



Employment and
Social Development Canada

Emploi et
Développement social Canada

Canada

EMPLOYMENT AND SOCIAL DEVELOPMENT CANADA 2019–20 DEPARTMENTAL PLAN

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Employment and Social Development Canada 2019–20 Departmental Plan

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Ministers' Message

Employment and Social Development Canada is pleased to present the 2019–20 Departmental Plan.

We are proud of the work we do to help Canadians successfully navigate through life's transitions. The dedication and hard work of our employees is doing much to improve the quality of life and the standard of living for all Canadians, especially those most in need. In the coming year, we will continue to build on this momentum.

From young families taking steps toward homeownership to experienced workers stepping up to embrace new challenges, to seniors transitioning into retirement free of worries, a strong middle-class is at the heart of Canada's economy and the key to the country's continued success.

Having good quality jobs helps middle-class Canadians build a stable, secure life for themselves and their families. ESDC is taking measures to support a strong labour market, create healthy, safe workplaces and help people get the skills they need to succeed as they enter the workforce and throughout their working lives. Work-Integrated Learning allows young people to gain real-world experience in the workforce, for example by completing placements with employers in relevant industries. Budget 2019 investments will create up to 84,000 more work placements per year by 2023–24 to help young people enter the workforce. The Government is also growing programs like the Canada Service Corps and the Youth Employment Strategy to help more young people learn new skills and develop their professional experience earlier. Also through this year's Budget, we will create a national campaign to promote the skilled trades as a first-choice career for young people.

Thanks to enhancements we are making to student loans and grants, apprenticeship programming and new training initiatives, Canadians will gain better access to the education and training supports to make them successful in today's labour market and prepare them for the jobs of the future. These new measures will increase opportunities and reduce barriers for women, Indigenous People and newcomers. ESDC will continue its efforts to make sure Canadians have the right skills to get good jobs through the Skills Boost initiative. The three-year pilot project provides additional financial support to adult learners who have been out of high school for 10 years or more. Adult learners eligible for the Canada Student Grants may get more in grants to pursue full-time post-secondary education, and those receiving Employment Insurance can continue to collect benefits while going back to school.

Budget 2019 will build on these enhancements by introducing a new Canada Training Benefit, a personalized, portable training benefit to help people plan for and get the training they need. The Benefit includes a training credit that will give Canadians \$250 every year to pay for the costs of future training, which can add up to as much as \$5,000 over a career. It also includes up to four weeks of paid leave every four years through a new Employment Insurance Training Support Benefit that will help workers cover their living expenses while on training.

Budget 2019 will also lower interest rates on Canada Student Loans and Canada Apprenticeship Loans as well as eliminate interest charges entirely during the six-month grace period following studies. Furthermore, our Budget proposes to increase supports for vulnerable student loan borrowers, including students with disabilities.

Supporting families and children is an investment in Canada's future. That is why the Government indexed the Canada Child Benefit two years early to help keep up with the rising cost of living. We are working to ensure that Canadians receive the benefits for which they are eligible. We are working with provinces and territories to create up to 40,000 more affordable childcare spaces by 2020, and we are strengthening early learning and child care programs for Indigenous children.

Opportunity for All – Canada's First Poverty Reduction Strategy established clear poverty reduction targets. Data released in the Canadian Income Survey reveals that the interim target of reducing poverty by 20 percent by 2020 has been reached – a full three years ahead of schedule. Between 2015 and 2017, the poverty rate fell by more than 20 percent, representing approximately 825,000 fewer individuals living in poverty. And so, in 2019–20, we will be taking steps to further reduce and prevent poverty and homelessness. A National Advisory Council on Poverty will be established in 2019 to provide advice, continue a dialogue with Canadians, and report on progress being made to reduce poverty.

Our Government has been making historic investments in housing through Canada's first-ever National Housing Strategy: a 10-year, \$40-billion investment focused on giving more Canadians a place to call home, starting first and foremost with our most vulnerable populations. Through Reaching Home, part of the National Housing Strategy, we launched a plan to help communities reduce homelessness, including a 50 percent reduction in chronic homelessness by 2028. Furthermore, social purpose organizations, which include charitable, non-profit and social enterprises, will gain access to new financing to implement their innovative ideas, and will be connected with nongovernment investors seeking to support projects that will drive positive social change through the Social Finance Fund. In addition, the new Canada Workers Benefit being introduced for the 2019 tax year will offer real help to more than 2 million Canadians who are working hard to join the middle class, while raising roughly 74,000 Canadians out of poverty.

In spring 2019, the Indigenous Skills and Employment Training Program will replace the Aboriginal Skills and Employment Training Strategy. The new program will include four distinct labour market strategies with separate funding envelopes for each group: First Nations, Inuit, Métis and Urban/Non-affiliated. With funding of \$2 billion over five years, and \$408 million per year ongoing, announced in Budget 2018, the Indigenous Skills and Employment Training Program provides the first long-term funding increase in almost twenty years. Budget 2019 also proposes additional investments to help Indigenous students gain better access to post-secondary education and succeed during their studies. With Indigenous partners, the Government is advancing reconciliation by creating more job training opportunities for Indigenous people to increase Indigenous participation in the job market.

Last year, we passed a number of laws to ensure federally regulated workplaces are safe, fair and productive. Going forward, the Labour Program will work towards implementing these laws, making



sure workplaces are free from harassment and violence, women are paid fairly for their work, and that the Canada Labour Code reflects the realities of today's workplaces. We will look at developing a modern fair wages policy for government contractors and we have asked an independent Expert Panel on Modern Federal Labour Standards to study, consult and provide advice on complex issues arising from the changing nature of work.

Our Government is modernizing the Employment Insurance system to better reflect the needs of today's hard-working, middle-class Canadians. In the past few years, we made improvements to better support workers by reducing the waiting period, enhancing special benefits for families and caregivers and increasing flexibility for seasonal workers. We will continue to monitor these changes to ensure that the program is aligned with the realities of a modern workforce.

As more Canadians plan on leaving the workforce and look towards retirement, they want a sense of security in knowing they will be able to support themselves and live with dignity. That is why we lowered the eligibility age for Old Age Security from 67 years back to 65, enhanced the Guaranteed Income Supplement for our most vulnerable seniors and extended automatic enrolment for Old Age Security to include the Guaranteed Income Supplement. Budget 2019 helps low-income seniors to effectively take home more money while they work by enhancing the Guaranteed Income Supplement earnings exemption. Budget 2019 will also increase funding for the New Horizons for Seniors Program to support pan-Canadian and community-based projects, such as new equipment for seniors' centres, financial literacy classes and volunteer opportunities. We will continue to engage with community members and stakeholders to ensure our programs and services respond to Canada's aging population and find innovative ways to improve seniors' quality of life.

We want to ensure that all people in Canada, including Canadians with disabilities, have equal opportunities to succeed. We introduced the *Accessible Canada Act* in June 2018. This proposed legislation will create the framework to transform how the Government of Canada and federally regulated sectors can truly improve the lives of persons with disabilities. By identifying, removing and preventing barriers to accessibility, we can help all Canadians participate fully in their communities and workplaces.

Canadians deserve high-quality, easy-to-access, simple and secure services that meet their needs. Through our Service Transformation Plan, we will continue to improve service delivery and modernize the way we interact with clients, employers, communities and organizations.

Finally, we will show leadership on the United Nations' 2030 Agenda for Sustainable Development by working with our partners to build a more inclusive, peaceful and prosperous world that leaves no one behind. A Sustainable Development Goals (SDG) Unit, housed within ESDC, has been established to coordinate, monitor and report on Canada's progress in achieving the SDGs. We will develop a National Strategy through whole of society engagement, and deliver a SDG Funding Program that furthers Canada's implementation of the 2030 Agenda.

It is our pleasure to present the 2019–20 Departmental Plan for Employment and Social Development Canada. We look forward to continuing our important work to improve Canadians' quality of life and standard of living.

The Honourable Jean-Yves Duclos, P.C., M.P.
Minister of Families, Children and Social Development

The Honourable Patty Hajdu, P.C., M.P.
Minister of Employment, Workforce Development and Labour

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Minister of Public Services and Procurement and Accessibility

The Honourable Filomena Tassi, P.C., M.P.
Minister of Seniors

Plans at a Glance and Operating Context

Employment and Social Development Canada's mandate is to build a stronger and more inclusive Canada, to help Canadians live productive and rewarding lives and to improve Canadians' quality of life. The Department supports Canadians throughout their lives, by assisting families with spending more time with their newborns, more high quality, affordable childcare options or simply more money to care for their children, helping students finance their post-secondary education, supporting unemployed workers and providing seniors with income security.

Employment and Social Development Canada delivers a range of programs and services that assist Canadians throughout their lives. The Department's portfolio also includes:

- The Labour Program, which contributes to social and economic well-being by fostering safe, healthy, fair and inclusive work environments and cooperative workplace relations in the federal jurisdiction; and
- Service Canada, which serves as a single point of access for some of the Government's largest and most well-known programs and services, such as the Social Insurance Number, Employment Insurance, Passports, Old Age Security and the Canada Pension Plan.

The Department will focus its attention and resources in the following priority areas in fiscal year 2019–20¹ to ensure that it continues to provide the supports Canadians need in various stages of life. These priorities have been determined based on the Department's operating environment, its risks and opportunities, as well as government-wide priorities and ministerial mandate letter commitments.

Growth that benefits all

The Department will help to create opportunities for all Canadians to participate in and benefit from economic growth, leading to an increased standard of living and well-being by focussing on:

- Supporting the well-being and full and equal participation of vulnerable and underrepresented Canadians in labour markets and Canada's prosperity;
- Helping Canadians succeed in an evolving economy and changing labour market; and
- Promoting equality and fairness in the workplace, and safe and healthy working conditions.

¹ For the purposes of this report, the fiscal year runs from April 1, 2019 to March 31, 2020.



Transforming our services

The Department will continue to transform the delivery of its services to ensure they meet the evolving expectations of Canadians by:

- Providing a world-class service experience with benefits and services delivered when needed;
- Delivering accurate and consistent service;
- Resolving issues at the first point of contact;
- Ensuring that services are accessible to all; and
- Continuing to improve online availability and access to programs and services.

This Departmental Plan uses the structure of the Departmental Results Framework to discuss how the Department intends to achieve results under each of the Department's core responsibilities. All years reference fiscal years beginning April 1 and ending March 31.

For more information on the Department's plans, priorities and planned results, see the "[Planned results](#)" section of this report.

OPERATING CONTEXT

In 2019–20, the Canadian economy is expected to grow at a modest and sustainable pace, with Canada projected to have the second-highest rate of Gross Domestic Product growth among G7 countries². While this growth will create opportunities for Canadians across the country, it is anticipated that there will be a continued shortage of skills and labour in certain regions and occupations. In addition, over the medium-term, Canada will need to be ready to address other challenges and pressures to continued economic growth and improved well-being of Canadians that may arise.

Such challenges may include labour market adjustments resulting from an aging population and the changing nature of work, and the underrepresentation of certain groups in the labour market (for example, Indigenous people, recent immigrants, and persons with disabilities). These challenges, coupled with the need for inclusive and sustainable economic growth, are informing the Department's priorities and planned results for 2019–20.

The Department will invest in training and skills development to support an efficient and resilient labour market and help Canadians get the right skills to obtain good, well-paying jobs. This will help all Canadians, including those from groups less represented in the labour market to find and keep jobs and lead rewarding lives. The Department will also continue to assist Canadians in vulnerable situations by ensuring that the financial and social supports they need are available when they need them. It will support increased inclusion and opportunities for Canadians through efforts to reduce poverty and homelessness, and improve access to early learning and child care. It will also make efforts to ensure workplaces are safe, healthy and accessible, as well as take steps to narrow the persistent gap in wages between men and women.

² International Monetary Fund, World Economic Update, October 2018



Embedding innovative approaches across the Department will ensure that Canadians remain at the centre of program and policy design and delivery. Design thinking, behavioural insights and experimentation will allow the Department to better respond to Canadians' complex life challenges as well as enable the modernization of our services.

The Department recognizes that Canadians expect high-quality, easy-to-access, simple and secure services that are responsive to their needs, whether they are offered online, through call centres, or in person. Innovative service development is fundamental to achieving the Department's mandate and contributing to such priorities as poverty reduction, supporting the middle class and improving accessibility for Canadians. The Department will continue to make investments to modernize benefits delivery, reduce time to process Old Age Security, Canada Pension Plan, and Employment Insurance applications, and improve the responsiveness of call centres. As it looks to the future, the Department will continue to leverage client and stakeholder feedback, along with advancements in other jurisdictions and sectors, to further improve service delivery.

RISKS AND MITIGATION

As the Department strives to ensure that Canadians receive high quality and efficient services, it must remain mindful of the changing environment in which it operates as well as the risks that may delay or prevent it from achieving its mission. The Department also recognizes that one of the biggest risks it faces is a failure to take risks. As a result, the Department will continue to pursue innovation and experimentation to learn from the successes and failures that come from testing new and different approaches to policy development, program design, and service delivery³.

Across the portfolio, the Department uses standard risk management practices, oversight committees, consultation, and training to anticipate and mitigate the probability and impact of negative events. Many of the Department's corporate risks are connected with one another. The connections between risks facing the Department are analyzed and documented through the development of the annual corporate risk profile. The following describes the Department's top corporate risks and the efforts being taken to mitigate them.

Providing timely and high quality strategic advice and policy recommendations is the cornerstone for the Department to be able to respond to the needs of Canadians through programs and services. Having business intelligence relating to future shifts in the political, social, and economic landscapes is key to this process. Among its efforts in 2019–20, the Department will pursue innovations in policy and program design with the support of the Department's Innovation Lab. It will also introduce a strategy aimed at refreshing its annual research plan and coordinating departmental research activities to ensure policy and program partners in the Department and across the Government of Canada are working in tandem towards the same or complementary goals.

³ Please refer to the [Experimental Approaches](#) highlight box on page 30 for details on the Department's plans to experiment with different approaches to policy and research.

IT systems are critical to the Department's ability to meet the demand Canadians have for service delivery. To address the risk of Information Technology system failure and mitigate potential impacts on benefits and service delivery to Canadians, the Department is implementing modernization initiatives to strengthen and sustain its Information Technology infrastructure and replace and enhance existing systems and services. The Department will establish a clear framework for managing technological change as well as undertake ongoing maintenance to increase reliability and deliver on the digital government priorities that support the Department's programs and services.

The combination of a high volume of information held by the Department and the increasing sophistication of cyber-attacks creates the risk of an information breach. As the steward of a large volume of personal information managed on behalf of Canadians, the Department is committed to continuous improvements to securing this information against unauthorized loss or disclosure.

The Department promotes a privacy-respectful culture within its labour force through regular communication and mandatory training on handling sensitive client information. The Department also performs privacy impact and security assessments; and enhances compliance through security sweeps of its offices and through privacy compliance reviews. The Department continues to increase cybersecurity protection measures, in collaboration with government partners and service providers.

While the implementation of good information management practices is an effective method of safeguarding personal information, the Department is mindful that it can inadvertently hamper the development of responsive policies, programs and services by creating a barrier to accessing data and information of business value. To address these risks, it has implemented the Treasury Board *Policy on Government Security*, which provides direction on the secure delivery of government programs and services, the protection of information, individuals and assets; and provides assurance to Canadians, partners and stakeholders regarding security management. The Department will continue to deploy resources to mature information management practices through tools, technology, and training into 2022.

The Department will also continue to improve its understanding of potential fraud, wrongdoing and error against and within its programs, services, and operations through regular analysis of the frequency and amount of financial fraud as well as its drivers. The Department is seeking to align its systems and reporting mechanisms to improve its ability to identify, limit, and respond to incidents of inappropriate access to or manipulation of information in its electronic systems. This will include introducing a secure website this year through which citizens can report suspected program abuse. The Department will also test software to centralize and manage data for more efficient monitoring to ensure it can keep pace and act on wrongdoing within a changing technological environment.

Like many organizations, the Department faces external threats to keeping its facilities open and critical systems online due to the risk of incidents outside of its control such as natural disasters, cyber-attacks, workplace violence and terrorism. In fiscal year 2019–20, the Department will focus on readiness to respond to such threats through training and simulations of the procedures

in business continuity plans and through recovery strategies and emergency management procedures.

Reducing the likelihood and impact of risks to the physical security of employees and clients in departmental workspaces open to the public is also a priority for the Department. Regular monitoring and reporting of security incidents is done to inform mitigation, including training. Its comprehensive security awareness, training, and education plan ensure employees have the tools needed to reduce risks of physical security for employees and clients.

Human Resources management influences all of the Department strategic objectives and is a common issue and source of risk across every branch and region. Given changes in demographics and skill sets, there is a risk that the Department may lack the workforce skills, competencies and distribution needed to meet current and future needs. Inadequate resources could put the organization at risk of being unable to maintain the desired quality of analysis and advice or to meet its service standards. In particular, the Department has identified a lack of project management capabilities within its workforce as being a risk to meeting its commitments.

To address its workforce risks, the Department has focused on developing comprehensive workforce strategies and uses annual action plans to implement and monitor the progress towards its objectives. The Department's extensive governance committees provide oversight for monitoring and refreshing its multi-year workforce strategy. With respect to the need for project management competencies, the Department is prioritizing the development of these skills within its existing workforce as well as through recruitment practices. The risks associated with recruiting and retaining talented and skilled workers are exacerbated by ongoing challenges with the HR-to-Pay environment. In 2019–20, the Department will increase the number of resources dedicated to monitoring, preventing, and resolving pay issues, and introduce specific client-oriented services to impacted employees.

Understandably, in a department the size of Employment and Social Development Canada, with its vast and varied programs and benefits, there is a risk of ineffective management of financial resources within its investment planning portfolio. In particular, there is the potential that current funding is insufficient to meet the Department's transformation agenda intended to meet rising expectations for service delivery.

To address these risks, the Department must align and sequence its programs and projects, and ensure that human resource and funding capacity is not exceeded. In addition to introducing more project management capacity, the Department relies heavily on governance and oversight to mitigate this risk, including the financial management forecasting and reporting cycle and its tri-annual investment plan. This year, it will introduce a review board to coordinate and sequence priorities across the investment portfolio as well as enhance risk oversight to promote better resource management. With respect to risks to meeting rising expectations for service delivery, the Department will enhance its change management capacity and implement a procurement strategy aimed at better deliver and timely and accessible services to Canadians.



For the purposes of this report, persons facing barriers to full and equal participation in society may include, but are not limited to, Indigenous people, women, lone parents, visible minorities, persons with disabilities, recent immigrants, persons who are LGBTQ2+, low-income individuals, and vulnerable youth.

Gender-Based Analysis + is an analytical process that goes beyond sex and gender differences to consider multiple identity factors that intersect to make people who they are (such as race, ethnicity, religion, age, gender identity and mental or physical disability). It aligns with the Department's mandate to support Canadians through the delivery of a range of programs and services that affect Canadians throughout their lives.

Planned results: what we want to achieve this year and beyond.

Core responsibilities

Social Development

Description

To increase inclusion and opportunities for Canadians to participate in their communities.

Planning Highlights

In fiscal year 2019–20, Employment and Social Development Canada (ESDC) will seek to achieve the following departmental results under this Core Responsibility:

- 1) Access to early learning and child care is increased;
- 2) Barriers to accessibility for people with disabilities are removed;
- 3) Homelessness is prevented and reduced;
- 4) Not-for-profit organizations, communities and other groups have an enhanced capacity to address a range of social issues such as the social inclusion of people with disabilities, the engagement of seniors and support for children and families; and
- 5) Clients receive high-quality, timely and efficient services that meet their needs.

The programs found in the Department's Social Development Core Responsibility, such as the Social Development Partnerships Program, Sustainable Development Funding Program, and Early Learning and Child Care, are aligned with the Poverty Reduction, Health and Well-Being pillar of the Gender Results Framework. These programs provide funding to organizations that seek to improve outcomes for persons facing barriers to full and equal participation in society. The Department has developed these programs using a Gender-Based Analysis Plus lens in order to take into consideration the variation in experiences and barriers these different groups face.

Access to early learning and child care is increased

The early years of life are critical in the development and future well-being of the child and the continuum of learning. Yet, only 1 in 4 children in Canada have access to regulated Early Learning and Child Care (ELCC) and affordability remains a concern for many families. Budgets 2016 and 2017 announced an investment of \$7.5 billion over 11 years in ELCC. Starting in 2017–18, the Government of Canada entered into bilateral agreements with all provinces and territories to provide them with \$1.2 billion over three years for early learning and childcare programs. Through 2019–20, the Government of Canada will provide \$400 million to support and increase access to early learning and childcare. Federal funding supports the unique ELCC priorities of each jurisdiction, as outlined in each publicly available Provincial and Territorial Action Plan. The Department will continue to track federal investment within jurisdictions to ensure the achievement of ELCC targets, including the creation of up to 40,000 affordable child care spaces by March 2020. In fiscal year 2019–20, the Department will report on progress in implementing ELCC bilateral agreements, including on targets and indicators.

