



# **Canada-Newfoundland and Labrador Workforce Development Agreement (WDA)**

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## **Annual Performance Report 2019-2020**

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## Introduction

The Department of Immigration, Skills and Labour (ISL), on behalf of the province of Newfoundland and Labrador, is pleased to present the 2019-2020 Canada – Newfoundland and Labrador Workforce Development Agreement (WDA) annual performance report.

In Budget 2017, the Government of Canada announced a commitment to make labour market transfer agreements simpler and more flexible. One result of this was the signing of the new WDA in March 2018, which consolidated the former Canada Job Fund (CJF), Labour Market Agreement for Persons with Disabilities (LMAPD), and the Targeted Initiative for Older Workers (TIOW) agreements. The new WDA reinforces the common vision shared by Canada and Newfoundland and Labrador to create a strong, resilient and adaptable workforce with the skills needed to succeed in the province's economy. The goal of the agreement is to increase the participation of residents in the labour force and help them develop the skills necessary to find and maintain long-term, meaningful employment.

## Programs and Services

Newfoundland and Labrador is committed to supporting flexibility in eligible programming under the following areas of focus, as presented in ISL's investment plans for programs.

- *Training*: Improve levels of literacy, essential and work related skills, and support upskilling for the employed and underemployed.
- *Supports*: Provide continuum of needs-based services to maximize potential impact of training, and continue to support persons with disabilities to enter and stay in the labour market.
- *Employment Partnerships*: Work in partnership with employers and other stakeholders to promote awareness and expand the availability, accessibility, and quality of employment opportunities.
- *Building Knowledge*: Inform priorities with labour market information to better meet skills needs and market demand; enhance the knowledge base to support continuous improvement of labour market policy and programs, and support new and innovative approaches to meet the diverse needs of clients, including underrepresented groups.

Details on the above programs can be found in the section [Program Investments, Activities and Outcomes](#).

## 2019-2020 Annual Plan Summary

As outlined in the 2019-2020 WDA Annual Plan, Newfoundland and Labrador will work with Canada to support the employment and training needs of the Canadian labour market through an integrated, client-centered, and outcomes-driven employment and training model which is responsive to the evolving needs of individuals, employers, and communities.

Objectives of the agreement include:

- Fostering inclusive labour market participation by helping individuals access labour market opportunities and supporting successful integration of individuals facing obstacles to finding and maintaining employment;
- Alignment of skills with labour market needs to help workers and employers access the skills required to adapt to the changing requirements of jobs, and encouraging employer involvement in training and continuous learning opportunities for workers; and
- Creation of efficient labour markets by supporting strong and responsive labour market infrastructure, to allow timely and effective labour market programming, which contributes to improved productivity and economic growth.

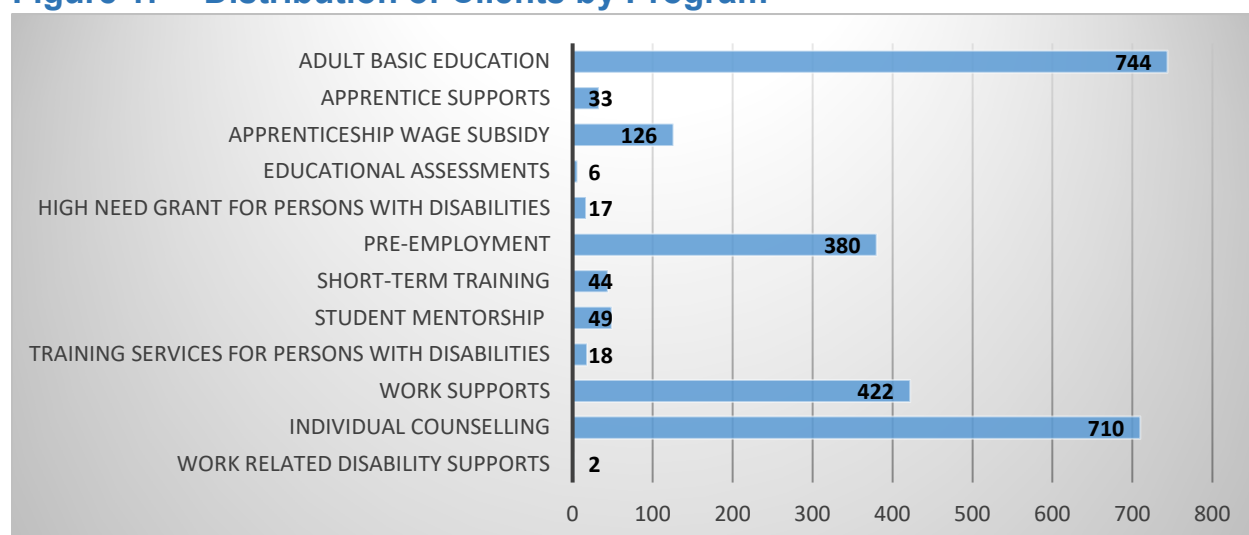
## **Purpose and Organization of the Report**

This report provides a profile of the clients, employers and organizations who participated in employment and training programs under the WDA for the 2019-2020 fiscal year. It summarizes aggregate individual and employer information, as well as provides program descriptions, investments, activities, and outcomes. A presentation of key terms for WDA 2019-2020 report is contained in the first annex, while the final annex contains the audited financial statement for the WDA 2019-2020 fiscal year, as per the reporting requirements. This report represents program information available at the time of compilation.

## **Client Summary**

During 2019-2020, 2,551 distinct clients availed of individual programs or services delivered under WDA. Information pertaining to clients accessing programs and services delivered by third party organizations is found in the organization investments, activities, and outcomes section of the report. As per Newfoundland and Labrador's Performance Measurement Implementation Plan, individual-level client data is provided via secure upload and is not included in this report.

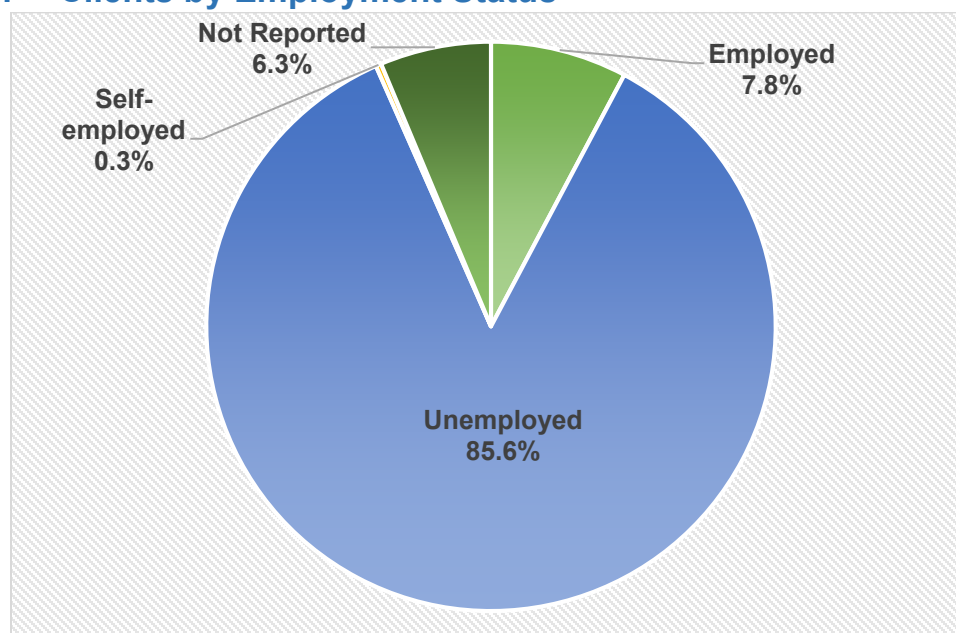
**Figure 1: Distribution of Clients by Program**



