

Employment and Social Development Canada

Departmental Results Report

Fiscal year 2018–19

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Employment and Social Development Canada fiscal year 2018 to 2019 Departmental Results Report

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Ministers' Message

We are pleased to present Employment and Social Development Canada's fiscal year 2018 to 2019 Departmental Results Report. This report highlights the results achieved over the past year.

Employment and Social Development Canada (ESDC) strives to build a stronger and more inclusive country. The department has worked hard to ensure Canadians have the supports needed as they transition through the various stages in life and that those resources and services are working effectively to meet their needs.

This year, ESDC was recognized nationally as one of Canada's Top 100 Employers. This recognition is due largely in part to the team of dedicated, talented and professional employees who work here. Across the country and in every region, ESDC employees are making a difference in the lives of Canadians by delivering the services and benefits people need, how, when and where they want them.

Helping those most vulnerable is a priority for this department. A person's ability to fully participate in society can only be realized if their basic needs are met. Canada's first-ever national Poverty Reduction Strategy targets a 20 percent reduction in poverty by 2020 and, according to data released in the 2017 Canadian Income Survey, we reached that target, a full three years ahead of schedule, placing Canada's poverty rate at its lowest in history. We are now working towards achieving a 50 percent reduction in poverty by 2030. To support that goal, we have created a National Advisory Council on Poverty, entrenched into law Canada's Official Poverty Line and the poverty reduction targets to ensure a long-term federal commitment to reduce poverty.

The department's work with communities to prevent and reduce homelessness in Canada represents an important component of reducing poverty. Through the Homelessness Partnering Strategy, organizations have placed 4,118 individuals in more stable housing in fiscal year 2018 to 2019. In addition, a redesigned Homelessness Partnering Strategy, now known as the Reaching Home program, was launched, putting the focus on achieving community-wide outcomes and supporting the goals of the National Housing Strategy to achieve a 50 percent reduction in chronic homelessness by 2027 to 2028.

As Canada's seniors population continues to grow, programs and services must respond to the needs of an aging population and ensure those same programs provide a greater sense of security and a better quality of life, not only for seniors of today but future retirees as well. Improvements have been made in a variety of areas. They include enhancements to the Canada Pension Plan; increases to future retirement, disability and survivor benefits of working Canadians; a simplified application process allowing clients to apply for both Old Age Security and the Guaranteed Income Supplement at the same time; and increases to the Guaranteed Income Supplement amount to support the lowest-income single seniors. These increases alone have assisted close to 900,000 Canadians, helping lift an estimated 57,000 out of poverty.

The cost of raising kids today can be expensive — this is why the Canada Child Benefit payments were indexed to the cost of living. The increase came two years ahead of the initial target date and is helping provide families with even more money each month to help pay for things like school supplies and groceries. We also know families struggle to find quality, affordable childcare. By 2020, the investments we are making through the bilateral agreements with all provinces and territories will lead to the creation of up to 40,000 more affordable child care spaces. The first annual National Progress Report on Early Learning and Child Care helps demonstrate the important strides we are making. For example, we have already reached over 50 percent of our target in the first year of the bilateral agreements. We have also put in place the first-ever Indigenous Early Learning and Child Care Framework, co-developed with Indigenous partners, to help access culturally appropriate early learning.

Community spaces, workspaces, services and programs must be accessible and must work for everyone. The new *Accessible Canada Act* sets a precedent for how the Government of Canada and federally regulated organizations will identify and address barriers to accessibility. The act moves us from a system under which persons with disabilities have to fight every day for basic access, to a new model that will address systemic issues that perpetuate these barriers. Programs such as the Enabling Accessibility Fund, which now includes a new Youth Innovation component, have funded over 473 projects, helping to improve accessibility and the quality of life for many.

To support families and workers during times of uncertainty the department has made Employment Insurance more flexible, inclusive and easier to access for all Canadians. To achieve this, we made maternity, parental and caregiving benefits more responsive to the changing needs of Canadians. We extended the Working While on Claim provisions of Employment Insurance to now include sickness and maternity benefit claimants. As of October 2019, this measure has helped more than 2 million claimants. Furthermore, the Canada Workers Benefit was also introduced to help supplement the earnings of low-income workers and improve work incentives for low-income Canadians.

We know that finding and keeping good jobs in an increasingly competitive workforce is a challenge for young Canadians. That's why the Canada Summer Jobs program was expanded to include all eligible youth across Canada aged 15 to 30. Moreover, the Canada Service Corps program is helping youth gain valuable personal and professional skills while providing them the opportunity to give back to their communities. Finally, the recent modernization of the Youth Employment and Skills Strategy, based on the recommendations we received from the Expert Panel on Youth Employment, is delivering greater support for youth facing barriers. This strategy aims to provide flexible services tailored to each individual, broaden eligibility, and enhance supports to help young Canadians develop skills and gain the experience necessary to successfully transition into the labour market.

The demands of the global economy often mean that joining today's labour market requires more advanced education credentials. In response to this, Canada Student Grants and Loans is helping make education more accessible for those who need it most. Through Skills Boost, it is now easier for adult learners to qualify for Canada Student Grants and Loans, and allows more

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flexibility and individual financial assessment in the application process. This change expanded access to federal grants for approximately 64,800 students in the 2018 to 2019 school year

We have also been working to increase workforce participation, especially for women and under-represented groups. To improve gender equality in the workforce, programs such as the Apprenticeship Incentive Grant for women and the Women in Construction Fund help more women enter into the trades and provide opportunities to complete apprenticeship training in Red Seal programs. In close collaboration with Indigenous partners, the department co-developed a new Indigenous Skills and Employment Training Program to replace the Aboriginal Skills and Employment Training Strategy. Its goal is to increase participation of First Nations, Inuit, Métis and urban/non-affiliated Indigenous people by providing a variety of tailored supports that will help them to develop and upgrade their skills, and improve their employability and participation in the labour force.

As we continue to build on Canada's economic growth, we are making sure Canadians are equipped with the skills needed to adapt to changing labour markets. Job seekers, workers and employers will need to incorporate new technology and prepare for transitions within the workplace, key factors in developing Canada's long-term economic prosperity. A Future Skills Council was established to explore emerging skills and workforce trends, while a Future Skills Centre was created to test and evaluate innovative approaches to skills assessment and development. This is part of the government's plan to ensure all Canadians have the skills needed to find and keep good quality jobs.

On a global level, Employment and Social Development Canada is committed to supporting the United Nations Sustainable Development Goals. Our department is leading the implementation of the 2030 Agenda in Canada. Through the recently created Sustainable Development Goals Funding Program, a total of \$1.5 million was granted to 19 organizations to improve support and action these sustainable development goals.

It is important that Canadians feel safe and secure in their work environments. Recent amendments to the Canada Labour Code will help ensure workplaces are not only safe and healthy but also fair and inclusive. A new framework will require federally regulated workplaces to prevent incidents of harassment and violence, and modernized labour standards will help set the stage for good-quality jobs. This is particularly true for the most vulnerable workers, such as those in part-time, temporary or low-wage jobs. The department continues work on new compliance and enforcement measures to ensure these and other important measures are respected. Work is also ongoing to advance equal pay for work of equal value, increase pay transparency, and enhance the Wage Earner Protection Program.

The government strives to deliver high quality, accessible, secure and digitally enabled services to Canadians. To this end, Employment and Social Development Canada has made significant advancements through the service transformation agenda. We provided better access to programs and services in remote Indigenous communities. We also improved in-person services to allow over 2,700 clients to get faster service, through virtual assistance from staff located in 24 supporting Service Canada Centres and launched the mobile Job Bank application.

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ESDC is committed to continuing to work on these important priorities. By adopting a spirit of innovation, we will continue to modernize our programs and services in order to serve Canadians through all of life's transitions.

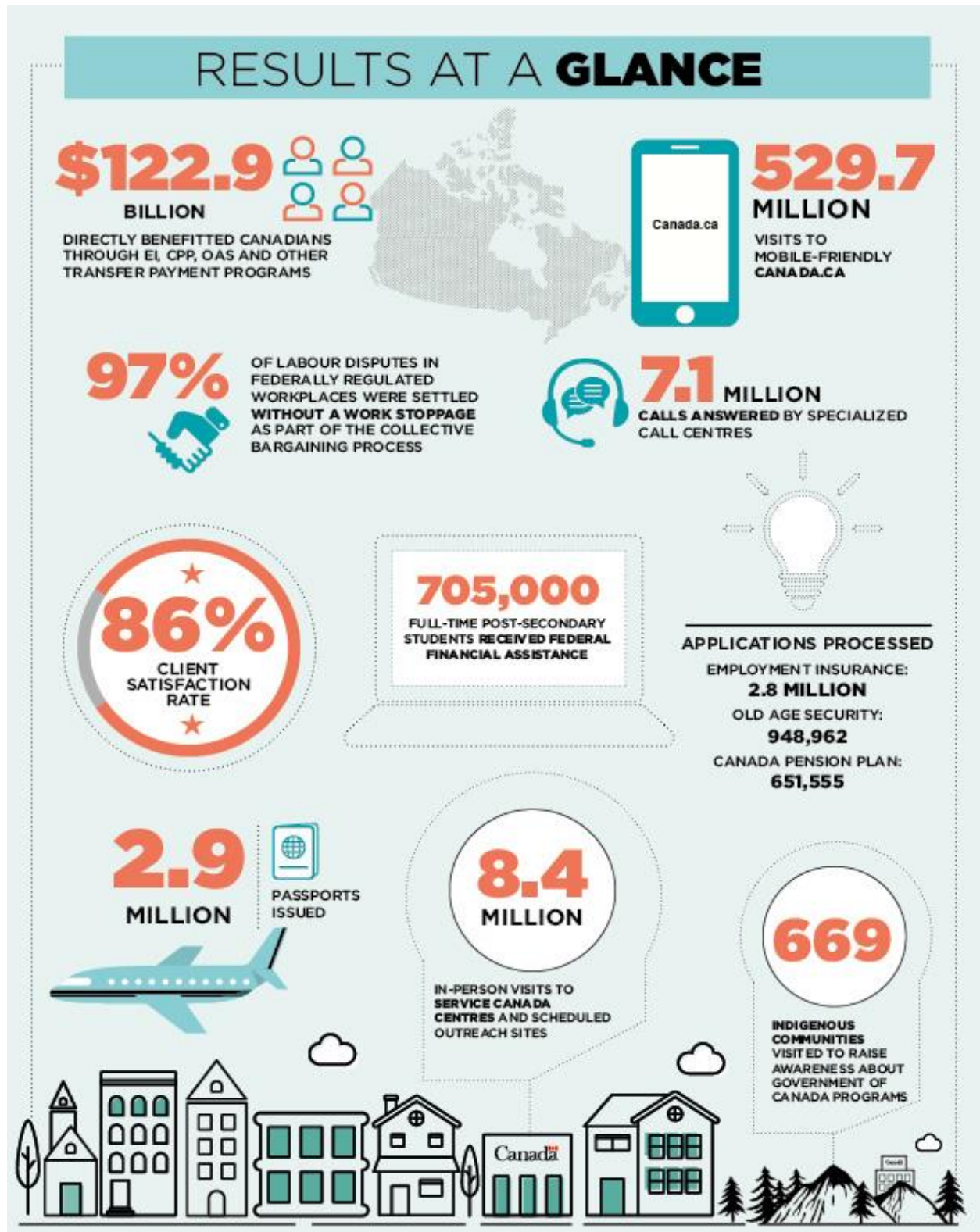
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Results at a Glance



Employment and Social Development Canada includes the Labour Program and Service Canada. This report shows how the department achieved the results planned in its [Departmental Plan for fiscal year 2018 to 2019](#)¹. The report gathers the information under six Core Responsibilities, stated in the Departmental Results Framework:

1. Social Development
2. Pensions and Benefits
3. Learning, Skills Development and Employment
4. Working Conditions and Workplace Relations
5. Information Delivery and Services for Other Departments
6. Internal Services

Funds and people involved

From April 1, 2018 to March 31, 2019, the department:

- spent \$130.3 billion in total on programs and services, of which 94% went directly to Canadians through transfer payment programs
- employed 23,796 full-time equivalents¹

Service excellence throughout the department

In fiscal year 2018 to 2019, the department put into place many solutions to promote excellence in client service delivery, by:

¹ A full-time equivalent refers to the workload of an employee working full time. This workload can be executed by a single employee working full time or many employees working part time. In this case, the department employed a sufficient number of people (with various employment status) to carry out work equivalent to that of 23,796 full-time employees.

- making video chat services available more widely to support clients. The video chat allows clients to receive immediate virtual assistance from an agent located in a different Service Canada Centre
- improving the online tool used to find benefits so Canadians can easily get information on services and benefits
- improving the digital experience for young Canadians (under 30 years old) searching for information, tools and supports related to employment, skills, learning and service
- creating a guide for employees on how to develop policies and design programs and services that take client needs into account. This guide contains best practices and tools to consult clients and understand their needs better
- transforming the way services are provided at mobile outreach locations by using new technology and different ways of providing service where broadband Internet is limited or non-existent. This way, vulnerable populations in remote areas have immediate access to services
- setting out a medium-term plan to engage with Canadians to better understand their needs, then design, prototype and test solutions valuable to them.

In pursuit of further improvements to services

Hosted contact centre solution

The department moved one of its three Specialized Call Centres to a new telephone system (Hosted Contact Centre Solution). This will ensure faster and better quality services to Canadians. The department will apply the lessons learned from this migration to the migration of the remaining call centres.

The department also tested how easily clients could use the new Interactive Voice Response (IVR) systems. Most feedback from clients was positive. They found the systems easy and practical. Clients did flag concerns about the length and complexity of some recorded messages, which the department then simplified.

Benefits Delivery Modernization

The Benefits Delivery Modernization Programme aims to put in place tools and ways of doing business to serve clients better. In fiscal year 2018 to 2019, the department progressed on setting the groundwork for the programme. This included research, detailed planning of activities and procurement, and consultations with clients. This work will serve as a basis to develop and implement a modern benefit delivery model.

Integrated service management agenda

In fiscal year 2018 to 2019, the department delivered a channel management strategy. This strategy examines how clients access our services and aims to ensure everyone receives the same type of service in a single interaction, whether they come in person, use the phone, or go online.

A Quality Framework was developed for the entire department, which reinforces the commitment to deliver the benefits to which clients are entitled. Better quality means fewer errors, less revisions, and more efficient service delivery. In addition, a Performance Measurement Framework was developed, which allows the department to measure, monitor, and report on service performance, towards improving the quality of services delivered to Canadians.

Service Canada undertook extensive consultations as it began a refresh of its service excellence workforce framework. This framework will help ensure a confident, capable and skilled workforce and that the right people are recruited and retained to support improved service delivery to Canadians.

Service standards

In fiscal year 2018 to 2019, the department developed Employment Insurance, Canada Pension Plan, Canada Pension Plan Disability, and Old Age Security service standard information for program webpages, which included conducting plain language assessments and client testing.

The information gathered from this exercise is informing our way forward. It helps us understand how to present program performance in a way that ensures the standards are described in relevant and meaningful ways to clients.

Client-centred Social Security Tribunal

The Social Security Tribunal Review became public in January 2018. It examined recourse processes related to Employment Insurance, Canada Pension Plan, and Old Age Security programs. The review recommended ways to take clients needs into account and to make processes faster and simpler.

In fiscal year 2018 to 2019, the department validated those recommendations with employers, unions, seniors, persons with disabilities and law specialists.

The department and the Social Security Tribunal then put in place many measures proposed in the review. They modified the content of the website to better assist clients. They simplified the forms to make them more user-friendly. They adjusted the recruitment process for tribunal members by putting more emphasis on client-orientation.

In January 2019, the tribunal changed the way in which it schedules hearings. In most cases, clients can choose the form of hearing they prefer (telephone, videoconference, in-person or in writing). In addition, the tribunal now schedules the hearings faster and releases decisions earlier. Finally, as more decisions are published, clients can better understand the types of cases heard and how decisions are made.

More information on Employment and Social Development Canada's plans, priorities and results achieved are presented, by Core Responsibilities in the following pages.

Social Development

Description

This Core Responsibility focuses on increasing inclusion and opportunities for Canadians to participate in their communities.

The programs found in the department's Social Development core responsibility are aligned with the Poverty Reduction, Health and Well-Being pillar of the Gender Results Framework. These programs provide funding to organizations that try to improve the situation of underrepresented groups in the labour market. These people are, for example, Indigenous people, persons with disabilities, recent immigrants and youth. The department has developed these programs using a Gender-Based Analysis Plus lens in order to consider the various experiences and barriers these different groups face.

Results

Homelessness in Canada is prevented and reduced

In fiscal year 2018 to 2019, a total of \$157.5 million in grants and contributions were invested under the Homelessness Partnering Strategy. Communities used this funding to address local homelessness priorities through projects that:

- connected clients to more stable housing and mental health supports
- improved self-sufficiency
- prevented imminent housing loss

Through the Homelessness Partnering Strategy, organizations were able to place 4,118 people in more stable housing in fiscal year 2018 to 2019². Over 60,000 people have been placed in stable housing since fiscal year 2014 to 2015.

In 2017, the Government of Canada announced an investment of \$2.2 billion over 10 years to expand and extend federal homelessness programming, in support of the National Housing Strategy. By fiscal year 2021 to 2022, this will double annual investments in homelessness compared to fiscal year 2015 to 2016.

On April 1, 2019, Reaching Home: Canada's Homelessness Strategy replaced the Homelessness Partnering Strategy. Reaching Home delivers funding directly to municipalities and local service providers to support their efforts in preventing and reducing homelessness. The program supports the goals of the National Housing Strategy, in particular to reduce chronic homelessness nationally by 50% by fiscal year 2027 to 2028.

² Based on 31.5% of fiscal year 2018 to 2019 project results received as of June 03, 2019.

On August 21, 2018, the department launched [Opportunity for All: Canada's first poverty reduction strategy](#)ⁱⁱ. The strategy introduced:

- Canada's first official measure of poverty
- clear poverty reduction targets (a 20% reduction in poverty by 2020 and a 50% reduction in poverty by 2030)
- a National Advisory Council on Poverty

The efforts of the Government to reduce poverty have already shown results. Canada has reduced poverty by 20% and reached its 2020 target three years early. This means about 825,000 less people living in poverty than in 2015.

These measures were part of the *Poverty Reduction Act*, included in the *Budget Implementation Act, 2019, No. 1*.

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 Children and Families component of the Social Development Partnerships Program (SDPP-CH) supports government priorities related to children and families and other vulnerable populations. SDPP-CH funded projects directly benefitted 39,000 vulnerable Canadians (children, youth and adults) in fiscal year 2018 to 2019. In that same fiscal year, 83% of funded organizations raised money from partners other than the federal government. This enhanced their capacity to address a range of social issues. On average, for every dollar received from the SDPP-CH, the funded organizations received \$0.94 from other partners.

As part of its renewal, the Disability component of the Social Development Partnerships Program (SDPP-D) completed a call for proposals in fiscal year 2018 to 2019. This process identified organizations that would receive funds starting on April 1, 2019. It followed from consultations held with the disability community in fiscal year 2016 to 2017. These consultations led to a framework to enhance fairness, transparency, accountability and predictability in funding. As a result of the new call for proposals, more national disability organizations than ever will share the \$18 million available over the next three years.

The government also announced additional funding for SDPP-D in 2019 to support the following goals:

- the implementation of the United Nations Convention on the Rights of Persons with Disabilities (\$2.6 million over fiscal years 2019 to 2020 and 2020 to 2021)
- the implementation of the *Accessible Canada Act* (\$6.13 million over three years, from fiscal year 2019 to 2020 to fiscal year 2021 to 2022, and \$2.7 million annually ongoing)

Towards the end of fiscal year 2018 to 2019, targeted organizations were invited to submit proposals to the SDPP-D for projects contributing to these goals. This process allowed projects to receive funding in time to begin as early as April 1, 2019.

The Social Innovation/Social Finance Strategy Co-Creation Steering Group published its [report](#)ⁱⁱⁱ in August 2018. Following the report, the 2018 Fall Economic Statement proposed to establish a Social Finance Fund, which was confirmed in Budget 2019. This fund will provide repayable funding to external fund managers selected through a competitive solicitation process. These fund managers will, in turn, invest in social finance intermediaries that provide direct financing to social purpose organizations (SPOs). Over 10 years, starting in fiscal year 2020 to 2021, the government will make available up to \$755 million for that fund. This will improve access to capital among SPOs and attract new private capital onto the social finance market. In doing so, it will mobilize new financial resources to help communities reach the United Nations' Sustainable Development Goals. For example, the Social Finance Fund could enable social finance intermediaries, such as Alberta's Social Enterprise Fund or the Saint John Community Loan Fund, leverage capital currently sitting in foundations' endowments. This capital could then be invested into social purpose businesses that address unemployment by hiring and training persons facing barriers to employment.