As a result of federal investment, below are early learning and child care commitments outlined in provincial and territorial Action Plans for 2019–20:

- ❖ Yukon is expected to use federal funds to stabilize child care fees and provide additional funding to rural programs which better reflect the reality of providing early learning and child care programming in rural and northern communities.
- ❖ British Columbia is expected to allocate \$30 million of federal funds to create Early Care and Learning Prototype Sites, which offer families with low cost \$10-a-day child care spaces. Additionally, \$1 million of federal funding will support the Young Parent Program, which supports young parents who are completing their secondary education.
- ❖ Alberta is expected to allocate approximately \$24 million of federal funding to create and maintain affordable child care spaces. These spaces will support family needs, including flexible and extended hours, infant and toddler spaces, rural spaces and programs supporting children with diverse needs.
- ❖ Northwest Territories is expected to be using their 2019–20 funding towards the establishment of new licensed child care spaces, as well as post-secondary learning opportunities within the territorial Diploma program that addresses the cultural contexts of the Northwest Territories.
- ❖ Saskatchewan is expected to expand access to high quality, affordable child care programs through the development and maintenance of 2,515 additional licensed spaces.
- ❖ Manitoba is expected to direct approximately \$8 million in funding towards the creation of new licensed ELCC spaces, specifically in communities where access to child care has been challenging and where the capacity to meet the requirements of current capital funding programs has been a persistent barrier.
- ❖ Nunavut is expected to use federal funding (about \$1.3 million) to support and maintain access to affordable ELCC programs and services, as well as continuing to promote high quality, inclusive ELCC programs and services through greater training and professional development.
- ❖ Ontario is expected to allocate \$100 million of their federal funds to support access to affordable, quality child care through increased subsidies and/or community-based capital for children 0-6 years of age.
- ❖ Quebec is expected to continue allocating federal funds to support additional direct services for families, including the creation of 5,800 subsidized spaces and improved services for families affected by autism spectrum disorder.
- ❖ Newfoundland and Labrador is expected to allocate approximately \$5 million of their federal funds towards improving affordability and accessibility of ELCC spaces. Additionally, \$1 million of their federal funds is expected to be used towards enhancements of grants, bursaries and professional learning for early childhood educators.
- ❖ New Brunswick is expected to allocate \$9 million of their federal funds towards the Early Learning Centre Designation and parent advisory boards, which will outline the criteria that early learning and child care facilities must achieve in New Brunswick. This will ensure families have greater access to high quality and affordable early learning and child care.
- ❖ Prince Edward Island is expected to allocate \$3 million of their federal funds to increase the number of spaces for infants and preschoolers, and also expand child care access for parents working non-standard hours.



- ❖ About \$8 million out of the 2019–20 federal funding for Nova Scotia is expected to be used to increase the number of child care spaces in underserved communities with a focus on infant care which will better support harder to reach families. This will include services that meet the needs of Acadian/Francophone, African Nova Scotian, Indigenous and newcomer families.

Through Budgets 2016 and 2017, the Government of Canada committed \$7.5 billion over 11 years for more high-quality affordable child care. As part of this investment, a new distinctions-based Indigenous Early Learning and Child Care Framework—co-developed with the Assembly of First Nations, Inuit Tapiriit Kanatami, the Métis National Council—is delivering \$1.7 billion over 10 years since 2018-19 to strengthen services for Indigenous families. The Indigenous Early Learning and Child Care Transformation Initiative led by ESDC will enable horizontal coordination of federal programs and investments and help realize the goals and priorities of Indigenous peoples set out in the Framework.

Barriers to accessibility for people with disabilities are removed

People with disabilities face a wide range of barriers that prevent full participation in Canadian society and to address these challenges, the Department will continue to focus its efforts on building the capacity of Canadians, communities and workplaces to create a barrier-free Canada and improve the life outcomes of people with disabilities.

The Government of Canada is in a unique position to bring about real change to the lives of Canadians with disabilities. Following extensive consultation with Canadians with disabilities, the Government of Canada introduced in Parliament Bill C-81, the **Accessible Canada Act: An Act to Ensure a Barrier-free Canada**. The Government of Canada is providing funding of approximately \$290 million over six years that will further the objectives of the proposed legislation within federal jurisdiction. The purpose of Bill C-81 is to benefit all persons, especially persons with disabilities, through the proactive identification, removal, and prevention of barriers to accessibility in priority areas such as the built environment, employment, service delivery, communication, procurement, transportation, as well as information and communication technologies. To support the full participation of people with disabilities in Canadian society, the Department will also look at how it delivers services to Canadians and the barriers that limit their ability to access those services. As the Department invests in service improvements and transformation, it will seek to do so within the context of the principles of C-81, the proposed Accessible Canada Act to improve inclusion and accessibility for Canadians.

BUDGET 2019

Budget 2019 announced the following investments to support the inclusion of Canadians with visual impairments and other print disabilities:

- to provide the Centre for Equitable Library Access with an investment of \$3M in 2019–20 to produce new accessible reading materials that will be available through public libraries across Canada.
- \$22.8M over five years, starting in 2019–20, to Canadian Heritage to assist Canada's independent book publishing industry in increasing their production of accessible books for persons with print disabilities.
- \$1M in 2019–20 to the Canadian National Institute for the Blind to connect persons with visual impairments to small and medium-sized employers.
- \$0.5M in 2019–20 towards finding ways to improve the accessibility of electronic payment terminals to enable persons with disabilities to conduct daily activities.

The **Enabling Accessibility Fund** assists in the full participation of people with disabilities in Canadian society. In fiscal year 2019–20, the Department will be funding larger scale, multi-year capital projects stemming from the 2018 Call for Concepts. Funding will also flow towards smaller scale projects to fulfill accessibility improvements, with the goal of supporting over 1,800 additional projects between 2018 and 2028.

The Department will continue to promote the new youth innovation component of the Enabling Accessibility Fund that empowers youth to identify accessibility barriers and develop solutions within their communities in collaboration with local organizations.

Homelessness is prevented and reduced

Poverty and homelessness impact every community in Canada and affect a diverse cross section of the population. In 2016, an estimated 133,000 people spent at least one night in an emergency shelter. The Department will continue investing in communities and programs that reduce poverty and help the most vulnerable citizens access safe, stable, and secure housing.

In 2019–20, the Department will implement **Reaching Home** Canada's Homelessness Strategy. Through this redesigned federal homelessness program, ESDC is expected to deliver \$215 million in funding annually to Canadians by 2021–22. The Department is focusing its efforts on reinforcing a community-based approach with the funding going directly to municipalities and local service providers to address and reduce homelessness. Through these significant investments, Reaching Home aims to support communities in achieving a reduction of 50% in chronic homelessness across the country by 2027–28.

In 2018, the Government of Canada released **Opportunity for All – Canada's First Poverty Reduction Strategy** establishing an official measure of poverty for the first time in Canada's history. Canada's Official Poverty Line is based on the cost of a basket of goods and services that individuals and families require in order to meet their basic needs and achieve a modest standard of living. It sets ambitious and concrete poverty reduction targets: a 20 percent reduction in poverty by 2020 and a 50 percent reduction in poverty by 2030, which, relative to 2015 levels, will lead to the lowest poverty rate in Canada's history. The Government's poverty

reduction efforts are already showing results. Based on the 2017 Canadian Income Survey data released on February 26, 2019, Canada has reached its 2020 target to reduce poverty by 20% based on 2015 levels, a full three years ahead of schedule. This represents approximately 825,000 fewer individuals living in poverty than in 2015.

BUDGET 2019

In Budget 2019, the Government of Canada reaffirmed its commitment to move ahead with legislation to:

- adopt an official poverty line based on a basket of goods and services Canadians require to achieve a modest standard of living in communities across the country as well as a dashboard of other indicators, such as housing and literacy, to monitor progress;
- create a national advisory council on poverty;
- require the development and implementation of a poverty reduction strategy; and,
- designate a responsible Minister and require the Minister to table annual reports to Parliament.

In fiscal year 2019–20, a National Advisory Council on Poverty will be put in place to advise the Minister of Families, Children and Social Development on poverty reduction, publicly report annually on the progress being made on poverty reduction in Canada, and continue a national dialogue with Canadians.

The Department will also work with Statistics Canada to review and update Canada's Official Poverty Line by early 2020. The purpose of the review is to ensure that the basket of items that comprise Canada's Official Poverty Line continues to reflect the costs and items that Canadians need to meet their basic needs and achieve a modest standard of living in communities across Canada, including the North.

In addition, the Department will work with Indigenous leaders and communities to identify and co-develop indicators that align with First Nations, Inuit and Métis concepts of poverty.

Not-for-profit organizations, communities and other groups have an enhanced capacity to address a range of social issues such as the social inclusion of people with disabilities, the engagement of seniors and support for children and families.

The Department supports organizations, communities and other groups that aim to improve the well-being of vulnerable groups and promote their full and equal participation in society, as well as help to ensure that Canada's society and economy grow in a sustainable manner. To ensure that these organizations have the capacity to address barriers faced by vulnerable populations, the Department will undertake the following activities:

Recognizing that new approaches are needed to tackle persistent and complex social issues, the Department is leading development of a **Social Innovation and Social Finance Strategy**. In fiscal year 2019–20, the Department is building a Social Innovation and Social Finance Strategy to generate inclusive economic growth alongside positive social and environmental impacts by strengthening the ability of communities to experiment with, finance and scale new solutions to the pressing challenges facing Canada. The Strategy will be informed by an August 2018 report

that reflected recommendations of the Social Innovation and Social Finance Strategy Co-Creation Steering Group. The November 2018 Fall Economic Statement made available \$805 million in funding supports, including a \$755 million Social Finance Fund and a \$50 million Investment and Readiness Stream. This is an important first step that will help charitable, non-profit and other social purpose organizations access new financing and improve their ability to successfully participate in the social finance market. The Department will continue to work with other federal departments on exploring other recommendations from the Steering Group's report.

The **Social Development Partnership Program - Children and Families Component** focuses on social inclusion and provides funding to not-for-profit organizations, provincial/territorial entities and Indigenous organizations to tackle barriers faced by vulnerable populations. In 2019–20, through this Component, the Department will continue to support the delivery of high quality and inclusive child care, and will provide funds to organizations that explore innovative methods of delivering early learning and child care.

BUDGET 2019

Budget 2019 proposes to provide \$25 million over five years, starting in 2019–20, for projects and capital assistance to **celebrate, share knowledge and build capacity in Black Canadian communities.**

The **Social Development Partnerships Program – Disability Component** will continue to support not-for-profit organizations through strategic investments that address barriers to accessibility and improve life outcomes of people with disabilities through three funding streams: annual operating funding to national organizations; annual operating funding to regional organizations under the Community Inclusion Initiative; and project funding through periodic calls for proposals and/or unsolicited proposals. In 2019–20, the Department will focus its efforts on ensuring that Component's funding continues to be delivered in a fair, transparent, predictable and accountable manner.

In the course of this fiscal year, the Department will advance the development of projects that have a positive impact on the lives of Canadians in Official Language Minority Communities. This funding opportunity is part of the **Action Plan for Official Languages 2018–2023: Investing in Our Future**, which presents new initiatives and key investments under three pillars: Strengthening our Communities, Strengthening Access to Services and Promoting a Bilingual Canada.

The Sustainable Development Goals Unit, housed within the Department, was established to serve as a focal point for Canada's implementation of the United Nations 2030 Agenda. This Unit, in collaboration with other federal departments, is responsible for coordinating, monitoring and reporting on Canada's progress on the sustainable development goals. To accelerate action on these goals, the Unit will develop a 2030 Agenda National Strategy through engagement with all levels of government, civil society, Indigenous peoples, the private sector and other stakeholders, as well as administer a **Sustainable Development Goals Funding Program**. It is an opportunity to work in partnership with organizations to help deliver improved outcomes for Canadians, with the aim of leaving no one behind. Budget 2018 provided approximately



\$60 million over 13 years, starting in 2018, for programming to support the achievement of sustainable development goals.

The **Sustainable Development Goals Funding Program** highlights the Government's commitment to implementing the 2030 Agenda and facilitates a whole-of-government and whole-of-society approach by leveraging the work of external stakeholders and investing in innovative horizontal initiatives (i.e. projects that contribute to the achievement of more than one goal). The Sustainable Development Goals Funding Program will be delivered by the Department, but will support Canada's implementation of the 2030 Agenda across all 17 goals, of which responsibility is shared across the Government of Canada. Therefore, the objectives of the Program will be broader than the Department's mandate. The expected outcomes of the Program include increased public awareness of the sustainable development goals, the development of new partnerships and networks, improved and more broadly available knowledge of emerging sustainable development issues, the implementation of innovative approaches that drive progress on multiple sustainable development goals and support for Reconciliation with Indigenous peoples.

The **National Seniors Council** provides advice to the federal government, through the Minister of Seniors and the Minister of Health, on matters related to the quality of life and well-being of seniors, as well as the opportunities and challenges associated with an aging population. In fiscal year 2019–20, the Council will implement the first phase of its three-year work plan, which will involve engaging federal experts and community stakeholders to identify measures to further address or reduce crimes against seniors.

The Council is expected to produce a report for ministerial consideration in 2019–20 summarizing the various seniors' strategies developed within Canada and abroad. The Council will also provide recommendations on ways to engage Canadian seniors and stakeholders.

BUDGET 2019

To improve seniors' quality of life, and to better promote seniors' participation and inclusion in their communities, Budget 2019 proposes to provide additional funding of \$100 million over 5 years, with \$20 million per year ongoing, for the **New Horizons for Seniors Program**.

Clients receive high-quality, timely and efficient services that meet their needs

Please refer to the *Our Vision for Service Excellence* [highlight box](#) on page 51 for details on the Department's plans to meet the needs of Canadians.

Planned Results

Departmental Results	Departmental Results Indicators	Target	Date to achieve target	2015–16 Actual results	2016–17 Actual Results	2017–18 Actual Results
Access to early learning and child care is increased	Number of children in regulated child care spaces and/or early learning programs	TBD ¹	March 2020	Not available	Not available	15,819 more affordable child care spaces. Preliminary results available Spring 2019 ²
	Number of children receiving subsidies or other financial supports	TBD ¹	March 2020	Not available	Not available	Preliminary results available Spring 2019 ²
Barriers to accessibility for people with disabilities are removed	Number of community spaces and workplaces that are more accessible due to Enabling Accessibility Fund funding	400 [‡]	March 2020	459	575	609
Homelessness is prevented and reduced	Reduction in the estimated number of shelter users who are chronically homeless	31% ³	March 2024	Not available	26,900	Initial data available Fall 2019
Not for profit organizations, communities and other groups have an enhanced capacity to address a range of social issues such as the social inclusion of people with disabilities, the engagement of seniors and support for children and families.	For every dollar invested through the Social Development Partnerships Program, amount leveraged/invested by non-federal partners ³	\$0.30	March 2020	SDPP-C&F \$3.00	SDPP-C&F \$1.33	SDPP-C&F \$0.94
				SDPP-D \$0.16	SDPP-D \$0.32	SDPP-D \$0.22
Clients receive high quality, timely and efficient services that meet their needs*	Service standard target for Social Development program priority service, as defined by the Government of Canada's Policy on Service, was met.	90%	March 2020	97%	90%	92%

Notes:

‡ This target is based on the anticipated number of projects for 2019–20.

1. 2017–18 Baseline year; data available in Spring 2020.

2. Provinces and territories are providing the Department with annual progress reports outlining their results for the duration of their bilateral agreements. A Early Learning and Child Care results report is expected to be produced in the Spring of 2019 to showcase progress made against provincial and territorial targets and indicators.

3. 2027–28 target: 50% (Date to achieve target: March 2028). Baselines estimated at 26,900 (2016).

4. Organizations are encouraged to use the Social Development Partnership Program funding to leverage cash and in-kind investments from other orders of government, businesses and charitable organizations so that the pool of investment brought to bear on any given issue is increased. However, it is no longer mandatory to leverage the Social Development Partnership Program funding. Increased partnerships, through cash and/or in-kind contributions, increases the impact of Program funding and expands the capacity of recipients to build and further their knowledge, understanding and capacity to address complex social issues.

* Service standards are published on www.canada.ca.



Financial Resources (dollars)

	2019–20 Main Estimates*	2019–20 Planned Spending*	2020–21 Planned Spending	2021–22 Planned Spending
Planned Gross Spending	759,435,703	759,435,703	476,543,837	500,264,555
less: Planned Spending in Specified Purpose Accounts	0	0	0	0
less: Planned Revenues netted against expenditures	0	0	0	0
Planned Net Spending	759,435,703	759,435,703	476,543,837	500,264,555
Note: The decrease in the 2020–21 and 2021–22 planned spending is related to the decrease in the funding for the Early Learning and Child Care in 2019–20, offset by an increase for the Indigenous Early Learning and Child Care Transformation Initiative.				
* Amounts do not reflect 2019 Budget Implementation measures included in ESDC's 2019–20 Main Estimates.				

Human Resources (full-time equivalents)

2019–20 Planned full-time equivalents	2020–21 Planned full-time equivalents	2021–22 Planned full-time equivalents
526	520	516

Financial, human resources and performance information for Employment and Social Development Canada's Program Inventory is available in the [GC InfoBaseⁱ](#).

Pensions and Benefits

Description

Assist Canadians in maintaining income for retirement, and provide financial benefits to survivors, people with disabilities and their families.

Planning Highlights

In fiscal year 2019–20, Employment and Social Development Canada (ESDC) will seek to achieve the following departmental results under this Core Responsibility:

- 1) Seniors have income support for retirement;
- 2) People with disabilities and their families have financial support; and
- 3) Clients receive high-quality, timely and efficient services that meet their needs.

The programs found in the Department's Pensions and Benefits core responsibility, including the Canada Pension Plan, Old Age Security, and the Canada Disability Savings Program, are aligned with the Poverty Reduction, Health and Well-Being pillar of the Gender Results Framework. These programs provide income support to Canadians to help them maintain their standard of living during retirement and contribute to improving living standards of populations who are at an increased risk of experiencing poverty, such as seniors, women who are widows or have to take time off work due to caring responsibilities, and persons with disabilities.

Seniors have income support for retirement

Financial security in retirement is an important concern for Canadians, and the Department plays a key role in Canada's retirement income system by providing seniors with the financial benefits that they deserve. In 2019–20, the Department will continue to implement enhancements that help seniors maintain their standard of living and prevent poverty in retirement.

BUDGET 2019

To allow low-income Canadians to effectively take home more money while they work, Budget 2019 proposes to introduce new legislation that would enhance the **Guaranteed Income Supplement** earnings exemption beginning in July 2020. The enhancement would:

- Extend eligibility for the earnings exemption to self-employment income;
- Provide a full or partial exemption on up to \$15,000 of annual employment and self-employment income for each Guaranteed Income Supplement or Allowance recipient as well as their spouse, specifically by increasing the amount of the full exemption from \$3,500 to \$5,000 per year for each recipient as well as their spouse; and
- Introduce a partial exemption of 50 percent, to apply to up to \$10,000 of annual employment and self-employment income beyond the initial \$5,000 exemption.

On January 1, 2019, the enhancement of the **Canada Pension Plan** began its seven-year phase-in. The Canada Pension Plan enhancement will increase the retirement, disability and survivor benefits of Canadians who work and contribute to the Plan in 2019 or later. The enhancement will increase both the earnings replacement provided by the Plan and the range of covered

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earnings. Benefits under the enhancement will gradually grow as Canadians work and contribute to the Plan, with fully enhanced benefits becoming available after 40 years of contributing. The fully enhanced Canada Pension Plan will increase the maximum retirement pension by more than 50 percent.

In addition to the enhancement, a number of other reforms to the Canada Pension Plan also took effect on January 1, 2019, reflecting the unanimous agreement-in-principle of Canada's Finance Ministers. This reform package will eliminate the reductions to the survivor's pension for survivors under the age of 45, create a post-retirement disability benefit for working recipients of the retirement pension under age 65 and make the death benefit a \$2,500 flat rate payment for all eligible contributors. The flat rate payment will be particularly beneficial for families of lower-income workers.

It will also introduce “drop-in” mechanisms to protect the enhanced component of Canada Pension Plan benefits for the parents of young children and disabled individuals. These provisions will especially benefit women, as women are more likely to become survivors, more likely to take time off work to provide care for children and more likely to receive a disability pension than men.

In the course of this fiscal year, the federal government and its provincial/territorial partners will examine the fiscal state of the Plan and its benefits to ensure its long-term sustainability and that its benefits and provisions continue to meet the evolving needs of Canadians during the 2019–21 Triennial Review of the Canada Pension Plan.

BUDGET 2019

To ensure that all Canadian workers receive the full value of benefits to which they contributed, Budget 2019 proposes to introduce legislative amendments to **proactively enroll Canada Pension Plan contributors** who are age 70 or older in 2020 but have not yet applied to receive their retirement pension.

The Department expects to deliver \$56.2 billion in Old Age Security benefits and \$49.7 billion in Canada Pension Plan benefits in 2019–20.

People with disabilities and their families have financial support

Many people with disabilities experience barriers to participating in social and economic activities, increasing their chances of living in financially precarious circumstances. The Department is focused on providing the supports that people with disabilities need to achieve long-term financial security by helping them and their families save for the future.

In fiscal year 2019–20, the Department will continue to implement a series of **Canada Pension Plan Disability** improvements to better respond to the needs of Canadians with severe and prolonged disabilities. These include:

- Strengthening quality assurance to determine greater efficiencies, enhancing program performance and improving the decision-making process;

- Developing evidence-based analysis of the ongoing interactions between the Department and beneficiaries (after an application is approved) to improve program outcomes; and
- Continuing to consult with internal and external partners and stakeholders to advance Canada Pension Plan Disability program priorities and objectives.

The **Canada Disability Savings Program** enables people with severe and prolonged disabilities to achieve long-term financial security by helping them and their families save for the future. With many people with disabilities living at or below the poverty line, the Department will expand outreach activities in 2019–20 to increase awareness and take-up of the program in order to ensure greater opportunities for Canadians with disabilities.

BUDGET 2019

To ensure that the Registered Disability Savings Plan continues to **respond to the needs of Canadians with disabilities and better protect their long-term savings**, Budget 2019 proposes to eliminate the requirement to close a Registered Disability Savings Plan when a beneficiary no longer qualifies for the Disability Tax Credit and exempts Registered Disability Savings Plans from seizure in bankruptcy, with the exception of contributions made in the 12 months before the filing.

Clients receive high-quality, timely and efficient services that meet their needs

Please refer to *Our Vision for Service Excellence* [highlight box](#) on page 51 for details on the Department's plans to meet the needs of Canadians.