As shown in Figure 1, programs with the highest participation included Adult Basic Education (ABE) supports (744 or 29.2 per cent), individual counselling (710 or 27.8 per cent), work supports (422 or 16.5 per cent) and pre-employment supports (380 or 14.9 per cent).

Figure 2 shows distribution of clients by their pre-intervention employment status. The vast majority of clients were unemployed at the time of accessing services (85.6 per cent or 2,184).

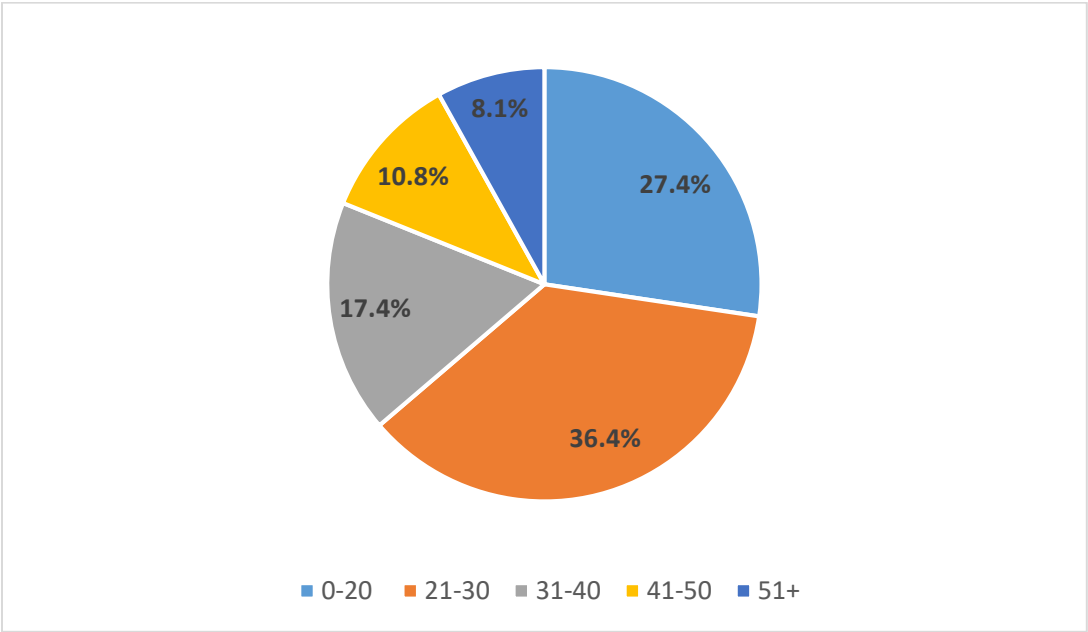
**Figure 2: Clients by Employment Status**



Approximately 18.2 per cent of all clients (465) identified as having a disability, while 4.9 per cent (124) identified as Indigenous, and one per cent (38) identified as being an Immigrant.

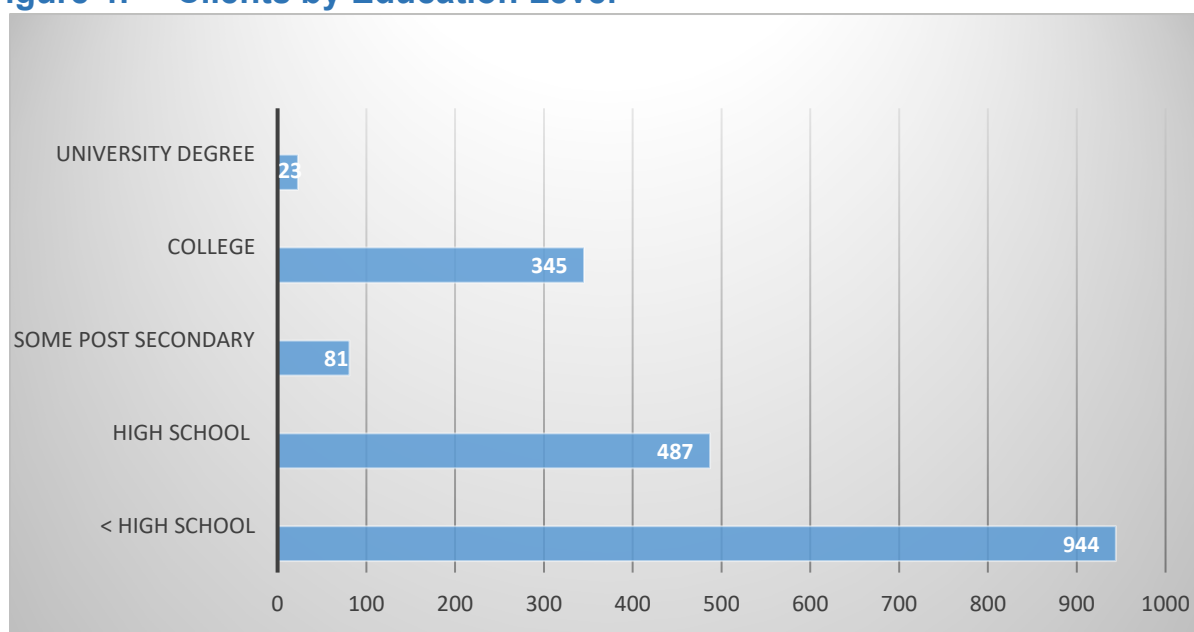
Slightly more males (53 per cent) than females (45 per cent) availed of programs and services. Almost 64 per cent of all clients were under 30 years of age, with 36.4 per cent being between 21 and 30 years of age.

**Figure 3: Client by Age Group**



The majority of clients supported under WDA have limited education. Of the 1,880 clients with education levels available, 944 had less than high school education (50.2 per cent). Most of these individuals were participating in ABE to upgrade their credentials. A further 487 (25.9 per cent) had a high school credential, while 81 (4.3 per cent) had some post-secondary education. Almost 18.4 per cent of clients (345) indicated that they have a post-secondary diploma. This group was predominately comprised of apprentices participating in the Apprenticeship Wage Subsidy program. Only 1.2 per cent indicated they had a university degree. Clients by highest level of education is shown in Figure 4.

