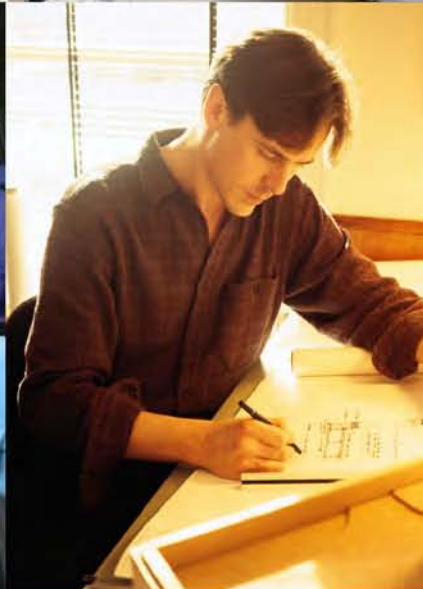


# Department of Human Resources, Labour and Employment ANNUAL REPORT 2004-05



GOVERNMENT OF  
NEWFOUNDLAND AND LABRADOR



## TRANSMITTAL LETTER



**Honourable Joan Burke**

**Minister of  
Human Resources,  
Labour and Employment**



GOVERNMENT OF  
NEWFOUNDLAND AND LABRADOR

Honourable Harvey Hodder, M.H.A.  
Speaker  
House of Assembly

I am pleased to submit the Annual Report for the Department of Human Resources, Labour and Employment, which details the department's activities and achievements from April 1, 2004 to March 31, 2005.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'Joan Burke'.

Joan Burke  
Minister

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# DEPARTMENTAL OVERVIEW

## Mandate

**The Department of Human Resources, Labour and Employment supports human resource development through providing: income and employment supports, youth supports, emergency social services, and policy and information services for labour market development and immigration.**

The Department of Human Resources, Labour and Employment (HRLE) supports the people of Newfoundland and Labrador by providing a range of income, employment and labour market supports. The department works collaboratively with community, social and economic development partners to provide people with programs and services that reduce barriers to employment and promote dignity and self-reliance. The department also provides corporate services support to the Labour Relations Agency. With net expenditures of \$257M in 2004-05, HRLE is one of the largest departments in the provincial government.



## Staff and Regions

Approximately 550 staff in 28 district offices and at the provincial office provide service in four regions (see list of offices and contact information in Appendix C):

- Avalon Region
- Central Region
- Western Region
- Labrador Region

## Lines of Business

The department has four lines of business:

- Financial and Social Supports
- Employment and Youth Services
- Labour Market Development
- Emergency Social Services

## Branches

The four branches of the department are:

- Programs
- Corporate Services
- Policy, Planning and Labour Market Development
- Youth Services

## Legislative Authority

Legislative authority for the department's programs and services is provided by:

- *Income and Employment Support Act*, proclaimed November 2004,
- *Support Orders Enforcement Act*, shared with the Department of Justice; and
- *Emergency Measures Act*, shared with the Department of Municipal and Provincial Affairs.

## Lines of Business

The Department of Human Resources, Labour and Employment has four lines of business:

### ① Financial and Social Supports



The Department of Human Resources, Labour and Employment provides financial and social support to individuals and families who meet designated criteria. More specifically, the department provides:

- financial assistance with daily living expenses, such as food, shelter, clothing, medical transportation and special needs;
- additional benefits for low-income families, such as the Newfoundland and Labrador Child Benefit and Mother Baby Nutrition Supplement;
- grants to designated external agencies for immigrant settlement services;
- assistance to help individuals and families leave violent situations;
- assistance to secure spousal and child support;
- counselling and assessment; and
- advocacy, service coordination and referral.