Planned Results

Departmental Results	Departmental Results Indicators	Target	Date to achieve target	2015–16 Actual results	2016–17 Actual Results	2017–18 Actual Results
Seniors have income support for retirement	Percentage of seniors receiving the Old Age Security Pension in relation to the estimated total number of eligible seniors ¹	97%	March 2020	98% (2013)	98% (2014)	97% (2015)
	Percentage of seniors receiving the Guaranteed Income Supplement in relation to the estimated total number of eligible seniors ²	90%	March 2020	89% (2013)	86% (2014)	91% (2015)
	Percentage of Canada Pension Plan contributors aged 70+ receiving retirement benefits ³	99%	March 2020	99% (2014)	99% (2015)	99% (2016)
	Percentage of seniors living in low income	Not Applicable ⁴	Not Applicable	3.9% (2014)	4.4% (2015)	4.7% (2016)
People with disabilities and their families have financial support	Percentage of Canada Pension Plan contributors who have contributory eligibility for Canada Pension Plan Disability benefits and therefore have access to financial support in the event of a severe and prolonged disability	66%	March 2020	67% (2015–16)	66% (2016–17)	66% (2017–18)

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	Percentage of Canadians eligible for the Disability Tax Credit who have a Registered Disability Savings Plan to encourage private savings	33%	December 2019	24%	29%	31%
	Percentage of Canadians with disabilities eligible for a Registered Disability Savings Program that have received a grant and/or a bond to assist them and their families to save for their long-term financial security	84%	December 2019	84%	86%	85%
Clients receive high quality, timely and efficient services that meet their needs ‡	Number of service standard targets for Pensions and Benefits program priority services, as defined by the Government of Canada's Policy on Service, that are being met.	10 ⁵ⁱⁱ	March 2020	Not Available	7 out of 10	3 out of 10
	Percentage of Canada Pension Plan Retirement Benefits paid within the first month of entitlement	90%	March 2020	95%	97%	96%
	Percentage of decisions on applications for a Canada Pension Plan disability benefit made within 120 calendar days	80%	March 2020	86%	84%	77%
	Percentage of Old Age Security basic benefits paid within the first month of entitlement	90%	March 2020	88%	87%	87%

Notes:

1. The estimated eligible senior population consists of those persons aged 65 years and older currently receiving the Old Age Security pension and those estimated to be entitled to but not currently receiving the pension. Old Age Security recipients can defer their pension in exchange for a higher pension at a later date. Not all eligible seniors elect to receive Old Age Security when they first become eligible. There is a three-year time lag in the availability of data.

2. The estimated eligible senior population consists of those persons aged 65 years and older currently in receipt of Guaranteed Income Supplement and those estimated to be entitled to but not currently receiving it. There is a three-year time lag in the availability of data.

3. Anyone who has made at least one valid contribution to the Canada Pension Plan is eligible to receive a monthly retirement pension. Eligible Canada Pension Plan contributors aged 70+ consists of those currently in receipt of the retirement pension and those entitled to but not currently receiving the retirement benefit. There is a two-year time lag in data availability.

4. Contextual indicators (including this contextual indicator) are used by the Department to monitor overall social trends and inform policy development. Specific outcomes are not actively targeted in the areas measured by this indicator. This contextual indicator is based on the Low Income Cut Off (LICO) after tax. Data is collected by Statistics Canada through the annual [Canadian Income Survey](#). There is a two-year time lag in data availability.

5. Target is to meet 10 of a possible 10 priority service standards for Pensions and Benefits programs.

‡ Service standards are published on www.canada.ca.

Financial Resources (dollars)

	2019–20 Main Estimates*	2019–20 Planned Spending*	2020–21 Planned Spending	2021–22 Planned Spending
Planned Gross Spending	57,353,008,462	107,075,411,089	113,530,640,317	120,171,303,549
less: Planned Spending in Specified Purpose Accounts	0	49,722,402,627	52,628,147,520	55,566,750,577
less: Planned Revenues netted against expenditures	183,696,846	183,696,846	171,618,373	171,618,373
Planned Net Spending	57,169,311,616	57,169,311,616	60,730,874,424	64,432,934,599
Note: Please refer to the Department's Financial Framework for a complete description of the departmental financial profile, including an explanation of gross planned spending.				
* Amounts do not reflect 2019 Budget Implementation measures included in ESDC's 2019–20 Main Estimates.				

Human Resources (full-time equivalents)

2019–20 Planned full-time equivalents	2020–21 Planned full-time equivalents	2021–22 Planned full-time equivalents
3,902	3,547	3,547
Note: The decrease in full-time equivalents between 2019–20 and 2020–21 is mainly due to a reduction in temporary resources provided to address Old Age Security and Canada Pension Plan delivery.		

Financial, human resources and performance information for Employment and Social Development Canada's Program Inventory is available in the [GC InfoBaseⁱⁱⁱ](#).



Learning, Skills Development and Employment

Description

Help Canadians access post-secondary education and get the skills and training they need to participate in a changing labour market, as well as provide support to those who are temporarily unemployed.

Planning Highlights

In fiscal year 2019–20, Employment and Social Development Canada (ESDC) will seek to achieve the following departmental results under this Core Responsibility:

- 1) Canadians access education, training and lifelong learning supports to gain the skills and work experience they need;
- 2) More students from low- and middle-income families access and participate in post-secondary education;
- 3) Canadians participate in an inclusive and efficient labour market;
- 4) Canadians receive financial support during employment transitions such as job loss, illness or maternity/parental leave; and
- 5) Clients receive high-quality, timely and efficient services that meet their needs.

The full participation of Canadians through education and skills development is essential to ensuring sustained and inclusive growth. Encouraging persons who face barriers to full and equal participation in society to explore and access new careers supports both the Education and Skills Development and Economic Participation and Prosperity pillars of the Gender Results Framework.

Canadians access education, training and lifelong learning supports to gain the skills and work experience they need

The Canadian economy and labour market are changing, as advances in technology and innovation push employers to seek more highly educated and skilled workers, while work increasingly takes place outside of traditional workplaces. As a result, the Department is continuing to focus its efforts on ensuring that Canadians are able to access the training and supports they need to keep pace with the changes in the job market.

Supporting post-secondary education students to facilitate labour market transitions

Following the 2018 Fall Economic Statement, Global Affairs Canada and Employment and Social Development Canada will work together, along with other departments and stakeholders, to develop a new International Education Strategy which will include inbound and outbound mobility opportunities for Canadian post-secondary education students.

BUDGET 2019

Building on the commitment in the 2018 Fall Economic Statement, the Government proposes to develop a new **International Education Strategy**. To help Canadian post-secondary students gain the skills needed to succeed in a global economy, as part of the Strategy, the Government proposes to develop an outbound student mobility program on a pilot basis.

Created to better prepare students for the world of work, to date, the **Student Work Placement Program** has supported the creation of work-integrated learning opportunities for post-secondary students enrolled in science, technology, engineering, mathematics, and business. The Program also supported multi-stakeholder partnerships between post-secondary education institutions and employers in key economic sectors to develop innovative and sustainable work-integrated learning strategies. In eighteen months of activity, the Program supported the creation of opportunities across Canada with 48 percent being taken up by students that face barriers to work-integrated learning (women in STEM, Indigenous students, persons with disabilities, newcomers, and first-year students).

In 2019–20, the Student Work Placement Program will create new placements through 10 multi-stakeholder partnerships in high-demand fields, including biotechnology, environment, information and communications technology (including artificial intelligence and cyber-security), aerospace and aviation, financial services, entrepreneurship, mining, and electricity.

BUDGET 2019

Budget 2019 proposes to expand the **Student Work Placement Program to give students in fields** outside of STEM – such as the arts, humanities and social sciences – access to work-integrated learning opportunities. Budget 2019 proposes to invest \$631.2 million over 5 years, starting in 2019–20, to support up to 20,000 new work placements each year for post-secondary students across Canada, in all disciplines, by 2021–22.

In addition, Budget 2019 also proposes to provide ESDC with an additional \$150.0 million over four years, starting in 2020–21, to create partnerships with innovative businesses to create up to an additional 20,000 work-integrated learning opportunities per year.

In addition, the **Business/Higher Education Roundtable** has committed to match these placements, creating 44,000 more work-integrated learning placements and opportunities per year by 2023–24.

Equipping Canadians with the tools they need to succeed in the changing world of work

During the year 2019–20, **Future Skills** will bring together expertise from all sectors and leverage experience from partners across the country to support skills development and measurement in Canada. A Council, appointed by the Minister of Employment, Workforce Development and Labour, will make recommendations to the Minister on national and regional strategic priorities. In addition, a pan-Canadian, independent research centre will develop, test and evaluate new approaches to skills assessment and development. Results will be shared broadly to help Canadians make informed training decisions, and gain the skills they need to



adapt and succeed in the workforce. Results will also help to influence service providers and government policy and program investments.

BUDGET 2019

To help working Canadians get the skills they need to succeed in a changing world, Budget 2019 proposes to establish a new **Canada Training Benefit** – a personalized, portable training benefit to help people plan for and get the training they need. The **Canada Training Benefit** will include two key components:

- A new, non-taxable **Canada Training Credit** to be administered by Canada Revenue Agency to help Canadians pay for training fees, that would allow eligible workers between the ages of 25 and 64 to accumulate a credit balance of \$250 per year, up to a lifetime limit of \$5,000. Canadians would be able to apply their accumulated Canada Training Credit balance against up to half the cost of training fees at colleges, universities, and eligible institutions providing occupational skills training starting in 2020.
- A new **Employment Insurance Training Support Benefit**, expected to be launched in late 2020, that would provide up to four weeks of income support every four years to help workers cover their living expenses while on training and without their regular pay cheque.

Also part of the new **Canada Training Benefit**, Budget 2019 proposes to introduce an **Employment Insurance Small Business Premium Rebate**, to be administered by Canada Revenue Agency starting in 2020, to offset the upward pressure on EI premiums from this new benefit.

In addition, Budget 2019 announced the Government's intention to consult on changes to federal, provincial and territorial labour legislation to ensure that workers can take time away from work to pursue training without risk to their job security.

To ensure that adults can adapt to a changing job market and economy, the Department will continue to promote with provinces and territories the use of the expanded eligibility for employer-sponsored training under the Labour Market Partnerships support measure funded through the bilateral **Labour Market Development Agreements**. This expanded eligibility took effect on April 1, 2018, and provides provinces and territories with increased flexibility to offer financial assistance to eligible employers to support approved training activities for their employees. This flexibility will help employers upskill or retrain their employees to adjust to technological or structural changes in the economy.

The Department will also continue its efforts to help Canadians to get the skills they need to get good jobs through the Skills Boost initiative in fiscal year 2019–20 and beyond. This includes monitoring and assessing the three-year pilot project designed to test new approaches to make it easier for adult learners to qualify for **Canada Student Grants and Canada Student Loans**, as well as the use of Employment Insurance (EI) flexibilities allowing eligible claimants to continue receiving EI benefits while on training.

The Department will also ensure that the **Literacy and Essential Skills** program continues to lead national efforts to improve adult literacy and essential skills for Canadians. Projects primarily support the testing, replicating and scaling up of effective and innovative training

models with a particular emphasis on those designed for people facing multiple barriers to employment such as Indigenous people, newcomers, youth, and Official Language Minority Communities (OLMCs). Through stakeholder consultations, the Program is also supporting an innovative Literacy and Essential Skills multi-year strategy in OLMCs, working to renew the Essential Skills Framework, enhancing outcomes measurement and reporting and is continuing to play a leadership role in testing social innovation initiatives, such as social impact bonds.

Supporting apprenticeship training and access to skilled trades

The skilled trades offer good job opportunities and are a key component of Canada's labour market. Working in partnerships with provinces and territories, the Department will continue to play an important role in 2019–20 to help strengthen apprenticeships in the skilled trades and support underrepresented groups (e.g., women, Indigenous people, persons with a disability and newcomers to Canada) to have access to the skilled trades by providing supports through the following programs:

- The **Union Training and Innovation Program** will continue to support union-based apprenticeship training, innovation and enhanced partnerships in the Red Seal trades. Thirty-four equipment cost-sharing projects and 19 innovation projects are in progress.
- The **Women in Construction Fund** will provide funding to organizations to enable them to build on existing models that have proven to be effective in attracting women to the trades, where they have been traditionally underrepresented.
- The Government will continue to help Canadians pursue the skilled trades through the **Skilled Trades Awareness and Readiness Program**. This program will encourage Canadians, including groups that face barriers to employment, to gain work experience, make informed career choices and prepare for careers in the skilled trades.
- In addition to the existing two apprenticeship grants, the Government introduced an **Apprenticeship Incentive Grant for Women** that is currently being piloted to encourage women to pursue careers in **Red Seal** trades, where they are underrepresented. Under the new Grant, women are eligible to receive \$3,000 for completing each of the first two years of training, in combination with the **Apprenticeship Completion Grant**, which is valued at \$2,000, resulting in a combined \$8,000 in support. The pilot came into effect in December 2018 and is scheduled to last five years.

BUDGET 2019

To encourage young people to consider training and work in the skilled trades, Budget 2019 announced:

- \$40 million over 4 years, beginning in 2020–21, and \$10 million per year ongoing to enable Skills Canada to continue to encourage and support a coordinated approach to promoting skilled trades and technologies to young people through skills competitions and by providing resources to better equip them in the skilled trades; and
- The creation of a national campaign to promote the skilled trades as a first-choice career for young people, to change the perception around careers in the skilled trades, and promote their merits, with funding of \$6 million over two years, starting in 2019–20.

In addition, Budget 2019 announced the development of a new Apprenticeship Strategy, to better support apprentices and those employed in the skilled trades, to ensure that existing supports and

programs address the barriers to entry and progression for those who want to work in the skilled trades in the most effective way, and support employers who face challenges in hiring and retaining apprentices.

More students from low- and middle-income families access and participate in post-secondary education

As higher education becomes increasingly essential for Canadians to secure stable employment, the costs of obtaining education and training have also risen considerably. These mounting costs pose a particularly significant barrier to youth from low- and middle-income families. In recognition of these challenges, the Department delivers a range of education savings initiatives to help Canadian families save for their children's post-secondary education, and offers various student financial assistance measures. Recent enhancements will help more students receive the financial assistance they need to participate in post-secondary education

Education savings incentives

In fiscal year 2019–20, the Department will continue to help people access and save for post-secondary education by making it easier to open **Registered Education Savings Plans (RESPs)** and increasing the take-up of the **Canada Education Savings Grant** and the **Canada Learning Bond**. More specifically, the Department will collaborate with provinces and territories, community-based organizations, financial institutions, Indigenous people and other stakeholders to promote the benefits of early savings in Registered Education Savings Plans and ease access to the Canada Learning Bond for children from low-income families.

The Department is collaborating with Service Ontario so that parents of Ontario newborns can make an online referral request to a financial institution to learn about opening a Registered Education Savings Plan and to subsequently request the Canada Learning Bond and the Canada Education Savings Grant. In 2019–20, the Department will closely monitor the impact of this new online referral service and, if successful, will explore similar initiatives with other jurisdictions.

A multi-year outreach strategy will also be advanced to further increase Registered Education Savings Plans and Canada Learning Bond take-up. The Department will assess proposals for new and innovative approaches to increase awareness and take-up of the Canada Learning Bond against three funding themes: Support for Indigenous people, Facilitated Access to the Canada Learning Bond, and Research and Innovation. The findings from these projects will help inform additional efforts that could be undertaken to increase take-up of the Canada Learning Bond. While the Department does not collect socio-demographic information about children eligible for the Canada Learning Bond, it is working with Statistics Canada for a 2020 iteration of the Survey of Approaches to Educational Planning to better understand the challenges vulnerable populations experience in accessing the Canada Learning Bond.

Student Financial Assistance

BUDGET 2019

Budget 2019 proposes to make Canada Student Loans more affordable by lowering interest rates on **Canada Student Loans** and **Canada Apprentice Loans** to prime (from prime plus 2.5%) for the floating rate, and from prime plus 2% (from prime plus 5%) for the fixed rate, and by making the six month non-repayment period (grace period) after a borrower leaves school interest-free.

Budget 2019 proposes to make Canada Student Loans more accessible by:

- increasing the cap on the **Canada Student Grant for Services and Equipment for Students with Permanent Disabilities** from \$8,000 to \$20,000 (2019–20);
- expanding eligibility for the **Severe Permanent Disability Benefit** (2019–20);
- removing restrictions on the **Repayment Assistance Plan for Borrowers with a Permanent Disability** so that borrowers who have been out of study for five years can receive further grants and loans (2020–21);
- increasing eligibility for **loan rehabilitation** after a borrower defaults on their student loan, so that they can access supports such as the Repayment Assistance Plan; and
- implementing **interest-free and payment-free leave of up to 18 months for medical or parental reasons**, including mental health leave.

Budget 2019 also announced \$20 million over 5 years, starting in 2019–20, and \$4 million ongoing to Provincial and Territorial Partners in the **Canada Student Loans Program** to compensate for their costs stemming from Budget 2019's proposed changes to improve the accessibility of student financial assistance.

Canadians participate in an inclusive and efficient labour market

Canada's labour force participation and employment rates are strong relative to many countries, but significant and persistent underrepresentation in the labour force remains a key issue for groups such as youth, Indigenous people, women, people with disabilities and recent immigrants. Additionally, labour and skills shortages exist in specific sectors and regions of the country. The Department will continue to focus its efforts on ensuring that all Canadians can participate and succeed in the labour market, as well as supporting employers in accessing the talent they need to compete, in order to ensure that Canada's economy grows in an inclusive and efficient manner.

Supporting worker flexibility and adaptability

In fiscal year 2019–20, the Department will continue to support provinces and territories in implementing the expanded eligibility for programs and services under the amended **Labour Market Development Agreements** (LMDA) that were announced in Budget 2017. The Department will also continue to work with provinces and territories to implement **Workforce Development Agreements** (WDA) to better respond to their local labour market needs and promote better outcomes for Canadians. Through 2019–20, the Government of Canada will provide provinces and territories with \$2.2 billion in LMDA funding and \$872 million under the WDAs, a total increase of approximately \$376 million over previous funding.

30 Planned results: what we want to achieve this year and beyond



BUDGET 2019

With new funding of \$5M over 5 years, starting in 2019–20, Budget 2019 proposes to develop a strategy and improve capacity to better measure, monitor and address gender disparity and promote access of persons facing barriers, to **improve gender and diversity outcomes in skills programs**.

Improving labour market outcomes for Indigenous Peoples

To support the renewed, nation-to-nation, government-to-government and Inuit-Crown relationship between Canada and Indigenous Peoples, the Department funds Indigenous organizations to design and deliver post-secondary education participation supports, skills development and employment training to Indigenous people.

The new **Indigenous Skills and Employment Training** Program will be implemented on April 1, 2019, replacing the former Aboriginal Skills Employment and Training Strategy. There are four distinct streams to meet the specific needs of First Nations, Inuit, Métis, and Urban/Non-affiliated Indigenous people to develop and upgrade their skills and improve their participation in the labour force. With funding of \$2 billion over five years, and \$408 million per year ongoing, announced in Budget 2018, the Indigenous Skills and Employment Training, provides the first long-term funding increase in almost twenty years. The Program is expected to serve 54,000 clients in 2019–20.

BUDGET 2019

To support Indigenous students, Budget 2019 proposes to provide **Indspire** with \$9 million over 3 years, starting in 2019–20, for additional bursaries and scholarships for First Nations, Inuit and Métis students.

As a complement to the Indigenous Skills and Employment Training Program, the **Skills and Partnership Fund** is a demand-driven, partnership-based program that funds projects that contribute to the skills development and training-to-employment of Indigenous workers towards long-term employment. From 2017 until 2021, projects supported by this funding will aim to have 8,000 Indigenous people employed following their participation in the Program.

As called for by the Truth and Reconciliation Commission of Canada, the Indigenous Skills and Employment Training Program and Skills and Partnership Fund will help to reduce the skills and employment gaps between Indigenous and non-Indigenous people, fostering a more equitable and inclusive society.

Consistent with Article 23 of the Nunavut Agreement, the Department will continue to conduct the **Nunavut Inuit Labour Force Analysis**, intended to support the development and implementation of Inuit employment and training plans by federal departments in Nunavut to increase Inuit representation in the Nunavut public service. The Department will also continue to participate in the **Nunavut Sivuniksavut Academic Career Development** program pilot, which provides six Nunavut Inuit students with practical work experience in multiple federal government departments and a Certificate in Nunavut Public Service Studies. Two students will directly contribute to the Nunavut Inuit Labour Force Analysis through the pilot.

Increasing opportunities for youth

As announced in Budget 2018, the Government is increasing the level of investment in the **Youth Employment Strategy** and improving the strategy’s impact by building on the input of the Expert Panel on Youth Employment. The Panel recommended a number of modifications to Government of Canada programming, which included enhancing the Strategy to better target youth facing barriers and provide the supports they need. Budget 2018 provided an additional \$448.5 million over five years to modernize the Strategy, which will create more opportunities for youth to develop the skills they need to succeed in a changing labour market. Program eligibility is also being expanded to allow all youth to participate in the **Canada Summer Jobs** Program, rather than restricting participation to students. In 2019–20, the Department will support the creation of up to 70,000 summer job placements for youth, up from 34,470 in 2015.

BUDGET 2019

Budget 2019 proposes to invest an additional \$49.5 million over 5 years, starting in 2019–20, to launch the **modernized Youth Employment Strategy** informed by the recommendations of the Expert Panel on Youth Employment and extensive engagement with youth, service delivery organizations and other stakeholders. This investment will serve to support work placements, build partnerships with stakeholders, test pilot programs for hiring youth and improve program evaluation, and support the ongoing development of the **Youth Digital Gateway**.

The **Canada Service Corps** promotes civic engagement among youth by creating and facilitating access to service opportunities that are meaningful to young people, while assisting them in gaining work and life skills. In 2019–20, the Department will gather feedback on service provided by youth and analyze evidence, insights and findings generated to lay the foundations and shape a national service program that is “for youth, by youth”.

BUDGET 2019

Budget 2019 proposes to invest up to \$314.8 million over 5 years, starting in 2019–20, with \$83.8 million per year ongoing, to make the **Canada Service Corps** the signature national youth service program. This investment will support up to 15,000 annual service opportunities, 1,000 individual grants, new incentives and program supports co-created with young people to address barriers to participation in service programs and a new digital platform – integrated with the new Youth Digital Gateway – that allows young people to identify, manage and share experiences from their service placements.

