI Sickness Claims

Author(s)

ESDC, Evaluation Directorate

Objective(s)

The report uses EI administrative data on sickness claims and Statistics Canada CANSIM data to describe how the evolution in age and industry structures factor in the increase in the number of EI sickness claims. The report covers EI sickness claims paid in fiscal years 2002/03 to 2012/13.

Key finding(s) referenced in the report

- Over the study period, the number of claims for males rose from 121,060 to 152,510 (26%). Both age and industry structure were significant factors in the number of sickness claims, especially after 2008/09.
- For females, total sickness claims rose from 165,770 in 2002/03 to 196,290 in 2012/13 (18.4%). Overall, the increase in the number of sickness claims was largely due to changes in the employment level and other factors, rather than changes to age and industry structures.

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.

16. Financial Impacts of Receiving Employment Insurance

Author(s)

Constantine Kapsalis, Data Probe Economic Consulting Inc.

Objective(s)

This study explores the financial impact of receiving EI benefits. The study 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) referenced in the report

- 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.

17. Focus Groups for the Evaluation of the Working While on Claim (WWC) Pilot Projects

Author(s)

HRSDC, Evaluation Directorate

Objective(s)

This study was conducted as part of the evaluation of the WWC pilot projects. There were eight focus groups conducted in four locations: Laval, Moncton, Montague and Sudbury. In each location, one group was with EI claimants eligible to revert to the previous WWC pilot rules (\$75/40%), and one group was with EI claimants not eligible for the reversion.

Key finding(s) referenced in the report

- About three-quarter of focus group participants were seasonal/intermittent workers with regular employers that they returned to after lay-off period.
- For about half of focus group participants, the WWC provisions were not significant factors in their decision to work or not during a claim.
 - Some participants were unlikely to work regardless of the WWC rule in effect due to the following reasons: off-season may be relatively short (1 ½ to 2 months) and viewed as a vacation time; lack of temporary jobs; working while on claim can interfere with looking for full-time work; lack of motivation and financial need among older workers.
 - Some participants would work regardless of the WWC rule in effect. Most of them were seasonal/intermittent workers who would not turn down weeks of work offered by their regular employer by fear of risking their regular job.
- None of the focus group participants said that they started to work while on claim because of the new WWC pilot (50%/90% rule).

- The large majority of participants said that they would be less likely to work while on claim under the new pilot (50%/90% rule) in comparison to the previous pilot (\$75/40% rule) because of the expectation that they could not find more than 1–2 days of work per week.

Availability

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- With respect to the incidence of the HCSB among industries, there is some variation. In fact, the incidence of the HCSB for firms in utilities, manufacturing, and public administration was significantly lower than the rest of the industries.

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.

18. The Hiring Credit for Small Business (HCSB)

Author(s)

ESDC, Evaluation Directorate

Objective(s)

The objective of this study is to provide basic estimates for the first year of operation (calendar year 2011) of the HCSB.

Key finding(s) referenced in the report

- In 2011, it was estimated that 538,750 businesses, representing 61.0% of all businesses, received the HCSB credit. Businesses with less than 5 employees accounted for 56.1% of all recipient businesses.
- The average amount of refunds was \$386 per recipient business, for a total cost of \$208M in 2011. Without the HCSB credit, the EI premium paid by recipient businesses would have been on average \$2,527. This means that the HCSB reduced their employer EI premium by 15.3% higher.
- The credit receipt rate was significantly higher for businesses with less than 20 employees; but large businesses received on average a higher HCSB credit because they have a large payroll and more likely to experience large increases in EI premiums. Moreover, as a share of wages, HCSB has a bigger relative impact on small businesses.

19. The Impact of Employment Insurance (EI) Regional Boundary Revisions on Mobility in New Brunswick: Evidence from the Longitudinal Administrative Databank

Author(s)

HRSDC, Evaluation Directorate

Objective(s)

This report investigates whether the change in the generosity of EI that occurred in the eastern region of New Brunswick with the revision of the EI regional boundary in 2000 affected the probability of moving out of that region.

Key finding(s) referenced in the report

- The impact of the boundary revisions on the decision to move out of the eastern region was not statistically significant, which confirms that EI generosity does not seem to affect mobility decisions.

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.

20. Inflation and Fixed Dollar Thresholds: Low-Income EI Premium Refund. Trend Analysis 2001-2012

Author(s)

ESDC, Evaluation Directorate

Objective(s)

This paper examines how the number of people receiving the EI premium refund for those earning \$2,000 or less has changed over time and considers an alternative scenario in which the maximum income for the refund is indexed to the lowest minimum wage in Canada.

Key finding(s) referenced in the report

- Over time, the number of people who received the premium refund has fallen from 5.0% of Canadians who filed taxes in 2001 to 3.6% in 2012. The decline in the proportion is due in part to an increase in the number of individuals with insured earnings above \$2,000, and in part, to a fall in the number of individuals who had employment earnings of \$2,000 or less.
- The mean value of the refund has also fallen, from \$22.33 in 2001 to \$17.04 in 2012. This decrease is primarily due to lower premiums paid over time owing to the steady reduction in the EI premium rate from 2.25 percent in 2001 to 1.83 percent in 2012.
- This paper suggests that one way that the premium refund could be administered more equitably is by indexing the insured earnings threshold for a premium refund to the lowest minimum wage in Canada. Under an indexed threshold, it is expected that an additional 619,000 to 768,000 people would have received their premiums refunded in 2012 at an additional cost of \$33 to \$40 million.

Availability

A PDF version of this document can be ordered by calling 1 800 0-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.

21. Inflation and Fixed Dollar Thresholds: The EI Family Supplement

Author(s)

ESDC, Evaluation Directorate

Objective(s)

This paper examined the extent to which changes over time have affected the number of families eligible to receive the EI family supplement. It also examined how the real value of the family supplement (adjusted for inflation) has evolved. Lastly, an indexed eligibility threshold is explored.

