

Canada Recovery Benefit – Outreach Strategy

Questions and Answers

Ministry of Labour, Training and Skills Development

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Question 1: What is the Canada Recovery Benefit (CRB) Outreach Strategy?

The Canada Recovery Benefit (CRB) provided income support to employed and self-employed individuals who lost income due to COVID-19 and were not entitled to Employment Insurance (EI) benefits. The CRB was administered by the Canada Revenue Agency.

The CRB wound down on October 23, 2021. Ontario had approximately 350,000 beneficiaries who received this benefit. The Ministry of Labour, Training and Skills Development, is proactively contacting former CRB beneficiaries to ensure that they are aware of the supports available to them through the Employment Ontario (EO) network and to help facilitate their return to work.

Question 2: How are former CRB beneficiaries being contacted?

A new proactive, phased approach for the CRB Outreach Strategy is being used to connect clients to the appropriate EO supports:

- Phase 1A – the ministry will distribute an email communication to former CRB beneficiaries, beginning the week of November 22nd, directing them to book an appointment (either online or by phone) with an EO employment counsellor.
- Phase 1B – the ministry will mail a letter to former CRB beneficiaries without email addresses, beginning the week of December 6th, directing them to book an appointment (either online or by phone) with an EO employment counsellor.
- Phase 2 – phone call by EO service providers in early January to former CRB beneficiaries without an available e-mail address or home address.

Question 3: How can former CRB beneficiaries book an appointment with an EO employment counsellor?

Former CRB beneficiaries can book an appointment with an EO counsellor either by phone (EO Contact Centre toll-free: **1-800-387-5656**) or online.

. To book an appointment online:

1. Please go to www.ontario.ca/page/employment-ontario
2. Click on the link “4. Get help from a counsellor”
3. Select your geographic location to book your appointment.

Question 4: What resources are available for Employment Ontario Contact Centre (EOCC) staff and EO service providers to assist in the CRB Outreach Strategy?

The following resources are being provided to assist in the outreach to CRB beneficiaries:

- Questions and Answers
- Call Scripts (English and French)

Call scripts are provided for both inbound (EOCC staff only) and outbound calls (EO service providers only) from/to former CRB beneficiaries to assist in connecting with EO supports and services.

Question 5: For Phase 2, how will EO service providers be notified of who to contact and what happens if they cannot get a hold of someone?

The ministry will share contact lists with regions. Regional staff will then provide EO service providers with contact lists of former CRB beneficiaries in their area.

EO service providers will only be required to attempt contacting everyone on their contact list once; however, service providers can make as many call attempts as they deem appropriate. It is not anticipated that every participant will respond to the outreach.

Question 6: How long will EO service providers have to complete Phase 2 and what will they be required to report to the ministry?

EO service providers will have until January 31, 2022 to attempt to contact everyone on their calling list. EO service providers must notify regional staff upon completion.

Question 7: Will additional budgetary funding for the current fiscal year (2021-22) be available to service providers?

At this time there are no plans to adjust 2021-22 funding levels. Calling former CRB beneficiaries presents an opportunity for EO service providers to help people who do not know where to turn for employment supports to more quickly re-enter the job market and increase their case load by connecting with individuals who may be further from the labour market.

Question 8: Are resources being shared with Ontario Works delivery partners and Ontario Disability Support Program (ODSP) staff?

The Ministry of Children, Community and Social Services (MCCSS) and MLTSD are partners in supporting former CRB recipients to transition to employment. Ontario Works delivery partners and ODSP staff, via MCCSS, are being provided with the following resources for reference:

- ADM memo
- Questions and Answers document
- Employment Ontario Info Sheet