Increasing employment opportunities for persons with disabilities

The **Opportunities Fund for Persons with Disabilities** Program is a \$40 million per year federal employment program designed to assist persons with disabilities prepare for, obtain and maintain employment, thereby increasing their economic participation and independence. In fiscal year 2019–20, the Opportunities Fund will continue to support approximately 5,000 persons with disabilities. In June 2018, \$18.4 million in new funding over six years was announced to enhance employer focused programming. With this additional funding, the Department will better support employers, particularly small and medium enterprises, through



the development of projects focusing on job matching services, as well as projects that help employers develop inclusive recruitment and retention strategies.

BUDGET 2019

To improve employment outcomes for persons with intellectual disabilities, and Autism Spectrum Disorders, Budget 2019 proposes to provide \$12 million over three years, starting in 2019–20, to the Canadian Association for Community Living, in partnership with the Canadian Autism Spectrum Disorders Alliance for the Ready, Willing and Able program. The funding will be provided through the Opportunities Fund for Persons with Disabilities.

Creating an efficient labour market

The Department will be ensuring a strong and responsive labour force through the following measures to help better address skills mismatches, and help workers and employers get the information they need to find and fill good jobs.

The **Temporary Foreign Worker Program** allows Canadian employers to hire foreign workers to fill temporary labour and skill shortages when qualified Canadian citizens or permanent residents are not available, and helps ensure that the rights of foreign workers are protected. In fiscal year 2019–20, the Department will continue to work with stakeholders to help Canadians, permanent residents and underrepresented groups to be considered first for available jobs, while continuing to address employers' immediate labour and skills requirements.

BUDGET 2019

Building on the success of the two-year pilot project introduced as part of the Global Skills Strategy to help innovative Canadian firms quickly access highly skilled global talent, Budget 2019 proposes to **establish the Global Talent Stream** as a permanent program. This will give Canadian businesses expedited, predictable access to top global talent when Canadian workers are unavailable, while ensuring that participating employers create long-term benefits for the Canadian economy.

During this fiscal year, the Department will explore regulatory amendments to strengthen the employer compliance regime, clarify employer responsibilities and enhance protections for temporary foreign workers. The Department will also continue to implement the **Migrant Worker Support Network** pilot to strengthen the protection of temporary foreign workers.

In 2019–20, **Job Bank** will continue to connect employers with qualified candidates and provide Canadians and employers with the necessary information to make informed career, education, and labour market decisions. In particular, Job Bank will continue to enhance Job Match by introducing a resume sharing function to enable job seekers to apply for jobs. It will also implement a skill gap identifier to help job seekers get the training required for a better job, and a document upload tool for employers to submit requested documentation directly through Job Bank. The Department will also improve the Job Bank website and mobile app by displaying all Canada Summer Jobs opportunities in order to help youth find government funded employment, and pursue new partnerships with private job boards to increase the number of jobs displayed.

The **Sectoral Initiatives Program** supports labour market forecasting systems, which inform workers of new skills demands and employment opportunities. In 2019–20, the Sectoral Initiatives Program will continue to support improved labour market outcomes by developing tools for jobseekers, educators and employers (e.g. a cybersecurity national occupational standard that includes occupational descriptions, skills requirements, and education levels). This will enable employers to locate potential employees with in-demand skills, and assist educators, learners, and job seekers to develop these skills.

Canadians receive financial support during employment transitions such as job loss, illness or maternity/parental leave

Improve the Employment Insurance Program to meet the needs of Canada's labour market

In fiscal year 2019–20, the Department will continue to advance enhancements to the **Employment Insurance** program to ensure that it remains aligned with the changing labour market. The Department will monitor the implementation of the **Employment Insurance Parental Sharing Benefit**, which promotes gender equality and offers parents who share weeks of parental benefits either five additional weeks of standard parental benefits or eight additional weeks of extended parental benefits, depending on their choice.

The Department will also continue to monitor the implementation of the new Employment Insurance pilot project announced in August 2018, which provides up to five additional weeks of Employment Insurance regular benefits to eligible **seasonal claimants** who live in one of 13 targeted economic regions. The additional five weeks of regular benefits will be available to eligible claimants who start a benefit period between August 5, 2018, and May 30, 2020. This pilot project is expected to benefit 51,500 seasonal Employment Insurance claimants annually.

Clients receive high quality, timely and efficient services that meet their needs

Please refer to *Our Vision for Service Excellence* [highlight box](#) on page 51 for details on the Department's plans to meet the needs of Canadians.



Planned Results

Departmental Results	Departmental Results Indicators	Target	Date to achieve target	2015–16 Actual results	2016–17 Actual Results	2017–18 Actual Results
Canadians access education, training, and life-long learning supports to gain the skills and work experience they need	Number of Canadians receiving training and/or employment supports (by program) ¹	Federally delivered programs To be established in Fall 2019 ²	March 2020	Federally delivered Programs 100,064	Federally delivered Programs 136,235	Federally delivered Programs 140,771
		Provincially and territorially (PT) delivered programs set their own annual targets ³		PT delivered programs: LMDAs 717,896	PT delivered programs: LMDAs 734,309	PT delivered programs: LMDAs Not available ⁴
	Employment or returns to school following training/supports (by program) ¹	Federally delivered programs To be established in Fall 2019 ⁵	March 2020	Federally delivered programs 75,286	Federally delivered programs 107,615	Federally delivered programs 110,006
		Provincially and territorially (PT) delivered programs set their own annual targets		PT delivered programs: LMDAs 178,556	PT delivered programs: LMDAs 187,172	PT delivered programs: LMDAs Not available ⁴
	Percentage of Canadians aged 18 to 24 that are enrolled in university or college	Not applicable ⁶	Not Applicable	42%	42%	43%
More students from low- and middle- income families access and participate in post-secondary education	Percentage change in Canadians aged 25 to 64 enrolled in university or college	Not Applicable ⁷	Not Applicable	1% decrease	2% decrease	1% decrease
	Proportion of low- and middle-income Canadian young adults participating in post-secondary education	53%	Not Applicable	(2013) ⁸ 52%	(2014) ⁸ 52%	(2015) ⁸ 52%
	Percentage of beneficiaries with a Registered Education Savings Plan (RESP) withdrawal that have ever received an additional amount of Canada Education Savings Grant (CESG) and/or Canada Learning Bond (CLB), which are available only to children from low- and middle-income families, as compared to the total population of	Contextual indicator, target not applicable ⁹	Not Applicable	18%	21%	23%

	beneficiaries with an RESP withdrawal.					
	Percentage of full-time students (all ages) who used federal student financial assistance to help finance their participation in Post-Secondary Education	Not applicable ¹⁰	Not Applicable	51%	52%	59%
Canadians participate in an inclusive and efficient labour market	Employment rate for Canadians ¹¹	Contextual indicator, target not applicable ¹²	Not Applicable	72.5%	72.8%	73.6%
	Employment rate for Indigenous people off reserve ¹¹	Contextual indicator, target not applicable ¹²	Not Applicable	60.0%	61.5%	62.8%
	Employment rate for Indigenous people on reserve ¹¹	Contextual indicator, target not applicable ¹²	Not Applicable	Not available	Not available	41.4 (Census 2016)
	Employment rate for recent immigrants ¹³	Contextual indicator, target not applicable ¹²	Not Applicable	58.2%	58.4%	59.3%
	Employment rate for persons with disabilities ¹⁴	Contextual indicator, target not applicable ¹²	Not Applicable	Not available	Not available	59.3% (Canadian Survey on Disability 2017)
	Employment rate for youth ¹⁵	Contextual indicator, target not applicable ¹²	Not Applicable	55.6%	55.6%	56.7%
	Employment rate for women ¹¹	Contextual indicator, target not applicable ¹²	Not Applicable	69.5%	69.9%	70.7%
	Employment rate for older Canadians ¹⁶	Contextual indicator, target not applicable ¹²	Not Applicable	35.3%	35.5%	35.9%
	Employment rate for lone parents ¹³	Contextual indicator, target not applicable ¹²	Not Applicable	(2015) 71.1%	(2016) 71.1%	(2017) 72.9%
	Unemployment-to-job vacancies ¹⁷	Contextual indicator, target not applicable ¹²	Not Applicable	3.4	3.3	2.5
Canadians receive financial support during employment transitions such	Percentage of workers losing their job in the previous year that were eligible for Employment Insurance ¹⁸	83.7%	March 2020	(2015) 82.8% ¹⁹	(2016) 85.4% ¹⁹	(2017) 84.3% ¹⁹



as job loss, illness, or maternity/parental leave	Percentage of Employment Insurance claimants finding employment before the end of their benefit entitlement	73%	March 2020	68.8%	65.5%	2017–18 will be available in April 2019
Clients receive high quality, timely and efficient services that meet their needs†	Number of service standard targets for Learning, Skills Development and Employment program priority services, as defined by the Government of Canada's Policy on Service, that are being met	23 out of 23	March 2020	Not available	Not available	Not available
	Percentage of Employment Insurance benefit payments or non-benefit notifications issued within 28 days of filing	80%	March 2020	84%	83%	82%
	Percentage of Employment Insurance requests for reconsideration reviewed within 30 days of filing	70%	March 2020	56%	60%	67%
	Percentage of Social Insurance Numbers applied for through the Newborn Registration Service issued within 10 business days	95%	March 2020	Not available	100%	100%

Notes:

Contextual indicators are used by the Department to monitor overall social trends and inform policy development. Specific outcomes are not actively targeted in the areas measured by these indicators.

¹ Actual results for federally delivered programs during 2015–16 and 2016–17 have been updated to include returns to school following training/supports.

² The target includes participants under the following federally delivered programs: Indigenous Skills and Employment Training (ISET) Program 54,000; Opportunities Fund for Persons with Disabilities (OFPD) 5,460; Youth Employment Strategy (YES) (To be established in Fall 2019); Youth Employment Strategy – Canada Summer Jobs (70,000); and Student Work Placement Program 3,000. The target does not include provincial and territorial (PT) delivered programs under the Labour Market Development Agreements (LMDAs) and the Workforce Development Agreements (WDAs). The target will also not include Skills and Partnership Fund which does not have annual targets (2017–23 target: 16,000).

³ The WDAs came into effect in 2017–18 with results becoming available from 2019–20. Results for previous labour market transfers (the Canada Job Fund Agreements (CJFA), Labour Market Agreements for Persons with Disabilities (LMDPD) and Targeted Initiative for Older Workers (TIOW)) are available upon request. Note, the Canada-Quebec Agreement 2014-20 for the Canada Job Fund is still in effect.

⁴ LMDA results for 2017–18 will be available once the 2017–2018 Employment Insurance Monitoring and Assessment Report is released in the Spring of 2019. PT delivered program results are for LMDAs only and do not include WDAs.

⁵ This target includes the number of participants returning to work or to school under the following federally delivered programs: ISET, OFPD and YES (Career Focus, Skills Link and Canada Summer Jobs). Targets will not include Skills and Partnership Fund, which does not have annual targets (2017–23 target: 8,000). The target does not include provincial and territorial (PT) delivered program results under the Labour Market Development Agreements (LMDAs) and the Workforce Development Agreements (WDAs). LMDA results for 2017–18 will be available once 2017–18 Employment Insurance Monitoring and Assessment Report is released in the Spring of 2019.

⁶ This contextual indicator is meant to measure aspects of demand for post-secondary education. It is based on internal calculations using Statistics Canada's [Labour Force Survey \(LFS\)](#). The LFS data, collected by Statistics Canada on a monthly basis, are annualized internally in order to provide annual results that meet the Department's annual reporting cycle.

⁷ This contextual indicator is meant to capture interest in life-long learning. It is based on internal calculations using Statistics Canada's [Labour Force Survey \(LFS\)](#). The LFS data, collected by Statistics Canada on a monthly basis, are annualized internally in order to provide results that meet the Department's annual reporting cycle.

⁸ There is a three-year lag in data availability.

⁹ CESP's contextual indicator is based on internal calculations using ESDC's administrative database. The data is extracted on a yearly basis, and is calculated based on calendar year transactions

¹⁰ This contextual indicator measures aspects of the demand for federal student financial assistance. It is based on internal calculations from the Canada Student Loans Program's Administrative Database and the Canada Student Loans Program's Actuarial Report. Prior to



this report, the indicator was percentage of full-time students (age 15-29) who used federal student financial assistance to help finance their participation in Post-Secondary Education (PSE).

¹¹ Among those 15 to 64 years of age.

¹² This contextual indicator reflects the employment rate for a particular group, which is the number of employed persons in that group expressed as a percentage of the total population in that group. These rates are based on internal calculations using Statistics Canada's [Labour Force Survey](#) data, unless noted otherwise. The data are monthly observations, reflecting monthly averages corresponding to the Department's fiscal years, unless noted otherwise.

¹³ Among those 15 years of age and over

¹⁴ Among those 25 to 64 years of age

¹⁵ Among those 15 to 24 years of age

¹⁶ Among those 55 years and over

¹⁷ Based on internal ESDC calculations using the [Labour Force Survey](#) (Statistics Canada) unemployment levels for workers aged 15 to 64 and the job vacancy levels from Job Vacancy and Wage Survey (Statistics Canada).

¹⁸ Employment Insurance Program internal administrative data.

¹⁹ As measured by the percentage of insured unemployed workers that qualify for Employment Insurance. Indicator wording changed to align better with the EI coverage survey, which uses eligible rather than qualified.

‡ Service standards are published on www.canada.ca.

Financial Resources

	2019–20 Main Estimates*	2019–20 Planned Spending*	2020–21 Planned Spending	2021–22 Planned Spending
Planned Gross Spending	6,629,816,970	27,402,184,747	27,866,496,714	28,900,542,309
less: Planned Spending in Specified Purpose Accounts	0	20,772,367,777	21,926,319,077	23,013,904,177
less: Planned Revenues netted against expenditures	805,565,446	805,565,446	787,301,405	784,051,156
Planned Net Spending	5,824,251,524	5,824,251,524	5,152,876,232	5,102,586,976
Note: Refer to the Department's Financial Framework for a complete description of the departmental financial profile, including an explanation of gross planned spending.				
*Amounts do not reflect 2019 Budget Implementation measures included in ESDC's 2019–20 Main Estimates.				

Human Resources

2019–20 Planned full-time equivalent	2020–21 Planned full-time equivalent	2021–22 Planned full-time equivalent
9,066	8,853	8,772
Note: The decrease in full-time equivalents is mainly related to the decrease in resources for the Youth Employment Strategy, the Temporary Foreign Worker Program, Canada Service Corps and for enhanced Indigenous community outreach activities.		

Financial, human resources and performance information for Employment and Social Development Canada's Program Inventory is available in the [GC InfoBase^{iv}](#).



2019–20 Experimental Approaches to Policy and Research

Through the Innovation Network – a consultative body meant to provide a collaborative and collegial forum for discussion on innovative projects – officials continue to share, advance and develop innovative projects within the Department. Moreover, in the coming year, officials will look at ways to improve and enhance the tools and activities, by examining best practices both internally and externally. The following entities support the development of innovative and experimental approaches within the Department:

- ❖ The **Innovation Lab** uses rigorous experimental behavioural insights methodologies (e.g. randomized controlled trials) to test the interactions with Canadians, and to increase program participation (take-up) or awareness. In addition, the Lab pushes the boundaries on policy exploration, program (re)design and service delivery with various design projects. The projects span across the department's entire portfolio for a range of client groups, including families with children, youth, persons with disabilities, seniors, as well as internal services. For example, the Lab will look at ways to increase the uptake of the Guaranteed Income Supplement by prototyping new strategies, such as grant delivery and auto-enrolment, experimenting with behavioural insights strategies and other nudging mechanisms.
- ❖ The **Acceleration Hub** helps employees design services by considering the context and relevant life events that clients typically face. It includes a physical lab and a Client Experience Testing Centre that researches leading practices from other governments and the private sector, collects and analyzes client feedback, creates journey maps, designs and prototypes service solutions and conducts qualitative and quantitative testing.
- ❖ The **Evaluation Directorate** is leveraging administrative labour market program data to rigorously assess program impacts on earnings, employment and other outcomes. The Directorate is using new methodologies such as machine learning to better understand how labour market interventions work and for whom.

In addition, the following experimental approaches will be undertaken by the Department programs and initiatives:

- ❖ The **Enabling Accessibility Fund** will experiment with new approaches to increase the number of eligible youth participants who partner with and support an organization in submitting a proposal for funding consideration under the Youth Innovation Component. In addition, the program will explore opportunities to implement a new intake mechanism under the Small Projects Component to find efficiencies and better respond to the needs of applicants.
- ❖ The **New Horizons for Seniors Program** Pan-Canadian Call for Concepts will continue to implement the innovative Collective Impact approach to bring together organizations from different sectors to increase seniors' social inclusion in their communities. The program will continue to simplify the application process as well as pilot a simplified Standard Grant form and Applicant Guide to increase the number of new organizations applying for funding. The Program will also provide new organizations serving seniors with a \$5,000 grant to purchase information technology equipment to test whether this will increase these organizations' ability to access funding to better support seniors. T
- ❖ The **Canada Disability Savings Program** is collaborating with the Department's Innovation Lab to explore new and innovative approaches to improve the take up rate of the Registered Disability Savings Program among hard-to-reach people with disabilities (i.e. new Canadians, those with low-income and those living in rural and remote areas). The program will also collaborate with Statistics Canada to

carry out a survey to investigate the reasons eligible individuals have not yet opened a Registered Disability Savings Plan and benefited from the Canada Disability Savings Grants and Bonds.

- ❖ The **Canada Pension Plan Disability Program** will apply rigorous experimental design, predictive analytics and quantitative analytical methods in the management of appeal files, third party long-term disability payers, and files requiring additional information for eligibility determination.
- ❖ As part of the **Vulnerable Populations Initiative**, the Department is conducting experimentation and testing new approaches to reduce administrative burden and barriers for organizations serving vulnerable populations in accessing grants and contributions programs.
- ❖ Through the **Web Optimization project**, the Department is experimenting and improving the online experience for several programs this year, including Employment Insurance Caregivers and Compassionate Care, Employment Insurance Maternity and Parental Benefits, the Canada Pension Plan, and the Canada Student Loans Program. Experimenting includes testing existing web pages to identify opportunities to redesign web content, improve search functionality, and simplify the completion of online forms and applications.



Working Conditions and Workplace Relations

Description

Promotes safe, healthy, fair and inclusive working conditions and cooperative workplace relations.

Planning Highlights

In fiscal year 2019–20, Employment and Social Development Canada (ESDC) will seek to achieve the following departmental results under this Core Responsibility:

- 1) Workplaces are safe and healthy;
- 2) Working conditions are fair and inclusive;
- 3) Labour relations are cooperative; and
- 4) Clients receive high quality, timely and efficient services that meet their needs.

The Labour Program is responsible for the Department's Working Conditions and Workplace Relations Core Responsibility. During this fiscal year, the Labour Program will continue to ensure that federally regulated workplaces and work conditions are safe, healthy, fair and inclusive through actions such as enhancing safety standards, contributing to closing the gender wage gap, providing greater flexibility to achieve work-life balance, supporting victims of family violence, and addressing harassment and violence in the workplace. These initiatives are expected to have a greater benefit for women, who comprise approximately 39 percent of federally regulated private sector employees, including those in senior management roles. They will also benefit other demographic groups that face elevated risks in these workplaces, including the LGBTQ2 community, Indigenous people, persons with disabilities (especially those with mental or learning disabilities) and workers living in Canadian territories. The initiatives under the Labour Program contribute to the Economic Participation and Prosperity as well as the Gender-Based Violence and Access to Justice pillars of the Gender Results Framework (GRF).

Workplaces are safe and healthy

All Canadians deserve to work in physically and mentally safe and healthy conditions. In 2019–20, the Labour Program will introduce regulations to protect employees from harassment and violence in federal workplaces. These regulations follow Royal Assent of the 2018 legislative amendments to the *Canada Labour Code* that created a new regime that will help employers prevent incidents of harassment and violence, respond effectively to these incidents when they occur, and support affected employees.

The **Workplace Harassment and Violence Prevention Fund**⁴ provides workplace partners with funds to develop tools and resources to support the culture change needed to reduce workplace harassment and violence. In 2019–20, to further this goal, the Labour Program will

⁴ This program is a funding stream under the Occupational Health and Safety Program in the Department's program inventory.

convene a forum of the partnerships funded through this new funding initiative to provide an opportunity for parties to learn about initiatives across sectors.

Legislative amendments in *Budget Implementation Act, 2017, No. 1* provided new authorities to establish compliance and enforcement measures to enhance compliance by employers, particularly repeat offenders, through Part II and Part III of the *Canada Labour Code*. These measures include, for example, administrative monetary penalties (AMPs), public naming of employers who have committed an offence or violation, and greater power for inspectors to determine wages due. Through 2019–20, the Labour Program will develop regulatory amendments to establish the AMPs regime, with the objective of ensuring that employees in federally regulated industries suffer fewer accidents and injuries at work and receive the pay and benefits to which they are entitled.

In addition, amendments to the *Canada Labour Code* and the *Wage Earner Protection Program Act* are anticipated to come into force, which will transfer adjudicative functions to the Canada Industrial Relations Board. The *Budget Implementation Act, 2018, No. 2* designated a new Head of Compliance and Enforcement to administer and enforce Parts II, III and IV of the *Canada Labour Code*. These changes aim to improve client service and reduce the time it takes to respond to labour standards and occupational health and safety complaints.

The Labour Program will also continue to work with employers and employees in federally regulated industries to raise awareness of the new measures and foster education regarding occupational health and safety and labour standards requirements under the *Code*, as well as on safety risks related to impairment in the workplace.

Safety standards will also be enhanced during this fiscal year, with updates to the use of safety materials, equipment, devices and clothing; and with new regulations on hazardous substances being introduced.

Working conditions are fair and inclusive

Canadians have a right to receive the wages and benefits they are entitled to for the work that they do. With significant economic and technological changes affecting the world of work, the basic rights of employees provided by the *Canada Labour Code*, such as hours of work, payment of wages, overtime pay, general holidays, protected leaves and rights on termination of employment require modernizing. Through 2019–20, the Labour Program will support the coming into force of legislative amendments and the development of regulations aimed at modernizing the *Code*, promoting good quality jobs, and ensuring that working conditions are fair and inclusive.