Key finding(s) referenced in the report

- 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. Similarly to this decline in eligibility, the total cost of the EI family supplement has fallen from \$181.6 M in 2001 to \$98.7 M in 2012.
- Even though the number of claimants that received the EI family supplement has decreased over time, the average nominal value of the Supplement paid to claimants has been relatively constant between 2001 and 2012. However, when adjusted for inflation, the real value of the family supplement has decreased by 19% over the same period.
- To ensure that the family supplement remains relevant over time, this paper suggested indexing the eligibility threshold and the value of the supplement to a measure of price increases. Two scenarios were used to illustrate how the eligibility for the family supplement can be indexed. Under the first scenario, the study used the same rate of increase that was used to adjust the maximum insured earnings to index family supplement eligibility, and then found that the eligibility threshold would have been \$31,504 in 2013. Under the second scenario, if CPI were used, the eligibility for family supplement would be 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.

22. Interprovincial Mobility and Earnings

Author(s)

André Bernard, Ross Finnie and Benoît St-Jean, Statistics Canada

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) referenced in the report

- Factors such as personal and labour market characteristics, as well as moving costs, play a key role in mobility decisions.

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>

23. Potential EI Eligibility of Canadian Paid Workers Using the Labour Force Survey

Author(s)

ESDC, Employment Insurance Policy Directorate

Objective(s)

The study estimates the proportion of Canadian paid workers, aged 19 to 69, who in the event of a layoff would have sufficient insurable hours of work to be eligible for EI benefits.

Key finding(s) referenced in the report

- Simulations indicate that 88.5% of individuals who were working as paid workers in 2013 would have been eligible for EI regular benefits if they were to be laid off. Due to the very large sample, estimates are very accurate.
- The EI eligibility rate is somewhat lower for women, due to the fact that part-time employment is more common among women. Among full-time employees, however, women tend to have a somewhat higher EI eligibility rate than men. There are also small differences among the provinces.
- With respect to age, there is a significant gap between youth and adults aged 25 to 69 (65.8% vs. 91.8%). One reason for this result is that many youth are still in school and often work few hours. Another reason is that many youth workers are new entrants to the labour force and, therefore, face a higher entrance requirement (910 hours).
- Finally, there is also a significant gap between full-time and part-time paid workers (93.6% vs. 61.1%). The main reason is that fewer part-time workers are able to accumulate enough hours over a 52 week 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.

24. A Profile of Seasonal Workers in 2011: A Complement to a Profile of Temporary Workers

Author(s)

HRSDC, Economic Policy Directorate

Objective(s)

This study provides a profile of seasonal workers. It explores their demographics and work characteristics, and their regional and industry distribution using data from the 2011 Labour Force Survey (LFS).

Key finding(s) referenced in the report

- Between 1997 and 2011, the number of seasonal workers grew steadily and more rapidly than total employment. On average, the number of seasonal workers grew by 43.3%, compared to 26.2% for all employed individuals.
- Seasonal workers are aging more rapidly than all Canadian workers.
- Seasonal workers are more likely to be employed in the construction and tourism sectors, with slight variations depending on the season.
- Seasonal workers are more frequently found in firms with less than 20 employees.
- Seasonal workers have lower earnings and income than all salaried workers.

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.

25. The Redistributive Impact of Employment Insurance 2007–2009

Author(s)

Ross Finnie, Queen's University School of Policy Studies; and Ian Irvine, Concordia University for HRSDC, Evaluation Directorate

Objective(s)

The objective of this study is to investigate the degree to which Canada's Employment Insurance (EI) program has redistributed purchasing power during the recent economic recession. Precisely, this 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) referenced in the report

- EI redistributes income substantially when the unit of analysis is individual earnings. The lower deciles of the distribution benefit both on the contributions and benefits sides.
- The quantitative redistributive impact of EI in 2009 appears to be approximately twice the impact of 2007.
- In 2007 and 2008, Quebec was the largest recipient of benefits (even without accounting for family benefits). However, 2009 saw a reversal of this pattern: Quebec's benefits increased by 20%, whereas Ontario's benefits increased by almost 50%, a reflection of how much harder the recession hit the employment sector in Ontario than in Quebec.

Availability

A PDF version of this document can be ordered by calling 1 800 O-Canada (1-800-622-6232). If you use a TTY, call 1-800-926-9105. The PDF version can only be sent via e-mail.

26. Regional Out-Migration and Commuting Patterns of Employment Insurance (EI) Claimants

Author(s)

HRSDC, Evaluation Directorate

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) referenced in the report

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

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.

27. ROE-Based Measures of EI Eligibility: Update 2001-2013

Author(s)

ESDC, Evaluation Directorate

Objective(s)

Using administrative data this study examined the percentage of job separators with enough hours to meet the variable entrance requirement (VER) and also the percentage of job separators with an EI claim. It looked at the eligibility and the claim rates across unemployment rates, provinces, industries, regions and selected cities.

Key finding(s) referenced in the report

- From 2001 to 2013, the percentage of individual ROEs that met the VER varied around 46% with the lowest percentage observed in 2007 (43.3%) and the highest in 2009 (49.2%).
- In general, there is a decreasing trend in the percentage of individuals who were laid-off and able to meet the VER with combined hours from the previous 52 weeks. Overall, the percentage is around 79%, with the lowest and highest levels observed respectively in 2013 (73.5%) and in 2009 (82.5%).
- Across unemployment rates, the general trend was such that the percentage of eligible laid-off job separators increased as the unemployment rate increased, with fall-backs at different unemployment rates varying across years. From 2001 to 2013, the percentage is highest where the unemployment rate is 13.1% and up, and lowest for unemployment rates at or below 6%.
- With respect to provinces, from 2001 to 2013, the Atlantic provinces had a higher proportion of eligible laid-off job separators than the western and central provinces. Overtime, the percentage meeting the VER was slightly decreasing, especially for Manitoba.
- Between 2001 and 2013, the manufacturing and construction industries had the highest percentage meeting the VER, followed by primary sector. Laid-off job separators who worked in the government had the lowest percentage meeting the VER, compared to other industries.

- With regard to EI economic region, the percentages for laid-off job separators who met the VER were generally higher on the east coast compared to the west.

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.

