

**EMPLOYMENT AND SOCIAL DEVELOPMENT CANADA DETAILED ACTION PLAN**  
to the recommendations of the Office of the Auditor General Performance Audit of *Specific COVID-19 Benefits*.

Report Ref. No.	OAG Recommendation	Management Response	Description of Final Expected Outcome/Result	Expected Final Completion Date	Key Interim Milestones (Description/Dates)	Responsible Organization/ Point of Contact (Name, Position, Tel #)	Indicator of Achievement (For PACP Committee Use Only)
		<p><i>The departmental Management Response (MR) is included in the OAG's audit report that was tabled to Parliament and posted on the OAG's website on December 6, 2022</i></p>	<p><i>The action plan will be provided to the Public Accounts Committee (PACP) within six months of the audit being tabled, or when feasible, prior to the hearing, should the organization be invited to appear before PACP to discuss the findings of an audit.</i></p> <p><i>The detailed action plan will be published on the PACP's website.</i></p>				
<p>Para 10.101</p>	<p>The Canada Revenue Agency and Employment and Social Development Canada should update their post-payment verification plans to include all activities to identify payments to ineligible recipients of COVID-19 benefit programs, taking into account the legislated time frames increase the extent of post-payment verifications for COVID-19 benefit programs for individuals to include all cases identified as being at risk of being ineligible</p>	<p><b>Partially agreed.</b> Employment and Social Development Canada and the Canada Revenue Agency have ensured that their plans include both reconciliation activities such as the collection of lump-sum payments as well as post-payment verifications of potentially ineligible applicants. As part of their integrity work, the department and agency have assessed all COVID-19 benefit programs against the eligibility criteria and will leverage a risk-based approach to verifications that focuses on the highest risk files and the greatest dollars at risk</p> <p>The department and the agency were provided funding by the government to conduct risk-based post-payment verifications at a level that balances the number of resources required to investigate a potentially ineligible recipient against the amount paid to an individual. It would not be cost effective nor in keeping with international and industry best practices to pursue 100% of all potentially ineligible claims. This approach is evergreen, and will be adapted as the circumstances warrant.</p>	<p>1. Confirm eligibility, identify and recover ineligible EI-ERB payments.</p> <p>2. Implement and adjust risk-based post-payment verification activities that focus on the highest risk files and greatest dollars at risk.</p> <p>3. Demonstrate sound stewardship principles through regular reporting of results.</p>	<p>1a. Completed</p> <p>1b. Completed</p> <p>2a. Completed</p> <p>2b. Ongoing</p> <p>3. Ongoing</p>	<p>1a. Initiate reconciliation activities for establishment of advance payment overpayments.</p> <p>1b. Assess 100% of EI-ERB applications against eligibility criteria.</p> <p>2a. Establish a risk-based approach to post-payment verifications for the EI-ERB focussing on the highest risk files and greatest dollars at risk.</p> <p>2b. This plan will be updated on an annual basis, incorporating lessons learned from ongoing verification activities and will outline planned activities for the subsequent fiscal year.</p> <p>3. ESDC will report annually to stakeholders, Parliamentarians and Canadians on EI-ERB savings associated with errors, misrepresentation and fraud.</p>	<p>1a. BISB Tammy Belanger Senior Assistant Deputy Minister</p> <p>1b, 2, 3. ISB Mary Crescenzi Assistant Deputy Minister</p>	