In addition, the government is investing \$50 million over two years (beginning in fiscal year 2019 to 2020) in an Investment Readiness Program (IRP). The IRP is a 2-year pilot program designed to advance Social Innovation and Social Finance in Canada. It builds on existing supports to catalyze community-led solutions to persistent social and environmental challenges. The pilot will provide time-limited investments to support a broad range of Social Purpose Organizations (for example, non-profits, charities, co-operatives, hybrid social enterprises, and mission focused for-profits). It will help them improve their capacity and ability to participate in the social finance market and access new investment and contract opportunities. It will also support them throughout the innovation cycle. Lessons from the pilot will inform future direction on how best to support and mobilize the social finance sector.

In Budget 2019, the government announced other complementary investments:

- a \$50 million investment into a proposed Indigenous Growth Fund
- a minimum of \$100 million investment from the Social Finance Fund towards projects that support greater gender equality

The New Horizons for Seniors Program (NHSP) addresses the continued needs of Canada's growing seniors population. Through the NHSP, community-based projects reach a diverse range of seniors across Canada. In fiscal year 2018 to 2019, the NHSP funded approximately 2,000 projects across Canada. These projects helped to ensure that seniors could benefit from, and contribute to, the quality of life in their communities. They did so by encouraging active living and participation in social activities. An estimated 800,000 people benefitted from NHSP-funded projects carried out in fiscal year 2018 to 2019. In line with the objectives of the program, almost all funded projects reported an increase in their organization's capacity to:

- provide activities to seniors
- recruit volunteers
- develop partnerships
- enhance facilities that support seniors' initiatives in their communities

Budget 2019 included additional funding of \$20 million per year for the New Horizons for Seniors Program. This funding will allow the program to extend support for the social inclusion of seniors.

Community spaces and workplaces are more accessible

The department provided funding to 473 projects through the Enabling Accessibility Fund, including under its new Youth Innovation Component. These projects increased access to community spaces, services and programs, and workplaces for people with disabilities.

The Government of Canada tabled the *Accessible Canada Act* in Parliament (which received Royal Assent on June 21, 2019 and came into force on July 11, 2019). The purpose of this act is the proactive identification, removal, and prevention of barriers to accessibility in areas such as:

- the built environment
- employment
- the design and delivery of programs and services
- the procurement of goods, services and facilities
- transportation
- information and communication technologies
- communication, other than information and communication technologies

The government is also providing about \$290 million over six years to support the objectives of the *Accessible Canada Act* through a range of federal initiatives and programs, including the establishment of the Accessibility Secretariat at ESDC. The department reviewed the way it delivers services online, in person and over the phone. Following this review, the department prepared a five-year roadmap to make its client services more accessible. This roadmap includes consultations with clients, especially persons with disabilities, to define what improvements the department will put in place and to ensure they will meet clients' needs.

Access to early learning and child care is increased

In June 2017, the federal, provincial and territorial ministers most responsible for early learning and child care agreed to a **Multilateral Early Learning and Child Care Framework^{iv}**. The government is investing \$7.5 billion over 11 years in early learning and child care under this framework. The goal is to raise the quality of early learning and childcare services and make them more accessible, affordable, flexible and inclusive. Also, of the total sum, the government will use:

The Government of Canada entered into bilateral agreements with all provinces and territories. It will provide \$1.2 billion over three years for early learning and child care programs.

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- \$95 million to close data gaps, track progress and better understand child care challenges across the country
- \$100 million to promote new ways of doing things in early learning and child care

In fiscal year 2018 to 2019, the department started providing this money to not-for-profit organizations, provincial or territorial bodies. These organizations have used the funds to tackle barriers faced by children, families and other vulnerable populations.

In September 2018, the Government of Canada, the Assembly of First Nations, Inuit Tapiriit Kanatami and the Métis National Council jointly released the co-developed **Indigenous Early Learning and Child Care Framework**.^y The framework reflects the unique cultures, aspirations and priorities of First Nations, Inuit and Métis children across Canada. In support of the Indigenous framework, the Government of Canada has committed \$1.7 billion over 10 years to strengthen early learning and child care programs and services for Indigenous children and families, starting in fiscal year 2018 to 2019.

The Indigenous Early Learning and Child Care Framework complements investments being made under the Multilateral Early Learning and Child Care Framework.

In fiscal year 2018 to 2019, the government supported early learning and child care priorities set by Indigenous communities. Nearly \$100 million in new funding reached First Nations, Inuit and Métis Nation communities through agreements with the department and other federal partner departments. These agreements resulted in:

- approximately 460 First Nations receiving new funding for a range of early learning and child care needs
- increased funding to 73 existing services in Inuit communities
- new Métis-specific early learning and child care services

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

The department continued to improve services and simplify processes for its grants and contributions programs in fiscal year 2018 to 2019. For example, to ease administration and simplify client interactions, the department:

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- provided information and outreach sessions to clients to help them apply, negotiate, and manage funding agreements
- reviewed its processes for managing and delivering grants and contributions programs to identify areas to improve service delivery for clients (for example, the department piloted a simplified web-based application form and Applicant Guide with the New Horizons for Seniors program)
- launched the Vulnerable Populations Initiative (VPI), which is focused on helping organizations that deliver services to vulnerable populations to enhance their capacity to access grants and contributions funding opportunities. As of March 31, 2019, the department funded two capacity-building projects for vulnerable communities and implemented several innovative process improvements to reduce administrative burden for organizations

On a global scale

In fiscal year 2018 to 2019, the Government of Canada created the Sustainable Development Goals (SDG) Unit, located in the department. This unit serves as a central point for the implementation of the United Nations 2030 Agenda in Canada. The SDG Unit is responsible for:

- coordinating, monitoring and reporting on Canada's progress on the SDGs
- leading the drafting of a whole-of-society national strategy
- managing the Sustainable Development Goals Funding Program

In fiscal year 2018 to 2019, the department granted a total of \$1.5 million to 19 organizations through the SDG Funding Program. The projects improved support and action on the sustainable development goals by:

- raising public awareness
- gathering feedback from Canadians
- mobilizing civil society organizations, the private sector, academia, Indigenous people, youth and vulnerable populations
- strengthening partnerships to do more about the sustainable development goals

The department worked closely with the Organization for Economic Co-Operation and Development (OECD) to plan and host the 2018 OECD Social Policy Forum. This forum was chaired by the Honourable Jean-Yves Duclos, then Minister of Families, Children and Social Development alongside the OECD Secretary General Angel Gurría. The department also organized the OECD Ministerial Meeting on the theme *Social Policy for Shared Prosperity: Embracing the Future*. These two events were held in Montréal on May 14-15, 2018.

This ministerial meeting occurs every 5-6 years, and this was the first time that the OECD had hosted it outside of its Headquarters in Paris.

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Over 350 participants, including international Ministers, representatives of provincial and territorial governments, social partners, academics, civil society and Indigenous organizations attended the Social Policy Forum on May 14. Participants for the Ministerial Meeting on the following day included social policy Ministers and representatives from 47 OECD and partner countries. Given the close alignment between departmental priorities and OECD work in the area of social policy, this international priority-setting policy dialogue was an important achievement for the department and Canada. The main outcome of the event was a Ministerial Statement, which sets the priorities for the OECD's work on employment, labour and social affairs for the next 5 years.

Results achieved

Departmental Results	Performance Indicators	Target	Date to achieve target	2018 to 2019 Actual Results	2017 to 2018 Actual Results	2016 to 2017 Actual Results
Homelessness in Canada is reduced and prevented	Reduction in the estimated number of shelter users who are episodically or chronically homeless	20% reduction from 2013 baseline of 1,988 by fiscal year 2018 to 2019	March 31, 2019	Not available ¹	Not available ¹	6.7% increase (2,121 shelter users in 2016 over the 2013 baseline of 1,988) ²
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 to \$1.00	March 31, 2019	Through the Children and Families Component: \$0.94 Through the Disability Component: \$0.32	Through the Children and Families Component: \$1.02 ⁴ Through the Disability Component: \$0.22	Through the Children and Families Component: \$1.33 Through the Disability Component: \$0.32
Community spaces and workplaces are more accessible	Number of community spaces and workplaces that are more accessible due to Enabling Accessibility Fund funding	637 *Target considers new funding envelope of \$20.65M. Target = 533 small projects +100	March 2019	473 ⁵	609	575

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		youth-driven projects and 4 mid-sized projects.				
Access to early learning and child care is increased	Number of children in regulated child care spaces and/or early learning programs	Fiscal year 2017 to 2018 was the baseline year ⁶	March 2020	Not available ⁷	21,205 combined total for both indicators	Not available
	Number of children receiving subsidies or other financial supports	Fiscal year 2017 to 2018 was the baseline year	March 2020	Not available ⁸	21,205 combined total for both indicators	Not available
Clients receive high-quality, timely and efficient services that meet their needs (Social Development)	Service standard target for Social Development program priority service, as defined by the Government of Canada's Policy on Service, was met	1 out of 1	March 2019	1 out of 1	1 out of 1	Not available ⁸

¹ These indicators are based on a calendar year, and there is a 2-year lag minimum in the publishing of results. Results for the calendar year ending December 31, 2017, and ending December 31, 2018, are anticipated to be available in February 2020. Results for calendar year 2019 are anticipated to be available in February 2021.

² Estimate based on 12 communities where data from all shelters is available.

³ Organizations use the Social Development Partnership Program funding to raise cash and in-kind investments from multiple governments, businesses and charitable organizations so that the pool of investment brought to bear on any given issue is increased. Such 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.

⁴ This reflects a change from the result of \$0.94 reported in the 2019 to 2020 Departmental Plan, which was based on incomplete data.

⁵ Of the 473 Enabling Accessibility Fund projects, 420 were small projects and 53 were youth driven projects. The number of projects supported in fiscal year 2018 to 2019 was less than expected. The maximum funding amount eligible under the calls for proposals was increased to \$100,000 from \$50,000 which resulted in fewer projects approved.

⁶ No target for the number of affordable child care spaces had been created at the time of the completion of the fiscal year 2018 to 2019 Departmental Plan, as negotiations between the federal, provincial and territorial governments were underway. Since then, provinces and territories have been working towards the achievement of up to 40,000 more affordable child care spaces by March 2020.

⁷ Results will be available in the Spring of 2020 with the submission of annual progress reports from provinces and territories for fiscal year 2018 to 2019.

⁸ Fiscal year 2017 to 2018 is the baseline year.

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The following table compares actual spending to planned spending for fiscal year 2018 to 2019. Amounts between brackets in the last column “Difference (Actual spending minus Planned spending)” indicate that the department spent less than projected during that fiscal year.

Budgetary financial resources (dollars)

Spending category	2018 to 2019 Main Estimates	2018 to 2019 Planned spending	2018 to 2019 Total authorities available for use	2018 to 2019 Actual spending (authorities used)	2018 to 2019 Difference (Actual spending minus Planned spending)
Gross Spending	718,598,615	718,598,615	762,083,119	716,719,128	(1,879,487)
Spending in Specified Purpose Accounts	0	0	0	0	0
Revenues netted against expenditures	0	0	0	0	0
Net Spending	718,598,615	718,598,615	762,083,119	716,719,128	(1,879,487)

No significant difference between actual and planned spending.

“Planned spending” may differ from Main Estimates as they include the amounts to be spent for the Specified Purpose Accounts (such as Employment Insurance and Canada Pension Plan accounts). These amounts include benefits paid to clients and amounts associated with the payment of these benefits.

“Net Spending” excludes amounts spent under Specified purpose accounts.

*Refer to the Department’s financial framework section for a complete description of the departmental financial profile, including explanation of gross actual and planned spending.

Human resources (full-time equivalents)

2018 to 2019 Planned full-time equivalents	2018 to 2019 Actual full-time equivalents	2018 to 2019 Difference (Actual full-time equivalents minus Planned full-time equivalents)
386	382	(4)

No significant difference between actual and planned full-time equivalents

Financial, human resources and performance information for Employment and Social Development Canada’s program inventory is available in the [GC InfoBase](#).^{vi}

Pensions and Benefits

Description

This Core Responsibility seeks to assist Canadians in maintaining income for retirement, and providing financial benefits to survivors, people with disabilities and their families.

The programs found in the department's Pensions and Benefits core responsibility include the Canada Pension Plan, Old Age Security, and the Canada Disability Savings Program. They 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. They also help to improve living standards of people who are at an increased risk of living in poverty. These include seniors, widows, people that must take time off work to care for dependents, and persons with disabilities.

Results

Seniors have income support for retirement

As per the most recent data available (2016), 97% of eligible seniors received the Old Age Security pension and 91% received the Guaranteed Income Supplement (GIS). Various measures taken to improve living conditions of Canadian seniors, persons with disabilities and their families are described below. In total, the department delivered \$40.4 billion in Old Age Security benefits, \$12.4 billion in Guaranteed Income Supplement benefits, and \$46.5 billion in Canada Pension Plan benefits in fiscal year 2018 to 2019

On January 1, 2019, the enhancement of the Canada Pension Plan (CPP) began its seven-year phase-in. The CPP enhancement increases the retirement, disability and survivor benefits of Canadians who contribute to the Plan in 2019 or later. This enhancement increases the earnings replacement provided by the Plan as well as the range of covered earnings. Benefits will gradually increase as Canadians work and contribute to the CPP enhancement.

The fully enhanced Canada Pension Plan will increase the maximum retirement pension by more than 50%.

To align with the start of the CPP enhancement, a CPP reform package also took effect on January 1, 2019. The reform package:

- eliminated reductions to the CPP survivor's pension for those under the age of 45
- made the death benefit a \$2,500 flat rate payment for all eligible contributors
- created a new post-retirement disability benefit for employed retirement pension recipients under the age of 65
- introduced mechanisms to protect the enhanced portion of CPP benefits for parents of young children and disabled individuals who temporarily withdraw from the labour force

These reforms particularly impact women as they are more likely than men to become survivors at a younger age. They are also more likely to take time off work to provide childcare and to receive a disability pension.

The department automatically enrolled approximately 15,000 seniors each month, eliminating their need to apply for the monthly OAS pension benefits and GIS benefits. To support seniors who are not eligible for automatic enrolment, the department eliminated the need to complete two separate applications. There is now a joint OAS/GIS application. The department also updated the online OAS toolkit, which presents information in a clear way to ensure clients, and those who support them (e.g. advocates and non-government organizations), understand the program, benefits, eligibility and how to apply.

People with disabilities and their families have financial support

The department continued to raise awareness and increase take-up of the Registered Disability Savings Plan (RDSP) through the Canada Disability Savings Program. To do so, the program used targeted mail-outs, participated at disability related events across Canada and held teleconferences for those eligible to open a RDSP.

By the end of December 2018, 184,648 people had opened a RDSP. Since the beginning of the program, the government has paid a total of \$2.2 billion in Canada Disability Savings Grants. It also paid \$997.1 million in Canada Disability Savings Bonds into the RDSP's of eligible Canadians with disabilities to help ensure their long-term financial security.

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

The department improved the services offered to clients under the Canada Pension Plan (CPP) and the Old Age Security (OAS) program and simplified the Canada Pension Plan Disability application process. The department also launched a new Terminal Illness application form to simplify and streamline the application process for this vulnerable group. The form also increases accuracy and consistency in the identification of terminal cases.

To assist clients in requesting a reconsideration of the initial decision on their application, the department produced a new Request for Reconsideration form. The form also improves the department's ability to recognize reconsideration requests when received.

The department also added online services for CPP and OAS. Clients can go online to modify information, view details of their payments, and allow the department to communicate with an authorized third party. In addition, based on consultations with key stakeholders, the department developed an online Canada Pension Plan Disability (CPP-D) toolkit. This toolkit is available to clients, third-party organizations and health professionals. The toolkit presents information in a clear way so that Canadians can more easily understand the CPP-D program and how to apply for CPP-D. Also, the toolkit provides Canadians with an interactive eligibility map to determine if a client might be eligible for the benefit or not.

Results achieved

Departmental Results	Performance Indicators	Target	Date to achieve target	2018 to 2019 Actual Results	2017 to 2018 Actual Results	2016 to 2017 Actual Results
Seniors have income support for retirement	Percentage of seniors receiving the Old Age Security (OAS) pension in relation to the total number of eligible seniors	OAS pensions paid to all eligible seniors in 98% of cases	March 31, 2019 ¹	(2016) 97% ²	(2015) 97%	(2014) 98%
	Percentage of seniors receiving the Guaranteed Income Supplement (GIS) in relation to the total number of eligible seniors	GIS benefits paid to all eligible seniors in 90% of cases	March 31, 2019 ¹	(2016) 91%	(2015) 91%	(2014) 88%
	Percentage of Canada Pension Plan (CPP) contributors aged 70+ receiving retirement benefits	CPP retirement benefits paid to eligible beneficiaries after age 70 in 99% of cases	March 31, 2019 ³	(2017) 99%	(2016) 99%	(2015) 99%
	Percentage of seniors living in low income ⁴	No target as it is a contextual indicator ⁵	Not applicable	(2017) 4.3%	(2016) 4.7%	(2015) 4.4%
	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	68% of Canada Pension Plan contributors meet the contributory eligibility requirements for the Canada Pension Plan disability benefit	March 31, 2019	(2017) 63% ⁶	(2016) 66%
Percentage of Canadians eligible for the Disability Tax Credit who have a Registered Disability Savings Plan to encourage private savings		33% for Fiscal year 2018 to 2019	December 31, 2018	34%	31%	29%
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% for 2018 (by calendar year) ⁷	December 31, 2018	83% ⁸	85%	86%

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Clients receive high-quality, timely and efficient services that meet their needs (Pensions and Benefits)	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 out of 10 ⁹	March 31, 2019	5 out of 10 ^{vii}	3 out of 10	7 out of 10
	Percentage of Canada Pension Plan retirement benefits paid within the first month of entitlement	90%	March 31, 2019	96%	96%	97%
	Percentage of decisions on applications for a Canada Pension Plan disability benefit within 120 calendar day ¹⁰	80%	March 31, 2019	63% ¹¹	77%	84%
	Percentage of Old Age Security basic benefits paid within the first month of entitlement	90%	March 31, 2019	92%	87%	87%

¹There is a three-year lag in the availability of data.

²Since July 2013, individuals may defer receipt of their OAS pension for up to five years, in exchange of a higher pension, which may explain not meeting the 98% target.

³There is a two-year lag in the availability of data.

⁴Actual result based on Low Income Cut-Off. The Government now uses the Market Basket Measure (MBM) as Canada's official poverty line. This indicator will be modified in the future to reflect this new measure.

⁵Contextual 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.

⁶In fiscal year 2017 to 2018 there was a larger inflow of non-permanent residents than in previous years, especially at ages under 30, which were mostly foreign students. There was also a decrease in participation rates among people below the age of 25.

⁷The Canada Disability Savings Program is now reporting by calendar year to coincide with the Canada Revenue Agency's eligibility criteria. In addition, all Canada Disability Savings Program payments, limits and eligibility amounts are calculated by calendar year and the financial sector issuers of the program deliver the grant/bond on a calendar year.

⁸Registered Disability Savings Plan (RDSP) take-up has been steadily increasing since the implementation of the program. However, the take-up rate increase slowed down in 2017 (compared to 2016), which contributed to the 2018 target not being met.

⁹ESDC/Service Canada uses its resources to provide the best services possible, and meet its services standards, with particular priority given to starting payment of benefits to clients as quickly as possible.

¹⁰Within 120 calendar days of receiving a complete application.

¹¹While the service standard was not met, the average timeframe was below the service standard. In fiscal year 2018 to 2019, for initial application decisions, the average time achieved was 102 days. Increased inventory resulted in Service Canada having to balance the processing of older applications and the prioritization of files for the gravely ill and terminally ill. This is being balanced with a focus on minimizing the impact on less critical application types and results in some applications taking longer than the target processing timeframe.

The following table compares actual spending to planned spending for fiscal year 2018 to 2019. Amounts between brackets in the last column "Difference (Actual spending minus Planned spending)" indicate that the department spent less than projected during that fiscal year.

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Budgetary financial resources (dollars)

Spending category	fiscal year 2018 to 2019 Main Estimates	2018 to 2019 Planned spending	2018 to 2019 Total authorities available for use	2018 to 2019 Actual spending (authorities used)	2018 to 2019 Difference (Actual spending minus Planned spending)
Gross Spending	54,813,963,588	101,826,497,339	100,981,495,844	100,963,229,259	(863,268,080)
Spending in Specified Purpose Accounts	0	47,012,533,751	46,541,957,593	46,541,857,593	(470,676,158)
Revenues netted against expenditures	240,864,504	240,864,504	257,723,130	239,456,545	(1,407,959)
Net Spending	54,573,099,084	54,573,099,084	54,181,815,121	54,181,915,121	(391,183,963)

The difference between planned and actual spending is mainly attributable to a lower than planned average monthly benefit rate for OAS pension benefits, lower than planned CPP benefits, and higher than planned OAS benefit repayments.