28. A Survey of Evidence on Job Search Inefficiencies

Author(s)

HRSDC, Evaluation Directorate

Objective(s)

This study was conducted as part of the evaluation of the Connecting Canadians with available Jobs (CCAJ) initiative and its objective was to address the following question pertaining to the rationale of the initiative: What is the evidence suggesting inefficiencies in the job search behaviour of Employment Insurance (EI) claimants?

Key finding(s) referenced in the report

- About 13–14% of EI regular claimants might not fulfill their job search obligations as they did not look for work while collecting benefits and did not seem to have a valid reason for not searching. The majority of these individuals (about 85%) were waiting to be recalled to a former job.
- The job search effort (speed in initiating job search; weeks, hours and dollars spent in job search; variety of job search methods used; searching outside province of residence) of EI regular claimants who did look for work was nevertheless similar or better than their unemployed counterpart who did not receive EI benefits.
- EI regular claimants were however less likely to use active job search methods (contacting employers directly, working at jobs on short term trial basis) and more likely to delay job start.

- Approximately 35% of EI regular recipients and non EI recipients said their chances of finding a job were not very good and 19% of them said that what would help the most is job search assistance (EICS).
- Ultimately, EI regular claimants and non EI claimants had comparable job search outcomes: 85% re-secured employment by the time of the interview.

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.

29. Technical Study for the Evaluation of the Work-Sharing Program: File Review Work-Sharing Agreements and Program Documentation

Author(s)

ESDC, Evaluation Directorate, Strategic Policy and Research

Objective(s)

The objective of the file review is to gain insight into the Work-Sharing program from the perspective of employers and employees. As such, it is focused on data in the file that covers the lifecycle of a Work-Sharing Agreement (WSA) from application to file close out. The objective of this work is to analyze and assess the data based on a series of evaluation questions in order to assess concerning the program's relevance and performance.

Key finding(s) referenced in the report

- Information contained in the case files suggests there is a need for the program.
- The WSA appeared to be a useful mitigation strategy to deal with economic uncertainty resulting from the recession.

- The program was an effective mechanism to retain employees as employers were going through uncertain economic times.
- Most of the employers followed their recovery plans and were able to recover from the impact of the recession.
- It was found that overall, 1 in 5 employees would have been subject to layoffs without WS. Further information provided by the employers indicated that in almost 9 out of 10 cases, layoffs were completely averted as a result of the program during the period of the agreements.
- There was no substantive evidence contained in the case files, positive or negative, regarding the efficiency of the program.
- In terms of meeting delivery expectations, from the time of receiving an application to delivering a signed agreement, data indicates that on average, HRSDC is below the 30 day time line, but on occasion, has exceeded it.
- The file review provided no evidence that timelines and the efficiency of the application process was an issue.

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.

30. Usage of the Work-Sharing Program: 2000/01 to 2012/13

Author(s)

HRSDC, Evaluation Directorate

Objective(s)

This report examines the usage of the Work-Sharing program from 2000/01 to 2012/13. Specifically, it examines the extent to which the Work-Sharing program is used, expenditures on Work-Sharing benefits, and the characteristics and experiences of Work-Sharing participants.

Key finding(s) referenced in the report

- Work-Sharing usage and expenditures are counter-cyclical.
- By using data on the annual number of Work-Sharing claimants and the average work reduction due to Work-Sharing agreements, it was estimated that the number of layoffs averted or postponed in 2012/13 due to the Work-Sharing program was 4,273 in 2012/13, down from 35,427 in 2009/10.

Availability

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ANNEX 7

Recent Legislative and Temporary Changes to Employment Insurance



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Annex 7.1 Major Changes to the Employment Insurance (EI) Program Implemented from April 1, 1996 to December 31, 2014

Regulatory Amendments: Unemployment Rates in the Territories and Employment Insurance Economic Regions in the Territories and Prince Edward Island (2014)

Element	Rationale
New Regional Unemployment Rate Methodology in the Territories and New Employment Insurance Economic Regions in the Territories and Prince Edward Island	
<ul style="list-style-type: none"> Amendments to the <i>Employment Insurance Regulations</i> replaced the administratively set 25 percent unemployment rate used for EI purposes in the Yukon, the Northwest Territories and Nunavut with variable monthly regional unemployment rates. Under this new approach, the regional monthly unemployment rate is henceforth equal to the greater of a seasonally adjusted unemployment rate based on a 3-month moving average or a 12-month moving average. A monthly regional unemployment rate substitute is used if Statistics Canada is not able to publish a monthly unemployment rate for reasons of confidentiality. In addition, the EI economic regions of Prince Edward Island, Yukon, Northwest Territories and Nunavut were each divided into two EI economic regions, one consisting of a capital area and the other of the remaining non-capital area. These changes came into effect on October 12, 2014. 	<ul style="list-style-type: none"> Ensures a better reflection of regional labour market conditions in the territories. Offers a balance between responsiveness to regional labour market conditions in the territories (with the 3-month moving average) and better protection against statistical variance (with the 12-month moving average). Recognizes differences in labour market realities between the capital and the non-capital areas in the Yukon, the Northwest Territories, Nunavut and Prince Edward Island.

Economic Action Plan 2014 Act, No. 1: Bill C-31 (2014)

Element	Rationale
Enhanced Access to Sickness Benefits for Compassionate Care Benefits or Parents of Critically Ill Children Benefits Claimants	
<ul style="list-style-type: none"> Effective October 12, 2014, claimants receiving compassionate care benefits (CCB) or parents of critically ill children (PCIC) benefits no longer have to be otherwise available for work to receive sickness benefits. This legislative change allows claimants who fall ill or injured while receiving CCB or PCIC benefits to access sickness benefits and then resume collecting the balance of their CCB or PCIC benefits, if needed, once their sickness benefits have been paid. 	<ul style="list-style-type: none"> Recognizes that a claimant who becomes ill or injured while in receipt of CCB or PCIC benefits may not be able to take care of a gravely ill family member or his/her a critically ill child. Enhances the flexibility and responsiveness of the EI program.