**Figure 4: Clients by Education Level**



## **Canada - Newfoundland and Labrador Job Grant (CNLJG)**

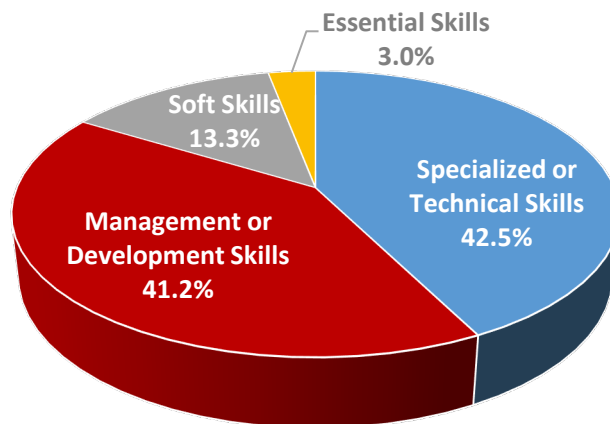
### **Service Delivery Information**

The goal of the CNLJG program is to increase labour force participation and to help develop the skills necessary to find and maintain meaningful, long-term employment, and to encourage employer involvement in training to ensure that skills are aligned to job opportunities. In 2019-2020, 268 funding agreements were approved, with 178 unique employers or organizations providing training to 995 employees.

Private training providers were the most utilized type of trainer (83.2 per cent) with many of them industry experts as opposed to registered private training institutions, followed by universities (12.1 per cent) and colleges (4.7 per cent). Overall, the average amount per CNLJG agreement was \$6,220, with some agreements ranging in funding of up to \$300,000 for training to more than 400 individuals.

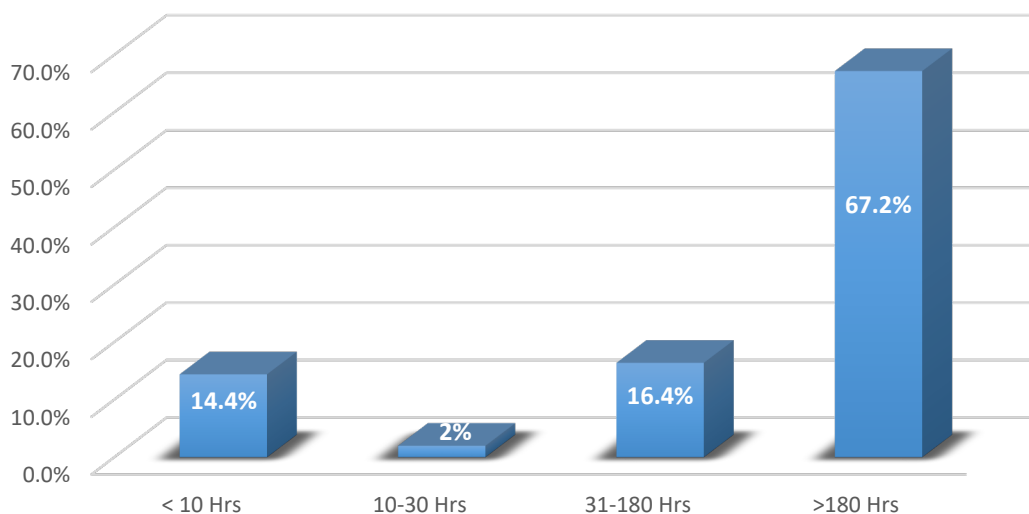
Most of the training activities for participants involved training in specialized or technical skills (42.5 per cent). This was followed by development of management skills (41.2 per cent) while others involved soft skills (13.3 per cent) and training in essential skills (3.0 per cent).

**Figure 5: Canada-Newfoundland and Labrador Job Grant by Training Activity**



Over two thirds of CNLJG agreements were for training of more than 180 hours (67.2 per cent). This was followed by training of more than 30 hours to 180 hours (16.4 per cent), training between 10-30 hours (2.0 percent) and training of less than 10 hours (14.4 per cent), as shown in Figure 6.

**Figure 6: Canada-Newfoundland and Labrador Job Grant by Duration of Training**



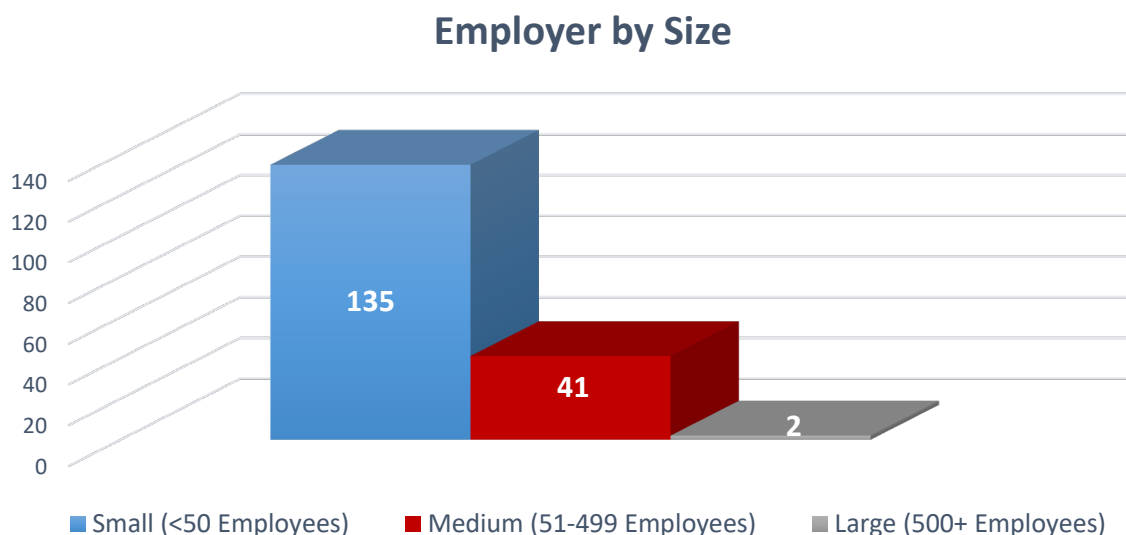
### Employer Information

A total of 178 unique employers or organizations received grants for 2019-2020. Of these employers, 135 (75.8 per cent) were classified as small (having 50 or fewer employees),



41 (23.0 per cent) were classified as medium (between 51 and 499 employees, and two (1.1 per cent) were classified as large employers (500 employees or more).

**Figure 7: Canada-Newfoundland and Labrador Job Grant by Employer Size**



The most common Industry sector (classified by the North American Industry Classification System, 2017 - NAICS) for the 268 agreements was professional, scientific and technical services, with 78 agreements, or 29.1 per cent of the total. This was followed by 18 agreements or 6.7 per cent of employers in the religious, grant making, civic, and professional and similar organizations. The top 20 sectors funded under CNLJG are provided in Table 1.