"Planned spending" may differ from Main Estimates as they include the amounts to be spent for the Specified Purpose Accounts (such as Employment Insurance and Canada Pension Plan accounts). These amounts include benefits paid to clients and amounts associated with the payment of these benefits.

"Net Spending" excludes amounts spent under Specified purpose accounts.

*Refer to the Department's financial framework section for a complete description of the departmental financial profile, including explanation of gross actual and planned spending.

Human resources (full-time equivalents)

2018 to 2019 Planned full-time equivalents	2018 to 2019 Actual full-time equivalents	2018 to 2019 Difference (Actual full-time equivalents minus Planned full-time equivalents)
5,019	5,333	314

The increase in full-time equivalents mainly reflects additional investments in processing-related activities to ensure that seniors have timely access to OAS benefits.

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

Learning, Skills Development and Employment

Description

This Core Responsibility aims to help Canadians access post-secondary education and get the skills and training they need to participate in a changing labour market, as well as providing support to those who are temporarily unemployed.

Results

The department exceeded many of its program targets to help Canadians access education and training and to support an inclusive and efficient workforce. The following demonstrates the initiatives undertaken by the department to support this core responsibility.

Canadians access education, training and lifelong learning supports to gain the skills and work experience they need Creating new work placements for students

The department helped post-secondary students obtain paid work experience related to their field of study. In fiscal year 2018 to 2019, the Student Work Placement Program supported the creation of 2,543 student work placements, of which 49% have been for students from under-represented groups (women in STEM, Indigenous people, persons with disabilities, newcomers to Canada) and first-year students. The placements are part of the 11,500 new work placements that the department is committed to creating over four years in partnership with employers and post-secondary institutions. They will include up to 1,500 new work positions in the cybersecurity and artificial intelligence fields.

Supporting apprenticeship training and access to skilled trades

In fiscal year 2018 to 2019, the department created the Apprenticeship Incentive Grant for Women and the Women in Construction Fund. The grant encourages women to enter, progress, and complete their apprenticeship training in Red Seal trades, where they are under-represented. As of March 2019, the department issued over 1,100 of these grants. The Women in Construction Fund will provide women with mentoring, coaching and tailored support to help them enter, progress through their training, find and retain jobs and succeed in these trades.

Under the new Apprenticeship Incentive Grant for Women and the Apprenticeship Completion Grant, women could receive a combined \$8,000 in support of their training in Red Seal trades.

In Spring 2018, the department launched the Skilled Trades Awareness and Readiness Program to encourage Canadians, including those from under-represented groups, to:

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- explore the trades
- gain work experience
- make informed career choices
- develop the skills needed to find and keep employment in the trades

The Union Training and Innovation Program (UTIP) supports union-based apprenticeship training, innovation and enhanced partnership in the Red Seal trades. Under the Union Training and Innovation Program, the department provided \$14.6 million in funding to projects, which:

- shared the cost of training equipment with unions (64 projects)
- supported new ways to address challenges to participation and success in the trades, especially for key groups, such as women, Indigenous people, persons with disabilities, and newcomers (18 projects)

In fiscal year 2018 to 2019, the department also provided \$4.8 million in UTIP funding to the Government of Quebec.

The department also worked with Infrastructure Canada to support apprenticeship in federal infrastructure projects funded under the Government's *Investing in Canada Plan*. Each year, Infrastructure Canada requires provinces and territories to report on their progress against project-level targets, including employment of apprentices. Applicants for major projects set and pursue targets for employment of apprentices and people from at least three of the following groups: apprentices, persons in designated equity groups, veterans, youth, recent immigrants, and small-sized, medium-sized, and social enterprises.

Facilitating access to lifelong learning and adults upskilling

Budget 2018 committed the department to continue supporting upskilling and creating a culture of lifelong learning by implementing the Skills Boost initiative. This will ensure that adults, including those with families, can adapt to a changing job market and economy. Adult learners who are looking to return to post-secondary education to upgrade their skills now have access to enhanced measures. These are related to Employment Insurance flexibilities and student financial assistance, and include the following:

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- expanded eligibility for adults returning to school through a three-year pilot project. This project will test new approaches that make it easier for adult learners to qualify for Canada Student Grants and Loans. Since the beginning of the 2018 to 2019 school year, borrowers who have been out of high school for at least 10 years, and who qualified for the Canada Student Grant for Full-Time Studies, are now eligible for top-up funding of \$200 per month (\$1,600 for an eight-month school year). The top-up is provided in addition to other Canada Student Grants the student may be eligible to receive. The pilot project also enabled borrowers whose financial circumstances have changed significantly from the previous year to have their application reassessed. This reassessment for grant eligibility is based on their current year's income instead of the previous year's income. This change expanded access to federal grants for approximately 64,800 students in the 2018 to 2019 school year
- expanded eligibility for students with families by increasing the eligibility thresholds for Canada Student Grants for full- and part-time students with dependent children. This was achieved by aligning the income eligibility thresholds for these grants with the national, progressive eligibility thresholds for full-time Canada Student Grants. During the 2018 to 2019 school year, 65,700 students benefitted from this grant, which is 24,900 more students than the previous year.
- expanded eligibility for Canada Student Grants and Loans for Part-Time Students. Since the start of the 2018 to 2019 school year, existing income thresholds, which vary by province and territory, have been replaced with a higher single national threshold. In addition, the eligibility threshold for part-time Canada Student Loans was increased so that more part-time students qualify. During the 2018 to 2019 school year, 28,700 part-time students received Canada Student Grants and Loans, which is 4,400 more part-time students than the previous year.

Supporting worker flexibility and adaptability

In fiscal year 2018 to 2019, the department continued the transition toward the next generation of labour market transfer agreements with provinces and territories. Eligibility for programs and services under the Labour Market Development Agreements (LMDAs) was expanded. In addition to active Employment Insurance claimants and former Employment Insurance claimants, the new definition of insured participants under the *Employment Insurance Act* now includes individuals who have paid minimum Employment Insurance premiums in at least five of the last 10 years.

This new definition helped an increased number of Canadians, including those from under-represented groups, to have access to employment programming and supports.

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The department also implemented the new Workforce Development Agreements which consolidated:

- the Canada Job Fund Agreements
- the Labour Market Agreements for Persons with Disabilities
- the former Targeted Initiative for Older Workers

These agreements simplify transfers to provinces and territories and provide the flexibility to better respond to local labour market needs.

During fiscal years 2017 to 2018 and 2018 to 2019, the department made additional targeted funding of \$50 million available to provinces and territories through their LMDAs. These investments were part of Canada's Softwood Lumber Action Plan. These funds were used to provide skills training and employment assistance to workers affected by trade disputes in the forest sector.

Targeted supports were also set to assist workers in seasonal industries who experienced a gap in income between seasons. To ensure timely access to programs and services, the department provided \$10 million in immediate income support and training to seasonal workers in Prince Edward Island, New Brunswick and Quebec through the Literacy and Essential Skills program.

As well, during fiscal years 2018 to 2019 and 2019 to 2020, the department provided an additional \$41 million through the LMDAs to help provinces and territories provide skills training and employment supports. It also made available \$50 million to provinces to support displaced workers affected by U.S. tariffs on steel and aluminum products.

In fiscal year 2018 to 2019, the Future Skills initiative was launched to bring together knowledge from partners across the country. This initiative helps to respond to the fast pace of technological change in the workplace. It also ensures that skills programs meet the changing needs of jobseekers, workers and employers. The initiative includes a ministerial advisory council that helps to prioritize areas for action on emerging skills and workforce trends across Canada. Additionally, there is an arm's length to government applied research centre that assists in developing, testing and measuring new approaches to skills assessment and development.

Canadians participate in an inclusive and efficient labour market

Improving labour market outcomes for Indigenous people

In fiscal year 2018 to 2019, the department funded 85 Aboriginal Skills and Employment Training Strategy contribution recipients which helped 50,082 clients. In the same fiscal year, the program helped 16,463 Indigenous people find employment and 8,086 return to school.

In fiscal year 2018 to 2019, the department co-developed the Indigenous Skills and Employment Training (ISET) Program with Indigenous partners. It includes four distinct streams tailored to meet the specific needs of First Nations, Inuit, Métis and urban/non-affiliated Indigenous people. The program will help them develop and upgrade their skills, and improve their employability and participation in the labour force. Implementation of this program, which replaced the previous Aboriginal Skills and Employment Training Strategy, started in April 2019.

The department also provided funding to 52 projects through the Skills and Partnership Fund. These projects support skills development and job training that meet local labour market demands. They produced the following results:

- 4,798 clients served
- 1,914 employed
- 422 returned to school

The Temiskaming Native Women's Support Group developed, and is currently testing, a gender-specific and culturally rooted training platform. The goal is that 120 participants become employed.

The fund also includes testing innovative approaches to provide labour market training and improving employment outcomes for Indigenous people.

Increasing opportunities for youth

In Summer 2018, the number of summer job opportunities available to students through Canada Summer Jobs doubled from 35,000 in 2015 to over 70,000.

A total of 86,353 young people participated in projects funded under the Youth Employment Strategy in fiscal year 2018 to 2019. Of note, YES created 1,529 green jobs through the Summer Work Experience program stream, and 325 green jobs through the Career Focus stream, bringing the total number to 1,854. YES also served 5,120 clients through Skills Link incremental funding. These initiatives helped vulnerable youth overcome employment barriers and gain the experience they need to transition into the labour market.

In fiscal year 2018 to 2019, based on recommendations of the Expert Panel on Youth Employment, the department worked to modernize the Youth Employment Strategy. This work led to the launch of the new Youth Employment and Skills Strategy (YESS) in June 2019. This modernized strategy will help youth achieve their potential within an evolving labour market through more flexible services, broader eligibility and greater support for youth facing barriers to employment.

The department also concluded the design phase of the Canada Service Corps, where best practices for engaging youth were identified. Following the pilot, full implementation of the program began. As of March 31, 2019, the Canada Service Corps helped put over 1,920 youth into service placements, surpassing the design phase target of 1,125 by March 2019. It also delivered 1,000 micro-grants to youth.

Create an efficient labour market

In fiscal year 2018 to 2019, the department continued to improve the Temporary Foreign Worker Program through various initiatives, including:

- completing the Primary Agriculture Review, aimed at improving the program through consultation with stakeholders, a labour market study, and a national housing study. Results of the review are identified in the “What We Heard” report, available on the [Consulting Canadians^{ix}](#) and [ESDC^x](#) web sites
- launching a Migrant Worker Support Network pilot in British Columbia to strengthen the protection of temporary foreign workers. The Network supports employers in understanding and meeting program requirements and conditions. In addition, the department is administering \$2.6 million in contribution funding to organizations supporting the goals of the Network
- enhancing the program’s compliance regime by implementing unannounced inspections to better address allegations of abuse, mistreatment and instances of potential health and safety concerns involving foreign workers

Over 1,100 Canadian companies used the Global Talent Stream to obtain approval for the hiring of about 4,800 highly skilled foreign workers in in-demand occupations. This included positions in science, technology, engineering and mathematics and in digital media fields. In return for expedited access, employers set out measurable commitments to create lasting benefits for the Canadian labour market. As of March 31, 2019, these employers have created over 24,000 jobs for Canadians and over 3,900 paid co-op positions. They have also invested more than \$12.8 million in skills and training for Canadians and permanent residents. Building on the success of the pilot, Budget 2019 announced that the new Global Talent stream will become permanent under the Temporary Foreign Worker Program.

In fiscal year 2018 to 2019, the department continued to support the Education and Labour Market Longitudinal Linkage Platform by providing administrative support, funding, and program data access to Statistics Canada, who manages the platform. The goal was to improve the quality of career information and make program results accessible to all Canadians. Since November 2018, qualified researchers can access longitudinal data that links education and training to employment outcomes.

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

The new rules for the *Employment Insurance Act*’s Working While on Claim provisions became permanent on August 12, 2018. These rules encourage claimants to work by allowing them to continue receiving partial Employment Insurance benefits along with their earnings. The Working While on Claim provisions were extended to Employment Insurance sickness and maternity benefits claimants. This provides recipients with more flexibility when managing their return to work.

The department also launched the Employment Insurance Parental Sharing Benefit measure on March 17, 2019. This measure provides up to five additional weeks of benefits to parents who choose the standard 35-week parental leave option, for a total of 40 weeks. If parents choose the extended option, paid at a lower rate over 61 weeks, they receive up to eight additional weeks, for a total of 69 weeks.

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

Education savings incentives

In fiscal year 2018 to 2019, the department continued to help Canadians access and save for post-secondary education by increasing the take-up of the education savings incentives. More specifically, the department funded a series of innovative projects that will further increase awareness and take-up of the Canada Learning Bond through innovative approaches. The department also supported the first year of implementation of the Education Savings Referral Service with ServiceOntario. This service allows parents of newborns to request information about RESPs when registering the birth of their child. The department continues to monitor the impact of this new online referral service.

Student financial assistance

The department amended the Canada Student Financial Assistance Act to allow students registered under the Indian Act, but without Canadian citizenship, to access the Canada Student Loans Program, including both repayable and non-repayable student financial assistance. This makes post-secondary education more accessible and affordable for Indigenous students.

Vulnerable youth

The department renewed investments in [Pathways to Education Canada^{xi}](#), a charitable organization with the mission of breaking the cycle of poverty through education. The aim of this after-school program is to increase graduation rates among youth at risk of dropping out of high school. To help more at-risk youth graduate, the organization continued expanding its programs to reach more participants, including more Indigenous participants. One of the program's objectives also includes encouraging at-risk youth to pursue post-secondary education or to transition directly into the labour market.

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

The department updated the [Career Handbook^{xii}](#) to align with the 2016 version of the National Occupational Classification. The Career Handbook provides information on the skills, abilities, personal attributes, and knowledge required for jobs. The department also launched [LMI Explore^{xiii}](#), a new approach to visually present employment outlooks and wage information online.

The department launched the first phase of a new electronic service delivery system to enhance the delivery of Canada Student Loans. All new full-time students can now validate their identity and submit their loan agreements online. as of March 31, 2019, approximately 264,000 or 99% of new full-time students had taken advantage of this online service.

Experimental approaches to policy and research

The department undertook many projects in line with the Government of Canada's commitment to improve programs and services through experimentation. As an example, the Canada Education Savings Program (CESP) regularly mails letters to the primary caregivers of children eligible for the Canada Learning Bond (CLB). These letters notify caregivers of their child's eligibility and indicate how to request the bond. To find which letters are the most efficient for various groups, the department conducted seven separate mail-out trials in fiscal year 2018 to 2019. These trials were conducted in collaboration with the Innovation Lab and provincial and community partners. These trials allowed the program to determine how to tailor messages to specific groups to reach the maximum efficiency.

In fiscal year 2018 to 2019, the department worked on seven different experiments with letters to increase the uptake of the Canada Learning Bond. The most successful letter targeted the hardest to reach population. It resulted in a 8.8% take-up of the Canada Learning Bond, compared to a 5.7% take-up from the standard departmental letter — an increase of 54%. Overall, the experiments have resulted in continuous improvements to the letters, leading to an increase in take-up rates of up to 14%.

In fiscal year 2018 to 2019, the Chief Data Office led initiatives to develop advanced analytical capacity in the department. The department is exploring new technologies like machine learning, sentiment analysis and natural language processing to enable proactive decision-making and automate manual processes. The Chief Data Office hosted machine-learning seminars. These seminars introduced concepts like machine learning models and deep learning that create a practical environment for employees to develop their skills and apply new techniques to their work.

In June 2018, the department concluded a series of activities with the Commissioners for Employers and Workers and key stakeholders. These included employers, payroll experts, Canadian Payroll Association, Canadian Federation of Independent Business, Canadian Labour Congress, and Canada Revenue Agency. These activities contributed to the development of a conceptual service model for a real-time payroll information service (ePayroll). The co-design activities indicated that there is potential for the department to use payroll and employment data to administer the Employment Insurance program. To do so would require both policy and operational changes, in collaboration with other government departments. The conceptual service model also signaled potential for the department to reduce the administrative burden for employers, clients and government.

On an international level

A series of Ministerial meetings took place in advance of the G7 Leaders' Summit, held in Canada on June 8 to 9, 2018. The department worked closely with Global Affairs Canada, Innovation, Science and Economic Development Canada, and other departments in the lead up to the G7 Employment and Innovation Ministerial meeting, which focused on the future of work. The outcomes of the Ministerial meeting held on March 27 to 28, 2018 informed the G7 Leaders' discussions at the Summit. For example, G7 Employment Ministers established a time-

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limited G7 Employment Task Force to undertake targeted research and analyses, and made recommendations on priority issues for G7 countries related to the future of work. They launched the G7 Future of Work Forum, a digital tool that will support the work of the Task Force. Employment Ministers also agreed to promote domestic and international tools to address the issue of violence and harassment in the workplace.

Results achieved

Departmental Results	Performance Indicators	Target	Date to achieve target	2018 to 2019 Actual Results	2017 to 2018 Actual Results	2016 to 2017 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	Federally delivered programs 150,562 ¹ Provincial and territorial (P/T) delivered programs set their own annual targets	March 31, 2019	Federally delivered Programs 148,228 ² P/T delivered programs Not available ⁴	Federally delivered Programs 140,771 ³ P/T delivered programs 695,911 ⁴	Federally delivered Programs 136,237 ³ P/T delivered programs 734,309 ⁴
	Employment or returns to school following training/supports	Federally delivered programs 95,088 ⁵ Provincial and territorial (P/T) delivered programs set their own annual targets	March 31, 2019	Federally delivered programs 115,155 ⁵ P/T delivered programs Not available ⁶	Federally delivered programs 110,536 ⁵ P/T delivered programs 177,335 ⁶	Federally delivered programs 107,615 ⁵ P/T delivered programs 187,172 ⁶
	Percentage of Canadians aged 18 to 24 that are enrolled in university or college	43.5%	December 31, 2018 ⁷	43.8%	43.5%	42.4%
	Percentage change in Canadians aged 25 to 64 enrolled	0.5% decrease to 0.5% increase	December 31, 2018 ⁷	3.2% increase ⁸	1.2% decrease	1.7% decrease

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	in university or college					
Canadians participate in an inclusive and efficient labour market ⁹	Employment rate for Canadians	61.2%	March 31, 2019	61.6%	61.6%	61.2%
	Employment rate for Indigenous peoples off reserve	56.7%	March 31, 2019	57.4%	57.4%	56.7%
	Employment rate for Indigenous peoples on-reserve	Not available	March 31, 2019	Not available	Not available	38.6% ¹⁰ (2016)
	Employment rate for recent immigrants	58.2%	March 31, 2019	60.3%	59.3%	58.2%
	Employment rate for persons with disabilities	49.0% (for persons with disabilities age 25 to 64 (2012))	March 31, 2019	Not available ¹¹	59.3% (2017)	Not available ¹¹
	Employment rate for youth	55.6%	March 31, 2019	56.4%	56.7%	55.6%
	Employment rate for women	57.5%	March 31, 2019	58.0%	57.9%	57.5%
	Employment rate for older Canadians	35.5%	March 31, 2019	35.9%	35.9%	35.5%
	Employment rate for lone parents	71.1%	March 31, 2019	73.3% (2018)	72.9% (2017)	71.1% (2016)
	Unemployment-to-job vacancies (ratio) ¹²	3.5	March 31, 2019	2.08	2.50	3.5
More students from low- and middle-income families access and participate in post-secondary	Proportion of low- and middle-income Canadian young adults participating in post-secondary education	52.5%	December 31, 2018 ¹³	Not available ¹⁴ (2016)	52.1% (2015)	52.1% (2014)

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education	Number of beneficiaries with a Registered Education Savings Plan withdrawal that have ever received an additional Canada Education Savings Grant which assists low- and middle-income families to save for their child's education	No target – baseline year ¹⁵	December 31, 2018 ¹⁶	110,435	98,771 ¹⁷	87,083 ¹⁷
	Percentage of full-time students (aged 15-29) who used federal student financial assistance to help finance their participation in post-secondary education	As a need-based program, no target is set ¹⁸	Not applicable ¹⁸	55%	53%	48%
Canadians receive financial support during employment transitions such as job loss, illness or maternity/parental leave	Percentage of eligible unemployed workers supported by Employment Insurance	83.7%	March 31, 2019	Not available ¹⁹	84.3%	85.4%
	Percentage of Employment Insurance claimants finding employment before the end of their benefit entitlement	73-75%	March 31, 2019	Not available ²⁰	66.3%	65.1%
Clients receive high-quality, timely and efficient services that meet their needs (Learning, Skills Development and Employment)	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 ^{xiv}	March 31, 2019	16 out of 23 ²¹	Not available	Not available
	Percentage of Employment Insurance benefit payments or non-benefit	Minimum of 80%	March 31, 2019	80%	82%	83%

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	notifications issued within 28 days of filing					
	Percentage of Social Insurance Numbers applied for through the Newborn Registration Service issued within 10 business days	90%	March 31, 2019 ²²	100%	100%	100%

¹ The target includes participants under the following federally delivered programs: Aboriginal Skills and Employment Training Strategy (ASETS); Skills and Partnership Fund (SPF); Opportunities Fund for Persons with Disabilities (OF-PwD); Student Work Placement Program (SWP); and Youth Employment Strategy (YES, which includes Career Focus, Skills Link, Summer Work Experience: Green Jobs and Canada Summer Jobs). The target does not include provincial and territorial (P/T) delivered programs under the Labour Market Transfer Agreements (LMTAs) as P/Ts set their own annual targets. LMTAs include: Labour Market Development Agreements (LMDAs) and Workforce Development Agreements (WDAs) which consolidated the Canada Job Fund Agreement (CFJA), Labour Market Agreements for Person with Disabilities (LMPDs) and Target Initiative for Older Workers (TIOW).