Regulatory Amendments: Access to Maternity and Parental Benefits and Working While on Claim Pilot Project (2012)

Element	Rationale
Limiting Access to Maternity and Parental Benefits to Persons Authorized to Remain in Canada	
<ul style="list-style-type: none"> Claimants who leave Canada and whose work permit and social insurance number (SIN) expire are no longer eligible to receive maternity and parental benefits. Claimants with a valid SIN can continue to receive these benefits both inside and outside Canada. 	<ul style="list-style-type: none"> Ensures that maternity and parental benefits are paid only to claimants with ongoing ties to the Canadian labour market—notably, those authorized to live and work in Canada.

Element	Rationale
Working While on Claim (WWC) Pilot Project	
<ul style="list-style-type: none"> • Pilot Project No. 8 (WWC Pilot Project) 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. • These pilot projects increased the amount that claimants were allowed to earn while on claim to \$75 per week or 40% of weekly EI benefits, whichever was higher. Any income above that amount was deducted dollar-for-dollar from benefits. These pilots applied to regular, parental, compassionate care and fishing benefits, but excluded maternity and sickness benefits. • Pilot Project No. 12 was extended on October 12, 2010, until August 6, 2011. • Economic Action Plan 2011 announced a one-year renewal of the WWC Pilot Project parameters through a new pilot project (Pilot Project No. 17), available nationally, until August 4, 2012. • On August 5, 2012, as part of Economic Action Plan 2012, the Government introduced Pilot Project No. 18 under which claimants keep 50% of their EI benefits from the first dollar earned, up to 90% of weekly insurable earnings to ensure that claimants do not earn more than when they were working. Claimants who had earnings during the period beginning on August 7, 2011 and ending on August 4, 2012 can 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 current WWC pilot project (Pilot Project No. 18). This pilot project is scheduled to conclude on August 1, 2015. 	<ul style="list-style-type: none"> • Tested to determine whether allowing claimants to earn more income without a reduction in their EI benefits gave them incentives to accept all available work. • Renewal provided additional data to assess the effectiveness of the pilot parameters during a period of economic recovery and a full economic cycle. • Pilot Project No. 18 tests whether the new approach will further encourage 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.

Jobs and Growth Act, 2012: Bill C-45 (2012)

Element	Rationale
Canada Employment Insurance Financing Board Act	
<ul style="list-style-type: none"> • Effective March 7, 2013, the <i>Canada Employment Insurance Financing Board Act</i> has been suspended until the EI Operating Account has returned to cumulative balance and the Canada Employment Insurance Financing Board can fulfill its full legislative mandate. 	<ul style="list-style-type: none"> • Ensures that independent EI rate-setting is performed in the most cost-effective manner.
Premium Rate-setting	
<ul style="list-style-type: none"> • An interim rate-setting regime takes effect, under which EI 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. 	<ul style="list-style-type: none"> • Ensures premium rates are set according to the premium rate-setting mechanism set out in the <i>Employment Insurance Act</i>, and provides ongoing stability and predictability for contributors.

Helping Families in Need Act: Bill C-44 (2012)

Element	Rationale
Parents of Critically Ill Children (PCIC)	
<ul style="list-style-type: none"> Effective June 9, 2013, a new 35-week EI special benefit is available to provide income support to eligible parents who are unable to work while providing care or support to a critically ill or injured child under the age of 18. Bill C-44 also amended the <i>Canada Labour Code</i> to protect the jobs of employees under federal jurisdiction while they take unpaid leave to care for their critically ill or injured child. 	<ul style="list-style-type: none"> Helps parents balance work and family responsibilities by reducing the financial pressure faced by parents who take time off work to care for their critically ill or injured children. Recognizes the needs of parents who are likely to take time away from work when their child is critically ill.
Enhanced Access to Sickness Benefits	
<ul style="list-style-type: none"> Effective March 24, 2013, claimants receiving parental benefits no longer have to be "otherwise available" for work to receive sickness benefits. This legislative change allows claimants who fall ill or injured while receiving parental benefits to access sickness benefits and then resume collecting the balance of their parental benefits, if needed, once their sickness benefits have been paid. 	<ul style="list-style-type: none"> Recognizes that it may be difficult for a parent who becomes ill or injured to take care of and bond with his/her child. Enhances the flexibility and responsiveness of the EI program.

Budget Implementation Act: Bill C-38 (2012)

Element	Rationale
Connecting Canadians to Available Jobs (CCAJ)	
<ul style="list-style-type: none"> Enhances the content and frequency of job and labour market information for job seekers. Strengthens and clarifies claimants' obligations by defining reasonable job search and suitable employment for claimants who are receiving regular or fishing benefits. Ensures Canadians are considered before temporary foreign workers are hired to fill job vacancies. Initiates discussions with provinces and territories to make skills training and job search supports available to EI claimants earlier in their claim. 	<ul style="list-style-type: none"> Ensures unemployed Canadians are better connected with available jobs in their local area. Clarifies claimants' responsibility to undertake a reasonable job search for suitable employment while receiving EI regular or fishing benefits.
Variable Best Weeks (VBW)	
<ul style="list-style-type: none"> Effective April 7, 2013, claimants (with the exception of fishing and self-employed claimants) have EI benefits calculated based on the weeks of their highest insurable earnings during the qualifying period. The best 14 to 22 weeks are used to calculate EI benefits, depending on the unemployment rate in the EI economic region where the claimant resides. 	<ul style="list-style-type: none"> Makes the EI program more responsive to regional economic conditions. Ensures that those living in areas with similar labour market conditions receive similar benefits.