### ② Employment and Youth Services



The Department of Human Resources, Labour and Employment provides employment and youth services to individuals and groups that meet designated criteria. More specifically, the department provides:

- assistance to acquire the necessary skills and experience to prepare for, find and keep employment, including self-employment;
- career counselling services;
- financial assistance to employers offering on-the-job training and experience;
- grants to community agencies offering employment services;
- additional supports to persons with disabilities to prepare for, find and keep employment, including self-employment, and accommodation of their unique circumstances;
- youth employment initiatives, including tuition vouchers and wage subsidies; and
- support for youth leadership, including awards programs, grants to organizations and the provincial Youth Advisory Committee.

### ③ Labour Market Development

The Department of Human Resources, Labour and Employment provides labour market development services. More specifically, the department:

- co-manages the federal-provincial Labour Market Development Agreement;
- coordinates partnerships between government and stakeholder groups to identify and respond to labour market issues;
- develops and disseminates labour market information;
- analyzes large scale projects to determine potential employment opportunities; and
- coordinates the development of immigration policy and programs.



### ④ Emergency Social Services



The Department of Human Resources, Labour and Employment provides emergency social services in partnership with community agencies. This response includes the provision of:

- food, clothing and shelter;
- registration and inquiry; and
- personal services, including crisis intervention, counselling and other psycho-social services.

# SHARED COMMITMENTS

The department works collaboratively with community agencies, boards and other government departments to ensure that its services are responsive to individual needs and to broader social and economic objectives. The department partners with the federal government, other provincial departments and community agencies to develop programs and services that help individuals prepare for, find and keep employment.

## Community Agencies/ Employment Corporations

The department funds agencies throughout Newfoundland and Labrador that provide career and employment interventions (see list in Appendix A).

## Federal Government

The department participates on a number of federal-provincial-territorial forums on matters pertaining to the labour market, social services and immigration. The department also partners with the federal government on programs designed to promote attachment to the labour market, increase literacy, and provide income support to low-income families. Examples of partnerships include the Labour Market Development Agreement, the Labour Market Development Agreement for Persons with Disabilities, and the National Child Benefit.

## Other Provincial Departments

The department works with other provincial departments, such as Health and Community Services, Education and Innovation, Trade and Rural Development as well as the Rural Secretariat and the Provincial Advisory Council on Wellness to address the needs of low-income individuals and families, to develop labour market policies, and to develop programs and services that help individuals prepare for, find and keep employment.

## Labour Market Development

The department works with a number of stakeholders to support and help set strategic directions for the labour market, such as the Strategic Partnership Committee, the intersectoral NL Workplace/Workforce Learning Committee and the Federal/Provincial Labour Market Information Committee.

## Sector Councils

The department participates on a number of industry sector councils, such as the Eastern Newfoundland Home Builders Association, in partnership with the Atlantic Home Building & Renovation Sector Council; the Marine Careers Secretariat; the Construction Sector Council; and the Petroleum Industry Human Resources Committee. These sector councils consider employment, training and other relevant human resource development issues related to their respective industry and in many instances feed into a number of national sector councils. Examples include the Mining Industry Training and Adjustment Council, the Petroleum Human Resources Council and the Construction Sector Council.

## Violence Prevention

The department is a partner in the Violence Prevention Initiative, a government-community partnership to develop and implement long-term solutions to the problem of violence against those most at risk in our society. The first phase of the Violence Prevention Initiative ended March 31, 2005, and work is currently underway developing the second phase of this initiative.



# Highlights and Accomplishments

## New Income and Employment Support Act

The *Income and Employment Support Act* and Regulations were proclaimed in November 2004.

The department held public consultations in 2002 and was guided by an interdepartmental steering committee which included provincial and district HRLE personnel and representatives from Justice, Health and Community Services, Women's Policy Office and Executive Council.

Implementing the new *Income and Employment Support Act* will strengthen the link between income support and employment services, introduce standards of service and increase transparency.

The new regulations clearly outline the eligibility criteria for applicants/recipients and the benefits they are entitled to receive. These regulations respond to the emergency needs of victims of violence to ensure safety and support.

HRLE developed a new service delivery model, with implementation scheduled to commence in the Western Region in the spring of 2005 and complete roll-out across the province by fall 2006. During 2004-05, the department continued to implement new technologies to support the new model and to increase its capacity to deliver employment supports as it realized efficiencies in the delivery of financial supports.