**Table 1: Top 20 Industry Sectors Funded Under CNLJG**

NAICS	Sector	#	%
<b>541</b>	Professional, scientific and technical services	78	29.1
<b>813</b>	Religious, grant-making, civic, and professional and similar organizations	18	6.7
<b>611</b>	Educational services	14	5.2
<b>483</b>	Water transportation	13	4.9
<b>236</b>	Construction of Buildings	10	3.7
<b>213</b>	Support activities for mining and oil and gas extraction	9	3.4
<b>212</b>	Mining and Quarrying ( except oil and gas)	8	3.0
<b>238</b>	Specialty Trade Contractors	8	3.0
<b>333</b>	Machinery Manufacturing	8	3.0
<b>561</b>	Administrative and support services	8	3.0
<b>481</b>	Air transportation	7	2.6
<b>517</b>	Telecommunications	7	2.6
<b>211</b>	Oil and Gas extraction	6	2.2
<b>441</b>	Motor vehicle and parts dealers	6	2.2
<b>322</b>	Fabricated metal product manufacturing	5	1.9
<b>551</b>	Management of companies and enterprises	4	1.5
<b>311</b>	Food Manufacturing	3	1.1
<b>312</b>	Beverage and tobacco Product Manufacturing	3	1.1
<b>339</b>	Miscellaneous manufacturing	3	1.1

## Program Investments, Activities and Outcomes

This section will outline the various other programs delivered under WDA, including the level of investment in the programs and measured outcomes. WDA funding allowed Newfoundland and Labrador to develop and implement labour market programs and services to meet the needs of a wide variety of clients, including Income Support recipients, non-EI eligible individuals, unemployed workers, and persons with disabilities. This section provides details on the myriad of programs supported under WDA. The number of clients who participated in the various programs and services reflect the positive impacts this funding has provided to clients in this province.

PROGRAM	INVESTMENT, ACTIVITIES AND OUTCOMES FOR 2019-2020
<p><b>Adult Basic Education (ABE) Supports</b> provides eligible clients with support to participate in ABE or General Educational Development (GED) preparation.</p> <p>This program targets Income Support or non-EI eligible clients with low literacy and low skills. Supports may include transportation, start-up allowance, and stipends.</p> <p>Please note the tuition for clients under ABE is paid directly by the department to the service provider, and is not part of the supports provided to the individual.</p>	<p><b>Investment and Activities</b> \$1,641,800 was allocated to support eligible clients to participate in ABE.</p> <p><b>Outcomes</b> 744 clients participated and received benefits through ABE Supports.</p>
<p><b>Apprenticeship Wage Subsidy (AWS)</b> program assists apprentices to gain work experience in their skilled trade, and progress towards journey person certification, by providing a wage subsidy to employers who hire apprentices.</p> <p>The program provides a wage subsidy of 75 per cent, to a maximum of \$14 an hour for all apprentices funded under the program and is paid directly to the employer.</p>	<p><b>Investment and Activities</b> \$1,081,658 in funding allowed 126 unique employers to provide work related experience to apprentices under AWS.</p> <p><b>Outcomes</b> 126 apprentices were provided work experience in their trade that supported them towards journey person certification.</p>
<p><b>Apprentice Supports</b> provided non-EI eligible apprentices financial assistance during the in-class portion of their apprenticeship training.</p> <p>Apprentices who are directed by Newfoundland and Labrador to full time in-school apprenticeship training may be eligible for assistance.</p>	<p><b>Investments and Activities</b> \$77,610 was allocated to provide supports to apprentices participating in the in-class portion of their apprenticeship training.</p> <p><b>Outcomes</b> There were 33 apprentices who benefitted from this program, enabling them to work toward their journey person status.</p>

PROGRAM	INVESTMENT, ACTIVITIES AND OUTCOMES FOR 2019-2020
<p><b>The Canada-Newfoundland and Labrador Job Grant (CNLJG)</b> program provides funding to eligible businesses and organizations to help offset the cost of training for existing and new employees.</p> <p>The program provides up to a maximum of \$10,000 per year towards training an existing employee and up to a maximum of \$15,000 for training an unemployed participant as a new hire. The employer contributes at least one-third to the cost of training, with the exception of an unemployed participant.</p>	<p><b>Investment and Activities</b> \$2,812,072 helped 178 unique employers/organizations provide their employees with training.</p> <p><b>Outcomes</b> 995 employees benefited from the program through their employer.</p>
<p><b>Employment Enhancement</b> program is designed to support employers in the forestry, aquaculture, agriculture, and fishing sectors engaged in value-added secondary processing by providing funding to employers to create sustainable, long-term or seasonal employment and a training allowance to support new employees.</p>	<p><b>Investment and Activities</b> \$10,988 was expended on this program to support employment development in strategic sectors.</p> <p><b>Outcomes</b> Three employers participated in this program providing work experience to four individuals. Two of these agreements are still active and two clients have since left their placements for alternate employment.</p>
<p><b>Labour Market Integration for Newcomers</b> program mandate is to help newcomers fully engage in all aspects of Newfoundland and Labrador social, economic, and cultural life. In particular, this program supports Government of Newfoundland and Labrador's commitment in <i>The Way Forward on Immigration in Newfoundland and Labrador</i> to provide support for labour market integration for immigrants and refugees. The focus is on supporting innovative approaches to increasing capacity and enhancing services for newcomers to the province.</p>	<p><b>Investment and Activities</b> \$92,519 was provided to five organizations with initiatives related to the labour market integration of newcomers.</p> <p><b>Outcomes</b> For the organization funded to support employment bridging for newcomers, 28 newcomers participated in the programming; 26 of the newcomers have advanced their studies and are on path to become employable. Other activities focus primarily on the development of materials to support newcomers to integrate into the province, and become more informed of labour market opportunities.</p>

PROGRAM	INVESTMENT, ACTIVITIES AND OUTCOMES FOR 2019-2020
<p><b>Labour Market Partnerships (LMP)</b> program provides funding to organizations to pilot initiatives to support integration of unemployed individuals into the workforce.</p>	<p><b>Investment and Activities</b> \$63,038 was provided to the NL Environmental Industry Association for the Addressing Industry's Human Resources Gap Through Immigration Pilot Project. This project will address capacity issues in the public and private sector around skills, human resources, and immigration. Through the provision of new and shared resources to industry associations, NEIA will educate their members on existing immigration supports, and will work with firms one-on-one to help them address their workforce needs through immigration. Project is ongoing.</p>
<p><b>Linkages</b> program is a client centered employment initiative, delivered in partnership with community-based organizations, and provides unemployed youth (18-30 years of age) with 26 weeks of career related, paid employment, and an opportunity to participate in career planning sessions. Linkages is intended for participants who have not made a successful transition to the labour force.</p>	<p><b>Investment and Activities</b> \$43,030 was provided to support 297 clients.</p> <p><b>Outcomes</b> Funding allowed 297 clients to receive supports they required to participate in the Linkages program. Supports included funding to cover transportation, stipend, and start-up allowance.</p>
<p><b>Pre-employment Supports</b> provides eligible clients with support to participate in pre-employment training that may include personal life skills development, career planning, employment readiness, or job maintenance. This program specifically targets Income Support or non-EI eligible clients who have low literacy or are low skilled.</p> <p>Training may include combinations of in-class and on-the-job segments. Supports may include start up allowance, transportation, stipends and childcare.</p>	<p><b>Investments and Activities</b> \$205,698 was allocated to provide clients with supports to participate in pre-employment training</p> <p><b>Outcomes</b> 380 clients received financial supports to participate in pre-employment training.</p>