Element	Rationale
Premium Rate-setting	
<ul style="list-style-type: none"> The 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 EI Operating Account has returned to cumulative balance. The legislated limit on year-to-year changes to the premium rate has been adjusted from 15 cents to 5 cents per \$100 of insurable earnings. Advanced the date by which the premium rate must be set to September 14, rather than November 14. 	<ul style="list-style-type: none"> Ensures that the EI 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 (SST)	
<ul style="list-style-type: none"> The Social Security Tribunal (SST) replaced the four Employment and Social Development Canada tribunals for Employment Insurance (EI), Canada Pension Plan (CPP) and Old Age Security (OAS) appeals with a single decision-making body. The SST is comprised of two levels of appeal, similar to the previous appeal process: <ul style="list-style-type: none"> The General Division has an Employment Insurance Section for EI appeals, and an Income Security Section for CPP and OAS appeals. A vice-chairperson heads each of the sections of this Division. The Appeal Division reviews decisions made by the General Division. The third vice-chairperson heads this Division. Before an EI appeal can be filed with the SST, clients must make a formal request for reconsideration. This is a new process whereby EI clients who disagree with the Canada Employment Insurance Commission's decision are able to submit new or additional information that the Commission is required to review to determine if the decision can be reversed or modified. Appeals are considered and decided by single member panels. Tribunal members have the authority to summarily dismiss an appeal when the member is satisfied that the appeal has no reasonable chance of success. The SST began its operations on April 1, 2013. 	<ul style="list-style-type: none"> 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.
Regulatory Amendments: Extended EI Benefits and Best 14 Weeks Pilot Projects (2010)	
Element	Rationale
Extended EI Benefits Pilot Project	
<ul style="list-style-type: none"> Pilot Project No. 6, Pilot Project Relating to Increased Weeks of Benefits, was introduced for a two-year period on June 6, 2004 in 24 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. 	<ul style="list-style-type: none"> Tested the cost and impact of extending the number of weeks of benefits in EI economic regions of relatively high unemployment.

Element	Rationale
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Extended EI Benefits Pilot Project (CONTINUED)

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| <ul style="list-style-type: none"> • Pilot Project No. 10 ended earlier, on February 28, 2009, and was replaced by the national Extra Five Weeks Economic Action Plan 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 five, to a maximum of 50 weeks, on all claims that were open between March 1, 2009, and September 11, 2010. • On September 12, 2010, the Government of Canada re-introduced the parameters of the Extended EI 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. The pilot included the same 21 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). | <ul style="list-style-type: none"> • Provided time-limited, broad-based support for all workers during the recent recession. • Tested 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. • Allowed 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. |
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Best 14 Weeks Pilot Project

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| <ul style="list-style-type: none"> • Pilot Project No. 7 (Best 14 Weeks) was introduced on October 30, 2005, in 23 EI economic regions with unemployment rate of 10% or higher. The parameters of the pilot project were re-introduced on October 26, 2008, for two years as Pilot Project No. 11 in 25 EI economic regions with an unemployment rate of 8% or higher. • Under this pilot project, EI benefits were based on claimants' 14 weeks of highest earnings in the qualifying period. • Initially scheduled to end on October 23, 2010, Pilot Project No. 11 was subsequently extended until June 25, 2011. • Economic Action Plan 2011 announced a one-year renewal of the Best 14 Weeks pilot project parameters (as Pilot Project No. 16) in the same 25 EI economic regions until June 23, 2012. Pilot Project No. 16 was subsequently extended until April 6, 2013. | <ul style="list-style-type: none"> • Tested 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. • Provided additional data to assess the effectiveness of the pilot during a period of economic recovery and a full economic cycle. |
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Fairness for Military Families Act: Bill C-13 (2010)

Element	Rationale
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Improved Access to EI Parental Benefits for Military Families

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| <ul style="list-style-type: none"> • The 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. | <ul style="list-style-type: none"> • Provides additional flexibility to military families to access parental benefits for parent-child care and bonding, while recognizing the importance of military service. |
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Employment Insurance Operating Account: Bill C-9 (2010)

Element	Rationale
Employment Insurance Operating Account	
<ul style="list-style-type: none"> The Employment Insurance Operating Account was established in the accounts of Canada to record all 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 EI Account was closed. This change repeals the provision under which advances from the Consolidated Revenue Fund to the EI Account were made and the provision under which interest could be paid on the balance of the EI Account. The CEIFB's obligation to set EI premium rates under section 66 of the <i>Employment Insurance Act</i> has been clarified to ensure that EI revenues and expenditures recorded in the EI Operating Account balance over time, beginning January 1, 2009. 	<ul style="list-style-type: none"> Further strengthens the transparency and effectiveness of the financing of the EI program. In line with steps taken in 2008 to establish the CEIFB.

Fairness for the Self-employed: Bill C-56 (2009)

Element	Rationale
Special Benefits for Self-employed Persons	
<ul style="list-style-type: none"> Effective January 31, 2010, EI 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. 	<ul style="list-style-type: none"> 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 grave illness of a family member.

Budget Implementation Act: Bill C-10 (2009)

Element	Rationale
Premium Rates	
<ul style="list-style-type: none"> Legislation was enacted to retroactively set the premium rates for 2002, 2003 and 2005. 	<ul style="list-style-type: none"> This retroactive change was made necessary by the ruling of the Supreme Court of Canada in the <i>CSN-Arvida</i> case, in which the Court ruled that the premium rates in 2002, 2003 and 2005 were not constitutionally valid as regulatory fees and represented an unlawful tax on premium payers.

Canada Employment Insurance Financing Board: Bill C-50 (2008)

Element	Rationale
Canada Employment Insurance Financing Board (CEIFB)	
<ul style="list-style-type: none"> The legislation creating the CEIFB received Royal Assent on June 18, 2008. The CEIFB's legislated mandate was to: <ul style="list-style-type: none"> set 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 EI Operating Account breaks even over time. 	<ul style="list-style-type: none"> Ensured that EI revenues were sufficient to cover EI costs in the following year. Used 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 (NERE) Pilot Project	
<ul style="list-style-type: none"> Pilot Project No. 9 (NERE Pilot Project) was introduced on December 11, 2005 in 23 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 NEREs needed to be eligible for EI regular benefits from 910 to 840. Pilot Project No. 13 sunset as scheduled on December 4, 2010. 	<ul style="list-style-type: none"> Tested to determine whether providing NEREs with lower EI eligibility requirements and informing them of EI employment programs improved their employability and helped reduce their future reliance on EI benefits, partly by improving their access to EI Part II measures.

Legislative and Regulatory Amendments: Quebec Parental Insurance Plan (2006)

Element	Rationale
Quebec Parental Insurance Plan (QPIP)	
<ul style="list-style-type: none"> Effective January 1, 2006, Quebec residents receive maternity and parental benefits through the QPIP while they continue to have access to sickness, compassionate care and parents of critically ill children benefits through the EI program. The <i>Employment Insurance Regulations</i> provide for a reduction of EI premiums for Quebec residents, reflecting the savings to the EI Operating Account resulting from the Government of Quebec providing maternity and parental benefits. 	<ul style="list-style-type: none"> Ensures consistency with the <i>Employment Insurance Act</i> provisions that provinces may provide their own benefit plans, as long as they provide benefits equivalent to those offered under EI.