### Progress in 2004-05 included:

- 60% of Income Support clients are now supported through the new Client Automated Pay System (CAPS). Implementation was completed in the Western Region and in four of the six offices in Avalon Region. Full implementation is scheduled for completion by March 2006.
- Implementation of a new records management system (TRIM) has continued, with approximately 70% of Income Support clients now supported through this system.
- As opportunities have arisen over the past year through efficiencies realized in the delivery of Income Support services, the department has continued to increase its capacity to provide employment services to Income Support clients and the community in general.
- Design and development have commenced on the next phase of the client payment system, Release 2, to enhance the ability to provide employment and career services. Roll-out across the province is set for fall 2006.
- The focus has been on preparing for the implementation of the new service delivery model in the Western Region. To this end, a comprehensive training initiative has been undertaken to ensure staff are prepared to assume new roles in the delivery model.

## Employment and Career Services



- The Labour Market Agreement for Persons with Disabilities, effective April 1, 2004, provides a stronger focus on increasing the labour market participation of persons with disabilities.
- The department provided training related to the integration of Services for Persons with Disabilities to staff delivering employment supports in Central Region.
- A Job Broker Pilot Project was implemented in Marystown in January 2005. Initial results have been positive and have provided for increased community presence and increased client and career services.
- Approximately 169 staff participated in Motivation and Values Seminars. This training will help staff to work with clients in increasing their participation in employment measures. A smaller group of staff received Master Training in Employment Readiness and Job Search modules that are planned to be introduced in the regions in the fall of 2005.
- As part of the implementation of the *Income and Employment Support Act*, the department provided information sessions for all staff.
- Work commenced in redesigning wage subsidy programs and identifying other employment initiatives to help Income Support clients increase their access to employment.
- The Student Investment and Opportunity Corporation (SIOC) supported approximately 3,492 youth positions through summer employment, co-operative work-terms, graduate employment and tuition voucher programs.
- The department funded 871 tutors to work with academically at-risk high school students.
- The department shared the lead with Human Resources and Skills Development Canada (HRSDC) on the development and implementation of a Youth Employment Protocol and Youth Employment Action Plan.
- The department supported youth leadership and citizenship development through youth-serving agencies with a combined membership of 30,000 youth. These agencies were further supported by 5,500 adult volunteers in communities throughout the province.
- The Youth Advisory Committee provided a voice for youth with the submission of their second annual report, which included sixteen recommendations for government consideration.

### QUICK FACT

Employment and Career Services supported approximately 4,730 clients in 2004-05 with a range of programs and services. Approximately 166,000 people used the Career Information Hotline or accessed the NLWIN Website.

## Labour Market Development

The department released a series of four major reports that provide a comprehensive picture of the provincial labour markets, including challenges and opportunities, primary labour market concerns, and perceptions and expectations of stakeholders across the province. These reports are the result of extensive research and activities carried out in partnership with employers, labour, post-secondary institutions, students and other government departments over the 2002-2004 period.

The reports are available online at <http://www.hrle.gov.nl.ca/hrle/publications/list.htm>.

They include:

- Understanding the Labour Market Landscape in Newfoundland and Labrador (HRLE, Newfoundland and Labrador Statistics Agency, MUN)
- A Consultation on Future Demand for Labour in the Private Sector in Newfoundland and Labrador (Bristol Group)
- A Consultation on Labour Market Issues in Newfoundland and Labrador (Bristol Group)
- Doing What Works: Barriers to Participation in the Labour Market (Goss Gilroy Inc.)

The department, with the support of the Strategic Partnership Committee (SPC), received approval to establish a provincial Labour Market Sub-Committee of the SPC. The establishment of this new committee reflects a shared recognition and commitment among government stakeholders of the critical need for integrated social, economic and labour market development to support the continued competitiveness of the provincial economy and to enhance the well-being of the people across Newfoundland and Labrador.