Work-life imbalance more negatively and differentially impacts vulnerable groups including women, immigrants and members of visible minorities, Indigenous, older workers and workers with disabilities. Studies show that women are more likely to provide family care and are at least four times more likely to be victims of spousal violence than men. In support of recent legislative amendments to promote flexibility in federally regulated workplaces, the Labour Program will develop regulatory amendments that create a right for employees to request flexible work



arrangements, two new types of leaves (a leave for victims of domestic violence and a leave for traditional Indigenous practices), and other measures to improve flexibility in the workplace.

The Labour Program will work to protect more Canadians from unfair, exploitative and non-inclusive work conditions through 2019–20 through the introduction of regulations to protect workers in unpaid internships, clarify how federal labour standards apply to internships, and establish new labour standards protections for educational internships. These changes will also ensure that unpaid interns who are part of an educational program are entitled to labour standard protections, such as maximum hours of work, weekly days of rest and general holidays.

The Labour Program will also undertake regulatory work in fiscal year 2019–20 to support the implementation of recent legislative amendments that will:

- Improve eligibility to labour standards by eliminating minimum length of service requirement for general holiday pay and unpaid leaves such as sick leave, maternity and parental leave;
- Help employees achieve better work-life balance by introducing new breaks, notice requirements, rest periods and leaves, including a new five-day personal leave, of which three days are paid;
- Enhance the leave of absence for members of the Canadian Armed Forces reserve;
- Ensure that employees in precarious work are paid and treated fairly and have access to labour standards;
- Ensure that employees receive sufficient notice and compensation when their jobs are terminated; and
- Improve the administration of Part III of the Code through technical amendments.

The Labour Program will enhance the **Wage Earner Protection Program** to ensure that workers who are owed wages, vacation pay, disbursements, termination or severance pay receive greater support when their employer enters bankruptcy or receivership. The maximum payment has increased from the equivalent of four to seven weeks of Employment Insurance maximum insurable earnings. Currently, 46% of recipients are still owed money after receiving Wage Earner Protection Program payments; as a result of the changes to this program, this number is expected to drop to 32% and increase the number of applicants who are fully compensated by approximately 1,600 per year on average. Other changes to the Program will be implemented once regulations have been developed. These include providing coverage for foreign insolvency proceedings and improving coverage for business restructurings.

The new proactive pay equity regime for the federal jurisdiction received Royal Assent in December 2018 and will contribute to enhancing fairness in the workplace by ensuring that men and women in federally regulated workplaces receive the same pay for work of equal value. As per Budgets 2018 and 2019, in fiscal year 2019–20, ESDC will propose amendments to the ***Employment Equity Act and the Employment Equity Regulations*** that would introduce pay transparency measures for federally regulated private sector employers in order to reduce wage gaps and to provide Canadians with more information on the pay practices of employers in the federally regulated sector. The Labour Program will convene a symposium to share best practices and encourage Canadian employers to address issues faced by women in the workplace, from wage gaps to harassment. It will also contribute to reducing the portion of the gender wage

gap in this jurisdiction that is due to the undervaluation of work traditionally performed by women.

In addition to the regulatory work and stakeholder consultation in support of the coming into force of the new *Pay Equity Act*, the Labour Program will work on the appointment of a Pay Equity Commissioner to the Canadian Human Rights Commission and develop educational materials and tools to assist workplace parties in understanding their rights and fulfilling their obligations. Work will also continue on the development of a *Fair Wages Policy* with Public Services and Procurement Canada, and with support from the Treasury Board Secretariat.

The Labour Program will also continue to dedicate a portion of its time towards strategically enforcing the *Canada Labour Code*. To do so, it will dedicate time and resources towards proactively monitoring repeat offenders and industries with higher rates of non-compliance. This will ensure that workplaces are safe and fair and that Canadians return home from work in good health with the wages they are entitled to for the work they have done.

In Canada, labour issues of national importance will continue to be addressed through cooperation with provincial and territorial governments. On the international level, the Labour Program will continue to assist partner countries in improving respect for international labour standards through multilateral initiatives and through the negotiation and implementation of labour provisions of free trade agreements. To foster compliance with internationally recognized labour standards, it will also continue to provide technical and capacity building assistance to developing partner countries.

BUDGET 2019 ESDC will **promote, monitor and enforce labour standards** in Canada's partner countries in the Comprehensive and Progressive Agreement for Trans-Pacific Partnership.

Labour relations are cooperative

To support positive workplace relations, the Labour Program will continue to increase proactive activities with unions and employers to facilitate collective bargaining. For example, it will offer joint training workshops and help manage productive discussions between the bargaining parties. When disputes occur, the Labour Program will appoint mediators and conciliators to facilitate discussions and support negotiations between parties. Stakeholder engagement and regulatory work will also be undertaken to extend the existing equal remuneration provision in Part I (Industrial Relations) of the *Canada Labour Code* to enhance protections for certain categories of workers (e.g. airport workers).

BUDGET 2019 Budget 2019 proposes new funding of \$1 million per year from 2019–20 to 2023–24 for ESDC to support the hiring of additional mediators to strengthen the **Federal Mediation and Conciliation Service's** overall advisory capacity.

Clients receive high quality, timely and efficient services that meet their needs

Please refer to *Our Vision for Service Excellence* [highlight box](#) on page 51 for details on the Department's plans to meet the needs of Canadians.

Planned Results

Departmental Results	Departmental Results Indicators	Target	Date to achieve target	2015–16 Actual results	2016–17 Actual Results	2017–18 Actual Results
Workplaces are safe and healthy	Number of health and safety violations identified under the Canada Labour Code (Part II) per 1,000 federally regulated employees	9 or less ¹	March 2021	6.3	7.6	9.6
Work Conditions are fair and inclusive	Percentage of Legislated Employment Equity Program employers whose representation equals or surpasses Canadian labour market availability for 2+ designated groups or who demonstrated progress towards representation since the previous reporting period	65%	September 1, 2019	Not available	Not available	63%
	Three year average number of founded violations identified under Part III of the Canada Labour Code per 1,000 federally regulated employees	4 or less ¹	March 2020	2.7 (2013–16)	2.5 (2014–17)	2.6 (2015–18)
	Percentage of activities or instruments undertaken to strengthen respect for international labour standards that met expected outcomes ²	95%	March 2020	Not available ²	Not available ²	95%
Labour relations are cooperative	Percentage of labour disputes settled under the Canada Labour Code (Part 1) without work stoppages, where parties were assisted by Labour Program Officers	95%	March 2020	94%	97%	94%
Clients receive high quality, timely and efficient services that meet their needs[†]	Number of service standard targets for Working Conditions and Workplace Relations program priority services, as defined by the Government of Canada's Policy on Service, that are being met	4 ²	March 2020	Not available ³	Not available ⁴	Not available ⁴
	Percentage of occupational health and safety cases each fiscal year that are	70%	March 2021	80%	75%	80%

	finalized within 120 days (excluding prosecutions, appeals, and technical surveys)					
	Percentage of unjust dismissal complaints that are finalized within 180 days	75%	March 2020	76%	68%	70%
	Percentage of conciliators assigned under the Canada Labour Code within 15 calendar days of receiving requests that are compliant with Canada Industrial Relations Regulations	100%	March 2020	Not available ⁴	Not available ⁴	100%
	Percentage of initial Wage Earner Protection Program payments and non-payment notifications issues within 35 calendar days.	80% ⁵	March 2020	Not available ⁴	Not available ⁴	97%
<p>Notes:</p> <p>1. As a result of changes to legislation, particularly due to Compliance & Enforcement, this indicator will fluctuate and most likely increase over the short term as the Program improves its service delivery and is able to reach a larger number of employers.</p> <p>2. Activities and instruments include cooperation activities, technical assistance projects, international declarations and conventions, action plans and agreeing to undertake commitments through Free Trade Agreement negotiations.</p> <p>3. Target is to meet 4 of a possible 4 priority service standards for Working Conditions and Workplace Relations programs</p> <p>4. Actual result for this fiscal year is not available as this is a new performance indicator developed to enhance reporting on program results. The Department will continue to strengthen reporting to Canadians on results achieved as it implements the Treasury Board Policy on Results.</p> <p>5. While the Labour Program surpassed its target in 2017–18, the target remains at 80% given the potential for increased application and review volume, greater complexity in processing due to legislative changes that came into force on December 13, 2018, and the unpredictability and non-linear nature of application volumes that can lead to surges in activity that create backlogs in application processing.</p> <p>†Service standards are published on www.canada.ca.</p>						



Financial Resources (dollars)

	2019–20 Main Estimates*	2019–20 Planned Spending*	2020–21 Planned Spending	2021–22 Planned Spending
Planned Gross Spending	298,909,369	298,909,369	297,274,487	296,871,174
less: Planned Spending in Specified Purpose Accounts	0	0	0	0
less: Planned Revenues netted against expenditures	125,900,000	125,900,000	125,900,000	125,900,000
Planned Net Spending	173,009,369	173,009,369	171,374,487	170,971,174
Note: Refer to the Department's Financial Framework for a complete description of the departmental financial profile, including an explanation of gross planned spending.				
* Amounts do not reflect 2019 Budget Implementation measures included in ESDC's 2019–20 Main Estimates.				

Human Resources (full-time equivalents)

2019–20 Planned full-time equivalents	2020–21 Planned full-time equivalents	2021–22 Planned full-time equivalents
691	683	683

Financial, human resources and performance information for Employment and Social Development Canada's Program Inventory is available in the [GC InfoBase](#)^v.

Information Delivery and Services for Other Departments

Description

Provides information to the public on the programs of the Government of Canada, and provides services on behalf of government departments and other partners.

Planning Highlights

In fiscal year 2019–20, the Department will seek to achieve the following departmental results under this Core Responsibility:

- 1) Clients receive high-quality, timely and accurate government information and services that meet their needs; and
- 2) Canadians can obtain a passport within Canada in a timely manner.

Clients receive high-quality, timely and accurate government information and services that meet their needs

Through 2019–20, the Department will provide high quality, timely and accurate government information by:

- Providing ongoing operational support to departments that have migrated their content and websites to Canada.ca and continuing to improve the quality of the Department's web pages on Canada.ca to better meet client needs;
- Ensuring 1 800 O-Canada telephone general enquiries program continues to strive for accessibility and provide accurate information to Canadians, including those served through various customized information services; and
- Providing ongoing support to departments that are managing their social media accounts through the Social Media Account Management Service.

In this fiscal year, the Department will also provide clients with high quality and timely government services that meet their needs by:

- Strengthening the Department's approach to service delivery collaboration;
- Continuing to support veterans and their families through the delivery of information and services for Veterans Affairs Canada programs, as well as ensuring efficient referrals to Veterans Affairs Canada employees when required;
- Preparing to assist Immigration, Refugees and Citizenship Canada in the In-Canada collection of biometrics (digital photograph and fingerprints) from foreign nationals. Service Canada will provide the service through its existing network of Service Canada Centres and Service Canada - Passport Service Sites;
- Conducting its second Client Experience Survey to provide strategic data on performance and client needs, which will help assess the impact of Service Transformation initiatives on the Department services and programs delivered to Canadians;



- Implementing its Regular Client Experience Data Collection by Channel initiative to monitor client needs on an ongoing basis;
- Improving access to in-person service by innovating delivery through outreach and technology; and
- Strengthening the partnership with the Government of the Northwest Territories, to provide more in-person services to citizens in over 15 remote communities in the Northwest Territories.

Canadians can obtain a passport within Canada in a timely manner

In fiscal year 2019–20, the Department will continue working with Immigration, Refugees and Citizenship Canada on modernizing the Passport Program to increase access to services, to improve efficiency, and to strengthen integrity and security of the Program.

Planned Results

Departmental Results	Departmental Results Indicators	Target	Date to achieve target	2015–16 Actual Results	2016–17 Actual Results	2017–18 Actual Results
Clients receive high quality, timely and accurate government information and services that meet their needs	1 800 O-Canada information completeness, relevancy and accuracy assessment	85%	March 2020	91%	92%	94%
	Percentage of clients served in person who received assistance within 25 minutes	80%	March 2020	84%	81%	79%
	Number of program services that meet their service standard targets ¹	5 ^{2vi}	March 2020	4 out of 5	5 out of 5	5 out of 5
Canadians can obtain a passport within Canada in a timely manner	Percentage of travel documents and other passport services processed within standards	90% ³	March 2020	100%	99%	100% ⁴
Notes: 1. This indicator provides information on the extent to which service standards for priority services are being met by the department. The indicator identifies the priority services that are published on Canada.ca and are related to this core responsibility. 2. Target is to meet 5 of a possible 5 priority service standards for Information Delivery and Services for other Departments' programs. 3. This target is part of a Memorandum of Understanding between the Department and IRCC. 4. The data has been rounded to the nearest full number in this case 100%.						

Financial Resources (dollars)

	2019–20 Main Estimates*	2019–20 Planned Spending*	2020–21 Planned Spending	2021–22 Planned Spending
Planned Gross Spending	225,074,106	225,074,106	224,516,425	221,729,838
less: Planned Spending in Specified Purpose Accounts	0	0	0	0
less: Planned Revenues netted against expenditures	0	0	0	0
Planned Net Spending	225,074,106	225,074,106	224,516,425	221,729,838
* Amounts do not reflect 2019 Budget Implementation measures included in ESDC's 2019–20 Main Estimates.				

Human Resources (full-time equivalents)

2019–20 Planned full-time equivalents	2020–21 Planned full-time equivalents	2021–22 Planned full-time equivalents
2,507	2,508	2,487

Financial, human resources and performance information for Employment and Social Development Canada's Program Inventory is available in the [GC InfoBase^{vii}](#).

Our Vision for Service Excellence

Improving and Transforming Service to Canadians

Service delivery is fundamental to achieving the Department's mandate and contributing to such priorities as lifting Canadians out of poverty, providing economic security to Canadians when they need it most, and ensuring Canadians can access the benefits to which they are entitled. The Department strives to provide excellent services by delivering services in a way that responds to the evolving needs of clients, whether on the phone; online; or in person.

The ESDC Service Strategy and Service Transformation Plan

In October 2016, the Department launched the ESDC Service Strategy to better respond to client expectations and to modernize its services. This strategy articulates the Department's service transformation vision, principles and goals and is consistent with government-wide direction on service. The Department's Service Transformation Plan acts as the roadmap for how it will implement its vision for improved service delivery. Co-developed with Canadians and employees across the Department, this plan takes an incremental, flexible and targeted approach that will deliver real solutions of high value to Canadians.

The solutions within the Plan address the issues the Department and clients identified as most worth solving. The solutions are leading the Department towards a future state that is defined by the following four dimensions of client service excellence:

- ❖ **Experience:** A world-class experience delivering benefits when clients need them with an emphasis on digital self-service.
- ❖ **Quality:** High-quality, accurate services and decisions are provided to Canadians, no matter where they live and their needs are anticipated when possible.
- ❖ **Timeliness:** Benefits and services are delivered in a timely fashion and issues are resolved the first time clients contact us.
- ❖ **Access:** 100% accessibility, with digital service by choice offered everywhere and delivered by a well-equipped and knowledgeable workforce.

The Plan identifies initiatives that will further service transformation in the medium- and long-term. For example, in 2019–20:

- ❖ To **improve telephone services**, the Department will continue to finalize the building, testing and implementation phases for the migration of the Pension Contact Centres and Employment Insurance Specialized Contact Centres to a new **Hosted Contact Centre Solution**. It will also plan and design a modernized Canada Pension Plan/Old Age Security **Interactive Voice Response System** that will provide additional self-service features to clients in fiscal year 2020–21.
- ❖ To **improve access to services and benefits**, the Department will continue to modernize the way Employment Insurance, Canada Pension Plan and Old Age Security are delivered and will work to streamline application processes for these benefits. It will also identify opportunities to simplify business processes, and advance the procurement of new technology.
- ❖ To **ensure a more flexible and adaptable approach to service delivery**, the Department will continue to integrate management of services. Areas of focus will include enhancing management of services across channels (i.e. online, in-person, and phone); further integrating the way the Department coordinates service workloads; advancing more integrated and client-focused approaches

to ensure consistent service quality and measuring service performance; and providing additional tools to staff to enhance service to clients.

- ❖ To **provide more meaningful, timely and transparent information on services** to Canadians, the Department will ensure its service standards are comprehensive and meaningful. In addition, the Department will begin publishing its service standard results on a regular basis on Canada.ca.

BUDGET 2019

Budget 2019 announces \$253.8 million over five years to **Strengthen the Social Security Tribunal of Canada**, with \$56.7 million per year ongoing to strengthen the recourse process for Employment Insurance, Canada Pension Plan, and Old Age Security and make it easier to navigate and be more responsive to the needs of Canadians.

- ❖ To increase take-up of the **Canadian Child Benefit (CCB)** and other benefits, the Department is expanding its outreach efforts, particularly to Indigenous communities. It is estimated that the 2016 take-up rate of the CCB on reserve is 79 percent, compared to a national take-up rate of 95 percent. To help Indigenous people access the full range of federal social benefits, Budget 2018 provided \$17.3 million over three years, starting in 2018–19, to expand outreach efforts to Indigenous communities, and to conduct pilots with urban Indigenous communities.

BUDGET 2019

Budget 2019 announces \$305.3 million in **Service Canada** over five years to continue improving and modernizing service delivery systems, which will allow Employment and Social Development Canada to: make improvements to the Old Age Security and Canada Pension Plan delivery platforms; hire additional staff at Service Canada to assess and process Old Age Security benefit claims; and migrate Service Canada's call centres to more modern phone and information technology platforms, which will help to ensure faster and better quality service.

- ❖ The **Benefits Delivery Modernization** initiative will continue to work with clients and employees from across the country to identify and design solutions that will enable a more efficient, client-focused delivery of benefits.

Clients receive high quality, timely and efficient services that meet their needs

In fiscal year 2019–20, the Department will modernize its services and respond to client expectations for high quality and timely government services that meet their needs by:

Call Centres:

- ❖ Continuing to explore opportunities to increase Call Centre agent capacity and decrease call demand by leveraging new technologies and industry best practices.

Canada Student Loans Program:

- ❖ The Canada Student Loans Program will continue work to improve client experience, building on the first phase that was launched in Spring 2018, which enabled new full-time student loan borrowers to verify their identity online and sign their loan documents electronically. Efforts will continue on additional self-service features for clients to manage their student loans online (such as real-time updates and the ability to make changes to terms of repayment, update profile info, and upload documents). There will also be tailored, proactive communications to help clients through critical transition periods (e.g. in-study to repayment) to ensure clients can make informed decisions. In



addition, greater efforts will be made to ensure all eligible Canadians are aware of and can access available supports.

Employment Insurance:

- ❖ Reviewing the adjudication process for requests for reconsideration of Employment Insurance applications in order to adopt a more streamlined approach to allow the Department to make timely decisions and inform clients of entitlement to EI benefits.

Canada Pension Plan and Old Age Security:

- ❖ Continuing to strengthen delivery of Canada Pension Plan and Old Age Security through the Service Transformation Plan and Service Improvement Strategies to ensure Canadians receive their pensions and benefits in a timely and accurate manner, and address pressures associated with an aging population and demands related to international social security agreements.
- ❖ Continuing to invest in modernizing the delivery of the Old Age Security program to ensure it meets client needs. The Department will continue to focus on the delivery of high priority services and putting clients into pay to receive or renew benefits in a timely manner.
- ❖ Continuing to implement a series of Canada Pension Plan improvements, to offer more e-services and to streamline and simplify Canada Pension Plan application processes, in particular for clients with severe and prolonged disabilities through the Canada Pension Plan Disability program.

BUDGET 2019

To ensure **Employment Insurance and Income Security benefits are fair and efficient**, Budget 2019 provides funding to support enhanced oversight and assessment of benefit entitlements so that Canadians who deserve benefits receive them.

Grants and Contributions:

- ❖ Continuing to work with clients to further improve online services for grants and contributions programs to make it easier for organizations to apply and track their application status, sign agreements, manage active projects, submit supporting documents and data, and review past projects online.
- ❖ Review and streamline its grants and contributions processes and practices to reduce the administrative burden placed on organizations in applying for and managing grants and contributions. A multi-year action plan will be developed to identify key areas for improvements. The changes the Department will undertake will be informed via internal and external stakeholder consultations.
- ❖ As part of the Department's efforts to reduce barriers for organizations serving vulnerable populations in accessing grants and contributions programming, the Department will develop strategies to increase awareness and take-up of funding opportunities; support organizations in building organizational capacity; and administrative burden.

Integrated Labour System:

- ❖ Advancing the multi-year implementation of the Integrated Labour System to consolidate functions currently supported by individual applications in order to increase efficiency, enable online services as well as help employees effectively manage client relationships.

Support to Other Departments:

- ❖ Providing ongoing operational support to departments that have migrated their content and websites to Canada.ca and ensuring 1 800 O-Canada telephone general enquiries program continues to provide accurate and accessible information.

- ❖ Continuing to support veterans and their families through the delivery of information, referrals and services for Veterans Affairs Canada programs.
- ❖ Assisting Immigration, Refugees and Citizenship Canada in delivering the collection of biometrics (digital photograph and fingerprints) from foreign nationals already in Canada through Service Canada's existing network of Service Centres and passport service sites.