Regulatory Amendments: Compassionate Care Benefit (2006)

Element	Rationale
Definition of Family Member	
<ul style="list-style-type: none"> Effective June 14, 2006, expanded the eligibility criteria and the definition of family member for the compassionate care benefit from that of immediate family to include extended family members and any other individuals considered by the gravely ill person to be like family members. 	<ul style="list-style-type: none"> Expanded 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 gravely ill family member.

Annual Premium Rate-setting by the Canada Employment Insurance Commission: Bill C-43 (2005)

Element	Rationale
Premium Rate-setting Process	
<ul style="list-style-type: none"> Effective January 1, 2006, the legislation allows the Canada Employment Insurance Commission to set the premium rate under a new rate-setting mechanism. In setting the rate, the Commission will take into account the principle that the premium rate should generate just enough premium revenue to cover payments to be made for that year. It will also consider the report from the EI Chief Actuary and any public input. 	<ul style="list-style-type: none"> Allows for a new rate-setting process where the EI premium rate is determined independently by the Canada Employment Insurance Commission.

Compassionate Care Benefits: Bill C-28 (2003)

Element	Rationale
Compassionate Care Benefits	
<ul style="list-style-type: none"> • Since January 4, 2004, compassionate care benefits have been available to help eligible family members to provide or arrange care for a gravely ill family member who faces a significant risk of death. The duration of the benefits is up to six weeks within a 26-week period. • Flexibility is a key feature of the benefits. Claimants can choose how and when to claim benefits within the 26-week window. Eligible family members can decide to have one person claim all six weeks or decide to share the benefit. Eligible family members can claim weeks of compassionate care benefits concurrently or consecutively. 	<ul style="list-style-type: none"> • Provides support to workers during temporary absences from work to provide care or support to a gravely ill family member who faces a significant risk of death within a 26-week period.

Access to Special Benefits: Bill C-49 (2002)

Element	Rationale
Period to Claim Parental Benefits	
<ul style="list-style-type: none"> • Effective April 21, 2002, parents of a newborn or newly adopted child who is hospitalized can have their parental benefit window extended up to 104 weeks, instead of 52 weeks. 	<ul style="list-style-type: none"> • Provides flexibility for parents who choose to wait until their child comes home before collecting parental benefits.
Period to Claim Special Benefits	
<ul style="list-style-type: none"> • Effective March 3, 2002, the maximum number of combined weeks of special benefits has been increased from 50 to 65 weeks and the benefit period may be extended accordingly, under certain circumstances. 	<ul style="list-style-type: none"> • Ensures full access to special benefits for biological mothers who claim sickness benefits prior to and following maternity or parental benefits. • Responds to the ruling of the Canadian Human Rights Tribunal in the <i>McAllister-Windsor</i> case.

Small Weeks Provision (2001)

Element	Rationale
Small Weeks Provision	
<ul style="list-style-type: none"> • Before the introduction of the Variable Best Weeks method of calculating claimant benefits on April 7, 2013, benefits were calculated based on the average weekly earnings in the 26-week period prior to claiming benefits. The small weeks provision allowed claimants to exclude weeks where they earned less than \$225 unless those weeks were needed to satisfy the "minimum divisor". • Pilot projects between 1997 and 2001 tested a \$150 exclusion from 1997 to 2001 before legislating the exclusion in 2001. In 2003, the legislation was amended to increase the exclusion to \$225. • Between October 2005 and April 2013, EI claimants in the select EI economic regions had their benefit rates calculated according to the Best 14 Weeks pilot project provisions. • The small weeks provision was replaced by the Variable Best Weeks provision on April 7, 2013, except for fishers. 	<ul style="list-style-type: none"> • At the time when the small weeks provision was introduced, weekly EI benefit rates were based on an average insured earnings in the 26 weeks preceding the last day of employment. Including "small weeks" in the calculation of a claimant's average earnings resulted in reduced weekly EI benefit amounts. This approach to calculating EI benefit rates could have the unintended effect of discouraging some workers from accepting weeks with lower earnings.

A More Responsive EI Program: Bill C-2 (2001)

Element	Rationale
Intensity Rule	
<ul style="list-style-type: none"> Effective October 1, 2000, eliminated the Intensity Rule, which had reduced the benefit rate by 1 percentage point for every 20 weeks of EI regular benefits used in the past. The maximum reduction was 5 percentage points. 	<ul style="list-style-type: none"> Eliminated an ineffective rule that had the unintended effect of being punitive.
Benefit Repayment (Clawback)	
<ul style="list-style-type: none"> Applied new rule, effective retroactively to the 2000 taxation year: <ul style="list-style-type: none"> First-time claimants of regular or fishing benefits are now exempt from the benefit repayment. Claimants of special benefits (maternity, parental and sickness benefits) are no longer required to repay any of those benefits. The benefit repayment threshold for regular and fishing benefits is now at one level: \$48,750 of net income, with a repayment rate of 30%. The maximum repayment is the lesser of 30% of excess net income above the threshold of \$48,750, or 30% of the claimant's benefits. 	<ul style="list-style-type: none"> Corrects a discrepancy, as analysis indicated that the benefit repayment provision was having a disproportionate impact on middle-income claimants. Focuses on repeat claimants with high incomes. Simplifies the provision.
Re-Entrant Parents	
<ul style="list-style-type: none"> Effective retroactive to October 1, 2000, the rules governing new entrants/re-entrants (NEREs) 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. 	<ul style="list-style-type: none"> Ensures that parents returning to the workforce following an extended absence to raise young children are not penalized.
Maximum Insurable Earnings (MIE)	
<ul style="list-style-type: none"> The MIE will remain at \$39,000 until average earnings exceed this level, at which time the MIE will be based on average earnings. 	<ul style="list-style-type: none"> Corrects a discrepancy in which the MIE was higher than the average industrial wage.

