

Canada-Quebec Labour Market Agreement in Principle (LMDA)

Canada-Quebec Labour Market Implementation Agreement

General Information	
Lead Department	Human Resources Development Canada (HRDC).
Partners	Government of Quebec
Effective Date	April 1, 1998
Expiry Date	None. Labour Market Development Agreements are indeterminate agreements and are not subject to renewal. The agreement contains provisions for either party to give notice of termination.
Web Site	http://www.hrdc-drhc.gc.ca/ei/lma/qc/quaagre_e.html
Purpose	To establish roles and responsibilities with respect to the implementation of Quebec's active employment measures funded by the Employment Insurance Account.
Roles and Contributions	<p>The roles and contributions of each party are described in the LMDA available via the web-site noted above.</p> <p>Quebec is responsible for:</p> <ul style="list-style-type: none"> • determining the labour market priorities for the province, taking into account, for the funds from the Employment Insurance Account, the objectives agreed upon and the needs identified at the local and regional levels • designing, implementing and evaluating active employment measures which are in conformity with the objectives agreed upon by the parties • providing a labour exchange service and, to this end, establishing appropriate links with Canada • determining the service needs of employment insurance users • providing referral to appropriate services and employment counselling • helping people establish plans for acquisition of the occupational skills they need and guiding them in a successful job search • producing Quebec labour market information • participating in the improvement of the pan-Canadian labour market information system <p>Canada is responsible for:</p> <ul style="list-style-type: none"> • the Employment Insurance Account • delivering Employment Insurance benefits, including those paid to active employment insurance claimants who are participating in active employment measures • producing and disseminating the labour market information it needs to exercise its responsibilities recognized under the Agreement and those associated with the management of the Employment Insurance account and with encouraging interprovincial mobility

	<ul style="list-style-type: none"> administering pan-Canadian activities funded by the Employment Insurance account, including interprovincial sectoral interventions, and taking action in economic crisis situations.
Resources	
Program Funding	<p>2001/02: \$ 595,741,000 confirmed allocation</p> <p>2002/03: \$ 596,905,000 projected allocation</p>
Tracking and Reporting	The Employment Insurance Monitoring and Assessment Report is available at: http://www.hrdc-drhc.gc.ca/ae-ei/loi-law/eimar.shtml . Chapter 3 covers Employment Benefits and Support Measures (EBSM) and the Labour Market Development Agreements under which these are funded and delivered.
Measurement and Reporting	
Outcomes	<ul style="list-style-type: none"> High quality labour market services for the population of Quebec Integrated employment measures and services to all Quebecers who are employed or seeking employment Improving the operation of the labour market Eliminating overlap and duplication Involving labour market and employment partners in the management of active employment measures Integrating unemployed persons into the labour market A joint accountability framework is included in the provisions of the LMDA.
Indicators	<p>Key indicators include: Employment Insurance clients served, Clients who return to work, and potential Unpaid Employment Insurance Benefits, resulting from clients returning to work prior to exhausting their EI benefits claim.</p> <p>Client participation and key results indicators are tracked internally on a monthly basis</p>
Comparable Indicators	A Medium Term Indicators project is being implemented that will measure longer-term and incremental results of participation in programs and services. The indicators and the methodology for their tracking have yet to be determined.
Evaluation/Third Party Assessments	The agreement provides for periodic evaluations of its provisions and of the programs and services delivered under its auspices. These evaluations are the responsibility of Quebec.
Shared Information and Best Practices	An LMDA Working Group comprised of representatives from each regional office and NHQ shares information and best practices during regular conference calls and at annual conferences.
Public Reporting	The Employment Insurance Monitoring and Assessment Report is available at: http://www.hrdc-drhc.gc.ca/ae-ei/loi-law/eimar.shtml . Chapter 3 covers Employment Benefits and Support Measures (EBSM) and the Labour Market Development Agreements under which these are delivered.

Involving Canadians	
Provisions for Citizens to Participate in Developing Social Priorities and Reviewing Outcomes	Canadians are involved in the Labour Market Development Agreement through the regular evaluation process – through client surveys and evaluations.
Feedback Mechanisms to the Public	http://www.hrdc.gc.ca/hrib/ebsm-pems/menu/contactus.shtml
Service Commitments	
Public Availability of Eligibility Criteria	Programs and services delivered under the Canada-Quebec Agreement LMDA are provincial programs. In order for the programs to be funded under the LMDA, the eligibility criteria in section 58 of the Employment Insurance Act must be respected. The EI Act is available at: http://www.hrdc-drhc.gc.ca/ae-ei/loi-law/ei_act_entry_page.shtml . Other sites with the eligibility criteria: <ul style="list-style-type: none"> • http://www.hrdc.gc.ca/hrib/ebsm-pems/menu/programs.shtml • http://www.hrdc-drhc.gc.ca/ei/lma/gc/quagre_e.html
Existence and Availability of Service Commitments	In the Labour Market Agreement in Principle, the parties agree on the following principles with respect to service to users: <ul style="list-style-type: none"> • convenient access to programs and services • courteous, considerate and timely service • flexible and innovative approaches to the labour market and the community's needs • optimization of individuals' potential and respect for human dignity, and • special attention to groups with specific needs
Measurement and Public Reporting	Client satisfaction with services received is measured through the regular evaluation process. Findings of evaluations are included in the Employment Insurance Monitoring and Assessment Report.
Appeals and Complaints	
Existence, Availability and Communication of Mechanisms	Under section 64 of the Employment Insurance Act, decisions made in relation to employment benefits or support measures, are not subject to appeal.
Tracking and Public Reporting	Not applicable ¹
Mobility	
Existence of Measures	Not applicable ¹

¹**Not applicable:** when the section does not apply.