How the regions work to carry out the Department's mandate:

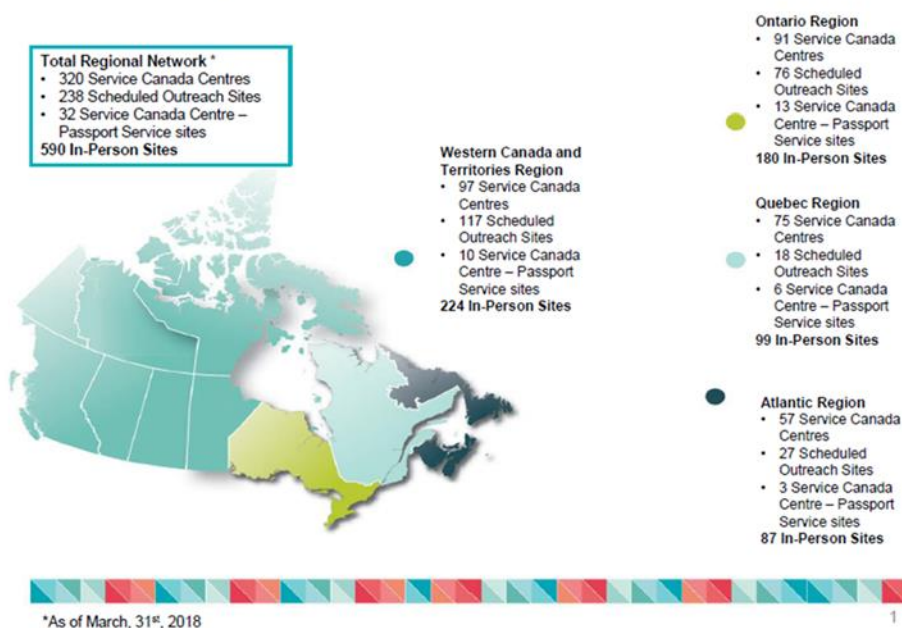
Service Canada regions support key government commitments and respond to the unique service delivery needs of citizens in the areas they serve.

Regional offices operate an extensive network of:

- ▶ Service Canada Centres and outreach locations throughout the country;
- ▶ specialized call centres; and
- ▶ processing centres.

As of March 31, 2018, through our service delivery network, Canadians were able to access our services at 590 in-person points of service across the country (320 Service Canada Centres, 238 scheduled outreach sites and 32 Service Canada Centre Passport Service sites).

In Person Regional Network



In fiscal year 2019–20, to improve quality, timeliness and accuracy of the Department services, Service Canada's regional offices will undertake the following activities:

Western Canada and Territories Region

- ❖ Enhance the Western Canada and Territories Region Northern Strategy to address service delivery barriers related to access, awareness, connectivity, culture, literacy, and travel in the North.
- ❖ Work with the Government of Nunavut to increase three isolated Nunavut communities' access to passport photo services.
- ❖ Expand the video chat pilot to maintain quality, timeliness and seamlessness of services in busy, urban Service Canada Centres by leveraging capacity across the in-person service network.
- ❖ Deliver outreach services in rural and remote communities, including over 500 Indigenous communities, to increase access to federal benefits, such as the Canada Child Benefit and the Canada Learning Bond. This includes joint outreach with the Canada Revenue Agency and Indigenous Services Canada.

Ontario Region

- ❖ Partner with 28 remote First Nations Communities to hire employees who work and reside in those communities to deliver services.
- ❖ Pilot opportunities and innovative service delivery methodologies, including virtual service delivery, technology and inclusivity solutions, through the Toronto North York Flagship Service Canada Centre.
- ❖ Pilot and promote community-based virtual services delivery in Eastern Ontario and remote Ontario communities.
- ❖ Expand Community Outreach and Liaison Services activities with a focus on the introduction and awareness of Government programs and services, including addressing the evolving needs and barriers faced by northern Indigenous communities.

Quebec Region

- ❖ Continue Social Insurance Number mobile clinics, through which Service Canada agents travel to universities to issue Social Insurance Numbers to students, facilitating service and reducing wait-times.
- ❖ Continue to pilot the certification and recertification of citizen service officers for the Social Insurance Number. This approach uses virtual service delivery to minimize travel costs, and ensures officers maintain or acquire their certification to deliver these services.
- ❖ Implement customized outreach strategies, co-developed with our stakeholders, to increase and improve access to services and programs to vulnerable populations.

Atlantic Region

- ❖ Collaborate with Veterans Affairs Canada to explore opportunities for improved service to common clients.
- ❖ Support workload management efforts by piloting a new approach to Record of Employment scanning.
- ❖ Increase access to services in Indigenous, rural and remote communities by advancing the Labrador Outreach Strategy.
- ❖ Increase access to services to Grand Manan, NB through a Lync video chat pilot, and to other rural and remote areas by exploring co-location opportunities, the use of video chat and expanded Scheduled Outreach services.

Internal Services

Description

Internal Services are those groups of related activities and resources that the federal government considers to be services in support of Programs and/or required to meet corporate obligations of an organization. Internal Services refer to the activities and resources of the 10 distinct services that support Program delivery in the organization, regardless of the Internal Services delivery model in a department. These services are Management and Oversight Services; Communications Services; Legal Services; Human Resources Management Services; Financial Management Services; Information Management Services; Information Technology Services; Real Property Management Services; Materiel Management Services; and Acquisition Management Services.

Planning Highlights

Evidence-Based Decision Making

The Department will continue to implement its Data Strategy to modernize the way it uses data and analytics to make informed evidence-based decisions to improve programs and services for Canadians. The Department is collaborating with stakeholders – including citizens, academics, researchers and end users – to demonstrate that open, transparent and responsible access to data can help to advance key priorities, such as poverty reduction, Early Learning and Child Care, and service delivery improvements for Canadians. The Data Strategy also focuses on strengthening the protection of Canadians' personal information and enhancing the ability to derive value from data to support better policies, decision-making, building upon existing privacy management protocols that have been established with rigorous attention to the masking of personal identifiers and ensuring physical security of data. The Department will achieve this by continuing to implement its Data Strategy over a number of years with an emphasis on the following key areas:

- Building key data foundations, including the implementation of a data governance and stewardship program to clarify roles and responsibilities and define consistent rules for safe use of data, as well as the development of managed environments where access is controlled and audited, and where data can be combined to support more sophisticated analysis of the impacts and broader social benefits of programs and services. This includes, leveraging secure, rich administrative data on labour market programs to enable innovative evaluations of outcomes for Canadians;
- Supporting socio-economic research with Statistics Canada and academic research networks to improve data access and explore new ways of using data to generate insights and drive improvements to programs and services for Canadians;
- Sharing data through Open Government & Open Data initiatives that encourage the use of data to improve policy, program and service delivery design through innovative and demand-driven data sharing approaches such as hackathons and co-development activities;



- Learning from experience with analytics projects (e.g. machine learning, Artificial Intelligence) and applying proven solutions to improve programs, services and operations; and
- Conducting advanced quantitative and qualitative socio-economic research in support of policy, programs, and service priorities, from early learning and child care to retirement. Research will focus on vulnerable populations and on key challenges for Canada, such as inclusive growth, the changing nature of work, and service transformation. The research conducted in the Department will be innovative and use high standards of rigour, quality and research ethics.

In 2019–20, the Department will deliver the following in support of the Data Strategy:

- Providing direction and guidance on new models for advancing the use of data to provide citizen value while enhancing and modernizing privacy protection through the introduction of the Department's first enterprise-wide Data Policy and expansion of data stewardship pilots;
- Providing the Department with insight into what modern Artificial Intelligence is, how it works, how it can improve programs and services, and its ethical use with the Department's first Artificial Intelligence Strategy and further work on analytics projects; and
- Developing a Data Literacy Plan that will ensure employees have the skills and tools to use data while protecting the personal information of Canadians.

Modern and Secure Technology

The Department is developing and implementing modern Information Technology infrastructure and platforms that enable effective, efficient and timely availability of information, and will ensure a secure technology environment. The Department delivers this through initiatives, such as the GCNet Wide Area Network, adoption of commercial cloud service solutions and the new call centre technology platform, which allow for the sharing of data between applications in a secure, streamlined, and standardized manner. Additionally, the Department supports OneGC as part of the Government of Canada's vision for digital service delivery through enabling information technology infrastructure and tools. The Department is leading or co-leading six technology clusters, including the evaluation of cloud-based systems in the procurement of Information Management/Information Technology solutions, as part of the Government of Canada's Cloud First approach.

Through 2019–20, the Department will continue to strengthen how it effectively manages information by implementing its enterprise-wide **Information Management Strategy and Roadmap** that will transform how information is managed at all levels of the organization. The Strategy will address physical records and include the implementation of an Electronic Document and Records Management System.

The Department will also continue to enhance available tools and strengthen working relationships with the Department partners to enable employees to support and respond to the changing nature of the Department's **Service Transformation**. The Department will also

continue to shift its digital direction by connecting activities and initiatives to the Government of Canada Digital Operations Strategic Plan which will facilitate access to emerging technologies and solutions that will allow the Department to continue modernizing its programs and services for Canadians and businesses.

Productive and Inclusive Workplace

The Department will continue to implement its **2015–20 Workforce Strategy** and its 2019–20 Action Plan to strengthen its workforce. Efforts in 2019–20 will include a focus on developing a new talent management model and enhancing innovation in human resources services to ensure the development and retention of people with the right skills and competencies to evolve with the business needs of the Department.

The Department will also continue to pursue its commitment to foster a healthy, respectful and inclusive workplace through the implementation of action plans to address Workplace Mental Health, Harassment, and Diversity and Employment Equity. This also includes advancing the recruitment, development and retention of Indigenous people, in support of the Government of Canada’s commitment to reconciliation.

In addition, the Department will promote a safe working environment for its employees by enhancing its security program and fostering a strong security culture that protects the integrity, security, assets and information of employees through the following initiatives:

- Leveraging technology – such as an integrated Emergency Management Application System – to consolidate business continuity, building emergency and evacuation, Information Technology disaster recovery and emergency management planning via a Cloud-based software service solution;
- Developing tools and processes to support current and future requirements for monitoring and reporting on Department-wide emergency preparedness and management activities and requirements;
- Modernizing strategies and training initiatives to increase the Department’s ability to maintain a safe and secure environment so that timely and efficient delivery of services to Canadians continues; and
- Emphasizing departmental collaboration and consultation with partners to strengthen the Department’s ability to prevent, prepare, respond, and recover from disasters, while maintaining delivery of critical programs and services to Canadians.

In addition, in 2019–20, the Department will implement the **Workplace Modernization Strategy** to create a workplace where employees are equipped and motivated to provide excellent client service to Canadians.



Award: Employment and Social Development Canada is recognized as one of the [National Capital Region’s Top Employers](#) (2019) and as one of [Canada’s Best Diversity Employers](#) (2018).



Resource Management Excellence

The Department is committed to strengthen project management and investment planning to direct resources to emerging priorities and deliver results. As the Department embarks on transformational initiatives to modernize the delivery of its services, the Department is continuously improving its project management practices to ensure that investments support the implementation of its mandate and strategic priorities, as well as lead to tangible results that provide value to Canadians.

Building upon the strong financial and human resources management track record of the Department, as well as on recent transformational initiatives to modernize the delivery of our services, the Department will continue to refine and strengthen its approach to integrated business planning and risk management.

Embedding planning and risk management best practices across the organization is an important building block which will allow the Department to continue managing its resources with a high standard of stewardship.

In fiscal year 2019–20, the Department will:

- Continue to direct resources to strategic priorities and areas of greatest benefit to Canadians, through sound financial analysis and continuous improvement of our project management, performance management and investment planning practices;
- Strengthen risk management processes to ensure that the Department can respond to a rapidly changing environment and emerging risks. The Department will also take steps to monitor and measure the effectiveness of risk mitigation strategies;
- Maximize the use of existing space, minimize costs and increase the Department's flexibility to respond to current and future business needs, through the development of sustainable and nationally consistent Real Property strategies and plans; and
- Implement technological solutions as needed, to standardize, streamline and increase the efficiency and integrity of our operations, starting with the Accounts Receivables management.

Financial Resources (dollars)

	2019–20 Main Estimates*	2019–20 Planned Spending*	2020–21 Planned Spending	2021–22 Planned Spending
Planned Gross Spending	841,778,820	841,778,820	828,389,600	829,478,477
less: Planned Spending in Specified Purpose Accounts	0	0	0	0
less: Planned Revenues netted against expenditures	556,276,194	556,276,194	553,615,782	553,379,614
Planned Net Spending	285,502,626	285,502,626	274,773,818	276,098,863
Note: Refer to the Department's Financial Framework for a complete description of the departmental financial profile, including an explanation of gross planned spending.				
* Amounts do not reflect 2019 Budget Implementation measures included in ESDC's 2019–20 Main Estimates.				

Human Resources (full-time equivalents)

2019–20 Planned Full-time equivalents	2020–21 Planned full-time equivalents	2021–22 Planned full-time equivalents
4,462	4,404	4,397

Financial, human resources and performance information for Employment and Social Development Canada's Program Inventory is available in the [GC InfoBase](#).

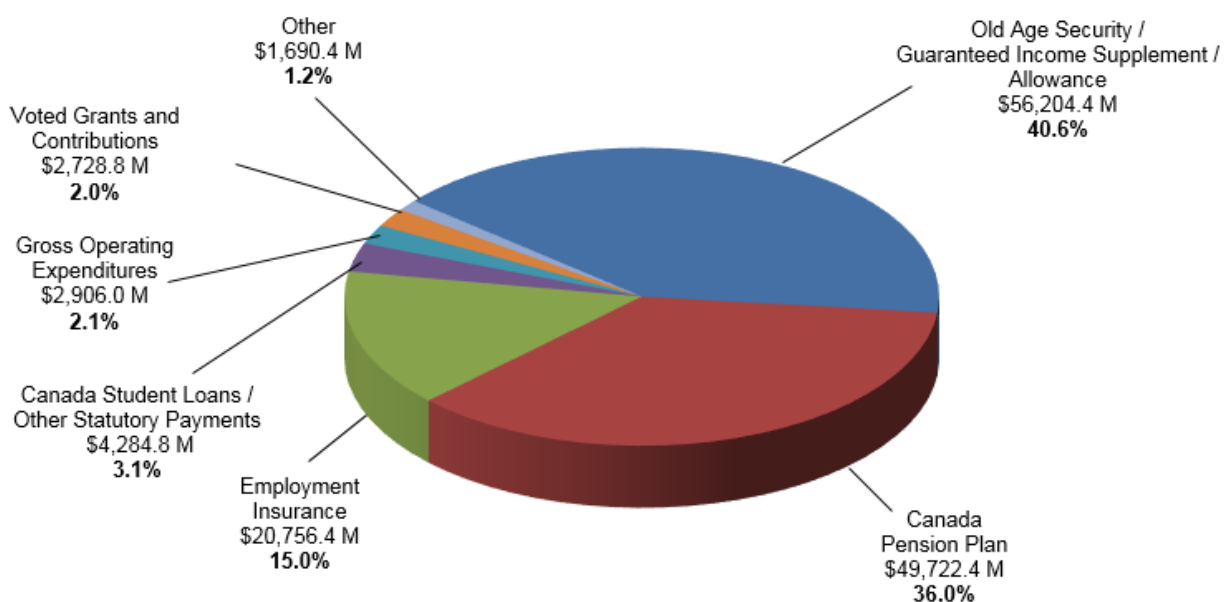
Spending and Human Resources

Planned Spending

Financial Resources (dollars)				
	2019–20 Main Estimates*	2019–20 Planned Spending*	2020–21 Planned Spending	2021–22 Planned Spending
Planned Gross Spending	66,108,023,430	138,293,166,491	144,912,940,887	152,609,135,216
Less: Planned Spending in Specified Purpose Accounts	0	72,185,143,061	76,243,546,104	80,269,600,068
Less: Planned Revenues netted against expenditures	1,671,438,486	1,671,438,486	1,638,435,560	1,634,949,143
Planned Net Spending	64,436,584,944	64,436,584,944	67,030,959,223	70,704,586,005
Note: Please refer to ESDC's Financial Framework for a complete description of the departmental financial profile, including an explanation of gross planned spending.				
* Amounts do not reflect 2019 Budget Implementation measures included in ESDC's 2019–20 Main Estimates.				

For 2019–20, the Department has gross planned expenditures on programs and services of \$138.3 billion. Of that amount, \$131.0 billion directly benefit Canadians through statutory transfer payment programs such as Employment Insurance, the Canada Pension Plan, Old Age Security, the Canada Student Loans Program and Canada Apprentice Loans, the Canada Education Savings Program and the Canada Disability Savings Program.

Consolidated Total: \$138,293.2 million



**EMPLOYMENT AND SOCIAL DEVELOPMENT CANADA —
GROSS EXPENDITURES**

(\$ millions)

Budgetary

Net Operating Costs		1,234.6 *
Add Recoveries in relation to:		
Canada Pension Plan	266.6	
Employment Insurance Operating Account	1,279.2	
Workers' Compensation	124.7	
Government Employee Compensation Act	0.9	1,671.4
Gross Operating Costs		2,906.0
Voted Grants and Contributions		2,728.8
Total Gross Expenditures		5,634.8

Other – Workers' Compensation and E/CPP Charges and Recoveries	1,690.4
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STATUTORY TRANSFER PAYMENTS

(\$ millions)

Grants and Contributions:		
Old Age Security		42,754.3
Guaranteed Income Supplement Allowance		12,895.0
Other Statutory Payments:		
Canada Student Loans Program and Canada Apprentice Loans	2,311.9	
Canada Education Savings Grant	955.0	
Canada Disability Savings Program	767.3	
Canada Learning Bond	185.0	
Wage Earner Protection Program	49.3	
Universal Child Care Benefit	0.3	4,268.8
Sub-Total		60,473.2
Canada Pension Plan Benefits		49,722.4
Employment Insurance Benefits		
Part I	18,357.0	
Part II	2,399.4	20,756.4
Other Specified Purpose Accounts		16.0 **
Total Statutory Transfer Payments		130,968.0

* This amount includes \$702.8 million in net voted operating expenditures, \$214.7 million in contributions to employee benefit plans, \$194.5 million for delivery service to the public on behalf of partners under the *Department of Employment and Social Development Act*, \$78.2 million in statutory administrative fees related to Canada Student Loans and Apprentice Loans, \$44.0 million in net expenditures for Federal Workers' Compensation and \$0.4 million for other items. However, it does not include 2019 Budget Implementation measures included in the 2019–20 Main Estimates.

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

2019–20 Planned Gross Spending Summary (dollars)

Core Responsibilities and Internal Services	Planned gross spending*	Less: Planned gross spending in specified purpose accounts	Less: Planned revenues netted against expenditures	Planned net spending
Core Responsibility 1: Social Development	759,435,703	0	0	759,435,703
Core Responsibility 2: Pensions and Benefits	107,075,411,089	49,722,402,627	183,696,846	57,169,311,616
Core Responsibility 3: Learning, Skills Development and Employment	27,402,184,747	20,772,367,777	805,565,446	5,824,251,524
Core Responsibility 4: Working Conditions and Workplace Relations	298,909,369	0	125,900,000	173,009,369
Core Responsibility 5: Information Delivery and Services for Other Departments	225,074,106	0	0	225,074,106
Subtotal	135,761,015,014	70,494,770,404	1,115,162,292	64,151,082,318
Internal Services	841,778,820	0	556,276,194	285,502,626
Other Costs**	1,690,372,657	1,690,372,657	0	0
Total	138,293,166,491	72,185,143,061	1,671,438,486	64,436,584,944

Notes: Refer to the Department's [Financial Framework](#) for a complete description of the departmental financial profile, including explanation of gross planned spending.

* Amounts do not reflect 2019 Budget Implementation measures included in ESDC's 2019–20 Main Estimates.

** Other costs include administrative costs of other government departments charged to the Employment Insurance Operating Account and the Canada Pension Plan. They also include Employment Insurance doubtful accounts and recoveries from other government departments.

ESDC's Financial Framework

The Department has a complex financial structure, with various funding mechanisms used to deliver its mandate. The Department is financed by four main sources of funds:

- 1) Appropriated funds from the Consolidated Revenue Fund (CRF);
- 2) The Employment Insurance Operating Account;
- 3) The Canada Pension Plan; and
- 4) Crown corporations and other government departments for the administration of the *Government Employee Compensation Act*.

Planned expenditures related to the Employment Insurance Operating Account and the Canada Pension Plan, and planned expenditures that are recovered from Crown corporations and other government departments for the administration of the *Government Employee Compensation Act*, are excluded from the Department's Main and Supplementary Estimates and net planned spending because they are not voted by Parliament.

Employment Insurance and Canada Pension Plan benefits and related administrative costs are charged against revenues earmarked in separate specified purpose accounts. The Employment Insurance program provides financial support and other assistance to eligible workers and is entirely financed by contributions from employees and employers. The Canada Pension Plan is an income security plan funded by the contributions of employees, employers, and self-employed persons and by the revenue earned on Plan investments. It provides partial income protection in the case of the retirement, disability or death of a contributor to virtually all employed and self-employed persons in Canada, excluding Quebec which operates its own comprehensive pension plan, the Quebec Pension Plan. Administrative costs incurred by the Department in the delivery of programs related to Employment Insurance and Canada Pension Plan are charged to their respective specified purpose accounts and reported as revenues netted against expenditures under the Department.

The *Department of Employment and Social Development Act* was amended in June 2018 to broaden the Department's mandate to include service delivery to the public with a view to improving services to Canadians. The Department now has the legislative authority to deliver services to the public for partners on a cost-recovery basis as well as to deliver select services for the Government of Canada. As a result, costs related to the delivery of programs and services for other government departments, such as for passport services and were reported in previous years as revenues netted against the Department's expenditures, will now be reported under a new statutory authority.

In addition, departmental costs related to the delivery of programs and services on behalf of other government departments for the administration of the *Government Employee Compensation Act* is also reported as revenues netted against the Department's expenditures.

These items are included in the Department’s gross planned spending to provide readers with the full cost to the government of the Department’s programs and services and present a complete picture of the resources managed by the Department to deliver its mandate, even if these expenditures are ultimately recorded under separate legal entities.

The sources of funds, including specified purpose accounts, for each of the Department’s core responsibilities are as follows:

Core Responsibility 1: Social Development

- Consolidated Revenue Fund

Core Responsibility 2: Pensions and Benefits

- Consolidated Revenue Fund; and
- Canada Pension Plan (in gross planned spending only for Canada Pension Plan benefits and related administrative costs).

Core Responsibility 3: Learning, Skills Development and Employment

- Consolidated Revenue Fund; and
- Employment Insurance Operating Account (in gross planned spending only for Employment Insurance benefits and related administrative costs).

Core Responsibility 4: Working Conditions and Workplace Relations

- Consolidated Revenue Fund; and
- Crown corporation and other departments (in gross planned spending only for the administration of the *Government Employee Compensation Act*).