PROGRAM	INVESTMENT, ACTIVITIES AND OUTCOMES FOR 2019-2020
<p><b>Short-term Training</b> provides eligible clients with support to participate in job skills related short term training to help them with preparing, obtaining or maintaining employment. This program specifically targets Income Support or non-EI eligible clients who have low literacy or are low skilled.</p> <p>Training must be less than 12 weeks in duration, complement the client's employment plan, and not be eligible under Student Aid.</p>	<p><b>Investments and Activities</b> Funds totaling \$73,207 was allocated to support eligible clients in short-term training.</p> <p><b>Outcomes</b> 44 clients benefitted from short-term training.</p>
<p><b>Student Mentorship Program</b> provides a wage subsidy to employers to create mentoring opportunities for post-secondary students. Employers match the student with an industry professional in the student's field of interest/ study with the expectation that the student will have learning opportunities to develop their knowledge and skills in their chosen field, learn more about the workplace and importance of work/life balance.</p>	<p><b>Investment and Activities</b> \$101,159 was provided to 20 employers to assist post-secondary students with an opportunity for summer employment in their field of study.</p> <p><b>Outcomes</b> During 2019-2020, the program provided summer employment to 49 post-secondary students related to their field of study.</p>
<p><b>Transitions to Work</b> program is designed to provide individuals with barriers to employment, the opportunity to participate in employment readiness training and access supports to obtain employment.</p> <p>The program consists of nine weeks of pre-employment supports and services, including in-class sessions focused on life skills management, career planning, occupational goal development, and job readiness certificates (e.g., First Aid, WHMIS).</p>	<p><b>Investment and Activities</b> \$566,741 was provided to eight community organizations to deliver Transitions to Work.</p> <p><b>Outcomes</b> 337 clients participated in the Transitions to Work program.</p>

PROGRAM	INVESTMENT, ACTIVITIES AND OUTCOMES FOR 2019-2020
<p><b>Work Supports</b> provides eligible clients with work-related supports to assist them with seeking, obtaining or maintaining employment. This program specifically targets Income Support or non-EI eligible clients who have low literacy or are low skilled.</p> <p>Supports include specific work clothing, job required tools, and assistance with personal needs to prepare and participate in job search activities or job interviews. Various forms of client assessments, such as diagnostic and prior learning assessments may be paid under Work Supports.</p>	<p><b>Investments and Activities</b> \$115,223 in funding provided work related supports to clients.</p> <p><b>Outcomes</b> 422 clients received work-related supports.</p>
<p><b>Office to Advance Women Apprentices (OAWA) - Wage Subsidy</b> Community Coordinator receives a contribution to support the costs of a project designed to encourage employers to hire female apprentices by offering wage subsidies, to the employer to hire the apprentice, and provide them with work experience to support their progression to become a journey person. The program targets female apprentices who are non-EI eligible.</p>	<p><b>Investment and Activities</b> \$133,000 was provided to support the use of wage subsidies for non-EI eligible females seeking employment in apprenticeship trades.</p> <p><b>Outcomes</b> Eight participants entered into wage subsidy agreements with the OAWA. Five of the participants secured full-time employment at the end of their agreements.</p>
<b>Disability Programs and Agreements</b>	
<p><b>Educational Assessments</b> identify areas of strength and areas of need with respect to academic and cognitive functioning. This tool can be used to identify a learning disability, an intellectual disability, or giftedness. An educational assessment can be considered when an individual is experiencing academic or workplace learning difficulties, for which there is need to obtain greater understanding to the underlying cause for these difficulties to assist with the facilitation of the client employment planning process.</p>	<p><b>Investment and Activities</b> \$6,900 was provided to six clients to have an educational assessment completed for supporting the individuals with developing their employment plan.</p> <p><b>Outcomes</b> Six participants received funding for educational assessments as part of their employment plan development.</p>

PROGRAM	INVESTMENT, ACTIVITIES AND OUTCOMES FOR 2019-2020
<p><b>Disability Supports to Post Secondary Institutions Program (College of the North Atlantic)</b> is provided to support the participation of students with disabilities in education and training programs. CNA offers assessment and training interventions focused on addressing disability-related barriers in post-secondary training environments. Technologies, attendants, and tutors may be provided to enable persons with disabilities to participate in training programs and work terms and to complete post-secondary training.</p>	<p><b>Investment and Activities</b> \$212,400 provided to CNA to support students with disabilities in post-secondary. The activities included assessment and training interventions for these students.</p> <p><b>Outcomes</b> 825 students with disabilities supported.</p>
<p><b>Community Partnerships</b> provides funding to community organizations to deliver supports and initiatives to help individuals to prepare for, attain, and maintain employment, including making the transition to a new job.</p>	<p><b>Investment and Activities</b> \$1,105,916 provided to organizations to support programs and services for persons with disabilities.</p> <p><b>Outcomes</b> Further information on agreements contracted in 2019-2020 can be found under <a href="#">Program Highlights and Successes – Community Partnership Agreements</a>.</p>
<p><b>Employment Development Supports</b> provides funding to persons with disabilities to support their transportation costs to attend Calypso and Vera Perlin Work Orientation Rehabilitation Centres (WORC).</p>	<p><b>Investment and Activities</b> \$120,750 was provided to support clients with their transportation costs to attend WORC.</p> <p><b>Outcomes</b> 37 clients participated in programming at WORC. Details of these activities are detailed in Calypso's and Vera Perlin's program descriptions. Without these transportation supports, clients would not be able to attend programming.</p>



