

Employment Insurance Income Benefits (EIIB)

General Information	
Lead Department	Human Resources Development Canada (HRDC)
Partners	<ul style="list-style-type: none"> • Canada Customs and Revenue Agency (CCRA) is a partner in delivering the Employment Insurance (EI) program as they are responsible for collecting EI premiums and determining insurability of employment. • Public Works and Government Services for direct deposit of EI cheques. • Justice for legal issues and Family Orders. • Statistics Canada for economic forecasts. • Treasury Board Secretariat for Service Canada, Government-On-Line service to Canadians, regulatory changes and issues on literacy. • RCMP and other Police Agencies for investigations of fraud. • Provincial/territorial governments and agencies for client service enhancements. • Employers, employees and their representative organizations to encourage compliance with laws and best practices. • Privacy Commissioner's Office for the approval of data matches, Memorandums of Understanding and Agreements
Effective Date	The Unemployment Insurance Income Benefits Act was first passed in 1940. The most recent changes to the program, including renaming to Employment Insurance Income Benefits (EIIB) were implemented in July 1996 and January 1997 (Bill C-12). Since then Bill C-32 enhanced parental benefits and Bill C-2 made adjustments to the 1996-1997 Reform.
Expiry Date	On going.
Web Site	http://www.hrdc-drhc.gc.ca/ae-ei/employment_insurance.shtml
Purpose	<p>Objective:</p> <p>To promote individual well being, economic stability and a flexible labour market by providing temporary income support to unemployed workers who qualify for EI Income Benefits under the Employment Insurance Income Benefits Act. Benefits are also provided to eligible workers who take sickness, maternity and parental leave.</p> <p>Expenditures:</p> <p>Information on expenditures are detailed under Resources / Funding.</p>

<p>Roles and Contributions</p>	<p>Canadians are being informed of the roles and contributions of governments through the Main estimates report, news releases, publications, posters, inserts, speeches, media kits, information kits, Internet, HRDC offices, Employment Insurance Income Benefits Telecentres and at Group Information Sessions for clients.</p> <p>The department is conducting public opinion surveys and focus testing as well as monitoring and providing media analysis of the media coverage to track the public understanding of the department's role and contributions.</p> <p>Also, the department is collecting input from unemployed workers, employers and the people who deliver the program through the Annual Monitoring and Assessment report. Electronic copies of the Monitoring and Assessment Reports (1997-2000) are available at http://www.hrdc-drhc.gc.ca/ae-ei/loi-law/eimar.shtml</p>												
<p>Resources</p>													
<p>Funding</p>	<p>For 1999/2000 gross operating expenditures were \$583 million and benefit payments for Part I of the I Act were \$9,299.7 million.</p> <table border="1" data-bbox="467 856 1299 1060"> <thead> <tr> <th></th> <th>Forecast 2000-01</th> <th colspan="2">Planned Spending 2001-02 2002-03</th> </tr> </thead> <tbody> <tr> <td>Gross Operating Expenditures</td> <td>522.4</td> <td>513.9</td> <td>505.2</td> </tr> <tr> <td>EI Part 1 – Income Benefits</td> <td>9,522</td> <td>10,095.2</td> <td>10,666.3</td> </tr> </tbody> </table> <p>The actual figures will be issued in the Departmental Performance Report (DPR) which is released in the fall of 2001. Electronic copies of the DPR are available at: http://www.hrdc-drhc.gc.ca/fas-sfa/dpr9900.shtml</p>		Forecast 2000-01	Planned Spending 2001-02 2002-03		Gross Operating Expenditures	522.4	513.9	505.2	EI Part 1 – Income Benefits	9,522	10,095.2	10,666.3
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<p>Tracking and Reporting</p>	<p>Federal spending is collected and analysed through the Department's Financial Information Systems (FIS) and documented in several public reports:</p> <ul style="list-style-type: none"> • Department Performance Report (DPR) – under supplementary information • Departmental Report on Plans & Priorities (RPP) – under specified purpose accounts • Chief Actuary's Report • Public Accounts of Canada – Employment Insurance Income Benefits Account • Monitoring and Assessment Report (annual parliamentary report 1997-2001) <p>All of the above reports are available through the following web site: http://www.hrdc-drhc.gc.ca/menu/pub.shtml</p> <p>Public Accounts of Canada are available on the internet at http://www.pwgsc.gc.ca/recgen/text/pubacc-e.html</p>												

Measurement and Reporting

Outcomes

Planned Outputs

In 2001/02, we expect to:

- process around 2.5 million applications for EI benefits
- issue 20 million EI payments
- answer close to 40 million enquires
- process 1.5 million applications for Social Insurance Numbers
- complete 10 million transactions through the use of TELEDEC
- conduct 1 million investigations into EI fraud and abuse
- administer 114,000 Government Annuities contracts for Canadians
- administer 37,000 applications for premium reductions
- prepare 28,000 appeals to be heard by the Board of Referees.

The above information is available in the RPP for 2001/02

<http://www.hrdc-drhc.gc.ca/fas-sfa/rpp0102.shtml>

Output Monitoring

Data for the above mentioned outputs is collected and monitored through a variety of internal systems.