² A variance under 2% is reasonable given the nature of the programs included in this indicator, namely: ASETS, SPF, OFPWD, SWP, and YES (Career Focus, Skills Link, and Summer Work Experience: Green Jobs and Canada Summer Jobs).

³ The results include participants under the following federally delivered programs: ASETS, SPF, OFPWD, YES (Career Focus, Skills Link and Canada Summer Jobs). Results for Summer Work Experience: Green Jobs are not available for fiscal year 2016 to 2017, as it was a Budget 2017 commitment to create new green jobs for youth. There are no fiscal year 2016 to 2017 results available for the SWP (formerly SWILP), as it launched in fiscal year 2017 to 2018. The fiscal year 2017 to 2018 methodology is consistent with that for fiscal year 2016 to 2017.

⁴ These P/T delivered program results are for LMDAs only and do not include WDAs. LMDA results for fiscal year 2018 to 2019 will be available in Spring 2020 with the release of the fiscal year 2018 to 2019 Employment Insurance Monitoring Assessment Report. Results for WDAs, which consolidated CFJA, LMAPD and TIOW are not available. The WDAs include a new Performance Measurement Strategy that is being phased in over the first three years of the agreements. The strategy will be fully implemented by April 1, 2020. Once the strategy is fully implemented, more data about WDA client outcomes will become available.

⁵ The target and results include the number of participants returning to work or to school under the following federally delivered programs: ASETS, SPF, OFPWD, and YES (Career Focus, Skills Link and Canada Summer Jobs).

⁶ The P/T delivered program results are for the LMDAs but do not include WDAs. The results include returns to work only. LMDA results for fiscal year 2018 to 2019 will be available in Spring 2020 with the release of the 2018 to 2019 Employment Insurance Monitoring and Assessment Report. Results for the WDAs, which consolidated CJFA, LMAPD and TIOW, are not available. The WDAs include a new Performance Measurement Strategy that is being phased in over the first three years of the agreements. The strategy will be fully implemented by April 1, 2020. Once the strategy is fully implemented, more data about WDA client outcomes will become available.

⁷ As the data used for this indicator originates from the Labour Force Survey (LFS) that is released monthly by Statistics Canada from January to December and rolled up to produce annual estimates, the target date is set to the end of the calendar year.

⁸ After six years of decreases in adult PSE participation, the year over year percentage change in PSE participation between 2017-2018 and 2018-2019 increased by 3.2%, according to Statistics Canada's Labour Force Survey. This increase is mainly attributed to college participation (10% increase in adult college participation versus a 1% decrease in university participation).

⁹ These contextual indicators are employment rates for particular groups of individuals, representing the number of persons employed expressed as a percentage of the population, unless otherwise noted. These rates are based on internal calculations using Statistics Canada's Labour Force Survey, and reflect annual averages of monthly observations corresponding to the department's fiscal years, unless noted otherwise. The conceptual policy targets to these contextual indicators were set in the 2018 to 2019 Departmental Plan using ages 15 and over, unless noted otherwise.

¹⁰ The most recent data available at the time of publication was extracted from the 2016 Census. This survey is administered every five years; as a result, information is not available each year. The next result will be available following the release of Census 2021. Previously reported in the Departmental Plan for fiscal year 2019 to 2020 as 41.4%, the on-reserve employment rate (age 15-64) was actually 38.6%.

¹¹ Employment rate for persons with disabilities for ages between 25 to 64 was calculated using the 2017 Canadian Survey on Disability. This survey is administered every 5 years; as a result, information is not available each year.

¹² Based on internal calculations using Statistics Canada's Labour Force Survey for the unemployment level of workers (age 15-64) as well as Statistics Canada's Job Vacancy and Wage Survey for job vacancy levels.

¹³ Data used to report on this indicator are provided by Statistics Canada using the T1 Family File (T1FF). The T1FF is an annual tax file based on individual tax returns. As tax returns are filed on an annual basis, the data provided are for calendar year.

¹⁴ Not available as there is a three-year lag in availability of data. 2016 data will be available towards the end of 2019.

¹⁵ This indicator is new (DRF 2018) and it is too soon to set an annual target based on a limited trend line of 3 years. The indicator only applies to the Additional Canada Education Savings Grant because the oldest eligible child to receive the Canada Learning Bond will be 14 years of age in 2018 and not old enough to withdraw RESP funds for PSE. As of 2019, reporting will be done on the percentage of beneficiaries with a RESP withdrawal that have ever received an additional amount of CESG and/or CLB, which are available only to children from low- and middle-income families, as compared to the total population of beneficiaries with an RESP withdrawal. This will be published in the 2019 Annual Statistical Review that will be available in Fall of 2020.

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¹⁶ All CESP performance indicators are reported by calendar year to align with payment and income testing provisions in governing legislation.

¹⁷ Numbers have been revised following late processing of some transactions.

¹⁸ This contextual indicator measures the take-up rate of need-based 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. The indicator is replaced in the 2019 to 2020 Departmental Plan by the following: "Percentage of fulltime students (all ages) who used federal student financial assistance to help finance their participation in Post-Secondary Education."

¹⁹ Data will be available in December 2019.

²⁰ Data will be available in April 2020.

²¹ ESDC/Service Canada uses its resources to provide the best services possible, and meet its services standards, with particular priority given to starting payment of benefits to clients as quickly as possible.

²² Fiscal year 2018 to 2019 is the baseline year.

The following table compares actual spending to planned spending for fiscal year 2018 to 2019. Amounts between brackets in the last column "Difference (Actual spending minus Planned spending)" indicate that the department spent less than projected during that fiscal year.

Budgetary financial resources (dollars)

Spending category	fiscal year 2018 to 2019 Main Estimates	fiscal year 2018 to 2019 Planned spending	fiscal year 2018 to 2019 Total authorities available for use	fiscal year 2018 to 2019 Actual spending (authorities used)	fiscal year 2018 to 2019 Difference (Actual spending minus Planned spending)
Gross Spending	5,952,716,925	26,895,560,973	25,741,428,191	25,597,959,995	(1,297,600,978)
Spending in Specified Purpose Accounts	0	20,942,844,048	18,906,790,548	18,906,790,548	(2,036,053,500)
Revenues netted against expenditures	804,409,119	804,409,119	923,952,880	917,434,514	113,025,395
Net Spending	5,148,307,806	5,148,307,806	5,910,684,763	5,773,734,933	625,427,127

The difference in gross spending is mainly due to actual spending of Part I EI benefits being lower than originally planned. This is due to an improvement in the labour market conditions, which resulted in a decrease in regular benefit payments. This decrease is offset by an increase on the Canada Student Loans and Grants and Canada Apprentice Loans Program. This increase follows from the new program initiatives announced in Budget 2016 and Budget 2017. These have had a greater than anticipated effect on the value of grants disbursed. Budget 2016 expanded eligibility thresholds for Canada Student Grants and introduced a fixed student contribution to determine eligibility for grants. Budget 2017 provided greater funding for students who support families and adults returning to school.

"Planned spending" may differ from Main Estimates as they include the amounts to be spent for the Specified Purpose Accounts (such as Employment Insurance and Canada Pension Plan accounts). These amounts include benefits paid to clients and amounts associated with the payment of these benefits.

"Net Spending" excludes amounts spent under Specified purpose accounts.

*Refer to the Department's financial framework section for a complete description of the departmental financial profile, including explanation of gross actual and planned spending.

Human resources (full-time equivalents)

fiscal year 2018 to 2019 Planned full-time equivalents	fiscal year 2018 to 2019 Actual full-time equivalents	fiscal year 2018 to 2019 Difference (Actual full-time equivalents minus Planned full-time equivalents)
8,955	10,779	1,824

The difference in full-time equivalents is largely due to additional funding received during the year and therefore not factored into fiscal year 2018 to 2019 planned full-time equivalents. This funding was to implement Budget 2018 measures and to improve call centre accessibility.

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

Workplace Conditions and Workplace Relations

Description

The purpose of this Core Responsibility is to promote safe, healthy, fair and inclusive working conditions and cooperative workplace relations.

The programs found in the department's Workplace Conditions and Workplace Relations core responsibility are aligned with the Economic participation and prosperity, as well as Gender-based violence and access to justice pillars of the Gender Results Framework.

Results

The department's Labour Program met or exceeded the target for most of its result indicators in fiscal year 2018 to 2019. This reflects the program's efforts to complete its cases in due time and to approach employers proactively for better results. These results and the initiatives described below speak to the work the program does to meet departmental results.

Workplaces are safe and healthy

In fiscal year 2018 to 2019, the department ensured that workplaces are safer and healthier by introducing new compliance and enforcement measures. The department also began developing a new framework to protect employees from harassment and violence in the workplace and continued to enhance safety standards.

The department realigned its proactive resources to address workplaces with higher risk of injuries. The objective of this initiative is to encourage high-risk workplaces to implement measures to prevent dangerous situations.

Introducing New Compliance and Enforcement Measures

The department worked towards the use of new compliance and enforcement measures to protect vulnerable workers against those who violate the *Canada Labour Code*. The changes that came into force on April 1st, 2019 will improve how complaints of unpaid wages are addressed. These changes will allow for amounts owed to workers to be determined based on:

- available evidence
- extension of the wage recovery period from 12 to 24 months
- introduction of a new administrative fee on payment orders
- addition of payment options for employers who seek a review
- strengthening of directors' liability provisions by making it possible to serve orders to a debtor of a director

In addition to these, a new Administrative Monetary Penalties system is under development. This system will strengthen compliance and enforcement tools available to ensure compliance with Part II (Occupational Health and Safety) and Part III (Labour Standards) of the *Canada Labour Code*. In fiscal year 2018 to 2019, the department held extensive consultations with stakeholders and partners from other government departments. These consultations guided the development of

the regime. The proposed regulations were pre-published in the *Canada Gazette*, Part I, on August 24, 2019. It is anticipated that the final regulations will come into force in 2020.

Addressing harassment and sexual violence in the workplace

Bill C-65, *An Act to amend the Canada Labour Code (harassment and violence), the Parliamentary Employment and Staff Relations Act and the Budget Implementation Act, 2017, No. 1*, received Royal Assent on October 25, 2018. It introduced a new framework that requires employers in federal workplaces to prevent incidents of harassment and violence. Bill C-65 will ensure an effective response to these incidents should they occur and support the affected employees. Regulations to implement the amendments are expected to be in place in 2020.

In fiscal year 2018 to 2019, the department launched the following initiatives to support the implementation of Bill C-65:

- an Outreach Hub to support employees and employers. Created in March 2018, the Hub responded to 1,580 calls in its first year
- the Workplace Harassment and Violence Prevention Fund (formerly the Labour Management Collaboration Program). The fund promotes and co-develops labour-management tools and resources to improve the health and safety of employees. The first round of grants and contributions were awarded in winter of fiscal year 2018 to 2019

Enhancing safety standards

In fiscal year 2018 to 2019, the department put into action changes to safety standards regarding grain and flour dust to bring exposure limits in line with modern standards. The department also continued to work on amending Part XII of the Canada Occupational Health and Safety Regulations. These amendments updated safety standards for safety materials, equipment, devices and clothing. Changes came into force in July 2019, and will align with the implementation of similar provincial and territorial regulations.

Work conditions are fair and inclusive

In fiscal year 2018 to 2019, Parliament passed legislation in support of modernizing labour standards, enhancing the Wage Earner Protection Program, advancing equal pay for work of equal value, and introduced legislation to increase pay transparency. Regulations were developed to implement legislative amendments to introduce increased flexibility to balance demands employees face at work and outside of work and limiting unpaid internships. In addition, regulatory consultations were initiated for pay transparency measures announced in Budget 2018. Work also advanced to inform a Fair Wages Policy. On the international stage, the department fostered improved respect for international labour standards.

Modernizing Labour Standards

Amendments to the *Canada Labour Code* were introduced through *the Budget Implementation Act 2018, No. 2*, which received Royal Assent on December 13, 2018. These changes will come into force in waves in fiscal years 2019 to 2020 and 2020 to 2021 to allow time for the

development of regulations, the training of labour program inspectors, and to raise awareness among employers and employees. These amendments will provide a modern set of federal labour standards that ensure good-quality jobs in the federally regulated private sector. Changes will:

- improve employees' eligibility for entitlements such as general holiday pay, sick leave, maternity leave and parental leave
- further improve work-life balance by introducing new breaks and leaves
- ensure employees in precarious work are paid equitably and have access to the same entitlements as their full-time counterparts
- ensure employees receive sufficient notice and/or compensation when their jobs are terminated to help protect their financial security
- make amendments to the Code's administration and enforcement provisions to resolve technical issues, eliminate duplication of recourse mechanisms, clarify existing provisions, and ensure the efficient treatment of complaints

The *Budget Implementation Act 2018, No. 2* also made improvements to the Wage Earner Protection Program (WEPP). This included an increase to the maximum WEPP payment from four to seven weeks of insurable earnings under the *Employment Insurance Act*. This payment is for workers who are owed wages when their employer files for bankruptcy or enters receivership. The increase to the maximum payment was applied retroactively to bankruptcies or receiverships that occurred on or after February 27, 2018, the day the budget was tabled. A number of other amendments to broaden WEPP eligibility were also introduced, requiring updates or new regulations before they can come into force.

Fiscal year 2018 to 2019 saw the highest number of WEPP recipients since the inception of the Program in 2008. This included approximately 10,000 former employees of Sears Canada, the largest ever insolvency covered by the WEPP.

Enhancing flexibility in the workplace

In fiscal year 2018 to 2019, the department conducted regulatory consultations and developed the regulations necessary to implement the amendments to the *Canada Labour Code* introduced through *Budget Implementation Act, 2017, No. 2*. The changes to law and regulations have come into force on September 1, 2019 and will help employees in the federally regulated private sector achieve better work-life balance.

Changes to the *Canada Labour Code* aim to improve work-life balance, for example, by introducing new leaves. These include a 5-day personal leave and 5 days of paid leave for victims of family violence.

Limiting unpaid internships

On December 14, 2017, *Budget Implementation Act, 2017, No. 2* introduced amendments to the *Canada Labour Code*. These amendments protect interns in federally regulated workplaces as well as limiting unpaid internships to those that are part of a formal educational program. Students on a work-integrated learning placement may be unpaid, but are still entitled to the same job protections as paid employees. All other individuals undertaking placements will be

treated as employees. Therefore, they will be covered by labour standards protections including the right to receive the minimum wage.

In fiscal year 2018 to 2019, the department held regulatory consultations with labour groups, employer groups, educational institutions and associations, and student and intern associations. Subsequently, the department drafted regulations and pre-published them in the *Canada Gazette*, Part I. This gave Canadians an opportunity to provide comments. The legislative and regulatory changes are expected to come into force in 2020.

Engage on a modern fair wages policy

The department continued to work with Public Services and Procurement Canada and the Treasury Board of Canada Secretariat to inform the development of a modern fair wages policy. Between November 2018 and March 2019, the department held online and in-person consultations with:

- members of the public
- unions and labour organizations
- suppliers and supplier organizations
- experts and advocates

These consultations provided individuals and organizations with the opportunity to share their ideas on what a modern fair wages policy should look like. A report summarizing what was shared in these consultations was released on June 28, 2019.

Contribute to reducing the gender wage gap through pay equity and improved pay transparency

On October 25, 2018, the Government of Canada released its *Proactive Pay Equity What We Heard* report, which summarizes feedback from employer, employee and advocacy stakeholders. Through *Budget Implementation Act 2018, No. 2*, the Government of Canada introduced proactive pay equity legislation. This legislation will ensure that those working in federally regulated workplaces with 10 or more employees receive equal pay for work of equal value. The *Pay Equity Act* received Royal Assent on December 13, 2018 and is expected to come into force along with its regulations in 2020.

New pay transparency measures in development will help raise awareness of wage gaps that affect women, Indigenous peoples, persons with disabilities and members of visible minorities.

In fiscal year 2018 to 2019, the department worked towards the introduction of pay transparency measures. These measures will provide Canadians with accessible online comparative information on the wage gaps of federally regulated private sector employees that fall under the *Employment Equity Act*. To support this initiative:

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- funding of \$3 million was approved in support of this initiative in December 2018
- in Budget 2019, the government proposed the introduction of amendments to the *Employment Equity Act* and the *Employment Equity Regulations*. These amendments would, in part, support the implementation of pay transparency measures. In early 2019, the department conducted a series of in-person and online consultations with stakeholders on amendments to the *Employment Equity Regulations*
- in June 2019, Budget Implementation Act, 2019, No. 1 introduced amendments to the *Employment Equity Act*
- in August 2019, the proposed amendments to the *Employment Equity Regulations* were published in *Canada Gazette*, Part I, for a 30-day public comment period

In parallel, the department undertook the preparatory work on the Budget 2018 initiative to host a *Symposium on Women and the Workplace* that took place on May 9-10, 2019. The department gathered over 240 leaders from the private sector, academia and non-profit sector to discuss ways to address issues faced by women in the workplace.

Improve workplace conditions by fostering respect for international labour standards

In fiscal year 2018 to 2019, the department discussed international labour standards addressing violence and harassment in the world of work at the 2018 International Labour Conference. The department also participated in and contributed to the International Labour Organization's (ILO's) Standards Initiative. This initiative aims at ensuring the continued relevance of international labour standards and tripartite support for the supervisory system. The Inter-American Network for Labour Administration allocated funds in support of research. As a result, Ministries of Labour in the Western Hemisphere held a workshop to improve enforcement and compliance with labour legislation.

The department provided technical assistance to support projects aiming to build capacity. These projects were implemented by international organizations and regional non-governmental organizations, on behalf of Canada. This was part of the department's work to:

- implement the labour chapters of free trade agreements with partner countries
- ensure enhanced commitment of these countries to promote and respect internationally recognized labour rights and principles

For example, the International Labour Organization's offices in Colombia and Jordan were respectively awarded grants under the Canada-Colombia Action Plan on Labour Cooperation and the Canada-Jordan Agreement on Labour Cooperation.

In addition, the department supported the development, negotiation, ratification or application of a number of international agreements, including:

- the Comprehensive and Progressive Agreement of Trans-Pacific Partnership

- the Canada-European Union Comprehensive Economic and Trade Agreement
- the Canada-United States-Mexico Agreement,
- Mercosur, Pacific Alliance, European Free Trade Agreement,
- the Canada-Israel Free Trade Agreement

Labour relations are cooperative

The Federal Mediation and Conciliation Service (FMCS) continued to support positive workplace relations through proactive dispute prevention and relationship development activities with unions and employers. For example, in fiscal year 2018 to 2019, the FMCS offered joint training workshops and helped manage productive discussions between the bargaining parties.

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

The department continued to advance its commitment to improve services for federally regulated employers and employees through the ongoing development of online portals. These portals are expected to be ready for use in fiscal year 2020 to 2021. The department also continued working with Workers' Compensation Boards to establish new Service Agreements and Information Service Agreements to support efficient workers compensation claim management.

The department is committed to ensuring that its assignments are completed within the timeframe set by the service standards. The work achieved this year for occupational health and safety cases has led to actual results that are higher than expected.

The target set for unjust dismissal complaints was slightly missed due to efforts being focussed on closing older files and attempting to settle complaints within 180 days. The department will continue to improve the results over the coming years as additional inspectors are hired, trained and dedicated to complaints handling.