Enhanced Parental Benefits: Bill C-32 (2000)

Element	Rationale
Parental Benefits	
<ul style="list-style-type: none"> Effective December 31, 2000, the duration of parental benefits has been increased from 10 to 35 weeks. 	<ul style="list-style-type: none"> Helps working parents to better balance their work and family responsibilities by providing them with temporary income replacement when they take time off work to take care of their newborn in the first year of the child's life or the first year of placement of the child (adoptive parents).
Entrance Requirements: Special Benefits	
<ul style="list-style-type: none"> Effective December 31, 2000, the number of hours of insurable employment required to qualify for maternity, parental or sickness benefits has been reduced from 700 to 600 hours. 	<ul style="list-style-type: none"> Improves access to special benefits.
Waiting Period	
<ul style="list-style-type: none"> Effective December 31, 2000, the second parent sharing parental leave is no longer required to serve the two-week waiting period. 	<ul style="list-style-type: none"> Promotes gender equality and improves flexibility by reducing the income loss for the second parent.

Element	Rationale
Allowable Earnings While on Claim	
<ul style="list-style-type: none"> Effective December 31, 2000, claimants receiving parental benefits can also earn \$50 or 25% of their weekly parental benefit, whichever is higher, without a loss of their EI benefits. 	<ul style="list-style-type: none"> Helps low-income claimants. Improves flexibility and fosters labour attachment by allowing parents to work while receiving parental benefits.
Major EI Reform: Bill C-12 (1996 and 1997)	
Element	Rationale
Hours-based System	
<ul style="list-style-type: none"> Effective January 1997, EI eligibility is based on hours of insurable employment rather than weeks worked. For regular benefits, claimants need 420 to 700 hours instead of 12 to 20 insured weeks. For special benefits, claimants need 700 hours instead of 20 insured weeks. 	<ul style="list-style-type: none"> Introduces a fairer and more equitable measure of time worked by making all hours count. Removes inequities and anomalies of the weeks system by: <ul style="list-style-type: none"> recognizing the intense work patterns of some employees; correcting the anomaly that existed under the Unemployment Insurance, when a week of 15 hours or a week of 50 hours each counted as one week; and eliminating the 14-hour job trap as, under the Unemployment Insurance, those working fewer than 15 hours (either all of the time or some of the time) with a single employer were not insured or not fully insured.
New Entrants and Re-Entrants	
<ul style="list-style-type: none"> Effective July 1996, new entrants and re-entrants to the labour force needed 26 rather than 20 weeks of work to qualify for EI. 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 over the past two years. Workers who have at least 490 hours of work in the year prior to unemployment need only 420 to 700 hours the next year to qualify for EI. Time on EI, workers' compensation, disability benefits and sick leave counts as time worked. 	<ul style="list-style-type: none"> Discourages a cycle of reliance by ensuring that workers, especially young people, develop a significant attachment to the labour force before collecting EI benefits. Reintroduces insurance principles to the system by ensuring that workers make a reasonable contribution to the system before collecting benefits. Strengthens the relationship between work effort and entitlement to benefits.
Reduction in Maximum Insurable Earnings (MIE)	
<ul style="list-style-type: none"> The MIE was reduced to \$39,000 per year (\$750 per week) in July 1996 and frozen at this level until 2006. This reduced the maximum weekly benefit to \$413 (55% of \$750), from \$448 in 1995 and \$465 for the first six months of 1996. 	<ul style="list-style-type: none"> Adjusted the MIE to a level where EI benefits would no longer be competitive with wages in some parts of the country and in some industries. Was based on a formula that took into account average wage increases over the eight years before the reduction. Because the high inflation and wage increases of the 1980s continued to be considered in setting the MIE, it had escalated faster than wages.
Reduced Maximum Benefit Duration	
<ul style="list-style-type: none"> Effective July 1996, the maximum length of a claim was reduced from 50 to 45 weeks. 	<ul style="list-style-type: none"> Reflects the fact that most claimants find work within the first 40 weeks of receiving benefits.
Benefit Calculation	
<ul style="list-style-type: none"> Weekly benefits are 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. 	<ul style="list-style-type: none"> Creates a strong incentive to work more than the minimum amount of time to qualify for benefits (at least two more weeks than the old entrance requirement). Provides an incentive to work in the "shoulder" season. Ensures a better relationship between the flow of benefits and normal earnings.

Element	Rationale
Family Supplement	
<ul style="list-style-type: none"> • Claimants with children and annual net family incomes of up to \$25,921 receive a top-up of their basic 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. 	<ul style="list-style-type: none"> • Improves assistance to those most in need, because: <ul style="list-style-type: none"> – the old 60% dependent rate under the Unemployment Insurance was very 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	
<ul style="list-style-type: none"> • Effective January 1997, claimants can earn \$50 or 25% of their weekly benefit, whichever is higher, without a loss of their EI benefits. 	<ul style="list-style-type: none"> • Helps low-income claimants. • Encourages claimants to maintain work attachment and increase their earnings from work.
Benefit Repayment (Clawback)	
<ul style="list-style-type: none"> • Benefits were repaid at the rate of \$0.30 for every \$1 of net income above the threshold. • For those who had collected 20 or fewer weeks of benefits in the last five years, the threshold was \$48,750 of net income (the former level was \$63,570). The maximum repayment remained at 30% of benefits received. • For those with more than 20 weeks of benefits in the last five years, the threshold was \$39,000 of net income. The maximum repayment varied from 50% to 100% of benefits received, depending on previous use. 	<ul style="list-style-type: none"> • Made benefits fairer and more accurately reflective of insurance principles. • Discouraged 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	
<ul style="list-style-type: none"> • The intensity rule reduced the benefit rate by 1 percentage point for every 20 weeks of regular or fishing benefits collected in the past five years. • The maximum reduction was 5 percentage points. 	<ul style="list-style-type: none"> • Introduced an element of experience rating to the program, since heavy users of the system bore more of the costs. • Discouraged use of EI as a regular income supplement rather than insurance for times of unpredictable job loss, while not excessively penalizing those who made long or frequent claims. • Created a better balance between contributions made and benefits received. • Repealed in Bill C-2 (2001).
First-dollar Coverage	
<ul style="list-style-type: none"> • Effective January 1997, all earnings from the first dollar are insurable up to the annual MIE. There are no weekly minimums or maximums for determining earnings. 	<ul style="list-style-type: none"> • Creates a more equitable and balanced system—all earnings are insurable. • Decreases paper burden for employers. • Helps guard against “gaming” the system to avoid paying premiums.
Premium Refunds	
<ul style="list-style-type: none"> • Since 1997, workers earning \$2,000 or less per year have had their premiums refunded. 	<ul style="list-style-type: none"> • Helps workers who must pay premiums but do not have enough hours to qualify for benefits.