PROGRAM	INVESTMENT, ACTIVITIES AND OUTCOMES FOR 2019-2020
<p><b>Office of Employment Equity for Persons with Disabilities (OEEPD)</b> provides support to the Opening Doors program, which comprises full-time, permanent positions for persons with disabilities throughout government in various areas of the province.</p> <p>Opening Doors provides information, advice and training, on issues related to the employment of individuals with disabilities to directors of human resources, managers, supervisors and executive within the public service. Career support services are also available to provide practical job search and career counselling assistance to persons with disabilities registered with the Office's Client Registry.</p>	<p><b>Investment and Activities</b> OEEPD received \$1,108,800 through the Workforce Development Agreement.</p> <p><b>Outcomes</b> 84 positions for persons with disabilities were supported across the province through the Opening Doors Program. In addition, 15 summer students were hired.</p> <p>The OEEPD provided 261 career and employment counselling sessions with participants.</p>
<p><b>High Needs Grant for Students with Permanent Disabilities</b> provides assistance to cover education-related costs associated with a permanent disability over the amount available from the Canada Student Grant for Services and Equipment for Students with Permanent Disabilities</p>	<p><b>Investment and Activities</b> \$66,610 invested to support students with permanent disabilities participate in post-secondary education</p> <p><b>Outcomes</b> 17 students received grants to support them to participate in post-secondary studies.</p>
<p><b>School to Work Transitions Program</b> provides high school students with developmental (intellectual) disabilities the support necessary to assist with making the transition from school to work by providing access to after school/summer work opportunities with the assistance of a job trainer.</p>	<p><b>Investments and Activities</b> \$227,545 invested in the School to Work Transitions program.</p> <p><b>Outcomes</b> 76 high school students supported.</p>

PROGRAM	INVESTMENT, ACTIVITIES AND OUTCOMES FOR 2019-2020
<p><b>Supported Employment</b> program is delivered in partnership with community organizations to develop employment opportunities for people who have an intellectual disability. The program provides the necessary support to allow eligible individuals to participate in meaningful integrated employment in the community. Supports range from orientation and work analysis, to full-time support from a job trainer to ensure that the required duties of the job are completed to the satisfaction of the employer.</p>	<p><b>Investment and Activities</b> \$6,854,499 invested to support individuals with intellectual disabilities in employment, with the support of job trainers to help them perform the required duties of the job.</p> <p><b>Outcomes</b> 1,362 individuals participated in Supported Employment.</p> <p>681 of the participants were employed through the program/services provided.</p> <p>66 participants were employed without funded supports.</p>
<p><b>Training Services for Persons with Disabilities</b> program provides supports and services to eligible individuals with disabilities who wish to pursue post-secondary training as part of an employment plan.</p> <p>Budget 2016 announced that this program was being phased out with all new students in 2016-2017 being integrated into the Student Financial Assistance program.</p>	<p><b>Investment and Activities</b> \$77,204 provided to individuals with disabilities to pursue postsecondary training / employment.</p> <p><b>Outcomes</b> 18 students were supported to attend post-secondary training.</p>
<p><b>Work Related Disability Supports</b> provides persons with disabilities work related supports to assist with seeking or maintaining employment. Eligible benefits may include work place accommodations, work place adaptations, assistive devices, and assistive technology.</p>	<p><b>Investments and Activities</b> \$5,000 allocated to provide work related disability supports to persons with disabilities</p> <p><b>Outcomes</b> Demand for work related disability supports was minimal.</p>

## Stakeholder Engagement

The Department of Immigration, Skills and Labour (ISL) participated in numerous engagement activities while developing the various phases of *The Way Forward*, including engagements specific to the Immigration Action Plan, the Adult Literacy Plan, and the Comprehensive Human Resource Plan (now *The Way Forward on Workforce Development*). As well, in the 2019-2020 fiscal year, the Workforce Innovation Centre (WIC) coordinated 105 meetings and events, resulting in consultations with 1,084 labour market partners as part of its mandate to engage stakeholders. A number of key themes

and focus areas have emerged specific to workforce development from the above engagement activities, including:

- Increased collaboration and partnerships;
- Continued emphasis on immigration and attracting talent;
- Improved access to labour market information;
- Closing skills gaps through skills development and mentorship opportunities;
- Enhanced awareness and access to programs and services; and
- Promotion of inclusive and diverse workplaces.

The 2019-2020 LMDA and WDA annual plans have been informed via ongoing strategic planning and information sharing with key partners as part of normal program and policy development. Key partners include:

- Employers, such as Verafin, Anaconda Mining, DF Barnes Fabrication, and Newco Metals;
- Community groups, such as Community Sector Council, Vera Perlin, Stella's Circle, and Choices for Youth;
- Official language minority representatives, such as Réseau de développement économique et d'employabilité de Terre-Neuve-et-Labrador (RDÉE TNL), and La Fédération des francophones de Terre-Neuve et du Labrador (FFTNL);
- Indigenous partners, such as Labrador Aboriginal Training Partnership, St. John's Native Friendship Centre, and Nunatukavut Community Council;
- Labour organizations, such as Newfoundland and Labrador Federation of Labour, Fish, Food and Allied Workers, and International Brotherhood of Electrical Workers;
- Business and industry associations, such as Newfoundland and Labrador Construction Association, Community Business Development Corporations, Newfoundland and Labrador Employers Council, Canadian Federation of Independent Businesses, techNL, Newfoundland and Labrador Federation of Agriculture, Canadian Manufacturers and Exporters – Newfoundland and Labrador, Newfoundland and Labrador Environmental Industry Association, Newfoundland and Labrador Forest Industry Association, Professional Fish Harvesters Certification Board, and Newfoundland Aquaculture Industry Association;
- Municipalities, such as Municipalities Newfoundland and Labrador, Towns, and Local Service Districts;
- Federal Government departments and funded initiatives, such as Employment and Social Development Canada, Atlantic Canada Opportunities Agency, Service Canada, Agriculture and Agri-Food Canada, Future Skills Centre, and the Labour Market Information Council;
- Other Provincial Government departments, such as Departments of Education, Industry, Energy and Technology, Children, Seniors and Social Development, Office for the Status of Women, Disability Policy Office, Health and Community Services, and Intergovernmental and Indigenous Affairs Secretariat (Executive Council);

- Educational institutions (private and public), such as Memorial University, Marine Institute, College of the North Atlantic, Newfoundland and Labrador Association of Career Colleges, Association of Building Trades Educational Colleges, and Academy Canada; and
- Youth groups, such as Premier's Youth Council, Conservation Corps, and St. John's Boys and Girls Club.

## Program Highlights and Successes

### Canada – Newfoundland and Labrador Job Grant Agreements

#### **Tucker Electronics Limited**

Tucker Electronics Limited received funding under the CNLJG to help offset the cost of specialized training for an employee. The employee successfully completed 3M Endorsed DI-NOC Installer Program, offered solely by 3M Canada, and is now the only certified DI-NOC Installer in Newfoundland and Labrador, as well as only one of three certified in all of Atlantic Canada. This certification is essential for the future growth of Tucker Window Film. DI-NOC is a revolutionary product that is changing the game when it comes to spatial and architectural rejuvenation. The company is now exploring the development of a show room to display both the quality of this amazing product and the employee's newly developed skill-set. This training has not only expanded the employee's professional knowledge and experience but has also provided Tucker Electronics Limited with the opportunity to offer customers new, exciting, and innovative options for designing and upgrading their space and equipment, while also ensuring the company remains competitive within this market.