Results achieved

Departmental Results	Performance Indicators	Target	Date to achieve target	fiscal year 2018 to 2019 Actual Results	2017 to 2018 Actual Results	2016 to 2017 Actual Results

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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	Average number of violations per 1,000 federally regulated employees Target: 9 ¹	March 2021	11.1	9.6	7.6
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, 2018 (annual)	68%	63%	Not available
	Number of labour standard violations identified under the Canada Labour Code (Part III) per 1,000 federally regulated employees	Average over three years per 1,000 federally regulated employees Target: 5	March 2018	2.9	2.6	2.5
	Percentage of activities or instruments undertaken to strengthen respect for international labour standards that met expected outcomes	90%	March 2019	100%	95%	Not available ²
Labour relations are cooperative	Percentage of labour disputes settled under the Canada Labour Code (Part I) without work stoppages where parties were assisted by Labour Program officers	95%	March 31, 2019	97%	94%	97%
Clients receive high-quality, timely and efficient services that meet their	Number of service standard targets for Working Conditions and Workplace Relations program priority services, as defined by the Government of	4 out of 4	March 31, 2019	2 out of 4	Not available ³	Not available ³

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needs (Working Conditions and Workplace Relations)	Canada's Policy on Service, that are being met					
	Percentage of occupational health and safety cases each fiscal year that are finalized within 120 days (excluding prosecutions, appeals and technical surveys)	70%	March 2021	79%	80%	75%
	Percentage of unjust dismissal complaints that are finalized within 180 days	75%	Ongoing	73%	70%	68%
	Percentage of conciliators assigned under the Canada Labour Code within 15 calendar days of receiving requests that are compliant with Canada Industrial Relations Regulations	96%	March 31, 2019	100%	100%	100%
Percentage of initial Wage Earner Protection Program payments and non-payment notifications issued within 35 calendar days	80%	March 31, 2019	73% ⁴	97%	99%	

¹ Changes to how complaints of harassment and sexual violence in the workplace are handled are expected to come into force by December 2019. These changes are expected to encourage greater reporting of incidents in the workplace, which are currently known to be under-reported. The first full year, 2020 to 2021, will be the new baseline year, and the first opportunity to report on the annual indicator will be March 2021

² 2016 to 2017 was the baseline year for this indicator. As a result, historical results are not available.

³ 2017 to 2018 was the baseline year for this indicator. As a result, historical results are not available.

⁴ Fiscal year fiscal year 2018 to 2019 saw the highest ever number of WEPP recipients since the inception of the program in 2008. Until February 2019, year-to-date results exceeded the target. However, between January and March 2019, the program received the equivalent number of applications typically received annually due to several large bankruptcies/receiverships, including Sears Canada. As a result, approximately 10,000 applications from former Sears Canada workers were processed within the fiscal year, creating a massive spike in demand for application processing, which ultimately impacted the annual WEPP service standard. 73% of initial payments and non-payment notifications were issued within service standard. The program ensured that payments remained as timely as possible, despite the unprecedented volume of applications.

The following table compares actual spending to planned spending for fiscal year 2018 to 2019. Amounts between brackets in the last column “Difference (Actual spending minus Planned spending)” indicate that the department spent less than projected during that fiscal year.

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Budgetary financial resources (dollars)

Spending category	fiscal year 2018 to 2019 Main Estimates	fiscal year 2018 to 2019 Planned spending	fiscal year 2018 to 2019 Total authorities available for use	fiscal year 2018 to 2019 Actual spending (authorities used)	fiscal year 2018 to 2019 Difference (Actual spending minus Planned spending)
Gross Spending	292,192,487	292,192,487	324,102,185	320,589,879	28,397,392
Spending in Specified Purpose Accounts	0	0	0	0	0
Revenues netted against expenditures	125,235,000	125,235,000	145,458,316	145,191,155	19,956,155
Net Spending	166,957,487	166,957,487	178,643,869	175,398,724	8,441,237

No significant difference between actual and planned spending.

"Planned spending" may differ from Main Estimates as they include the amounts to be spent for the Specified Purpose Accounts (such as Employment Insurance and Canada Pension Plan accounts). These amounts include benefits paid to clients and amounts associated with the payment of these benefits.

"Net Spending" excludes amounts spent under Specified purpose accounts.

*Refer to the Department's Financial Framework for a complete description of the departmental financial profile, including explanation of gross actual and planned spending.

Human resources (full-time equivalents)

fiscal year 2018 to 2019 Planned full-time equivalents	fiscal year 2018 to 2019 Actual full-time equivalents	fiscal year 2018 to 2019 Difference (Actual full-time equivalents minus Planned full-time equivalents)
673	668	(5)

No significant difference between actual and planned full-time equivalents.

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

Information Delivery and Services for Other Departments

Description

This Core Responsibility is about providing information to the public on the programs of the Government of Canada and the department, and providing services on behalf of government departments.

Results

The department met or exceeded all its targets for this Core Responsibility. Among other results, the department served 85% of its in-person clients within 25 minutes (target is 80%). Below are other highlights of what the department accomplished in fiscal year 2018 to 2019 under this core responsibility.

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

Service Canada conducted a Client Experience Survey in support of the department's Service Strategy and Service Transformation Plan. The survey assessed client's experience with the following programs and services:

- Employment Insurance
- Canada Pension Plan
- Old Age Security
- Guaranteed Income Supplement
- Canada Pension Plan – Disability
- Social Insurance Number

The results of the survey will be taken into consideration in policy, program, and transformation initiatives aimed at improving service delivery to Canadians.

As part of the Service Transformation agenda, the department launched its first mobile application, the Job Bank mobile application. This application allows users to customize job search, set alerts and notifications, and keep track of their favourite job posts. The application includes summer jobs for students offered through the Canada Summer Jobs program. This application helps the department to understand client needs and to integrate this information in the long-term mobile application strategy.

Officially launched in November 2018, the Job Bank application has been downloaded 168,000 times as of March 31, 2019. The application has received a 4.4 rating on the App Store.

Targeting specific clients, the department established six urban Indigenous pilots to address the unique needs of the following populations:

- youth in Vancouver and Thunder Bay
- seniors in Winnipeg
- Inuit in Ottawa
- women in Montreal
- families in St. John's

The department identified the need for a multi-dimensional network of service providers to better address the complex needs of these communities. The department will continue to leverage these urban pilots to support the collaborative building and strengthening of the required networks.

The department assessed the Service Delivery Pilot with the Government of the Northwest Territories (GNWT). The assessment showed that the pilot provided high quality and cost-effective services. It also indicated that the pilot increased access to the department's programs and services in remote Indigenous communities. The GNWT and Service Canada have expanded the initiative to 15 communities. As a result, Service Canada now reaches 89% of the territory's population.

The department also improved access to in-person services by giving clients the opportunity to video chat with officers in other Service Canada Centres. This opportunity is available in eight Service Canada Centres. It allowed over 2,700 clients to get faster service through virtual assistance from staff located in the 24 supporting Service Canada Centres.

The department also sent outreach staff to visit 669 Indigenous communities, where they completed more than 11,000 transactions.

Canadians can obtain an error-free passport within Canada in a timely manner

The department met all its service standards for processing passport requests made by Canadians living in Canada. The department worked with Immigration, Refugees and Citizenship Canada (IRCC) to provide more accessible and convenient services to Canadians. As of March 31, 2019, as many as 347 in-person service sites assisted Canadians in applying for passports. This included receiving applications and verify they were complete. It also meant validating citizenship documents and returning them to the clients while they were in the office. Service Canada Centres also started offering other passport services, including accepting applications:

- without a guarantor
- with a request to omit the place of birth
- for certified true copies
- to replace a lost, stolen or damaged passport

Service excellence across the country

Service Canada offered services to Canadians online, by phone and in person in both official languages. The following are some achievements in this regard for fiscal year 2018 to 2019.

On a national scale

About 1.58 million people called 1 800 O-Canada in fiscal year 2018 to 2019. Service Canada agents provided clients with program information, contact and procedural information. They did so using tools and scenarios ensuring consistent quality of service and client experience.

Canadians also accessed a wealth of government information, products and services on the Canada.ca website administered by the department. This website provides content from 22 departments, and 77 departments publish information in its Newsroom. The department helped other departments convey major public campaigns such as:

- Canada's Food Guide
- Cannabis legalization
- IRCC Sponsorship
- Canada Day
- Tax information

The department also supported 75 departments in managing their social media accounts. This enabled them to reach Canadians and to provide information and promote events through 11 different social media platforms.

At the regional level

Western Canada and Territories Region

The Western Canada and Territories region established 126 new outreach locations to increase access to federal benefits in remote areas. To set those up, the region teamed up with the Canada Revenue Agency and Indigenous Services Canada. Approximately 300,000 clients can now access services in these locations within 50 kilometres of their home.

Service Canada, the Government of Nunavut, and Immigration, Refugees and Citizenship Canada initiated the Nunavut Passport Photo Pilot. The goal was to reduce financial and geographical barriers to obtaining passport photos for Nunavummiut. Through this pilot project, the region trained and equipped territorial Government Liaison Officers to take professional grade passport photos on-site. Twenty clients used this service in Arviat, Pond Inlet and Taloyoak between May 15 and October 31, 2018. These clients saved an estimated \$3,800 per person by being able to obtain passport photos without traveling.

Atlantic Region

The region improved services for remote, rural and vulnerable groups and individuals. For example, the region conducted Social Insurance Number clinics in remote communities, targeting colleges, universities and employers of temporary foreign workers. In addition, the Region piloted the Hosted Contact Centre Solution for Call Centres. This allowed for better management of resources, resulting in improved timeliness of services across the Service Canada Centre network. Furthermore, some agents in Apprenticeship Grant have been cross trained to support EI processing workloads while some Pensions Call Centre agents have been trained in Pensions processing to better support the workload peaks in these areas.

The region created a Quality Assurance Process working group that succeeded at increasing the rates of error-free passports. The working group identified best practices and developed reference tools. The region also established a client tracking system in Passport Offices to gather data on client service and client experience, with the goal of improving service.

Ontario Region

The Toronto North York Flagship Service Canada Centre is a testing ground for new ways to design and deliver service. In this centre, the whole service process focuses on the client and uses high-tech methods and tools. Key design principles have been applied and co-created with clients, stakeholders and employees. The basic idea was to consider inclusivity from the start in all aspects of the design. As a result, clients are supported end-to-end in their service experience.

The region collaborated with the provincial Ministry of Government and Consumer Services to issue 15,000 birth and delayed birth registrations. This provided adults in remote communities, with no government office, a document they need to benefit from government programs and services.

Quebec Region

The Quebec Region expanded its video chat service to the Longueuil Service Canada Centre. The video chat allows clients to receive immediate virtual assistance from an agent located in a different Service Canada Centre. This last year, the Service Canada Centres of Gaspé and Chandler joined the other five points of service that provide such virtual assistance. These are located in Campbell's Bay, La Sarre, Maniwaki, Ville-Marie and Senneterre. This virtual assistance first appeared in the Saint-Léonard Service Canada Centre, in the Québec Region. Given the success of the

The many shapes of inclusivity in the Toronto Flagship Service Canada Centre

For blind or partially sighted clients, wayfinder beacons send signals to clients' phones to help them navigate the space.

Screen readers, screen magnification and large font keyboards have been introduced at Client Access Workstations. Mousepads display frequently used phone numbers in accessible, easy-to-read, fonts and colours.

Adjustable service counters offer multi-height variability for client ease of use. Accessible point of sale machines with wireless, tap-enabled payment support clients who have limited dexterity.

A Sound Masking System has been installed to mask noise, increase client privacy and support clients with sound sensitivity.

A Service Animal Refreshment Station provides service animals with water.

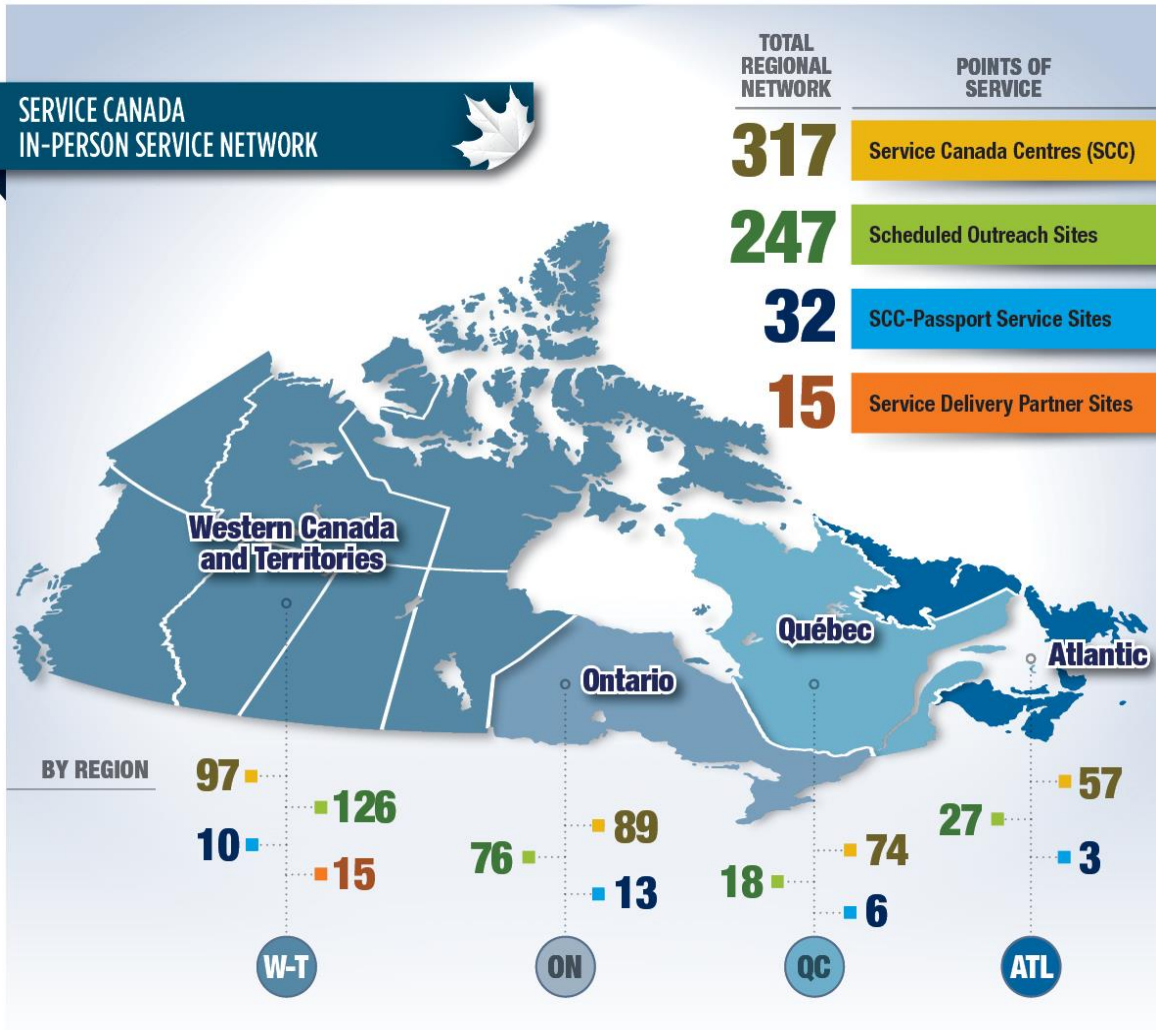
initiative, Service Canada continues to expand its client digital assistance experience to various cities across Canada.

Among other activities to reach vulnerable populations, the Quebec Region held an open house session on government services. This project aimed to gather officials from various levels of government to offer services directly to urban Aboriginals in Montreal. The region organized the event in collaboration with the First Nations Human Resources Development Board and the Montreal Urban Aboriginal Community Strategy NETWORK. Participants had an opportunity to learn more about the social insurance number, Canada Child Benefit and Indian Register. Building on this success, a second open house will take place in the Fall of 2019. This will enable the region to expand its outreach and strengthen its network capacity to better meet the needs of First Nations communities.

Regional offices also oversee a vast network of in-person service.

At the local level

At the end of March 2019, Canadians were able to access in-person services in 611 points of service across the country (as per the map below). That is 21 more locations than a year before. Of these, 15 are new Service Delivery Partner Sites, where employees of the Government of Northwest Territories provide services on behalf of Service Canada. These employees have received training from Service Canada to be able to provide general information, applications, referrals, follow-up and tracking.



Results achieved

Departmental Results	Performance Indicators	Target	Date to achieve target	fiscal year 2018 to 2019 Actual Results	2017 to 2018 Actual Results	2016 to 2017 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 31, 2019	93%	94%	92%
	Percentage of clients served in person who received assistance within 25 minutes	80%	March 31, 2019	85%	79%	81%

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	Percentage of program services that meet their service standard targets	80%	March 31, 2019	80% ¹	100%	100%
Canadians can obtain an error-free passport within Canada in a timely manner	Percentage of service standards met for the processing of passport requests by Canadians living in Canada	90% ²	March 31, 2019	100%	100%	100%

¹ The percentage represents the proportion of the five standards that met target. For example, 100% represents 5 out of 5; 80% represents 4 out of 5, etc.

² This target is part of a Memorandum of Understanding between the Department and IRCC.

The following table compares actual spending to planned spending for fiscal year 2018 to 2019. Amounts between brackets in the last column “Difference (Actual spending minus Planned spending)” indicate that the department spent less than projected during that fiscal year.

Budgetary financial resources (dollars)

Spending category	fiscal year 2018 to 2019 Main Estimates	fiscal year 2018 to 2019 Planned spending	fiscal year 2018 to 2019 Total authorities available for use	fiscal year 2018 to 2019 Actual spending (authorities used)	fiscal year 2018 to 2019 Difference (Actual spending minus Planned spending)
Gross Spending	250,235,842	250,235,842	236,669,690	203,136,512	(47,099,330)
Spending in Specified Purpose Accounts	0	0	0	0	0
Revenues netted against expenditures	179,860,543	179,860,543	161,798,772	128,265,594	(51,594,949)
Net Spending	70,375,299	70,375,299	74,870,918	74,870,918	4,495,619

The difference in gross spending is mainly due to resources for passport services included in the fiscal year 2018 to 2019 planned spending. These resources were planned for unexpected circumstances and increases in volumes which never materialized. As a result, these resources were not spent.

“Planned spending” may differ from Main Estimates as they include the amounts to be spent for the Specified Purpose Accounts (such as Employment Insurance and Canada Pension Plan accounts). These amounts include benefits paid to clients and amounts associated with the payment of these benefits.

“Net Spending” excludes amounts spent under Specified purpose accounts.

*Refer to the Department’s Financial Framework for a complete description of the departmental financial profile, including explanation of gross actual and planned spending.

Human resources (full-time equivalents)

fiscal year 2018 to 2019 Planned full-time equivalents	fiscal year 2018 to 2019 Actual full-time equivalents	fiscal year 2018 to 2019 Difference (Actual full-time equivalents minus Planned full-time equivalents)
2,738	2,036	(702)

The difference in full-time equivalents is mainly due to resources for passport services included in the fiscal year 2018 to 2019 planned full-time equivalents. These full-time equivalents were planned for unexpected circumstances and increases in volumes that never materialized. As a result, those full-time equivalents were never required.

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

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 service categories that support Program delivery in the organization, regardless of the Internal Services delivery model in a department. The 10 service categories are: Management and Oversight Services; Communications Services; Legal Services; Human Resources Management Services; Financial Management Services; Information Management Services, including Data Management and Analytics; Information Technology Services; Real Property Services; Materiel Services; and Acquisition Services.

Results

Information technology and information management

The department improved its strategy and roadmap to manage information. These outline the activities and projects the department will undertake over five years to improve the way it manages information. The roadmap brings three changes to the department:

- changes in thinking and culture
- changes in information handling
- changes in technology

As part of the roadmap, the department migrated over 30,000 devices to Office 2016 under the Desktop Software Renewal Project. It also upgraded its servers to support modern operating systems. In addition, the department continued to modernize its computer systems to be able to transform the way benefits are delivered to Canadians.

Data Strategy

In fiscal year 2018 to 2019, the department completed the first phase of its Data Strategy. It began implementing the tools and processes required to use data and analytics more effectively to improve services. In particular, the department:

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- created a Data and Privacy Committee to oversee the sound management of data and the protection of personal information across the department
- drafted its first Data Policy and put in place an Artificial Intelligence Strategy
- shared data openly with the public through Open Government and Open Data initiatives
- improved data access and research by establishing a process to share data with Statistics Canada and academic research networks
- developed internal capacity to discover, understand and communicate patterns in data, for example by using machine learning and artificial intelligence

The department developed a Privacy Management Roadmap to:

- respond to the use of new data practices and technologies
- identify and assess emerging threats to personal information
- support the Data Strategy and Service Transformation Plan.

Open and transparent government

The department made sure it was ready to comply with the proposed legislative amendments to the *Access to Information Act*. Certain amendments require online publication of departmental documents that were not published online before. The department adjusted business processes, re-designed templates, mobilized employees, and raised awareness about the new requirements. The department also launched, on its intranet site, a web page to provide employees with key information, tools and resources.

Departmental management excellence and accountability

The department continued to identify areas to streamline and integrate its planning and reporting processes. This included aligning its strategic framework more closely to its investment plan. In addition, the department strengthened its current investment and project management tools and procedures. This helped ensure the integrity of the portfolio and increased the department's ability to implement projects to improve the delivery of services to Canadians.