Element	Rationale
Increased Sanctions for Fraud	
<ul style="list-style-type: none"> • Effective July 1996, penalties for fraud by employers and claimants were increased. • Since January 1997, claimants who committed fraud after June 1996 have faced higher entrance requirements. 	<ul style="list-style-type: none"> • Protects the integrity of the EI program.
Part II of the <i>Employment Insurance Act</i>: Employment Benefits and the National Employment Service	
<ul style="list-style-type: none"> • Part II of the <i>Employment Insurance Act</i> provides authority for three types of arrangements for employment program implementation and delivery with support from EI funds. 	<ul style="list-style-type: none"> • The Canada EI Commission is authorized to: <ul style="list-style-type: none"> – establish federal employment programs, coupled with a duty to work with provincial governments regarding their design, delivery and evaluation; – enter into agreements for the administration on its behalf of its employment benefits and support measures; and – enter into agreements with provinces and other entities to contribute toward the costs of their similar benefits and measures programs (Labour Market Development Agreements).

Annex 7.2 Economic Action Plan (EAP) Temporary Employment Insurance (EI) Measures

Budget Implementation Act: Bill C-3 and C-13 (2011)	
Element	Rationale
Changes to the Work-Sharing Program	
<ul style="list-style-type: none"> Allowed for an extension of up to 16 weeks, to a maximum of 54 weeks, to active and recently terminated agreements. Introduced adjustments to make the program more flexible and efficient for employers: a simplified recovery plan, more flexible utilization rules and technical amendments to reduce administrative burden. These extensions became effective on April 4, 2011. Extensions were retroactive to March 20, 2011, and ended on October 29, 2011. 	<ul style="list-style-type: none"> To help employers still facing difficulties from the economic downturn, maintain their workforce and avert layoffs as they move towards recovery. Changes that made the program more flexible and efficient for employers were built on lessons learned from the economic downturn.
Temporary Hiring Credit for Small Businesses	
<ul style="list-style-type: none"> Provided small businesses with a temporary hiring credit of up to \$1,000 against an increase in the firm's 2011 EI premiums over those paid in 2010. Available to approximately 525,000 employers whose total EI premiums were at or below \$10,000 in 2010 and will reduce their 2011 payroll costs by about \$165 million. 	<ul style="list-style-type: none"> Encouraged additional hiring in small businesses, and helped them to take advantage of emerging opportunities and compete in the global economy.
Additional Changes to the Work-Sharing Program: Bill C-9 (2010)	
Element	Rationale
Changes to the Work-Sharing Program	
<ul style="list-style-type: none"> Allowed active and recently terminated agreements to be extended for an additional 26 weeks, up to a maximum of 78 weeks. Maintained previous changes that improved the flexibility of qualifying criteria for new agreements and streamlined the process for employers. These enhancements were effective from February 28, 2010 until April 2, 2011. 	<ul style="list-style-type: none"> In response to the economic downturn, the Work-Sharing program gave businesses and employees additional support to avoid potential layoffs.
Increased Benefits for Long-tenured Workers: Bill C-50 (2009)	
Element	Rationale
Temporary Additional EI Benefits for Unemployed Long-tenured Workers	
<ul style="list-style-type: none"> Long-tenured workers are individuals who have worked and paid EI premiums for a significant period and have previously made limited use of EI regular benefits. Provided up to 20 weeks of additional benefits, depending on how long an eligible individual had been working and paying into EI. Applied to claimants who met the long-tenured worker definition and who made their claim between January 4, 2009, and September 11, 2010. 	<ul style="list-style-type: none"> Benefited workers who faced unemployment with low prospects of finding work and who had previously made limited use of EI benefits. Helped workers who, in many cases, had skills that were not easily transferable. For such workers, finding a new job in their industry or an alternative one may have been particularly difficult in the economic environment of that time period.

Additional Support for the Unemployed—Budget Implementation Act: Bill C-10 (2009)

Element	Rationale
Career Transition Assistance Initiative	
<ul style="list-style-type: none"> • Two measures to support long-tenured workers: <ul style="list-style-type: none"> – The Extended Employment Insurance and Training Incentive (EETI) extended EI regular benefits to a maximum of 104 weeks for long-tenured workers who enrolled in long-term training, including up to 12 weeks of EI regular benefits for job search. – The Severance Investment for Training Initiative allowed eligible long-tenured workers who used their severance payments to invest in full-time training to receive EI regular benefits sooner. • For the purposes of the Career Transition Assistance Initiative, long-tenured workers' claims must have started on or after January 25, 2009, and no later than May 29, 2010. 	<ul style="list-style-type: none"> • Improved claimants' incentive to renew or upgrade their skills. • Encouraged claimants to invest in their own training. • Encouraged claimants to undertake long-term training to improve their re-employability.
Changes to the Work-Sharing Program	
<ul style="list-style-type: none"> • Increased the maximum agreement duration by 14 weeks, to a maximum of 52 weeks, for applications received between February 1, 2009, and April 3, 2010. • It also improved access to Work-Sharing agreements by making the qualifying criteria more flexible and streamlining processes for employers. 	<ul style="list-style-type: none"> • In response to the economic downturn, the Work-Sharing program gave businesses and employees additional support to avoid potential layoffs.
Premium Rate Freeze	
<ul style="list-style-type: none"> • This measure froze EI premium rates for employees at \$1.73 per \$100 for 2010, the same rate as in 2009 and 2008. 	<ul style="list-style-type: none"> • Maintained premium rate stability during the recession despite higher EI costs.