#### **Steele Auto Group Limited**

The Steele Auto Group Limited applied to CNLJG to provide training to bridge the communication gaps in its current customer service model in order to offer a seamless experience between the automotive consumer's digital journey and the in-store experience. The automotive consumer conducts the majority of their retail interactions online as a preferred method of communicating. The Steele Auto Group Limited required staff to migrate from traditional communication to effective digital customer communication in order for the business to stay competitive and relevant. The 2019 Client Process Optimization Program will help all client facing staff (Sales advisors, Internet Advisors, and Managers) improve their communication skills through digital written communication, which now represents 80 per cent of dealership communication. The new digital to showroom process being implemented will require staff to greatly improve their ability to effectively use email, chats, text, and social media communication to engage with clientele through specific and documented automotive situations. Staff will also be

required to work in the Customer Relationship Management (CRM) system that compiles data from a range of different communication channels, including a company's website, telephone, email, live chat, marketing materials, and social media. The training supported the skill development for 77 staff to effectively use the CRM system. Steele Auto Group Limited selected Up InMotion Incorporated, a Canadian Automotive specific training company, because of their experience and record of accomplishment. The assigned trainer implemented continuous training over a period of four months to ensure company and individual measurable success.

## **Community Partnership Agreements**

**The Autism Society of Newfoundland and Labrador (ASNL) Transitions Program** provides relevant and effective job skills training to individuals with Autism Spectrum Disorder (ASD) in an environment that is conducive to their unique learning styles and their varying emotional, social, and communication needs. ASNL assists these individuals in finding the “right fit” aligning strengths of individuals with ASD and their interests with the needs of employers to establish sustainable employment. Participants in the Transitions Program undergo formal and informal assessment to develop individualized learning goals to determine interests and abilities as they relate to employment. This program aims to identify the strengths and interests of individual participants and provide a full year of enriching classroom.

In 2019-2020, ASNL was provided \$143,000 to administer the Transitions Program. Nine participants took part in the Transitions Program. Volunteer opportunities were also provided to allow participants to further develop social and communicative skills in new situations.

**The Calypso Foundation** assists individuals with intellectual disabilities to acquire the skills, experience and support necessary to successfully prepare for, enter, and remain in the workforce. This program is based on a Supported Employment Model. In 2019-2020, the Calypso Foundation was provided with \$242,174 for their Work Oriented Rehabilitation Centre (WORC). This provided employment supports to 23 clients. In addition to continuing education components, the training provides clients with experience both in community settings and with work placements in business and industry.

**Vera Perlin Society's Work Oriented Rehabilitation Centre (WORC) program** is an employment program to provide opportunities for individuals with a developmental disability to work independently in the business community in St. John's and surrounding areas, including the Button Shop owned and operated by the Vera Perlin Society. In 2019-2020, the Vera Perlin Society was provided with \$259,350 to offer a WORC program for 93 new clients.

**Empower – The Disability Resource Centre** received \$422,744 in 2019-2020 for the Internship and Adaptive Technology Program. This program assists people with disabilities to prepare for, to attain, and to maintain employment. The Internship Program component assists people with disabilities in making employment choices, weighing out risks, and gaining ownership over their personal career development and goal setting. The Adaptive Technology component promotes inclusion for people with disabilities through technology. Program activities are geared towards informing everyone about the benefits of Adaptive Technology, demystifying technology, connecting people with resources, and increasing the technological capacity of people so they can become more active participants in their communities. In 2019-2020, 73 training sessions were provided to individuals for adapted technology solutions. There were 107 training sessions held to teach fundamental computer skills and 78 referrals were made for further assessment and training.

**Empower – The Full Steam Ahead (FSA) Program** is designed to assist people with disabilities to gain an attachment to the labour force. The program operates under the principles of independent living and consumer empowerment. The coordinator provides information, support, and skill building opportunities as consumers find solutions to disability related barriers that have prevented them from attaining those career goals. In 2019-2020, funds totaling \$53,227 were provided to the FSA program with Empower, the Disability Resource Centre. Activities included pre-employment skills and job search; disability disclosure and disability related accommodations in the workplace; education and training opportunities; entrepreneurial development; and volunteerism. There were 613 individual services provided to clients of the FSA program.

**Newfoundland and Labrador Association for the Deaf** seeks to ensure that deaf clients have full access to career and employment services that enable them to seek, obtain and maintain employment. The association provides enhanced employment readiness for individuals who are culturally deaf so that these clients achieve increased self-reliance. This program focuses exclusively on people with language barriers, who are deaf using American Sign Language (ASL), and are ready to play an active role in the workforce. In 2019-2020, The Newfoundland and Labrador Association for the Deaf (NLAD) was provided with \$120,970 to enhance employment readiness for individuals who are culturally deaf.

## Annex 1: Definition and Key Terms

<b>Indigenous peoples:</b>	Includes persons who are First Nations or Inuit.
<b>Certification:</b>	Documented recognition by a governing body that a person has attained occupational proficiency. Examples would be journey person certifications, required occupational safety certifications, professional designations (e.g., CA, CPA).
<b>Credential:</b>	Documented evidence of learning based on completion of a recognized program of study, training, work experience, or prior learning assessment. Examples include degrees, diplomas, certificates (including high school graduation or equivalency), and licenses (e.g., LPN).
<b>Diploma:</b>	Credential/certification from a community college, CEGEP, or school of nursing.
<b>Employed:</b>	<p>Employed persons are those who work at a job or business, that is, who have paid work in the context of an employer-employee relationship (not including self-employment). This includes those who have a job, but are not at work due to factors such as illness or disability, personal or family responsibilities, vacation, labour dispute or other reasons (excluding persons on layoff, between casual jobs, and those with a job to start at a future date). Employment may be permanent or temporary (temporary employment comprises work under a fixed- term contract, in contrast to permanent work where there is no end-date), full-time or part-time.</p> <p><b>Full-time</b> (work hours) includes employed persons who usually worked 30 hours or more per week, at their main or only job.</p> <p><b>Part-time</b> (work hours) includes employed persons who usually worked less than 30 hours per week, at their main or only job.</p>
<b>Employer:</b>	Either an individual employer or an organization that acts on behalf of individual employers (e.g., employer consortia, union halls, industry associations training coordinators, Crown corporations, Indigenous governments as appropriate).
<b>Entry Level:</b>	Basic training required for a participant to obtain an entry level position with the employer.

**Essential Skills:**

Skills needed for work, learning and life (e.g., reading, writing, document use, numeracy, oral communication, thinking, digital technology, working with others, continuous learning).

**High School:**

Includes individuals who have completed their high school diploma or equivalent (e.g., General Educational Development credential) but who do not have any postsecondary education.



## Annex 2: Audited Financial Statements



Auditors' Report

Canada-Newfoundland and Labrador Workforce  
Development Agreement

March 31, 2020

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## Independent auditors' report

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To the Deputy Minister of the Department of Immigration, Skills and Labour;

### Opinion

We have audited the accompanying Statement of Revenues and Expenses for the Province of Newfoundland and Labrador for the year ended March 31, 2020 ("the statement").