Core Responsibility 5: Information Delivery and Services for Other Departments

- Consolidated Revenue Fund

Internal Services

- Consolidated Revenue Fund;
- Canada Pension Plan (in gross planned spending only for Canada Pension Plan administrative costs); and
- Employment Insurance Operating Account (in gross planned spending only for Employment Insurance administrative costs).

Financial Highlights

The overall gross increase in spending of \$14.3 billion from fiscal year 2019–20 to fiscal year 2021–22 can mainly be explained by increases to Canada Pension Plan benefits, Old Age Security payments and Employment Insurance benefits.

Planned Canada Pension Plan benefits are at \$55.6 billion in fiscal year 2021–22, an increase of \$5.9 billion from the 2019–20 planned spending of \$49.7 billion, mainly attributed to wage and inflation assumptions. Old Age Security benefits, including Guaranteed Income Supplement and Allowances, are expected to reach \$63.3 billion in fiscal year 2021–22, which represents an increase of \$7.1 billion from the 2019–20 planned spending of \$56.2 billion. Annual increases



are associated with a higher number of beneficiaries due to the aging population and planned increases in the average monthly benefits.

Employment Insurance benefits fluctuate every year mainly due to changes in the average unemployment rate. Employment Insurance benefits are expected to reach \$23.0 billion in fiscal year 2021–22, representing an increase of \$2.2 billion from the 2019–20 planned expenditures of \$20.8 billion. More specifically, Employment Insurance benefits are expected to increase by \$1.1 billion (6.3 percent) from the 2018–19 forecasted spending to the 2019–20 planned spending due to expected increase in both regular and special benefits. The average weekly regular benefit rate and the number of regular benefit beneficiaries will contribute to the increase. In addition, the majority of the increase in special benefits expenditure reflects Budget 2018 changes such as the new five-week EI parental sharing benefit beginning in March 2019.

Those increases are offset by a decrease of \$900 million in voted grants and contributions mainly explained by the sunseting of funding for Early Learning and Child Care, Workforce Development Agreements and the Youth Employment Strategy.

Budgetary planning summary for Core Responsibilities and Internal Services – Gross (dollars)							
Core Responsibilities and Internal Services	2016–17* Expenditures	2017–18* Expenditures	2018–19 Forecast spending	2019–20 Main Estimates**	2019–20 Planned Spending**	2020–21 Planned Spending	2021–22 Planned Spending
Core Responsibility 1: Social Development	2,239,757,375	695,357,869	862,346,232	759,435,703	759,435,703	476,543,837	500,264,555
Core Responsibility 2: Pensions and Benefits	91,631,984,510	96,051,202,359	101,906,202,872	57,353,008,462	107,075,411,089	113,530,640,317	120,171,303,549
Core Responsibility 3: Learning, Skills Development and Employment	26,317,816,518	26,086,783,929	26,611,889,819	6,629,816,970	27,402,184,747	27,866,496,714	28,900,542,309
Core Responsibility 4: Working Conditions and Workplace Relations	253,469,223	262,029,434	301,585,689	298,909,369	298,909,369	297,274,487	296,871,174
Core Responsibility 5: Information Delivery and Services for Other Departments	185,087,756	228,253,902	263,531,020	225,074,106	225,074,106	224,516,425	221,729,838
Subtotal	120,628,115,382	123,323,627,493	129,945,555,632	65,266,244,610	135,761,015,014	142,395,471,780	150,090,711,425
Internal Services	876,667,337	925,244,173	889,381,271	841,778,820	841,778,820	828,389,600	829,478,477
Other Costs***	1,250,037,361	1,380,064,755	1,468,241,432	0	1,690,372,657	1,689,079,507	1,688,945,314
Revenues netted against expenditures	0	0	0	(1,671,438,486)	0	0	0

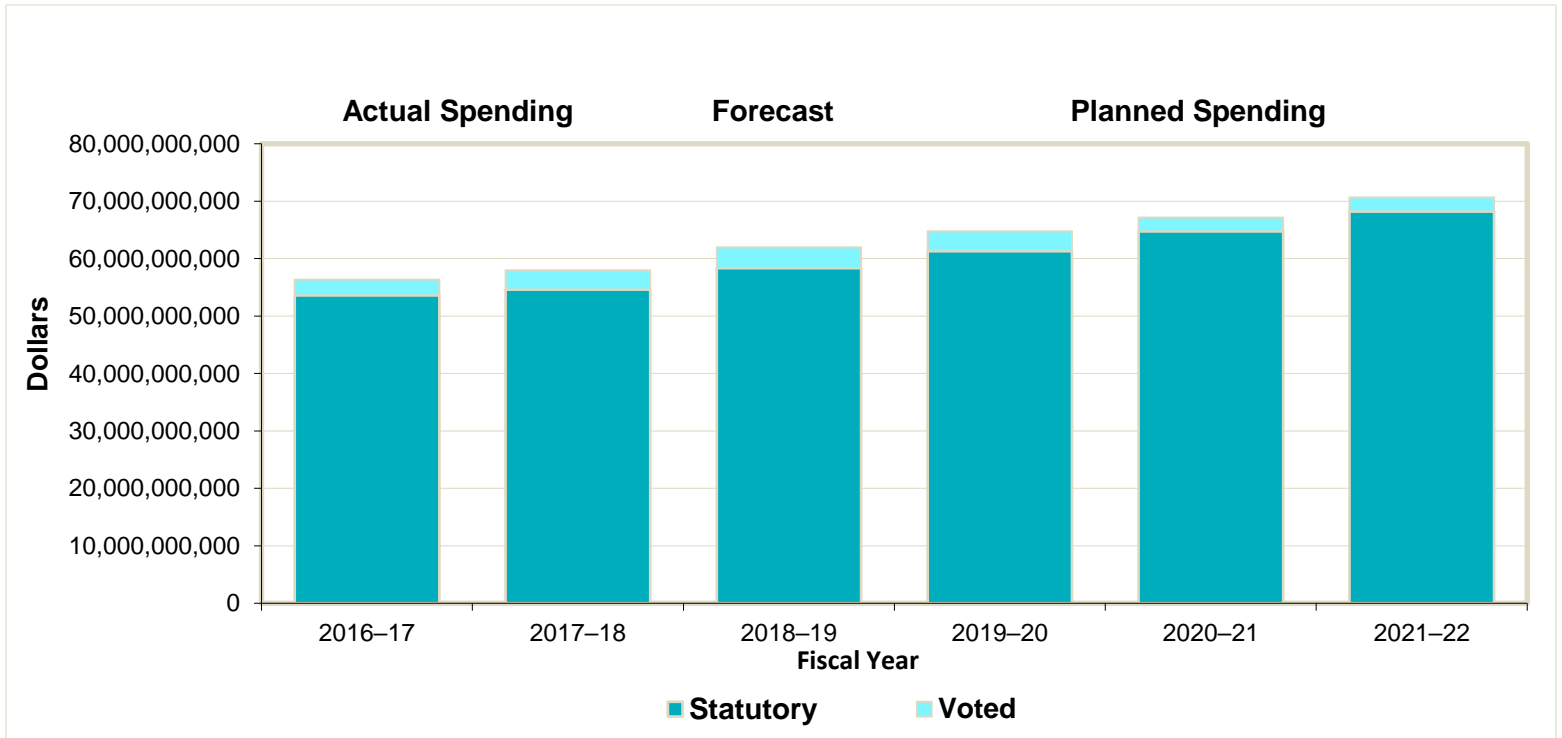
2019–20 Departmental Plan

Total Gross Planned Spending	122,754,820,080	125,628,936,421	132,303,178,335	64,436,584,944	138,293,166,491	144,912,940,887	152,609,135,216
Notes: Refer to the Department's Financial Framework for a complete description of the departmental financial profile, including explanation of gross planned spending. * For comparative purposes, 2016–17 and 2017–18 actual expenditures have been restated according to the new Departmental Results Framework approved in 2018–19. ** Amounts do not reflect 2019 Budget Implementation measures included in ESDC's 2019–20 Main Estimates. *** Other costs include administrative costs of other government departments charged to the Employment Insurance Operating Account and the Canada Pension Plan. They also include Employment Insurance doubtful accounts and recoveries from other government departments.							

Budgetary planning summary for Core Responsibilities and Internal Services — Net (dollars)							
Core Responsibilities and Internal Services	2016–17* Expenditures	2017–18* Expenditures	2018–19 Forecast spending	2019–20 Main Estimates**	2019–20 Planned Spending**	2020–21 Planned Spending	2021–22 Planned Spending
Core Responsibility 1: Social Development	2,239,757,375	695,357,869	862,346,232	759,435,703	759,435,703	476,543,837	500,264,555
Core Responsibility 2: Pensions and Benefits	48,917,558,758	51,362,618,315	54,586,997,358	57,169,311,616	57,169,311,616	60,730,874,424	64,432,934,599
Core Responsibility 3: Learning, Skills Development and Employment	4,689,694,911	5,416,434,813	5,976,446,602	5,824,251,524	5,824,251,524	5,152,876,232	5,102,586,976
Core Responsibility 4: Working Conditions and Workplace Relations	127,697,824	126,251,634	175,685,689	173,009,369	173,009,369	171,374,487	170,971,174
Core Responsibility 5: Information Delivery and Services for Other Departments	68,508,229	78,751,918	75,310,073	225,074,106	225,074,106	224,516,425	221,729,838
Subtotal	56,043,217,097	57,679,414,549	61,676,785,954	64,151,082,318	64,151,082,318	66,756,185,405	70,428,487,142
Internal Services	295,748,607	291,833,073	273,485,297	285,502,626	285,502,626	274,773,818	276,098,863
Total Net Planned Spending	56,338,965,704	57,971,247,622	61,950,271,251	64,436,584,944	64,436,584,944	67,030,959,223	70,704,586,005
Notes: Refer to the Department's Financial Framework for a complete description of the departmental financial profile. *For comparative purposes, 2016–17 and 2017–18 actual expenditures have been restated according to the new Departmental Results Framework approved in 2018–19. ** Amounts do not reflect 2019 Budget Implementation measures included in ESDC's 2019–20 Main Estimates.							



Departmental Spending Trend Graph



Departmental Spending Trend: Total Net Consolidated Expenditures (dollars)

	Actual Spending		Forecast	Planned Spending		
	2016–17	2017–18	2018–19	2019–20*	2020–21	2021–22
Statutory	53,599,988,764	54,607,489,480	58,372,260,271	61,004,972,545	64,647,390,537	68,304,275,565
Voted**	2,738,976,940	3,363,758,142	3,578,010,980	3,431,612,399	2,383,568,686	2,400,310,440
Total	56,338,965,704	57,971,247,622	61,950,271,251	64,436,584,944	67,030,959,223	70,704,586,005

Notes:

* Amounts do not reflect 2019 Budget Implementation measures included in ESDC's 2019–20 Main Estimates.

**Voted expenditures include debt write-offs in 2016–17, 2017–18 and 2018–19.

Planned Human Resources

Human resources planning summary for Core Responsibilities and Internal Services (full-time equivalents)

Core responsibilities and Internal Services	2016–17 Actual Spending	2017–18 Actual Spending	2018–19 Forecast	2019–20 Planned Spending	2020–21 Planned Spending	2021–22 Planned Spending
Core Responsibility 1: Social Development	309	349	460	526	520	516
Core Responsibility 2: Pensions and Benefits	4,801	5,076	5,066	3,902	3,547	3,547
Core Responsibility 3: Learning, Skills Development and Employment	10,046	10,600	10,444	9,066	8,853	8,772
Core Responsibility 4: Working Conditions and Workplace Relations	647	651	698	691	683	683
Core Responsibility 5: Information Delivery and Services for Other Departments	2,179	2,316	2,814	2,507	2,508	2,487
Subtotal	17,982	18,992	19,482	16,692	16,111	16,005
Internal Services	3,843	4,114	4,503	4,462	4,404	4,397
Total	21,825	23,106	23,985	21,154	20,515	20,402

The overall decrease of 752 full-time equivalents from fiscal year 2019–20 to fiscal year 2021–22 is mainly explained by the following items:

- ❖ Social Development: the decrease of 10 full-time equivalents is due to the decrease of temporary funding provided for the Early Learning and Child Care Strategy;
- ❖ Pensions and Benefits: the decrease of 355 full-time equivalents is a result of a reduction in temporary resources provided to address Old Age Security and Canada Pension Plan workload issues;
- ❖ Learning, Skills Development and Employment: the reduction of 294 full-time equivalents is mainly related to the decrease of temporary funding provided for the Youth Employment Strategy, the Temporary Foreign Worker Program, Canada Service Corps and for enhanced Indigenous community outreach activities;
- ❖ Working Conditions and Workplace Relations: the decrease of 8 full-time equivalents is a result of the ending of temporary resources to address the administration of the pay transparency measure announced in Budget 2018 to provide online information on the pay practices of federally regulated employers;

- ❖ Information Delivery and Services to Other Departments: the decrease of 20 full-time equivalents is due to a decrease in temporary resources provided to enhance Indigenous community outreach activities; and
- ❖ Internal Services: the decrease of 65 full-time equivalents is mainly a result of the decrease of temporary resources associated with Old Age Security and Canada Pension Plan workload issues, the Old Age Security Service Improvement Strategy and the Youth Employment Strategy.

Estimates by Vote

Information on Employment and Social Development Canada's organizational appropriations is available in the 2019–20 Main Estimates^{viii}.

Consolidated Future-Oriented Condensed Statement of Operations

The Consolidated Future-Oriented Condensed Statement of Operations provides a general overview of the Department's operations. The forecast of financial information on expenses and revenues is prepared on an accrual accounting basis to strengthen accountability and to improve transparency and financial management.

Because the Consolidated Future-Oriented Condensed Statement of Operations is prepared on an accrual accounting basis, and the forecast and planned spending amounts presented in other sections of the Departmental Plan are prepared on an expenditure basis, amounts may differ.

The Consolidated Future-Oriented Condensed Statement of Operations includes the transactions of the Employment Insurance Operating Account, a consolidated specified purpose account which includes revenues credited and expenses charged under the *Employment Insurance Act*. The accounts of the Employment Insurance Operating Account have been consolidated with those of the Department and all inter-organizational balances and transactions have been eliminated. However, the Canada Pension Plan is excluded from the Department's reporting entity because changes to the Canada Pension Plan require the agreement of two-thirds of participating provinces and it is therefore not controlled by the Government.

A more detailed Consolidated Future-Oriented Condensed Statement of Operations and associated notes, including a reconciliation of the net cost of operations to the requested authorities, are available on the Department's [website](#).

Consolidated Future-Oriented Condensed Statement of Operations for the year ending March 31, 2020 (dollars)

Financial Information	2018–19 Forecast Results	2019–20 Planned Results	Difference (2019–20 Planned Results minus 2018–19 Forecast Results)
Total Expenses	84,517,487,028	87,760,048,887	3,242,561,859
Total Revenues	23,037,454,904	23,184,304,891	146,849,987
Net cost of operations	61,480,032,124	64,575,743,996	3,095,711,872

The increase of \$3,095.7 million in the 2019–20 planned results of the net cost of operations, when compared to the 2018–19 forecast results is due to the following:

For expenses, the increase of \$3,242.6 million is mainly attributable to:

- An increase of \$2,509.7 million in Pensions and Benefits expenses, mainly due to the projected increase in the eligible population of the Old Age Security and Guaranteed Income Supplement benefits.
- An increase of \$952.4 million in Learning, Skills Development and Employment expenses, mainly due to an expected increase in the average weekly regular benefit rate and the implementation in March 2019 of the new five-week Employment Insurance parental sharing benefit announced in Budget 2018.

For revenues, the increase of \$146.8 million is mainly attributable to:

- An increase of \$272.5 million in Employment Insurance revenues, mainly due to the projected increase in the total insurable earnings resulting from the expected growth in employment and in the maximum insurable earnings.

Statutory Annual Reports

Employment Insurance Part II

Part II of the Employment Insurance Act requires the federal government to work in concert with provinces and territories to put in place Employment Benefits and Support Measures or similar programs and services to help Canadians integrate into the labour market.

Since provinces and territories are best placed to determine the mix of employment programming best suited to meet their local and regional labour market needs, Employment Benefits and Support Measures are delivered under bilateral transfer agreements between Canada and the provinces and territories called the Labour Market Development Agreements.

Employment Benefits and Support Measures are comprised of five employment benefit programs — Skills Development, Targeted Wage Subsidies, Self-Employment, Job Creation Partnerships, and Targeted Earnings Supplements — and three support measures — Employment



Assistance Services, Labour Market Partnerships, which includes Employer Sponsored Training, and Research and Innovation.

More detailed information on Employment Insurance Part II is available on the Department's [website](#).

Financial Data

For fiscal year 2019–20, the total Employment Insurance Part II expenditure authority of \$2.424 billion represents 0.38% of the total estimated insurable earnings figure of \$646.1 billion. This represents a lower level of expenditures than the 0.8% ceiling imposed under the Employment Insurance Act, which is estimated at \$5.169 billion in 2019–20. The amount of reinvestment reached maturity at \$800 million in 2000–01.

2019–20 Employment Insurance Plan

(\$)	Base	Re-Investment	Budget 2017*	Total Plan
Newfoundland and Labrador	53,614,954	73,086,000	9,941,402	136,642,356
Nova Scotia	47,148,878	30,348,000	10,346,177	87,843,055
New Brunswick	46,749,407	42,116,000	9,968,437	98,833,844
Prince Edward Island	13,907,680	10,022,000	2,425,139	26,354,819
Quebec	315,721,746	248,071,000	65,578,583	629,371,329
Ontario	385,307,735	184,097,000	81,072,009	650,476,744
Manitoba	32,846,333	10,233,000	7,725,370	50,804,703
Saskatchewan	26,942,153	9,862,000	7,202,748	44,006,901
Alberta	99,026,001	35,921,000	29,685,602	164,632,603
Nunavut	1,755,742	954,000	302,713	3,012,455
Northwest Territories	1,357,524	1,552,000	339,815	3,249,339
British Columbia	123,790,390	151,732,000	25,184,810	300,707,200
Yukon	1,831,457	2,006,000	227,195	4,064,652
	1,150,000,000	800,000,000	250,000,000	2,200,000,000
Labour Market Development Agreements Targeted Funding – Steel and Aluminum			25,000,000	25,000,000
Labour Market Development Agreements Targeted Funding - Seasonal			20,500,000	20,500,000
Pan-Canadian Responsibilities**	153,879,877			153,879,877
Funds available for Employment Benefits and Support Measures	1,303,879,877	800,000,000	295,500,000	2,399,379,877

Notes:

*Additional Labour Market Development Agreements announced in Budget 2017 of \$250 million for 2019–20.

**The amount for Pan-Canadian Responsibilities includes the ongoing envelope of \$150,867,575 minus the permanent conversion to operating of \$24,317,698. This also includes \$27.33 million for the Indigenous Skills and Employment Training program and a temporary conversion (for 2019–20) from the Employment Insurance Part II Pan-Canadian program funds to operating of \$5.518 million for the Education and Labour Market Longitudinal Platform.

Additional Information

Corporate Information

Organizational Profile

Appropriate ministers:

- The Honourable Jean-Yves Duclos
- The Honourable Patty Hajdu
- The Honourable Carla Qualtrough
- The Honourable Filomena Tassi

Institutional head:

Graham Flack, Deputy Minister of Employment and Social Development

Ministerial portfolio:

- Minister of Families, Children and Social Development
- Minister of Employment, Workforce Development and Labour
- Minister of Public Services and Procurement and Accessibility
- Minister of Seniors

Enabling instrument[s]:

Department of Employment and Social Development Act (S.C. 2005, c. 34); additional information on acts and regulations can be found on the Employment and Social Development Canada [website](#).

Year of incorporation / commencement:

- 2005

Raison d'être, mandate and role: who we are and what we do

“Raison d'être, mandate and role: who we are and what we do” is available on Employment and Social Development Canada's [website](#).



Reporting Framework

Employment and Social Development Canada's Departmental Results Framework and Program Inventory of record for fiscal year 2019–20.