Information on the number of claims processed and benefits issued is captured with the Benefit Pay System. The Investigation and Control Information System captures a variety of information on prevention and detection activities including the volume of investigations and the amount of savings realized from Investigation and Control activities. The Automated Voice Response Enquiry System (AVRES) captures data regarding telephone enquiries in terms of both volume of calls and service provided to clients. The Appeals Delivery Management System (ADMS) captures extensive data on the processing of appeals.

The data captured by these systems is reviewed on a regular basis to ensure resource allocation is in alignment with workloads and for the purpose of monitoring the level of service being delivered to the public.

Key Outcome Commitments

The EI program has identified - strategic and effective departmental management and infrastructure to provide sustainable results efficiently and effectively - as its key outcome result. The programs ability to deliver will be assessed using two (2) key outcomes:

1. Income support for eligible Canadians who are temporarily out of the workplace
2. Confidence in the financial integrity of the Employment Insurance Program

	<p>Key Outcomes Measured and Assessed</p> <p>The two key outcomes will be measured by way of specific performance indicators, which are outlined in the following section. All of these measures, with the exception of the unemployed individuals potentially eligible to benefits, will be monitored on a regular basis and will be part of the quarterly performance measurement report.</p> <p>The EI program has also developed a ‘Balanced Scorecard’ to be used as a framework to ensure that all aspects of the program are measured and monitored. It is to be implemented during the 2001/02 fiscal year.</p>
Indicators	<p>For each of the key outcomes, specific indicators have been identified, which will be used to determine the program’s effectiveness in delivering the key outcomes. Indicators in bold will be in the quarterly Performance Measurement Report.</p> <p>Income support for eligible Canadians who are temporarily out of the workplace</p> <ol style="list-style-type: none"> 1. Percentage of unemployed individuals who are potentially eligible to receive EI benefits. 2. Speed of payment or otherwise entitled: percentage of claims that are finalized and the 3rd week of their claim is processed and considered for benefits within 28 days of the commencement of the claim. 3. Number of appeals scheduled to be heard by the Board of Referees, within 30 days of the filing of an appeal. 4. Percentage of callers answered by a Service Delivery Agent within three minutes. <p>Confidence in the financial integrity of the Employment Insurance Program</p> <p>Dollar value of direct savings from detection activities and indirect savings from deterrence and prevention activities.</p> <p>Monitoring Performance (Outputs)</p> <p>Information on these indicators is collected through internal systems. The results are reported in the Departmental Performance Report as well as in the Performance Management Report.</p>

<p>Comparable Indicators</p>	<p>Within the EI program we have initiated the development of a balanced scorecard and are drafting possible societal impact measures.</p> <p>Within the Insurance program there are comparable indicators with regards to speed of service. The timeliness of service to the client for processing claims, answering enquiries and hearing appeals is determined based on length of time to provide the required service.</p> <p>There is also commonality between EI and Income Security Programs (ISP) in measuring telephony services.</p> <p>Monitoring Societal Impacts</p> <p>The EI program is in the process of developing societal impact measures that seek to illustrate the influence the program has on the lives of Canadians. One of the program's goals is to ensure that citizens have the opportunity to fully participate in the workforce and society. The context measures listed below should provide an indication of the breadth of coverage that the program affords to those Canadians who are temporarily out of the workforce.</p> <ol style="list-style-type: none"> 1. Number of workers receiving EI benefits. 2. Number of initial and renewal claims received. 3. Number of payments issued. 4. Dollar value of EI benefits paid. <p>An additional influence is to provide Canadians with an awareness and understanding of the EI program. A proposed indicator is the percentage of insured employment who are eligible for benefits. HRDC hopes to influence the decision to remain in insured employment by increasing individuals' understanding and awareness of the EI program.</p> <p>Joint Use of Societal Impacts</p> <p>The EI program is a federal program and thus there is no joint use or measurement of the societal impacts with provincial departments/programs.</p>
<p>Evaluation/Third Party Assessments</p>	<p>Evaluation Strategy</p> <p>Provisions for 3rd Party Assessments</p> <p>Not applicable¹</p> <p>Involvement of 3rd Parties in Measuring & Reporting Performance</p> <p>Not applicable¹</p> <p>Audit Strategy</p> <p>Audits and evaluations of specific aspects of the program are conducted regularly by the department's Internal Audit Branch and internal evaluation group.</p>