In our opinion, the financial information in the statement for the year ended March 31, 2020 is prepared, in all material respects, in accordance with the financial reporting provisions in Article 26 of the Canada-Newfoundland and Labrador Workforce Development Agreement ("the Agreement").

### Basis for Opinion

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Statement section of our report. We are independent of the Agreement in accordance with the ethical requirements that are relevant to our audit of the statement in Canada, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### Basis of accounting and restriction on distribution

The statement is prepared to assist the Province of Newfoundland and Labrador to meet the requirements of Article 26 of the Agreement. As a result, the statement may not be suitable for another purpose. Our report is intended solely for the Province of Newfoundland and Labrador and the Department of Immigration, Skills and Labour and should not be distributed to parties other than the Province of Newfoundland and Labrador and Employment, Workforce Development and Disability Inclusion Canada. Our opinion is not modified in respect of this matter.

### Management's responsibility

Management is responsible for the preparation of the statement in accordance with the financial reporting provisions in Article 26 of the Agreement, and for such internal control as management determines is necessary to enable the preparation of the statement that is free from material misstatement, whether due to fraud or error.

**Auditor's responsibilities for the Audit of the Statement**

Our objectives are to obtain reasonable assurance about whether the statement is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this statement.

As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the statement, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Agreement's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates, if any, and related disclosures made by management.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.



St. John's, Canada

December 17, 2020

Chartered Professional Accountants

**Canada - Newfoundland and Labrador Workforce Development Agreement**  
**Statement of Revenues and Expenses**  
**Fiscal Year Ending March 31, 2020**

**SUMMARY**

<b>1</b>	<b>REVENUE</b>	Amount
	Annual contribution from Canada under the Canada-Province WDA	13,048,958
	Carry forward from previous fiscal year	
	<b>Total Revenue</b>	<b>\$13,048,958</b>

<b>2</b>	<b>EXPENSES</b>	Amount	Sub-Total
	<b>Program Costs incurred</b>		<b>\$11,914,005</b>
	<b>Programming targeting Persons with Disabilities (PWD)</b>		<b>\$4,889,362</b>
	<b>Eligible Programming excluding programming for PWDs</b>		<b>\$7,024,643</b>
	ABE Funding	1,641,800	
	APPIA Funding	77,610	
	Apprenticeship Wage Subsidy Program	1,081,658	
	Canada-NL Job Grant Funding	2,812,072	
	Community Partnerships Funding	566,741	
	EDAS Funding	6,900	
	Labour Market Integration for Newcomers	92,519	
	Labour Market Partnerships Funding	63,038	
	Employment Enhancement Program	10,988	
	Wage Subsidy - Community Coordinator	133,000	
	SMP (Student Mentorship Program)	101,159	
	LINIA Funding	43,030	
	SNLPE Funding	205,698	
	STT Funding	73,207	
	WLMAP Funding	115,223	
	<b>Administration Costs incurred</b>		
	a) Maximum eligible amount of Administration Costs*	1,957,344	
	b) Actual Administration Costs incurred	635,304	
	Eligible Administration Costs (the lesser of a) and b))		\$635,304
	<b>Total Expense</b>		<b>\$12,549,309</b>

\*15% of the maximum contribution payable by Canada

<b>3</b>	<b>EXCESS AMOUNT OF CONTRIBUTION PAID OR PAYABLE</b>	<b>\$499,649</b>
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<b>4</b>	<b>CARRY FORWARD</b>	Amount
	The lesser of i) or ii):	
	i) 5% of contribution paid or payable by Canada	652,448
	ii) Excess amount of contribution paid or payable by Canada, less PWD debts owed to Canada (not eligible for carry forward)	499,649
	<b>Total carry forward amount</b>	<b>\$499,649</b>

<b>5</b>	<b>DEBTS OWED TO CANADA</b>	Amount
	PWD debts owed to Canada (not eligible for carry forward)	-
	Plus: Additional excess amount of contribution (not including unspent contribution amounts for PWD programming from Canada-Province WDA sources)*	499,649
	Less: Carry forward amount	\$499,649
	<b>Total debts owed to Canada</b>	<b>\$0</b>

\*These amounts are removed to prevent double counting.

**Canada - Newfoundland and Labrador Workforce Development Agreement**  
**Statement of Revenues and Expenses**  
**Fiscal Year Ending March 31, 2020**

**PROGRAM COSTS FOR PWDs**

<b>1</b>	<b>Government Program Costs incurred for PWDs</b>	<b>Amount</b>	
	From WDA sources	\$4,889,362	
	From Province sources	\$4,889,362	
	<b>Total Program Costs incurred for PWDs</b>		<b>\$9,778,724</b>

<b>2</b>	<b>Targeted Program Costs for PWDs</b>	<b>Amount</b>	<b>Sub-Total</b>
	From WDA sources		
	Identified Target A amount under the <i>Financial Provision</i> section	\$4,120,531	
	Identified Target B amount under the <i>Financial Provision</i> section	\$108,220	
	Less: actual investments	\$4,889,362	
	Amount below identified target		\$0
	From Province sources		
	Identified Target A amount under the <i>Financial Provision</i> section	\$4,120,531	
	Less: actual investments	\$4,889,362	
	Amount below identified target		\$0
	<b>Total PWD investments below targets</b>		<b>\$0</b>

<b>3</b>	<b>Eligible health-related expenses incurred as Program Costs</b>	<b>Amount</b>	<b>Sub-Total</b>
	a) Maximum eligible amount of health-related expenses*	\$2,087,320	
	b) Actual health-related expenses incurred		
	Eligible health-related expenses (the lesser of a) and b))		\$0
	<b>Total eligible health-related expenses</b>		<b>\$0</b>

\*The lesser of 25% of target spending and 25% of actual spending

<b>4</b>	<b>PWD related debts owed to Canada (not eligible for carry forward)</b>	<b>Amount</b>	
	Unspent contribution amounts for PWD programming from WDA sources	\$0	
	Contribution amounts for PWD programming from WDA sources not matched by Province sources	\$0	
	<b>Total PWD related debts owed to Canada</b>		<b>\$0</b>

<b>5</b>	<b>PWD Program Costs Breakdown</b>	<b>Amount</b>	
	List all PWD programs/initiatives funded under the WDA and from Province sources and provide the actual expenditure amount for each:		
	Community Partnerships Funding	\$1,105,916	
	HN-G Funding	\$66,610	
	LMAPD - Supported Employment Funding	\$6,854,499	
	LMAPD School To Work Transitions Funding	\$227,545	
	SD-PD Funding	\$77,204	
	WS-PD Funding	\$5,000	
	College of the North Atlantic	\$212,400	
	Opening Doors	\$1,108,800	
	Employment Development Supports	\$120,750	
	<b>Total PWD Program Costs</b>		<b>\$9,778,724</b>