Human resource management: improving our workforce

As per its Workforce Strategy and its fiscal year 2018 to 2019 Workforce Action Plan, the department worked to attract and develop talent. To this end, the department:

- developed a new model and guiding principles for talent management
- worked with community organizations and educational institutions to position the department as an employer of choice
- improved tools and resources to support succession planning for key executive positions
- identified a strategic approach for nominations to external leadership development programs
- developed a new Competency Dictionary and set learning priorities based on current and future needs

Award: For the second year in a row, Employment and Social Development Canada was recognized as one of Canada's Best Diversity Employers. The Canada's Best Diversity Employers award recognizes employers from across Canada that have exceptional workplace diversity and inclusiveness

The department also fostered an inclusive and healthy workplace by:

- creating a Centre of Expertise to promote a respectful and harassment-free work environment
- launching a national Harassment Awareness and Prevention Campaign
- introducing innovative initiatives such as the Peer Support Program and the Mental Health Manager to Manager Network
- increasing recruitment of Indigenous people, including students, through outreach activities and the Indigenous Student Recruitment Initiative. This has led to a 25% increase in the number of Indigenous people hired in fiscal year 2018 to 2019

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In addition to the activities noted above, the department supported its transformation goals by:

- keeping employees informed on service transformation initiatives and related workforce changes
- offering learning initiatives to employees to support service transformation
- defining approaches to recruit people in key areas of expertise
- developing project management capacity through training programs
- simplifying human resource processes and services through the use of technology
- providing workforce and workplace data and identifying HR impacts from transformation

Safe working environment for employees

The department began implementing a three-year Departmental Security Plan to enhance and strengthen its security culture and program. This will ensure the department can provide a safe and secure work environment for employees and Canadians who access its locations. The plan also effectively ensured that sensitive information and valuable assets held by the department were protected and safeguarded.

The following table compares actual spending to planned spending for fiscal year 2018 to 2019. Amounts between brackets in the last column “Difference (Actual spending minus Planned spending)” indicate that the department spent less than projected during that fiscal year.

Budgetary financial resources (dollars)

Spending category	fiscal year 2018 to 2019 Main Estimates	fiscal year 2018 to 2019 Planned spending	fiscal year 2018 to 2019 Total authorities available for use	fiscal year 2018 to 2019 Actual spending (authorities used)	fiscal year 2018 to 2019 Difference (Actual spending minus Planned spending)
Gross Spending	824,994,686	824,994,686	939,942,257	897,483,438	72,488,752
Spending in Specified Purpose Accounts	0	0	0	0	0
Revenues netted against expenditures	576,863,193	576,863,193	646,318,250	617,971,443	41,108,250
Net Spending	248,131,493	248,131,493	293,624,007	279,511,995	31,380,502

The difference between actual and planned spending can be explained by the recording of temporary costs of overpayments in relation to Phoenix pay issues as well as increases to employees' wages as result of collective agreements.

“Planned spending” may differ from Main Estimates as they include the amounts to be spent for the Specified Purpose Accounts (such as Employment Insurance and Canada Pension Plan accounts). These amounts include benefits paid to clients and amounts associated with the payment of these benefits.

“Net Spending” excludes amounts spent under Specified purpose accounts.

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*Refer to the Department's Financial Framework for a complete description of the departmental financial profile, including explanation of gross actual and planned spending.

Human resources (full-time equivalents)

fiscal year 2018 to 2019 Planned full-time equivalents	fiscal year 2018 to 2019 Actual full-time equivalents	fiscal year 2018 to 2019 Difference (Actual full-time equivalents minus Planned full-time equivalents)
4,416	4,598	182

No significant difference between the actual and planned full-time equivalents.

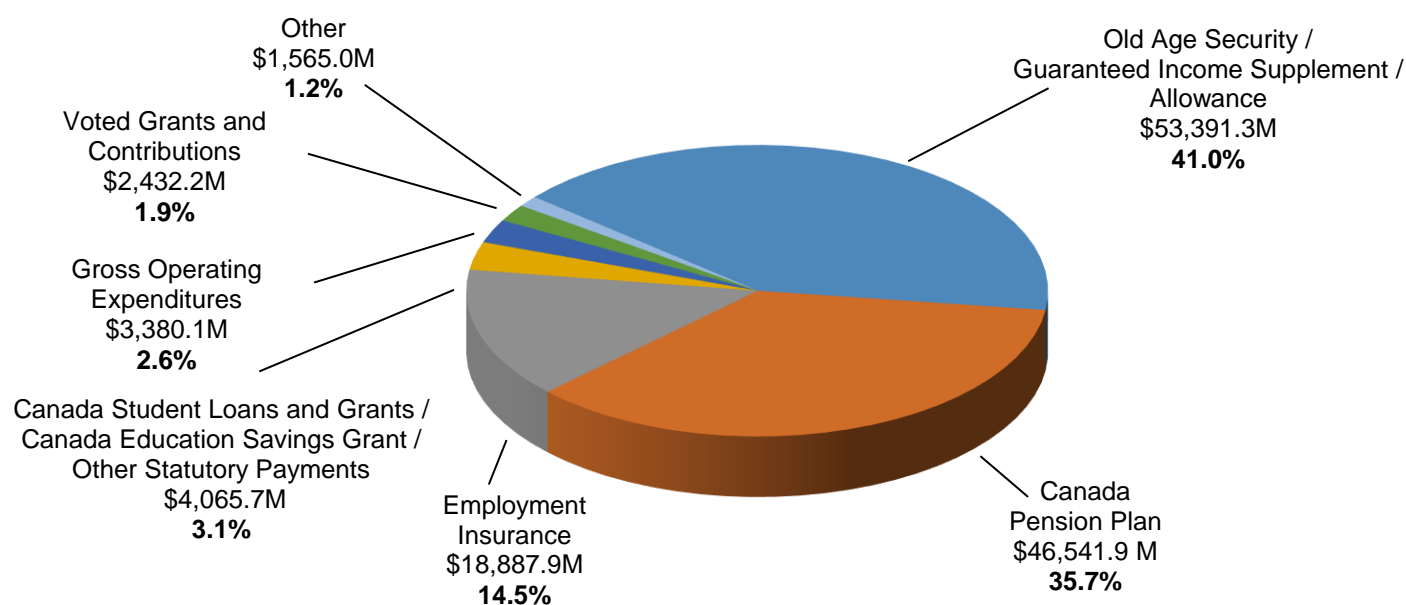
Analysis of trends in spending and human resources

Actual expenditures

Departmental spending trend

The department's expenditures on programs and services totaled \$130.3 billion in fiscal year 2018 to 2019. Of this, \$122.9 billion, or more than 94%, directly benefitted Canadians through Employment Insurance, the Canada Pension Plan, Old Age Security and other statutory transfer payment programs. Departmental expenditures were \$2.4 billion in voted grants and contributions and \$3.4 billion in gross operating expenditures.

CONSOLIDATED TOTAL: \$130,264.1 M



EMPLOYMENT AND SOCIAL DEVELOPMENT CANADA - GROSS EXPENDITURES (\$ millions)	
Budgetary	
Net Operating Costs	1,331.8
Add Recoveries in relation to:	
Canada Pension Plan	341.0
Employment Insurance Operating Account	1,405.0
Workers' Compensation	144.2
Passport Services	143.2
Other	14.9
	2,048.3
Gross Operating Costs	3,380.1
Voted Grants and Contributions	2,432.2
Total Gross Expenditures	5,812.3
Other – Workers' Compensation and EI/CPP Charges and Recoveries	1,565.0

STATUTORY TRANSFER PAYMENTS (\$ millions)	
Grants and Contributions:	
Old Age Security	40,424.1
Guaranteed Income Supplement Allowance	12,404.7
	562.5
Other Statutory Payments:	
Canada Student Loans and Grants	2,387.4
Canada Education Savings Grant	910.7
Canada Disability Savings Program	513.1
Canada Learning Bond	166.2
Wage Earner Protection Program	64.9
Universal Child Care Benefit	4.6
	4,046.9
Sub-Total	57,438.2
Canada Pension Plan Benefits	46,541.9
Employment Insurance Benefits	
Part I	16,580.0
Part II	2,307.9
	18,887.9
Other Specified Purpose Accounts	18.8*
Total Statutory Transfer Payments	122,886.8

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

Actual spending summary

Core Responsibilities and Internal Services	2018–19			
	Actual gross spending	Less: Actual gross spending in specified purpose accounts	Less: Actual revenues netted against expenditures	Actual net spending
Core Responsibility 1: Social Development	716,719,128	-	-	716,719,128
Core Responsibility 2: Pensions and Benefits	100,963,229,259	46,541,857,593	239,456,545	54,181,915,121
Core Responsibility 3: Learning, Skills Development and Employment	25,597,959,995	18,906,790,548	917,434,514	5,773,734,933
Core Responsibility 4: Working Conditions and Workplace Relations	320,589,879	-	145,191,155	175,398,724
Core Responsibility 5: Information Delivery and Services for Other Departments	203,136,512	-	128,265,594	74,870,918
Sub-total	127,801,634,773	65,448,648,141	1,430,347,808	60,922,638,824
Internal Services	897,483,438	-	617,971,443	279,511,995
Other Costs*	1,564,951,081	1,564,629,081	-	-
Total	130,264,069,292	67,013,277,222	2,048,319,251	61,202,150,819
<p>Notes: Refer to the Department's Financial Framework for a complete description of the departmental financial profile, including explanation of gross planned spending.</p> <p>* 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.</p>				

Department's financial framework

The department has a complex financial structure. It uses four main sources of funding to deliver its mandate. These are:

1. appropriated funds from the Consolidated Revenue Fund
2. the Employment Insurance Operating Account
3. the Canada Pension Plan
4. other government departments and Crown corporations

Some expenditures are excluded from the department's Main and Supplementary Estimates and from net actual and planned spending because they are not voted by Parliament. These are:

- actual expenditures related to the Employment Insurance Operating Account and the Canada Pension Plan
- planned expenditures that are recovered from other government departments and Crown corporations for the delivery of programs and services on their behalf

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Employment Insurance and Canada Pension Plan benefits and related administrative costs are charged against revenues set aside in separate specified purpose accounts. The Employment Insurance program provides financial support and other assistance to eligible workers. It 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. This assistance is available to virtually all employed and self-employed persons in Canada, excluding Québec. The province of Québec operates its own comprehensive pension plan, the Quebec Pension Plan.

The department incurs administrative costs in the delivery of programs related to Employment Insurance and Canada Pension Plan. These costs are charged to their respective specified purpose accounts and reported as revenues netted against expenditures under the department.

Departmental costs related to the delivery of programs and services on behalf of other government departments are also reported as revenues netted against the department's expenditures. These costs are mainly for passport services and the administration of the *Government Employee Compensation Act*.

These items are included in the department's gross actual and planned spending. This provides readers with the full cost to government of the department's programs and services. It also presents a complete picture of the resources the department manages to deliver its mandate. But these expenditures are ultimately recorded under separate legal entities.

The government amended the *Department of Employment and Social Development Act* in June 2018. The goal was to broaden the department's mandate to include the ability to deliver services to the public on behalf of partners, such as other government organizations. As a result, departmental costs related to the delivery of programs and services on behalf of other government departments will be reported under a statutory authority. An example of this would be passport services, reported as revenues netted against the department's expenditures.

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
- Canada Pension Plan (in gross actual spending only for Canada Pension Plan benefits and related administrative costs)

Core responsibility 3: Learning, Skills Development and Employment

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

Core responsibility 4: Working Conditions and Workplace Relations

- Consolidated Revenue Fund
- Crown corporations and other departments (in gross actual spending only for the administration of the *Government Employee Compensation Act*)

Core responsibility 5: Information Delivery and Services for Other Departments

- Consolidated Revenue Fund
- Other departments (in gross actual spending mainly for passport services)

Internal Services

- Consolidated Revenue Fund
- Canada Pension Plan (in gross actual spending only for Canada Pension Plan administrative costs)
- Employment Insurance Operating Account (in gross actual spending only for Employment Insurance administrative costs)
- Other departments (in gross actual spending mainly for passport services)

Financial highlights

The department is responsible for the direct delivery of programs such as the Old Age Security (OAS), the Canada Pension Plan (CPP), Employment Insurance (EI) and other statutory transfer payments. These programs can be affected by variances in the average number of beneficiaries and variances in the average benefit rates. This is the case for the Old Age Security and Guaranteed Income Supplement (OAS/GIS) and for the CPP. For EI, spending can be influenced by many factors such as the number of eligible individuals establishing claims for EI benefits.

Employment and Social Development Canada

This number varies with the economy, the benefit rates and the implementation of any new initiatives. The combined effect of those programs explains the main increase in statutory spending.

In fiscal year 2018 to 2019, the overall actual gross expenditures were \$4.6 billion higher than in 2017 to 2018. This is mainly the result of an increase in statutory payments.

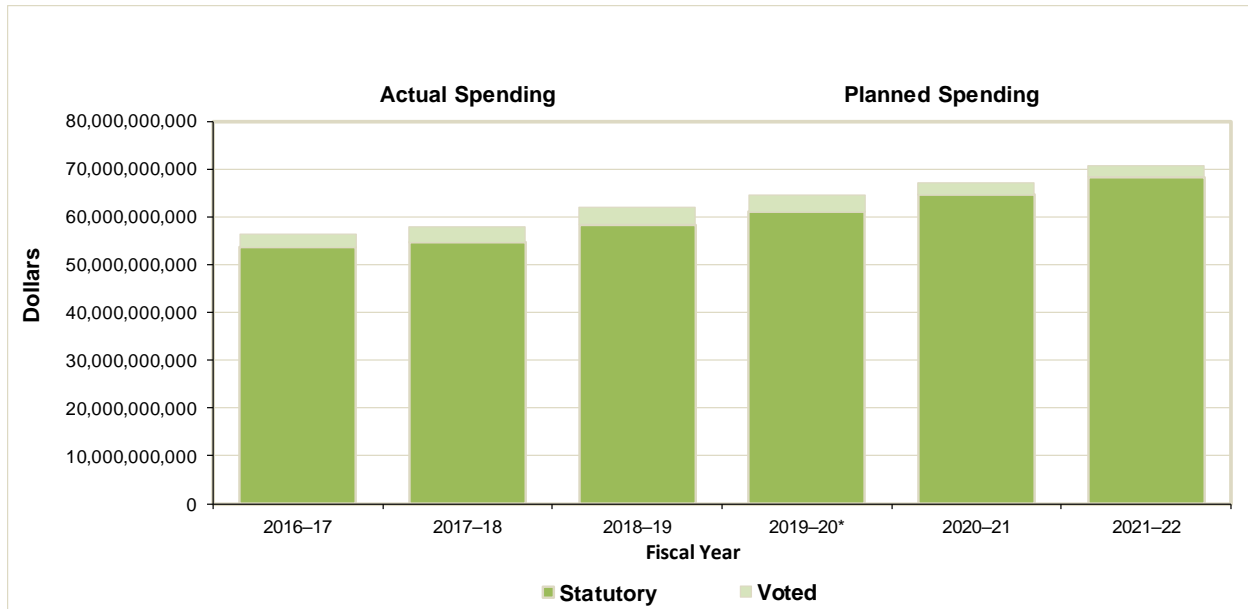
Statutory payments followed their usual trend in fiscal year 2018 to 2019. There were increases to OAS/GIS payments (\$2.8 billion) and to CPP benefits (\$2.1 billion). These increases were the result of the aging population and changes in the amount of average monthly benefits. The fiscal year 2018 to 2019 average monthly rate for OAS basic pension was \$568.29. That is \$10.01 more than the average monthly rate from 2017 to 2018. There was also an increase for the average number of OAS pension beneficiaries. This number grew from 6.0 million in fiscal year 2017 to 2018 to 6.2 million in fiscal year 2018 to 2019.

There were other spending increases for statutory programs from fiscal year 2017 to 2018 to fiscal year 2018 to 2019. These increases were mainly related to the Canada Student Loans Program (\$381 million) and the Wage Earner Protection Program (\$49 million).

Statutory increases were offset by a decrease of \$967 million in EI benefits paid. This decrease largely came from a decline in regular benefits. This decline is attributable to a reduction of the unemployment rate, which went from 6.1% to 5.8%. The decrease is also attributable to the winding down of the extra weeks measure for the commodity downturn. Employment Benefits and Support Measures expenditures increased by \$140 million, following new investments in Labour Market Development Agreements.

The figure below illustrates the department's spending trend from fiscal year 2016 to 2017 to fiscal year 2021 to 2022. In the 2018 to 2019 fiscal year, the department spent a net amount of \$61.2 billion in achieving its expected results. Planned spending presented from fiscal year 2019 to 2020 to fiscal year 2021 to 2022 corresponds to planned spending presented in the 2019 to 2020 Departmental Plan.

Employment and Social Development Canada



	Actual Spending			Planned Spending		
	2016-17	2017-18	2018-19	2019-20*	2020-21	2021-22
Statutory	53,599,988,764	54,607,489,480	57,839,469,633	61,004,972,545	64,647,390,537	68,304,275,565
Voted **	2,738,976,940	3,363,758,142	3,362,681,186	3,431,612,399	2,383,568,686	2,400,310,440
Total	56,338,965,704	57,971,247,622	61,202,150,819	64,436,584,944	67,030,959,223	70,704,586,005

* 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.

Actual summary for core responsibilities and internal services (gross)

Core Responsibilities and Internal Services	2018-19 Main Estimates	2018-19 Planned Spending	2019-20 Planned Spending*	2020-21 Planned Spending*	2018-19 Total Authorities Available for Use	2018-19 Actual Spending (authorities used)	2017-18 Actual Spending** (authorities used)	2016-17 Actual Spending** (authorities used)
Core Responsibility 1: Social Development	718,598,615	718,598,615	759,435,703	476,543,837	762,083,119	716,719,128	695,357,869	2,239,757,375
Core Responsibility 2: Pensions and Benefits	54,813,963,588	101,826,497,339	107,075,411,089	113,530,640,317	100,981,495,844	100,963,229,259	96,051,202,359	91,631,984,510
Core Responsibility 3: Learning, Skills Development and Employment	5,952,716,925	26,895,560,973	27,402,184,747	27,866,496,714	25,741,428,191	25,597,959,995	26,086,783,929	26,317,816,518
Core Responsibility 4: Working Conditions and Workplace Relations	292,192,487	292,192,487	298,909,369	297,274,487	324,102,185	320,589,879	262,029,434	253,469,223
Core Responsibility 5: Information Delivery and Services for Other Departments	250,235,842	250,235,842	225,074,106	224,516,425	236,669,690	203,136,512	228,253,902	185,087,756
Sub-total	62,027,707,457	129,983,085,256	135,761,015,014	142,395,471,780	128,045,779,029	127,801,634,773	123,323,627,493	120,628,115,382
Internal Services	824,994,686	824,994,686	841,778,820	828,389,600	939,942,257	897,483,438	925,244,173	876,667,337
Other Costs ***	-	1,384,577,942	1,690,372,657	1,689,079,507	1,511,453,942	1,564,951,081	1,380,064,755	1,250,037,361
Vote netted revenues	(1,927,232,359)	-	-	-	-	-	-	-
Sub-total	(1,927,232,359)	1,384,577,942	1,690,372,657	1,689,079,507	1,511,453,942	1,564,951,081	1,380,064,755	1,250,037,361
Total	60,925,469,784	132,192,657,884	138,293,166,491	144,912,940,887	130,497,175,228	130,264,069,292	125,628,936,421	122,754,820,080

Notes: Refer to the Department's Financial Framework for a complete description of the departmental financial profile, including explanation of gross actual and planned spending.

* Planned spending for 2019-20 and 2020-21 is presented as per ESDC'S 2019-20 Departmental Plan.

** For comparative purposes, 2016-17 and 2017-18 actual spending has been restated as per the 2018-19 Departmental Results Framework.

*** Other costs include administrative costs of other government departments charged to the Employment Insurance Operating Account and the Canada Pension Plan. It also includes Employment Insurance doubtful accounts and recoveries from other government departments, mainly related to Federal Workers' Compensation costs and passport services delivery.

Employment and Social Development Canada

There was an overall increase of \$7.5 billion in actual gross spending from fiscal year 2016 to 2017 to fiscal year 2018 to 2019. This increase is mainly attributable to increases in Canada Pension Plan and Old Age Security benefits paid. These increases are due to the aging population and changes in the amount of average monthly benefits.

Under Social Development, there was a significant decrease of \$1.5 billion in actual spending from fiscal year 2016 to 2017 to fiscal year 2018 to 2019. This decrease is a result of two factors. First, when government introduced the Canada Child Benefit, in replacement of the Universal Child Care Benefit, as of July 2016, the administration of the benefit was transferred to the Canada Revenue Agency. This transfer resulted in a \$2.0 billion decrease in departmental spending. Second, this \$2.0 billion decrease was offset by an increase of \$400 million in spending due to the introduction of the new Early Learning and Child Care transfer agreements implemented in 2017 to 2018.