Core Responsibility 1: Social Development		Core Responsibility 2: Pensions and Benefits	
Description: Increase inclusion and opportunities for participation of Canadians in their communities.		Description: Assist Canadians in maintaining income for retirement, and provide financial benefits to survivors, people with disabilities and their families.	
Departmental Result: Homelessness is prevented and reduced	Indicator: Reduction in the estimated number of shelter users who are chronically homeless	Departmental Result: Seniors have income support for retirement	Indicators: <ul style="list-style-type: none">Percentage of seniors receiving the Old Age Security pension in relation to the estimated total number of eligible seniorsPercentage of seniors receiving the Guaranteed Income Supplement in relation to the estimated total number of eligible seniorsPercentage of Canada Pension Plan contributors aged 70+ receiving retirement benefitsPercentage of seniors living in low income
Departmental Result: Not-for-profit organizations, communities and other groups have an enhanced capacity to address a range of social issues such as the social inclusion of people with disabilities, the engagement of seniors and support for children and families	Indicator: For every dollar invested through the Social Development Partnerships Program, amount leveraged/invested by non-federal partners		
Departmental Result: Barriers to accessibility for people with disabilities are removed	Indicator: Number of community spaces and workplaces that are more accessible due to Enabling Accessibility Fund funding	Departmental Result: People with disabilities and their families have financial support	Indicators: <ul style="list-style-type: none">Percentage of Canada Pension Plan contributors who have contributory eligibility for Canada Pension Plan disability benefits and therefore have access to financial support in the event of a severe and prolonged disabilityPercentage of Canadians eligible for the Disability Tax Credit who have a Registered Disability Savings Plan to encourage private savingsPercentage of Canadians with disabilities eligible for a Registered Disability Savings Program that have received a grant and/or a bond to assist them and their families to save for their long-term financial security
Departmental Result: Access to early learning and child care is increased	Indicators: <ul style="list-style-type: none">Number of children in regulated child care spaces and/or early learning programsNumber of children receiving subsidies or other financial supports		

Internal Services

	<p>Departmental Result:</p> <p>Clients receive high-quality, timely and efficient services that meet their needs</p>	<p>Indicator:</p> <p>Service standard target for Social Development program priority service, as defined by the Government of Canada's Policy on Service, was met</p>	<p>Departmental Result:</p> <p>Clients receive high-quality, timely and efficient services that meet their needs</p>	<p>Indicator:</p> <p>Number of service standard targets for Pensions and Benefits program priority services, as defined by the Government of Canada's Policy on Service, that are being met</p> <p>Key Measures:</p> <ul style="list-style-type: none"> Percentage of Canada Pension Plan retirement benefits paid within the first month of entitlement Percentage of decisions on applications for a Canada Pension Plan disability benefit within 120 calendar days Percentage of Old Age Security basic benefits paid within the first month of entitlement
Program Inventory	<p>Programs:</p> <ul style="list-style-type: none"> Reaching Home Social Development Partnerships Program New Horizons for Seniors Program Enabling Accessibility Fund Early Learning and Child Care Indigenous Early Learning and Child Care Transformation Initiative Canadian Benefit for Parents of Young Victims of Crime Accessible Canada Initiative Sustainable Development Goals Funding Program 		<p>Programs:</p> <ul style="list-style-type: none"> Old Age Security Canada Disability Savings Program Canada Pension Plan 	
	<p>Core Responsibility 3: Learning, Skills Development and Employment</p>			
	<p>Description: Help Canadians access post-secondary education, obtain the skills and training needed to participate in a changing labour market and provide supports to those who are temporarily unemployed.</p>			
	<p>Departmental Result:</p> <p>Canadians access education, training and lifelong learning supports to gain the skills and work experience they need</p>	<p>Indicators:</p> <ul style="list-style-type: none"> Number of Canadians receiving training and/or employment supports Employment or returns to school following training/supports Percentage of Canadians aged 18 to 24 that are enrolled in university or college <p>Percentage change in Canadians aged 25 to 64 enrolled in university or college</p>		Internal Services

	Departmental Result: Canadians participate in an inclusive and efficient labour market	Indicators: <ul style="list-style-type: none"> • Employment rate for Canadians • Employment rate for Indigenous people off reserve • Employment rate for Indigenous people on reserve • Employment rate for recent immigrants • Employment rate for persons with disabilities • Employment rate for youth • Employment rate for women • Employment rate for older Canadians • Employment rate for lone parents • Unemployment-to-job vacancies (ratio) 	
	Departmental Result: Canadians receive financial support during employment transitions such as job loss, illness, or maternity/parental leave.	Indicators: <ul style="list-style-type: none"> • Percentage of workers losing their job in the previous year that were eligible for Employment Insurance • Percentage of Employment Insurance claimants finding employment before the end of their benefit entitlement. 	
	Departmental Result: More students from low- and middle-income families access and participate in post-secondary education	Indicators: <ul style="list-style-type: none"> • Proportion of low- and middle-income Canadian young adults participating in Post-Secondary Education • Percentage of beneficiaries with a Registered Education Savings Plan (RESP) withdrawal that have ever received an additional amount of Canada Education Savings Grant (CESG) and/or Canada Learning Bond (CLB), which are available only to children from low- and middle-income families, as compared to the total population of beneficiaries • Percentage of full-time students (all ages) who used federal student financial assistance to help finance their participation in Post-Secondary Education 	
	Departmental Result: Clients receive high-quality, timely and efficient services that meet their needs	Indicators: <ul style="list-style-type: none"> • Percentage of Employment Insurance benefit payments or non-benefit notifications issued within 28 days of filing • Percentage of Employment Insurance requests for reconsideration reviewed within 30 days of filing • Percentage of Social Insurance Numbers applied for through the Newborn Registration Service issued within 10 business days 	
	Programs: <ul style="list-style-type: none"> • Employment Insurance • Labour Market Development Agreements • Workforce Development Agreements • Opportunities Fund for Persons with Disabilities • Job Bank • Youth Employment Strategy • Skills and Partnership Fund • Literacy and Essential Skills • Indigenous Skills and Employment Training (ISET) Program • Student Work Placement Program • Union Training and Innovation Program • Sectoral Initiatives Program • Temporary Foreign Worker Program • Foreign Credential Recognition Program • Enabling Fund for Official Language Minority Communities 		

	<ul style="list-style-type: none">• Canada Student Loans Program and Canada Apprentice Loans• Canada Education Savings Program• Apprenticeship Grants• Skilled Trades and Apprenticeship (Red Seal Program)• Canada Service Corps• Skilled Trades Awareness and Readiness Program, (STAR Program)• Future Skills				
	Core Responsibility 4: Working Conditions and Workplace Relations		<ul style="list-style-type: none">• Core Responsibility 5: Information Delivery and Services for Other Departments		Internal Services
	Description: Promotes safe, healthy, fair and inclusive work conditions and cooperative workplace relations.		<ul style="list-style-type: none">• Description: Provide information to the public on the programs of the Government of Canada and the Department, and provide services on behalf of other government departments.		
	Departmental Result: Workplaces are safe and healthy	Indicator: Number of health and safety violations identified under the Canada Labour Code (Part II) per 1,000 federally regulated employees	Departmental Result: <ul style="list-style-type: none">• Clients receive high quality, timely and accurate government information and services that meet their needs	Indicators: <ul style="list-style-type: none">• 1 800 O-Canada information completeness, relevancy and accuracy assessment• Percentage of clients served in person who received assistance within 25 minutes• Number of program services that meet their service standard targets	
	Departmental Result: Work conditions are fair and inclusive	Indicators: <ul style="list-style-type: none">• Percentage of Legislated Employment Equity Program employers whose representation equals or surpasses Canadian labour market availability for 2+ designated groups or who demonstrated progress towards representation since the previous reporting period• Three year average number of founded violations identified under Part III of the Canada Labour Code per 1,000 federally regulated employees• Percentage of activities or instruments undertaken to strengthen respect for international labour standards that met expected outcomes	Departmental Result: Canadians can obtain a passport within Canada in a timely manner	Indicator: <ul style="list-style-type: none">• Percentage of travel documents and other passport services processed within standards	

	Departmental Result: Labour relations are cooperative	Indicator: Percentage of labour disputes settled under the Canada Labour Code (Part I) without work stoppages, where parties were assisted by Labour Program officers			
	Departmental Result: Clients receive high quality, timely and efficient services that meet their needs	Indicator: Number of service standard targets for Working Conditions and Workplace Relations program priority services, as defined by the Government of Canada's Policy on Service, that are being met Key Measures <ul style="list-style-type: none"> • Percentage of occupational health and safety cases each fiscal year that are finalized within 120 days (excluding prosecutions, appeals, and technical surveys) • Percentage of unjust dismissal complaints that are finalized within 180 days • Percentage of conciliators assigned under the Canada Labour Code within 15 calendar days of receiving requests that are compliant with Canada Industrial Relations Regulations • Percentage of initial Wage Earner Protection Program payments and non-payment notifications issued within 35 calendar days 			
Program Inventory	Programs: <ul style="list-style-type: none"> • Labour Relations • Federal Workers' Compensation • Occupational Health and Safety • Workplace Equity • Labour Standards • Wage Earner Protection Program • International Labour Affairs 	Programs: <ul style="list-style-type: none"> • Government of Canada Telephone General Enquiries Services • Government of Canada Internet Presence • In-Person Points of Service • Passport • Other Government Department Programs 			Program Inventory

Changes to the approved reporting framework since 2018–19

The Department added five new programs to its program inventory, all reflecting new policy initiatives that the Department has taken on with the approval of the Government. Program titles were modified in six instances to reflect changes in the direction of a program or to make their titles more consistent with how these programs are referred to in external communications and how they are recognized by the public. Three result statements were revised to better reflect the goals of the Department's programs and revisions were made to the wording of nine indicators to better align or make them more consistent with the result they are attempting to measure.

Structure	2019–20 Departmental Results Framework	2018–19 Departmental Results Framework	Change	Rationale for change
Core Responsibility 1: Social Development				
Program	Reaching Home	Homelessness Partnering Strategy	Title change	The Homelessness Partnering Strategy will be renewed under the name Reaching Home
Program	Social Development Partnerships Program	Social Development Partnerships Program	No change	Not applicable
Program	New Horizons for Seniors Program	New Horizons for Seniors Program	No change	Not applicable
Program	Enabling Accessibility Fund	Enabling Accessibility Fund	No change	Not applicable
Program	Early Learning and Child Care	Early Learning and Child Care	No change	Not applicable
Program	Indigenous Early Learning and Child Care Transformation Initiative	Not applicable	New	New Program
Program	Canadian Benefit for Parents of Young Victims of Crime	Federal Income Support for Parents of Murdered or Missing Children	Title change	Federal Income Support for Parents of Murdered or Missing Children will be renewed under the name Canadian Benefit for Parents of Young Victims of Crime
Program	Accessible Canada Initiative	Not applicable	New	New Program
Program	Sustainable Development Goals Funding Program	Not applicable	New	New Program
Core Responsibility 2: Pensions and Benefits				
Program	Old Age Security	Old Age Security	No change	Not applicable
Program	Canada Disability Savings Program	Canada Disability Savings Program	No change	Not applicable
Program	Canada Pension Plan	Canada Pension Plan	No change	Not applicable
Core Responsibility 3: Learning, Skills Development and Employment				
Program	Employment Insurance	Employment Insurance	No change	Not applicable
Program	Labour Market Development Agreements	Labour Market Development Agreements	No change	Not applicable

Program	Workforce Development Agreements	Workforce Development Agreements	No change	Not applicable
Program	Opportunities Fund for Persons with Disabilities	Opportunities Fund for Persons with Disabilities	No change	Not applicable
Program	Job Bank	Job Bank	No change	Not applicable
Program	Youth Employment Strategy	Youth Employment Strategy	No change	Not applicable
Program	Skills and Partnership Fund	Skills and Partnership Fund	No change	Not applicable
Program	Literacy and Essential Skills	Literacy and Essential Skills	No change	Not applicable
Program	Indigenous Skills and Employment Training (ISET) Program	Aboriginal Skills and Employment Training Strategy (ASET)	Title change	Aboriginal Skills and Employment Training Strategy (ASET) will be renewed under the name Indigenous Skills and Employment Training (ISET) Program
Program	Student Work Placement Program	Student Work-Integrated Learning Program	Title change	Student Work-Integrated Learning Program will be renewed under the name Student Work Placement Program
Program	Union Training and Innovation Program	Union Training and Innovation	No change	Not applicable
Program	Sectoral Initiatives Program	Sectoral Initiatives Program	No change	Not applicable
Program	Temporary Foreign Worker Program	Temporary Foreign Worker Program	No change	Not applicable
Program	Foreign Credential Recognition Program	Foreign Credential Recognition Program	No change	Not applicable
Program	Enabling Fund for Official Language Minority Communities	Enabling Fund for Official Language Minority Communities	No change	Not applicable
Program	Canada Student Loans Program and Canada Apprentice Loans	Canada Student Loans and Grants and Canada Apprentice Loans Program	Title Change	For the program inventory, the "Canada Student Loans and Grants and Canada Apprentice Loans Program" is proposing to change its name to the "Canada Student Loans Program and Canada Apprentice Loans" to use the name by which students and Canadians know the Program best.
Program	Canada Education Savings Program	Canada Education Savings Program	No change	Not applicable
Program	Apprenticeship Grants	Apprenticeship Grants	No change	Not applicable
Program	Skilled Trades and Apprenticeship (Red Seal Program)	Skilled Trades and Apprenticeship (Red Seal Program)	No change	Not applicable
Program	Canada Service Corps	Youth Service Initiative	Title change	Youth Service Initiative will be renamed Canada Service Corps
Program	Skilled Trades Awareness and Readiness Program (STAR Program)	Trades Exploration & Experience Program	New	Not applicable
Program	Future Skills	Not applicable	New	Not applicable

Core Responsibility 4: Working Conditions and Workplace Relations				
Program	Labour Relations	Labour Relations	No change	Not applicable
Program	Federal Workers' Compensation	Federal Workers' Compensation	No change	Not applicable
Program	Occupational Health and Safety	Occupational Health and Safety	No change	Not applicable
Program	Workplace Equity	Workplace Equity	No change	Not applicable
Program	Labour Standards	Labour Standards	No change	Not applicable
Program	Wage Earner Protection Program	Wage Earner Protection Program	No change	Not applicable
Program	International Labour Affairs	International Labour Affairs	No change	Not applicable
Core Responsibility 5: Information Delivery and Services for Other Departments				
Program	Government of Canada Telephone General Enquiries Services	Government of Canada Telephone General Enquiries Services	No change	Not applicable
Program	Government of Canada Internet Presence	Government of Canada Internet Presence	No change	Not applicable
Program	In-Person Points of Service	In-Person Points of Service	No change	Not applicable
Program	Passport	Passport	No change	Not applicable
Program	Other Government Department Programs	Other Government Department Programs	No change	Not applicable
Internal Services				

Supporting Information on the Program Inventory

Supporting information on planned expenditures, human resources, and results related to the Employment and Social Development Canada's Program Inventory is available in the [GC InfoBase^{ix}](#).

Supplementary Information Tables

The following supplementary information tables are available on Employment and Social Development Canada's [website](#):

- [Departmental Sustainable Development Strategy](#)
- [Details on transfer payment programs of \\$5 million or more](#)
- [Disclosure of transfer payment programs under \\$5 million](#)
- [Gender-based analysis plus](#)
- [Horizontal initiatives](#)

Federal Tax Expenditures

The tax system can be used to achieve public policy objectives through the application of special measures such as low tax rates, exemptions, deductions, deferrals and credits. The Department of Finance Canada publishes cost estimates and projections for these measures each year in the [Report on Federal Tax Expenditures^x](#). This report also provides detailed background information on tax expenditures, including descriptions, objectives, historical information and references to related federal spending programs, as well as evaluations, research papers and gender-based analysis. The tax measures presented in this report are the responsibility of the Minister of Finance.

Organizational Contact Information

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Appendix: Definitions

appropriation (crédit)

Any authority of Parliament to pay money out of the Consolidated Revenue Fund.

budgetary expenditures (dépenses budgétaires)

Operating and capital expenditures; transfer payments to other levels of government, organizations or individuals; and payments to Crown corporations.

Core Responsibility (responsabilité essentielle)

An enduring function or role performed by a department. The intentions of the Department with respect to a Core Responsibility are reflected in one or more related Departmental Results that the Department seeks to contribute to or influence.

Departmental Plan (plan ministériel)

A report on the plans and expected performance of an appropriated Department over a three-year period. Departmental Plans are tabled in Parliament each spring.

Departmental Result (résultat ministériel)

Any change that the Department seeks to influence. A Departmental Result is often outside departments' immediate control, but it should be influenced by Program-level outcomes.

Departmental Result Indicator (indicateur de résultat ministériel)

A factor or variable that provides a valid and reliable means to measure or describe progress on a Departmental Result.

Departmental Results Framework (cadre ministériel des résultats)

The department's Core Responsibilities, Departmental Results and Departmental Result Indicators.

Departmental Results Report (rapport sur les résultats ministériels)

A report on the actual accomplishments against the plans, priorities and expected results set out in the corresponding Departmental Plan.

evaluation (évaluation)

In the Government of Canada, the systematic and neutral collection and analysis of evidence to judge merit, worth or value. Evaluation informs decision-making, improvements, innovation and accountability. Evaluations typically focus on programs, policies and priorities and examine questions related to relevance, effectiveness and efficiency. Depending on user needs, however, evaluations can also examine other units, themes and issues, including alternatives to existing interventions. Evaluations generally employ social science research methods.

experimentation (expérimentation)

Activities that seek to explore, test and compare the effects and impacts of policies, interventions and approaches, to inform evidence-based decision-making, by learning what works and what does not.

full-time equivalent (équivalent temps plein)

A measure of the extent to which an employee represents a full person-year charge against a departmental budget. Full-time equivalents are calculated as a ratio of assigned hours of work to scheduled hours of work. Scheduled hours of work are set out in collective agreements.

gender-based analysis plus (GBA+) (analyse comparative entre les sexes plus [ACS+])

An analytical process used to help identify the potential impacts of policies, programs and services on diverse groups of women, men and gender-diverse people. The “plus” acknowledges that GBA goes beyond sex and gender differences. We all have multiple identity factors that intersect to make us who we are; GBA+ considers many other identity factors, such as race, ethnicity, religion, age, and mental or physical disability.

government-wide priorities (priorités pangouvernementales)

For the purpose of the 2019–20 Departmental Plan, government-wide priorities refer to those high-level themes outlining the government’s agenda in the 2015 Speech from the Throne, namely: Growth for the Middle Class; Open and Transparent Government; A Clean Environment and a Strong Economy; Diversity is Canada's Strength; and Security and Opportunity.

horizontal initiative (initiative horizontale)

An initiative where two or more departments are given funding to pursue a shared outcome, often linked to a government priority.

non-budgetary expenditures (dépenses non budgétaires)

Net outlays and receipts related to loans, investments and advances, which change the composition of the financial assets of the Government of Canada.

performance (rendement)

What an organization did with its resources to achieve its results, how well those results compare to what the organization intended to achieve, and how well lessons learned have been identified.

performance indicator (indicateur de rendement)

A qualitative or quantitative means of measuring an output or outcome, with the intention of gauging the performance of an organization, program, policy or initiative respecting expected results.



Performance Information Profile (profil de l'information sur le rendement)

The document that identifies the performance information for each program from the Program Inventory.

performance reporting (production de rapports sur le rendement)

The process of communicating evidence-based performance information. Performance reporting supports decision-making, accountability and transparency.

plan (plan)

The articulation of strategic choices, which provides information on how an organization intends to achieve its priorities and associated results. Generally, a plan will explain the logic behind the strategies chosen and tend to focus on actions that lead up to the expected result.

planned spending (dépenses prévues)

For Departmental Plans and Departmental Results Reports, planned spending refers to those amounts presented in the Main Estimates.

A department is expected to be aware of the authorities that it has sought and received. The determination of planned spending is a departmental responsibility, and departments must be able to defend the expenditure and accrual numbers presented in their Departmental Plans and Departmental Results Reports.

priority (priorité)

A plan or project that an organization has chosen to focus and report on during the planning period. Priorities represent the things that are most important or what must be done first to support the achievement of the desired Departmental Results.

Program (programme)

Individual or groups of services, activities or combinations thereof that are managed together within the department and focus on a specific set of outputs, outcomes or service levels.

Program Inventory (répertoire des programmes)

Identifies all of the department's programs and describes how resources are organized to contribute to the department's Core Responsibilities and Results.

result (résultat)

An external consequence attributed, in part, to an organization, policy, program or initiative. Results are not within the control of a single organization, policy, program or initiative; instead they are within the area of the organization's influence.

statutory expenditures (dépenses législatives)

Expenditures that Parliament has approved through legislation other than appropriation acts. The legislation sets out the purpose of the expenditures and the terms and conditions under which they may be made.

sunset program (programme temporisé)

A time-limited program that does not have an ongoing funding and policy authority. When the program is set to expire, a decision must be made whether to continue the program. In the case of a renewal, the decision specifies the scope, funding level and duration.

target (cible)

A measurable performance or success level that an organization, program or initiative plans to achieve within a specified time period. Targets can be either quantitative or qualitative.

voted expenditures (dépenses votées)

Expenditures that Parliament approves annually through an Appropriation Act. The Vote wording becomes the governing conditions under which these expenditures may be made.

Endnotes

ⁱ GC InfoBase, <https://www.tbs-sct.gc.ca/ems-sgd/edb-bdd/index-eng.html#start>

ⁱⁱ The service standards linked to services related to this core responsibility and posted on Canada.ca are listed below and will form the denominator of the above calculation; The result for each service standard will also be reported along with the target:

1. Our goal is for Canada Pension Plan retirement benefits to be paid within the first month of entitlement (90% of the time)
2. Our goal is for Canada Pension Plan payments to be accurate (95% of the time)
3. Our goal is for Canada Pension Plan calls to be answered by an agent within 10 minutes (80% of the time)
4. Our goal is to make a decision on applications for a Canada Pension Plan Disability benefit within 120 calendar days of receiving a complete application (80% of the time)
5. Our goal is to make a decision for applicants with a terminal illness within 5 business days of receiving a complete terminal illness application (95% of the time)
6. Our goal is to make a decision for applicants with a grave condition is made within 30 calendar days of receiving a complete application (80% of the time)
7. Our goal is to make a decision on a reconsideration request within 120 calendar days of receiving the reconsideration request (80% of the time)
8. Our goal is for Old Age Security basic benefits to be paid within the first month of entitlement (90% of the time)
9. Our goal is for Old Age Security/Guaranteed Income Supplement/Allowance and Allowance for Survivor payments are accurate (95% of the time)
10. Our goal is for Old Age Security calls to be answered by an agent within 10 minutes (80% of the time)

ⁱⁱⁱ GC InfoBase, <https://www.tbs-sct.gc.ca/ems-sgd/edb-bdd/index-eng.html#start>

^{iv} GC InfoBase, <https://www.tbs-sct.gc.ca/ems-sgd/edb-bdd/index-eng.html#start>

^v GC InfoBase, <https://www.tbs-sct.gc.ca/ems-sgd/edb-bdd/index-eng.html#start>

^{vi} The list of service standards linked to services related to this core responsibility and posted on Canada.ca are listed below and will form the denominator of the above calculation; The result for each service standard will also be reported along with the target:

1. Our goal is to have general enquiry calls answered by a 1 800 O-Canada agent within 18 seconds (80%)
2. Our goal is to have passport applications made in person at a Service Canada Passport Office processed within 10 business days (90%)
3. Our goal is to have in-person passport applications made at a Service Canada passport receiving agent processed within 20 business days (90%)
4. Our goal is for the Canada.ca website to be accessible 24 hours a day, 7 days a week (99.9%)

^{vii} GC InfoBase, <https://www.tbs-sct.gc.ca/ems-sgd/edb-bdd/index-eng.html#start>

^{viii} 2018–19 Main Estimates, <https://www.canada.ca/en/treasury-board-secretariat/services/planned-government-spending/government-expenditure-plan-main-estimates.html>

^{ix} GC InfoBase, <https://www.tbs-sct.gc.ca/ems-sgd/edb-bdd/index-eng.html#start>

^x Report on Federal Tax Expenditures, <http://www.fin.gc.ca/purl/taxexp-eng.asp>