Shared Information and Best Practices	<p>The Insurance program regularly conducts national workshops for the purpose of developing national procedures, including indicators, and to share information between and amongst regional offices.</p> <p>We will be hosting workshops in the spring and fall of 2001 to discuss refinements to the balanced scorecard implemented in the beginning of the 2001-2002 fiscal year.</p>
Public Reporting	<p>Outputs & Outcomes</p> <p>Performance information on outputs and outcomes is reported publicly in the Departmental Performance Report. http://www.tbs-sct.gc.ca/rma/dpr/99-00/HRDC99dpre.pdf</p> <p>Information on the programs performance is also reported in the Auditor General's report: http://www.oag-bvg.gc.ca/domino/other.nsf/html/99menu5e.html) and the Main Estimates report.</p> <p>The public is also made aware of outputs through different sources of information namely; new releases, posters, speeches, media kits, information kits.</p> <p>Societal Indicators</p> <p>The EI program is still in the process of developing societal indicators and as such there has yet to be any public reporting. It is anticipated that once developed the societal indicator(s) will be reported through the Departmental Performance Report as well as other public reports.</p> <p>Lessons Learned</p> <p>Lessons learned in the delivery of the EI program are shared internally with a view to improving service to the public.</p>
Involving Canadians	
Provisions for Citizens to Participate in Developing Social Priorities and Reviewing Outcomes	<p>Canadians are involved in developing priorities and reviewing outcomes through a variety of surveys and focus groups. The EI program deals with Canadians directly at Human Resource Centres Canada (HRCCs) as well as through specific programs such as Public Liaison Officers and Group Information Sessions.</p>

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

<p>Feedback Mechanisms to the Public</p>	<p>Chapter 4 (Community Adjustment) of the 1999 Monitoring and Assessment report and Chapter 5 (Impacts) of the 2000 Monitoring and Assessment report (http://www.hrhc-drhc.gc.ca/ae-ei/loi-law/eimar.shtml) provide detailed information on the involvement of citizens in assessing the impact of the EI program. The publication of the annual Monitoring and Assessment report has been extended to 2006.</p> <p>The results from these reports are used to develop appropriate action plans to address the needs of our clients. The HRDC Action Agenda - 2000 and Beyond (http://www.hrhc-drhc.gc.ca/fas-sfa/busplan/2000/core.shtml#01) outlines how we intend to improve our services to better meet the needs of our clients.</p>
<p>Service Commitments</p>	
<p>Public Availability of Eligibility Criteria</p>	<p>Eligibility criteria are publicly available through different sources of information such as news releases, publications, posters, speeches, media kits, internet (http://www.hrhc-drhc.gc.ca/ae-ei/pubs/200017.shtml) and through local offices.</p>
<p>Existence and Availability of Service Commitments</p>	<p>HRDC has developed a national template for our service commitments. Regions and Human Resource Centres Canada (HRCCs) are to use this template and post this information in the office where it is easily visible by clients. In addition to posting the service standards HRCCs also post their results.</p> <p>Service Commitment:</p> <p>You are entitled to courteous and considerate treatment and complete and accurate information about your entitlements and obligations.</p> <p>We aim to keep the waiting time to meet a client service officer to a minimum. Waiting times will be posted in our offices.</p> <p>You are entitled, if you qualify, to receive your first payment within:</p> <ul style="list-style-type: none"> • 28 days for Employment Benefits and Measures; • 28 days for Employment Insurance Income Benefits <p>Specific office standards can also be added to the above commitments.</p> <p>In addition to having posters in the HRCCs we are working towards having this information available on the internet. The goal is to have this information available to the public on National and Regional web sites.</p> <p>CCRA is a partner as they are responsible for collecting premiums and determining the insurability of employment. We are currently working with CCRA in revamping the Memorandum of Understanding which will include performance measures and service standards.</p>

<p>Measurement and Public Reporting</p>	<p>Information on performance against service commitment is being collected through client surveys, special studies and internal systems. Performance result for the service commitment to issue first benefit cheques within 28 days is reported in the DPR. Results from the Client Survey, which is being conducted during 2001, will also be reported in the DPR.</p> <p>Presently, our systems do not provide aggregated data regarding wait times experienced in HRCCs. The HRCCs are posting notices advising clients of the estimated wait time.</p>
<p>Appeals and Complaints</p>	
<p>Existence, Availability and Communication of Mechanisms</p>	<p>The EI Act provides, to anyone who is the subject of a decision of the Commission, the right to appeal that decision to a Board of Referees. Each decision letter contains notification of appeal rights, and the time limits for submitting an appeal. Additional information about the process is provided either on request, with the decision letter, or once an appeal letter is received.</p> <p>Canadians are made aware of the mechanisms to initiate an appeal or on how to register complaints through their local Human Resources Development of Canada offices and through the Board of Referees. Other communication tools such as brochures, Employment Insurance Telecentres (EIT), the Integrated Voice Response System (IVR) and the Internet (http://www.hrdc-drhc.gc.ca/ae-ei/employment_insurance.shtml) are also ways that citizens are informed about the mechanisms in place.</p>
<p>Tracking and Public Reporting</p>	<p>Appeals are tracked through the internal Appeals Delivery Management System (ADMS). Through this system, volumes, issues, speed of service, and outcomes are all managed and tracked. Given privacy considerations there is no mechanism to provide feedback to the public on the results of appeals. The results of a specific appeal are sent to the appellant and interested parties only.</p>
<p>Mobility</p>	
<p>Existence of Measures</p>	<p>The EI program does not contain any residence-based barriers to mobility.</p> <p>Individuals are able to collect EI income benefits from anywhere within Canada and in certain situations from outside the country. In addition, individuals are able to seek the approval of HRDC to collect EI income benefits while on training.</p>