There was an overall gross increase of \$9.3 billion in actual spending under Pension and Benefits from fiscal year 2016 to 2017 to fiscal year 2018 to 2019. This increase is mainly attributable to increases in the number of beneficiaries and in the amount of average monthly benefits payments for:

- Old Age Security (\$3.7 billion)
- the Guaranteed Income Supplement (\$1.5 billion)
- the Canada Pension Plan (\$4.0 billion)

Under Learning, Skills Development and Employment, there was a decrease of \$720 million in actual spending from fiscal year 2016 to 2017 to fiscal year 2018 to 2019. This decrease was mainly due to a reduction of \$1.9 billion in Employment Insurance benefits paid. This reduction is attributable to a decline in the unemployment rate, which resulted in a reduction in the amount of EI regular benefits paid. This rate went from 6.8% in fiscal year 2016 to 2017 to 5.8% in fiscal year 2018 to 2019. The decrease is also attributable to the winding down of the extra weeks measure for the commodity downturn.

This decrease in EI regular benefits paid is offset by an increase to the Canada Loans and Grants for Students spending. This increase was due to the implementation of Budget 2016 and Budget 2017 measures. These measures increased the number of low- and middle-income students, including those with dependent children, eligible for the Canada Student Grants. In addition, more people took advantage of the Canada Education Savings Grant and the Canada Learning Bond. This was due, in part, to various initiatives to increase awareness and take-up of these education savings incentives.

There was an increase of \$67 million in actual spending related to Working Conditions and Workplace Relations from fiscal year 2016 to 2017 to fiscal year 2018 to 2019. This increase is

Employment and Social Development Canada

mostly attributable to the Wage Earner Protection Program (WEPP). The WEPP actual spending for fiscal year 2018 to 2019 was \$65 million. This represents an increase of \$46 million when compared with 2016 to 2017. This increase is largely attributable to two factors. First, Budget 2018 increased the maximum WEPP payment from \$3,977 to \$7,148, and the increase was applied retroactively to February 27, 2018. Second, Sears Canada entered into receivership, and as a result, close to 10,000 former Sears Canada employees received a WEPP payment in fiscal year 2018 to 2019. In total, 18,165 Canadians received a WEPP payment in fiscal year 2018 to 2019. That is more than twice the total number of WEPP recipients in 2017 to 2018.

There was an increase of \$18 million in actual spending from fiscal year 2016 to 2017 to fiscal year 2018 to 2019 under Information Delivery and Services for Other Departments.³ This increase is mainly attributable to:

- an increase in volume related to the delivery of passport services
- an increase in salary due to collective agreements
- the fact that National Accommodation Plan costs are captured under Delivery of Services for Other Government of Canada Programs instead of under Internal Services since 2017 to 2018

There is a variance of \$315 million in actual spending under Other Costs from fiscal year 2016 to 2017 to fiscal year 2018 to 2019. This variance mainly relates to increased charges from other government departments to the CPP.

Actual summary for core responsibilities and internal services (at net)

Core Responsibilities and Internal Services	2018–19 Main Estimates	2018–19 Planned Spending	2019-20 Planned Spending*	2020–21 Planned Spending*	2018–19 Total Authorities Available for Use	2018–19 Actual Spending (authorities used)	2017–18 Actual Spending** (authorities used)	2016–17 Actual Spending** (authorities used)
Core Responsibility 1: Social Development	718,598,615	718,598,615	759,435,703	476,543,837	762,083,119	716,719,128	695,357,869	2,239,757,375
Core responsibility 2: Pensions and Benefits	54,573,099,084	54,573,099,084	57,169,311,616	60,730,874,424	54,181,915,121	54,181,915,121	51,362,618,315	48,917,558,758
Core Responsibility 3: Learning, Skills Development and Employment	5,148,307,806	5,148,307,806	5,824,251,524	5,152,876,232	5,910,684,763	5,773,734,933	5,416,434,813	4,689,694,911
Core Responsibility 4: Working Conditions and Workplace Relations	166,957,487	166,957,487	173,009,369	171,374,487	178,643,869	175,398,724	126,251,634	127,697,824
Core Responsibility 5: Information Delivery and Services for Other Departments	70,375,299	70,375,299	225,074,106	224,516,425	74,870,918	74,870,918	78,751,918	68,508,229
Sub-total	60,677,338,291	60,677,338,291	64,151,082,318	66,756,185,405	61,108,197,790	60,922,638,824	57,679,414,549	56,043,217,097
Internal Services	248,131,493	248,131,493	285,502,626	274,773,818	293,624,007	279,511,995	291,833,073	295,748,607
Total	60,925,469,784	60,925,469,784	64,436,584,944	67,030,959,223	61,401,821,797	61,202,150,819	57,971,247,622	56,338,965,704

Notes: Refer to the Department's Financial Framework for a complete description of the departmental financial profile, including explanation of gross actual and planned spending.

* 2019–20 and 2020–21 planned spending is presented as per ESDC's 2019-20 Departmental Plan.

** For comparative purposes, 2016–17 and 2017–18 actual spending has been restated as per the 2018–19 Departmental Results Framework.

³ This variation over two years results from a \$43 million increase between fiscal year 2016 to 2017 and fiscal year 2017 to 2018, followed by a \$25 million decrease from the 2017 to 2018 fiscal year to the 2018 to 2019 fiscal year.

Actual human resources

Human resources summary for programs and internal services (full-time equivalents (FTEs))

Core Responsibilities and Internal Services	2016-17 Actual*	2017-18 Actual*	2018-19 Planned	2018-19 Actual	2019-20 Planned**	2020-21 Planned**
Core Responsibility 1: Social Development	309	349	386	382	526	520
Core Responsibility 2: Pensions and Benefits	4,801	5,076	5,019	5,333	3,902	3,547
Core Responsibility 3: Learning, Skills Development and Employment	10,046	10,600	8,955	10,779	9,066	8,853
Core Responsibility 4: Working Conditions and Workplace Relations	647	651	673	668	691	683
Core Responsibility 5: Information Delivery and Services for Other Departments	2,179	2,316	2,738	2,036	2,507	2,508
Sub-total	17,982	18,992	17,771	19,198	16,692	16,111
Internal Services	3,843	4,114	4,416	4,598	4,462	4,404
Total	21,825	23,106	22,187	23,796	21,154	20,515

* For comparative purposes, actual full-time equivalents for fiscal years 2016 to 2017 and 2017 to 2018 has been restated as per the 2018 to 2019 Departmental Results Framework.

** Planned full-time equivalents for fiscal years 2019 to 2020 and 2020 to 2021 are presented as per the 2019 to 2020

There was an overall increase of 1,971 in actual full-time equivalents (FTE) from fiscal year 2016 to 2017 to fiscal year 2018 to 2019. This increase mainly followed from the following items:

Under Learning, Skills Development and Employment, there was an overall increase of 733 in actual FTEs from fiscal year 2016 to 2017 to fiscal year 2018 to 2019. This increase is mainly due to measures that the EI program took to address increased demand for processing.⁴ There was a variance between planned and actual FTEs for fiscal year 2018 to 2019. This variance is due to additional funding approved for new initiatives after forecasts were done. This funding was for measures such as:

- changes to EI special benefits
- support to increase call centre service standards
- transformation projects

⁴ The majority of this increase in FTEs (554) occurred from the 2016 to 2017 fiscal year to the 2017 to 2018 fiscal year.

Under Pensions and Benefits, there was an overall increase of 532 FTEs from fiscal year 2016 to 2017 to fiscal year 2018 to 2019. This increase is attributable to additional funds and FTEs dedicated to processing CPP and OAS files. There was also a variance between the planned and actual FTEs for fiscal year 2018 to 2019. This increase was mainly due to additional funding for activities to ensure seniors had timely access to OAS benefits. This funding was approved during the fiscal year and therefore had not been factored in the fiscal year 2018 to 2019 planned FTEs.

Under Internal Services, there was an increase of 755 FTEs from fiscal year 2016 to 2017 to fiscal year 2018 to 2019. This increase is mainly attributable to the creation of new units within the department to better support its mandate and employees.

Expenditures by vote

For information on Employment and Social Development Canada's organizational voted and statutory expenditures, consult the [Public Accounts of Canada 2018](#).xviii

Government of Canada spending and activities

Information on the alignment of the Employment and Social Development Canada's spending with the Government of Canada's spending and activities is available in the [GC InfoBase](#).xix.

Financial statements

The financial highlights are intended to serve as a general overview of Employment and Social Development Canada's financial position and operations.

The following condensed consolidated financial statements are prepared in accordance with the Government's accounting policies, which are based on Canadian public sector accounting standards. They are therefore different from reporting on the use of authorities, reflected in the rest of this report. Reconciliation between authorities used and the net cost of operations is set out in Note 3 of the Department's consolidated financial statements.

These consolidated financial statements include the transactions of the Employment Insurance Operating Account, a sub-entity under the control of the department. The accounts of this sub-entity have been consolidated with those of the department and all inter-organizational balances and transactions have been eliminated. The Canada Pension Plan (CPP) is excluded from the department's reporting entity because it is managed by both the Government of Canada and the provinces. Changes to the Canada Pension Plan require the agreement of at least two-thirds of the provinces, representing at least two-thirds of the population of all the provinces.

Financial statements

Employment and Social Development Canada's consolidated financial statements (unaudited) for the year ended March 31, 2019, are available on the departmental website.

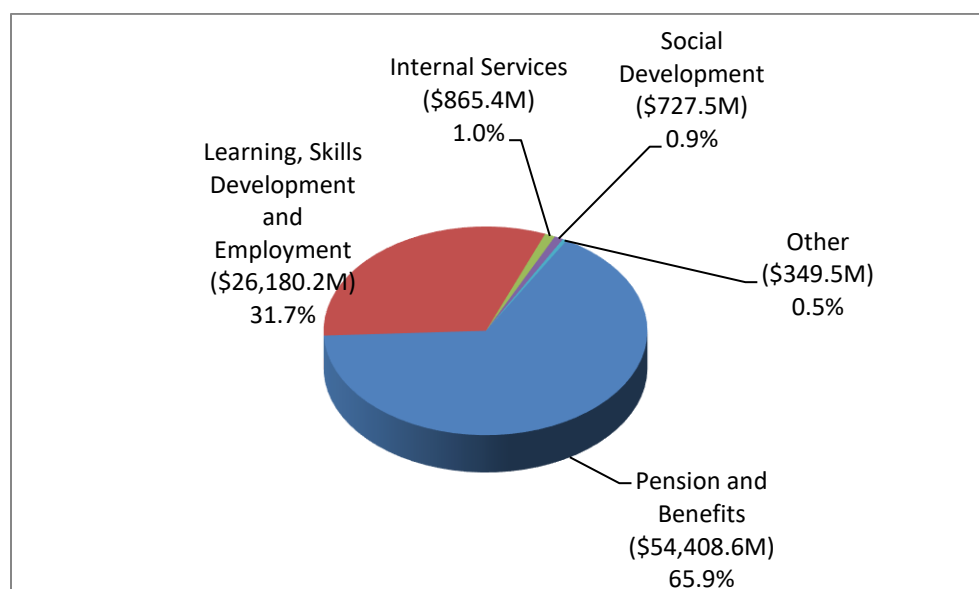
Financial statements highlights

Condensed Consolidated Statement of Operations (unaudited) for the year ended March 31, 2019 (dollars)

Financial information	fiscal year 2018 to 2019 Planned results ⁽¹⁾	fiscal year 2018 to 2019 Actual results	2017 to 2018 Actual results	Difference (fiscal year 2018 to 2019 Actual results minus fiscal year 2018 to 2019 Planned results)	Difference (fiscal year 2018 to 2019 Actual results minus 2017 to 2018 Actual results)
Total expenses	84,297,079,658	82,531,201,906	80,346,429,318	(1,765,877,752)	2,184,772,588
Total revenues	22,899,949,918	23,284,835,475	22,126,746,081	384,885,557	1,158,089,394
Net cost of operations before government funding and transfers	61,397,129,740	59,246,366,431	58,219,683,237	(2,150,763,309)	1,026,683,194

⁽¹⁾ The unaudited departmental future-oriented statement of operations can be found on the [department's website](#).

Expenses by core responsibility



Actual over Planned

The fiscal year 2018 to 2019 expenses were \$1,765.9 million lower than planned. The variance is mainly attributable to:

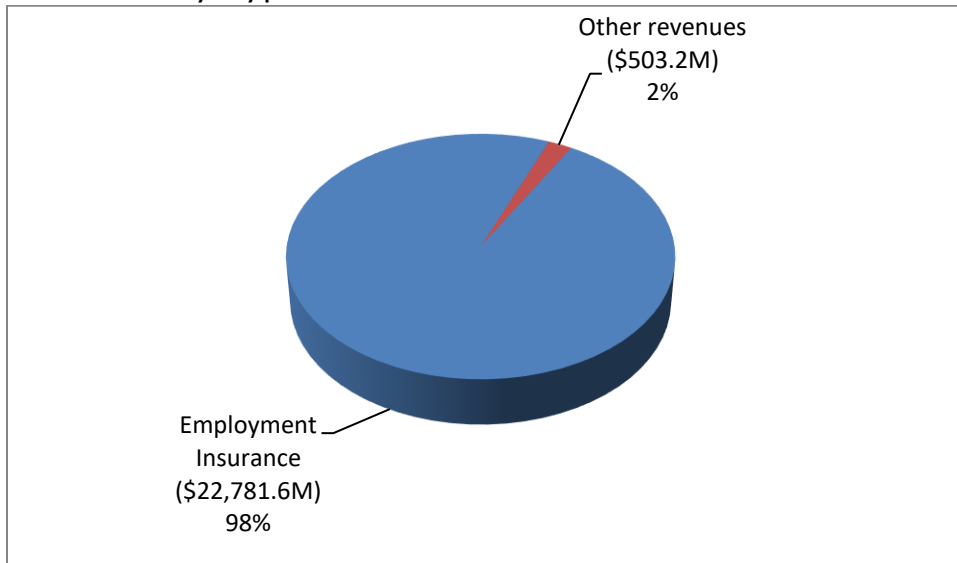
- the improvement of the economy resulting in less demand for Employment Insurance (EI) regular benefits than expected
- lower than expected average monthly benefits for Old Age Security (OAS), marginally offset by higher than planned benefits for Guaranteed Income Supplement (GIS)

Actual Year over Year

Total expenses for the fiscal year 2018 to 2019 year amounted to \$82,531.2 million, an increase of \$2,184.8 million over the previous year's total expenses of \$80,346.4 million. The increase in expenses is mainly explained by:

- an increase of \$2,833.4 million in Pension and Benefits mainly due to the increase in the eligible population for OAS and GIS, caused by the growing aging population and the increase in the maximum monthly benefit amount
- a decrease of \$631.3 million in Learning, Skills Development and Employment expenses mainly due to the improvements in the labour market conditions resulting in a decrease in EI regular benefits⁵, which is offset by increases in the Canada Student Loans Program

Revenues by Type



⁵ This decrease occurred in fiscal year 2018 to 2019.

Actual over Planned

The fiscal year 2018 to 2019 revenues were \$385.0 million higher than planned. The variance is mainly attributable to total EI insurable earnings being higher than planned due to higher than expected growth in wages.

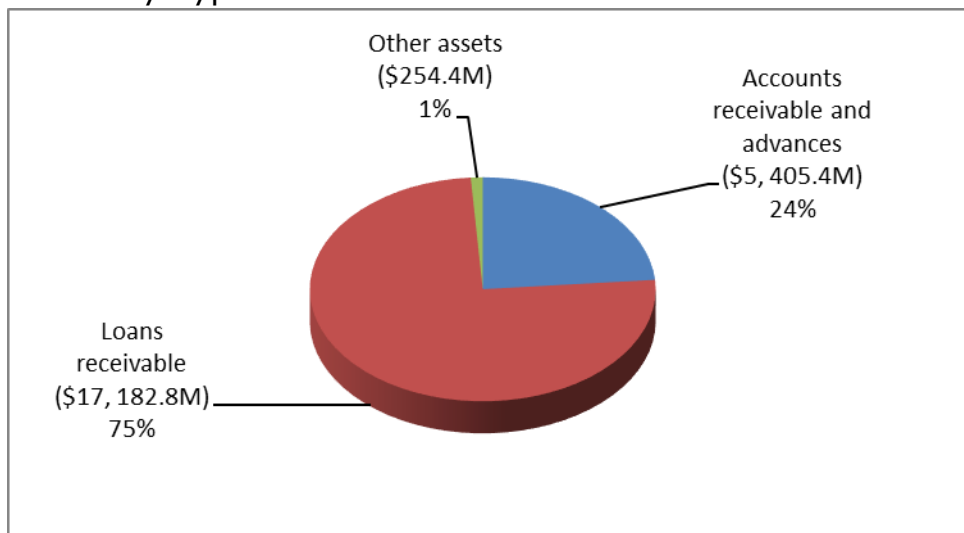
Actual Year over Year

Total revenues for the fiscal year 2018 to 2019 year amounted to \$23,284.8 million, an increase of \$1,158.1 million over the previous year's total revenues of \$22,126.7 million. The majority of this increase can be explained by the growth in employment and an increase in average wages.

**Condensed Consolidated Statement of Financial Position (unaudited)
as of March 31, 2019 (dollars)**

Financial information	fiscal year 2018 to 2019	2017 to 2018	Difference (fiscal year 2018 to 2019 minus 2017 to 2018)
Total net financial assets	22,588,197,082	20,973,227,188	1,614,969,894
Total net liabilities	3,291,795,610	3,157,716,228	134,079,382
Departmental net financial asset	19,296,401,472	17,815,510,960	1,480,890,512
Total non-financial assets	254,441,007	229,670,093	24,770,914
Departmental net financial position	19,550,842,479	18,045,181,053	1,505,661,426

Assets by Type

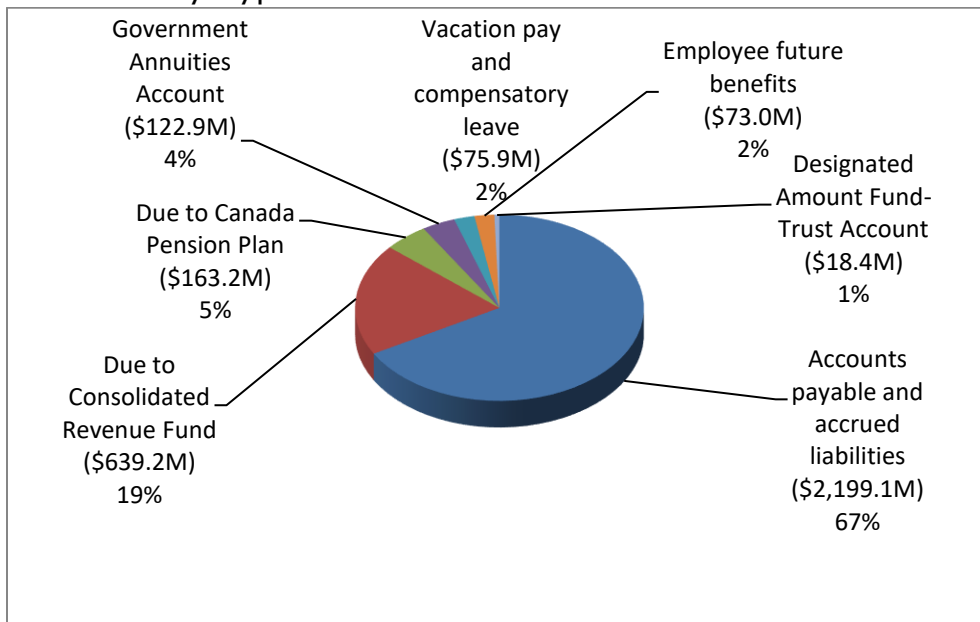


Employment and Social Development Canada

Total assets (including financial and non-financial assets) amounted to \$22,842.6 million as at March 31, 2019, an increase of \$1,639.7 million over the previous year's total assets of \$21,202.9 million. The increase in assets is mainly attributable to:

- an increase of \$451.4 million in accounts receivable and advances, which is mainly due to an increase in EI premiums receivable from Canada Revenue Agency (CRA), and an increase in OAS benefit repayments receivable, which is due to more pensioners over age 65 remaining in the workforce
- an increase of \$1,180.4 million in loans receivable mainly caused by an excess of new Canada Student Loans disbursed over the total amount of repayments received

Liabilities by Type



Total liabilities amounted to \$3,291.7 million as at March 31, 2019, an increase of \$134.1 million over the previous year's total liabilities of \$3,157.7 million. The increase is mainly due to changes in the year-end balance of the liability related to CPP, which is a result of the timing of year-end payments.

Supplementary information

Corporate information

Organizational profile

Appropriate ministers:

The Honourable Jean-Yves Duclos

The Honourable Patti 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 \(S.C. 2005, c. 34\)](#);^{xx} additional information on acts and regulations can be found on the [Employment and Social Development Canada website](#)^{xxi}.

Year of incorporation / commencement:

2005

Other:

For more information on the Department's role, please visit the [Employment and Social Development Canada website](#)^{xxii}.

Departmental Results Framework

The Employment and Social Development Departmental Results Framework for 2018–19 is shown below.

Departmental Results Framework		Program Inventory	
Core Responsibility 1: Social Development	Description: Increase inclusion and opportunities for participation of Canadians in their communities.		Reaching Home
	Departmental Result: Homelessness is prevented and reduced.	Indicator: Reduction in the estimated number of shelter users who are chronically homeless	Social Development Partnerships Program
	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	New Horizons
	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	Enabling Accessibility Fund
	Departmental Result: Access to early learning and child care is increased.	Indicator: Number of children in regulated child care spaces and/or early learning programs.	Early Learning and Child Care Transformation Initiative
		Indicator: Number of children receiving subsidies or other financial supports.	Canadian Benefit for Parents of Young Victims of Crime
	Departmental Result: Clients receive high quality, timely and efficient services that meet their needs.	Indicator: Service standard target for Social Development program priority service, as defined by the Government of Canada's Policy on Service, was met	Accessible Canada Initiative
Core Responsibility 2: Pensions and Benefits	Description: Assist Canadians in maintaining income for retirement, and provide financial benefits to survivors, people with disabilities and their families.		Sustainable Development Goals Funding Program
	Departmental Result: Seniors have income support for retirement	Indicator: Percentage of seniors receiving the Old Age Security pension in relation to the estimated total number of eligible seniors	Old Age Security
		Indicator: Percentage of seniors receiving the Guaranteed Income Supplement in relation to the estimated total number of eligible seniors	Canada Disability Savings Program
		Indicator: Percentage of Canada Pension Plan contributors aged 70+ receiving retirement benefits	Canada Pension Plan
		Indicator: Percentage of seniors living in low income	
Departmental Result: People with disabilities and their families have financial support	Indicator: 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		

Employment and Social Development Canada

Departmental Results Framework		Program Inventory	
		Indicator: Percentage of Canadians eligible for the Disability Tax Credit who have a Registered Disability Savings Plan to encourage private savings	
		Indicator: 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	
	Departmental Result: Clients receive high-quality, timely and efficient services that meet their needs	Indicator: 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	
		Key Measure: Percentage of Canada Pension Plan retirement benefits paid within the first month of entitlement	
		Key Measure: Percentage of decisions on applications for a Canada Pension Plan disability benefit within 120 calendar days	
		Key Measure: Percentage of Old Age Security basic benefits paid within the first month of entitlement	
Core Responsibility 3: Learning, Skills Development, and Employment	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.		
	Departmental Result: Canadians access education, training and lifelong learning supports to gain the skills and work experience they need	Indicator: Number of Canadians receiving training and/or employment supports	Employment Insurance
		Indicator: Employment or returns to school following training/supports	Labour Market Development Agreements
		Indicator: Percentage of Canadians aged 18 to 24 that are enrolled in university or college	Workforce Development Agreements
		Indicator: Percentage change in Canadians aged 25 to 64 enrolled in university or college	Opportunities Fund for Persons with Disabilities
	Departmental Result: Canadians participate in an inclusive and efficient labour market	Indicator: Employment rate for Canadians	Job Bank
		Indicator: Employment rate for Indigenous people off reserve	Youth Employment Strategy
		Indicator: Employment rate for Indigenous people on reserve	Skills and Partnership Fund
		Indicator: Employment rate for recent immigrants	Literacy and Essential Skills\
		Indicator: Employment rate for persons with disabilities	Indigenous Skills and Employment Training (ISET) Program
		Indicator: Employment rate for youth	Student Work Placement Program
	Departmental Result (cont'd):	Indicator: Employment rate for women	Union Training and Innovation Program
		Sectoral Initiatives Program	
		Foreign Credential Recognition Program	
		Temporary Foreign Worker Program	

Employment and Social Development Canada

Departmental Results Framework		Program Inventory	
	Canadians participate in an inclusive and efficient labour market		
		Indicator: Employment rate for older Canadians	Enabling Fund for Official Language Minority Communities
		Indicator: Employment rate for lone parents	Canada Student Loans Program and Canada Apprentice Loans
		Indicator: Unemployment-to-job vacancies (ratio)	Canada Education Savings Program
	Departmental Result: More students from low- and middle-income families access and participate in post-secondary education	Indicator: Proportion of low- and middle-income Canadian young adults participating in Post-Secondary Education	Apprenticeship Grants
		Indicator: 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	Skilled Trades and Apprenticeship (Red Seal Program)
		Indicator: Percentage of full-time students (all ages) who used federal student financial assistance to help finance their participation in Post-Secondary Education	Canada Service Corps
	Departmental Result: Clients receive high-quality, timely and efficient services that meet their needs	Indicator: Percentage of Employment Insurance benefit payments or non-benefit notifications issued within 28 days of filing	Skilled Trades Awareness and Readiness Program (STAR Program)
		Indicator: Percentage of Employment Insurance requests for reconsideration reviewed within 30 days of filing	Future Skills
		Indicator: Percentage of Social Insurance Numbers applied for through the Newborn Registration Service issued within 10 business days	
Core Responsibility 4: Working Conditions and Workplace Relations	Description: Promotes safe, healthy, fair and inclusive work conditions and cooperative workplace relations.	Labour Relations	
	Departmental Result: Workplaces are safe and healthy	Federal Workers' Compensation	
	Departmental Result: Work conditions are fair and inclusive	Occupational Health and Safety	
	Indicator: Number of health and safety violations identified under the Canada Labour Code (Part II) per 1,000 federally regulated employees	Workplace Equity	
	Indicator: 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	Labour Standards	
Indicator: Three year average number of founded violations identified under Part III of the Canada Labour Code per 1,000 federally regulated employees	Wage Earner Protection Program		
	International Labour Affairs		

Employment and Social Development Canada

Departmental Results Framework		Program Inventory
	<p>Indicator: Percentage of activities or instruments undertaken to strengthen respect for international labour standards that met expected outcomes</p>	
	<p>Departmental Result: Labour relations are cooperative</p>	
	<p>Indicator: Percentage of labour disputes settled under the Canada Labour Code (Part I) without work stoppages, where parties were assisted by Labour Program officers</p>	
	<p>Departmental Result: Clients receive high quality, timely and efficient services that meet their needs</p>	
	<p>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</p>	
	<p>Departmental Result (cont'd): Clients receive high quality, timely and efficient services that meet their needs</p>	
	<p>Key Measure: Percentage of occupational health and safety cases each fiscal year that are finalized within 120 days (excluding prosecutions, appeals, and technical surveys)</p>	
	<p>Key Measure: Percentage of unjust dismissal complaints that are finalized within 180 days</p>	
	<p>Key Measure: Percentage of conciliators assigned under the Canada Labour Code within 15 calendar days of receiving requests that are compliant with Canada Industrial Relations Regulations</p>	
	<p>Key Measure: Percentage of initial Wage Earner Protection Program payments and non-payment notifications issued within 35 calendar days</p>	
Core Responsibility 5: Information and Service Delivery for Other Departments	<p>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.</p>	Government of Canada Telephone General Enquiries Services
	<p>Departmental Result: Clients receive high quality, timely and accurate government information and services that meet their needs</p>	Government of Canada Internet Presence
		In-Person Points of Service
		Passport
		Other Government Department Programs
	<p>Indicator: 1 800 O-Canada information completeness, relevancy and accuracy assessment</p>	
	<p>Indicator: Percentage of clients served in person who received assistance within 25 minutes</p>	
	<p>Indicator: Number of program services that meet their service standard targets</p>	
	<p>Departmental Result: Canadians can obtain a passport within Canada in a timely manner</p>	
	<p>Indicator: Percentage of travel documents and other passport services processed within standards</p>	

Supporting Information on Programs

Supporting information on ESDC's programs is available on [GC InfoBase^{xxiii}](#).

Supplementary Information Tables

The following supplementary information tables are available on ESDC's website:

- [Departmental Sustainable Development Strategy](#)
- [Details on transfer payment programs of \\$5 million or more](#)
- [Gender-based analysis plus](#)
- [Horizontal initiatives](#)
- [Response to parliamentary committees and external audits](#)
- [Status report on projects operating with specific Treasury Board approval](#)
- [Status report on transformational and major Crown projects](#)
- [Raison d'être, mandate and role: who we are and what we do](#)
- [Operating context and key risks](#)

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^{xxiv}](#). This report also provides detailed background information on tax expenditures, including descriptions, objectives, historical information and references to related federal spending programs. The tax measures presented in this report are the responsibility of the Minister of Finance.

Organizational contact information

Head Office

140 Promenade du Portage, Phase IV
Gatineau, Quebec K1A 0J9
Canada

Telephone: 1-800-622-6232

Toll-free: 1-800-622-6232

Website: www.canada.ca/en/employment-social-development.html^{xxv}

Email: NC-SPR-PSR-CPMD-DPMG-GD

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.

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 Results Report (rapport sur les résultats ministériels)

A report on an appropriated department's 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 approach used to assess how diverse groups of women, men and gender-diverse people may experience policies, programs and initiatives. The “plus” in GBA+ acknowledges that the gender-based analysis goes beyond biological (sex) and socio-cultural (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. Examples of GBA+ processes include using data disaggregated by sex, gender and other intersecting identity factors in performance analysis, and identifying any impacts of the program on diverse groups of people, with a view to adjusting these initiatives to make them more inclusive.

government-wide priorities (priorités pangouvernementales)

For the purpose of the 2017–18 Departmental Results Report, 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.

Management, Resources and Results Structure (structure de gestion, des ressources et des résultats)

A comprehensive framework that consists of an organization’s inventory of programs, resources, results, performance indicators and governance information. Programs and results are depicted in their hierarchical relationship to each other and to the Strategic Outcome(s) to which they contribute. The Management, Resources and Results Structure is developed from the Program Alignment Architecture.

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 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 that receive Treasury Board approval by February 1. Therefore, planned spending may include amounts incremental to planned expenditures 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 Strategic Outcome(s) or Departmental Results.

program (programme)

A group of related resource inputs and activities that are managed to meet specific needs and to achieve intended results and that are treated as a budgetary unit.

Program Alignment Architecture (architecture d'alignement des programmes)

A structured inventory of an organization's programs depicting the hierarchical relationship between programs and the Strategic Outcome(s) to which they contribute.

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.

Strategic Outcome (résultat stratégique)

A long-term and enduring benefit to Canadians that is linked to the organization's mandate, vision and core functions.

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 ESDC’s Departmental Plan 2018–19, <https://www.canada.ca/en/employment-social-development/corporate/reports/departmental-plan/2018-2019.html>

ⁱⁱ Opportunity for All – Canada’s First Poverty Reduction Strategy, <https://www.canada.ca/en/employment-social-development/programs/poverty-reduction/reports/strategy.html>

ⁱⁱⁱ Social innovation/Social finance Strategy Co-Creation Steering Group’s report, <https://www.canada.ca/en/employment-social-development/programs/social-innovation-social-finance/reports/recommendations-what-we-heard.html>

^{iv} Multilateral Early Learning and Child Care Framework, <https://www.canada.ca/en/employment-social-development/programs/early-learning-child-care/reports/2017-multilateral-framework.html>

^v Indigenous Early Learning and Child Care Framework, [Indigenous Early Learning and Child Care Framework - Canada.ca](https://www.canada.ca/en/employment-social-development/programs/indigenous-early-learning-child-care/framework.html)

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

^{vii} Here is a list of service standards results, with explanations. The 5 out of 10 result is partly due to challenges related to: the Department’s aging information technology infrastructure; delays in migrating some programs and services to more modern information technology platforms; and increased processing workload inventories related to the implementation of policy and service improvements.

Supporting Service Standards for the Roll-up Service Indicator: 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 (fiscal year 2018 to 2019: 5 out of 10 were met)	Target	Actual Result fiscal year 2018 to 2019	Actual result explanation/context
Canada Pension Plan retirement benefits are paid within the first month of entitlement	90%	96%	TARGET MET
Canada Pension Plan payments are accurate	95%	99.8%	TARGET MET
Canada Pension Plan calls are answered by an agent within 10 minutes	80%	76%	For the 2018 to 2019 fiscal year, Pensions Call Centres achieved a Service Level result of answering 76% of calls within 10 minutes, with 68% accessibility. There were both technology and capacity constraints that prevented them from achieving the 80% target. The migration of the Pensions Call Centres to the Hosted Contact Centre Solution, a new telephony platform, in May 2019, will help to improve this result.
Make a decision on applications for a Canada Pension Plan Disability benefit within 120 calendar days of receiving a complete application	80%	63%	While the service standard was not met, the average timeframe was below the service standard. In fiscal year 2018 to 2019, for initial application decisions, the average time to make a decision was 102 days. Increased inventory resulted in Service Canada having to balance the processing of older applications and the prioritization of files for the gravely ill and terminally ill clients. This balancing was made with a focus on minimizing the impact on less critical application types, but resulted in

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			some applications aging above target processing timeframe.
A decision for Canada Pension Plan Disability Benefit applicants with a terminal illness is made within 5 business days of receiving a complete terminal illness application	95%	91%	While the service standard was not met, the average timeframe was below the service standard. In fiscal year 2018 to 2019, the average time to make a decision for terminally ill applicants was 4 business days and half received a decision in 2 days. Service Canada continues to strive for a high standard of service with this target given the critical nature of the clients needs. The achievement of the target continued progressing (up from 89.2% the year before) while services to clients are being improved.
A decision for Canada Pension Plan Disability Benefit applicants with a grave condition is made within 30 calendar days of receiving a complete application	80%	84%	TARGET MET
A decision on a Canada Pension Plan Disability Benefit reconsideration request is made within 120 calendar days of receiving the reconsideration request	80%	70%	While the service standard was not met, the average timeframe was below the service standard. In fiscal year 2018 to 2019, for initial reconsiderations, the average time to make a decision was 109 days. Increased inventory resulted in Service Canada having to balance the processing of older applications and the prioritization of files for the gravely ill and terminally ill clients. This balancing was made with a focus on minimizing the impact on less critical application types, but resulted in some applications aging above target processing timeframe.
Old Age Security basic benefits are paid within the first month of entitlement	90%	92%	TARGET MET
Old Age Security payments are accurate	95%	98%	TARGET MET
Old Age Security calls are answered by an agent within 10 minutes	80%	76%	For the 2018 to 2019 fiscal year, Pensions Call Centres achieved a Service Level result of answering 76% of calls within 10 minutes, with 68% accessibility. There were both technology and capacity constraints that prevented them from achieving the 80% target. The migration of the Pensions Call Centres to the Hosted Contact Centre Solution, a new telephony platform, in May 2019, will help to improve this result.

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

^{ix} Consulting Canadians, <https://www.canada.ca/en/employment-social-development/services/foreign-workers/reports/primary-agriculture.html#h2.1>

^x Temporary Foreign Worker Program, <https://www.canada.ca/en/employment-social-development/services/foreign-workers.html>

^{xi} Pathways to Education, <https://www.pathwaystoeducation.ca/>

^{xii} Career Handbook, <http://noc.esdc.gc.ca/English/CH/Welcome.aspx?ver=16&ch=03>

^{xiii} LMI Explore, <https://clmi-explore-icmt.ca/viz?page=home&lang=en>

^{xiv} 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. The

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department did not meet all its service standard targets in fiscal year 2018 to 2019 because of factors such as increased volumes, technical issues, and limitations in capacity and funding.

Supporting Service Standards for the Roll-up Service Indicator: 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	Target	Actual result fiscal year 2018 to 2019	Actual result explanation/context
Employment Insurance benefit payments or non-benefit notifications are issued within 28 days of filing	80%	80%	TARGET MET
Employment Insurance payments are accurate ¹	95%	96%	TARGET MET
Employment Insurance calls are answered by an agent within 10 minutes	80%	67%	EI Call Centres have both technology and capacity constraints that prevent them from achieving the target to answer 80% of calls within 10 minutes. They have received funding from Budget 2018 over three years, starting in fiscal year 2018 to 2019, to achieve a target of 70% of calls answered within 10 minutes, with an accessibility of 70%. In fiscal year 2019 to 2020, the department is preparing to migrate the EI Call Centres to a new telephone platform that is expected to address the technology constraint. EI Call Centres answered 67% of calls in ten minutes with an accessibility of 66%; factors impacting this result included systems outages due to aging technology and increased call volume. Furthermore, the Call Centres supported EI processing by dedicating a small number of agents to processing activities, which enabled the department to meet its Speed of Payment target in fiscal year 2018 to 2019 (80.0% result, target is 80%). This initiative did not negatively impact Call Centre Service Level results.
Employment Insurance request for reconsideration decisions are finalized within 30 days of the request being received	70%	71%	TARGET MET
Issue Social Insurance Number in one in-person visit (based on complete applications with all supporting documentation)	90%	98.7%	TARGET MET
Issue Social Insurance Numbers for clients that apply by mail (from inside or outside of Canada) within 20 business days of Service Canada receiving the application (based on complete applications with all supporting documentation)	Currently being determined	70.5%	Not Applicable
Issue Social Insurance Numbers for clients that apply through the Newborn Registration Service within 10 business days of receiving the information from the province of birth	90%	100%	TARGET MET
Validate employer files within five business days	100%	100%	TARGET MET
Post job advertisements on Job Bank within two business days	100%	95%	The target was not met due to challenges in workload management.
Applicants submitting Labour Market Impact Assessments applications for highest-demand occupations (skilled trades), highest-	80%	73%	Challenges in meeting the target included an unforeseen 12% increase in Labour Market

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paid occupations (top 10% of wages in a given province or territory) or short-duration work periods (120 days or less) receive their Labour Market Impact Assessments or a reason for its refusal within 10 business days of receipt of the application and all documents required.			Impact Assessment (LMIA) applications eligible for the 10-Day Priority Processing measured by this indicator in fiscal year 2018 to 2019, in addition to a 23% increase in the overall volume of LMIA applications received.
Percentage of required Learning, Skills Development and Employment program payments that met the service standard	100%	100%	TARGET MET
Answer inbound Student Financial Assistance telephone inquiries within 20 seconds	80%	84.2%	TARGET MET
The Call Blockage rate for inbound Student Financial Assistance telephone inquiries is less than 0.5%	100%	100%	TARGET MET
Responses to written Student Financial Assistance enquiries are sent within 10 working days of receipt	100%	98.9%	Technical issues in August and September 2018 prevented the service provider from meeting the 100% target.
Responses to Student Financial Assistance complaints are sent in writing within 10 working days of receipt	100%	100%	TARGET MET
Master Student Financial Assistance Agreements are processed within three working days of receipt of complete and accurate documentation	100%	100%	TARGET MET
Where information on a Master Student Financial Assistance Agreement is incomplete or inaccurate, action to resolve this is taken within two working days	95%	100%	TARGET MET
Where a borrower requests a change in their loan repayment schedule, changes are completed within five working days of receipt of a complete and accurate request in 100% of cases	100%	100%	TARGET MET
Applications to the Repayment Assistance Plan are assessed within three working days of receipt of complete and accurate information (including all supporting documentation)	100%	99%	Technical issues in November 2018 prevented the service provider from meeting the 100% target.
Clients are informed of the final outcome of their Repayment Assistance Plan assessment (approved or refused) within two working days of the decision	100%	100%	TARGET MET
Percentage of Canada Education Savings Grant payments made within the 65-day service standard	95%	97%	TARGET MET
Percentage of Canada Learning Bond payments made within 65-day service standard	85%	92%	TARGET MET

¹ March fiscal year-end results include both confirmed and potential monetary errors for overpayments and underpayments identified through the course of the payment accuracy review. Potential errors require additional actions to confirm whether an error has occurred. Until those actions are completed, they are captured as errors. Although Quality Services works diligently to resolve all potential errors by fiscal year-end, it is not always possible. The results provided reflect the most current results for fiscal year 2018 to 2019

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

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

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

^{xviii} *Public Accounts of Canada 2018*, <http://www.tpsgc-pwgsc.gc.ca/recgen/cpc-pac/index-eng.html>

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

^{xxi} Department of Employment and Social Development Act,

<http://laws-lois.justice.gc.ca/eng/acts/H-5.7/index.html>

^{xxii} Employment and Social Development, <https://www.canada.ca/en/employment-social-development.html>

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

^{xxiv} Report on Federal Tax Expenditures,
<https://www.fin.gc.ca/purl/taxexp-eng.asp>

^{xxv} Employment and Social Development, <https://www.canada.ca/en/employment-social-development.html>