The committee is chaired by the Deputy Minister of HRLE and includes a representative from Human Resources and Skills Development Canada, two representatives of the business community and two representatives of labour organizations in the province.

A primary objective for the committee will be to set strategic directions and promote actions to address human resource capacity issues and support long-term workforce development in the province.

## Immigration



The department initiated the development of a provincial immigration strategy. Research of 'best practices' in other provinces was undertaken as well as two local research projects supervised by the department:

- **“A Survey Of Employer Attitudes Toward Hiring New Canadians and International Workers”** to assess employer attitudes on hiring immigrants. A random sample of 401 employers in the province was chosen. The final report is available online at:

[www.mun.ca/harriscentre/reports.php](http://www.mun.ca/harriscentre/reports.php)

- A study funded by the Atlantic Canada Opportunities Agency (ACOA) of the **“Retention and Integration of Immigrants in Newfoundland Labrador”** was undertaken. A series of key informant interviews was conducted. The final report is available online at: [www.hrle.gov.nl.ca/hrle/immigration](http://www.hrle.gov.nl.ca/hrle/immigration)

# KEY STATISTICS

## Trends in Income Support

### Caseload\* Size and Family Status

In 2004 the total annual Income Support caseload was approximately 36,000; the average monthly caseload was approximately 28,100. The large difference is due to the turnover in cases from month to month. Many Income Support cases receive assistance for only one or two months. In 2004, on average each month, 1,100 cases left the Income Support Program and 1,000 entered the program.

During the period 2000 to 2004:

- The number of cases of couples with children declined dramatically, from 6,200 in 2000 to 3,700 in 2004.
- Single person cases remained stable.
- Single people accounted for 55% of the Income Support caseload in 2004, up from 50% in 2000.
- The proportion of couples with children declined six percentage points.
- The number of children living in families receiving Income Support declined by 25% (6,300 children), significantly faster than changes to the overall child population in the province, which declined by 12% in this period. Currently, the average number of children in families receiving Income Support is 1.6, consistent with the provincial average for children in families.

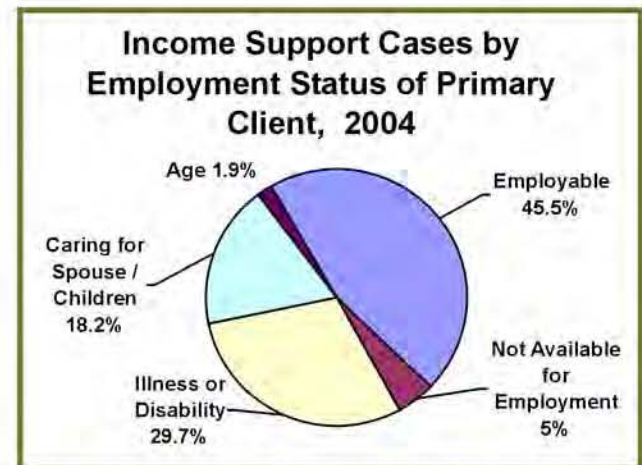
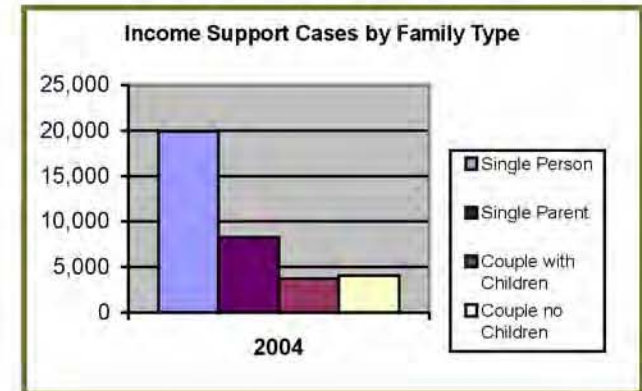
### Reason for Assistance

In 2004, 46% of the caseload identified themselves as being employable, compared to 38% in 2000. They sought Income Support because they were unemployed, underemployed or did not earn enough income to meet daily living expenses.

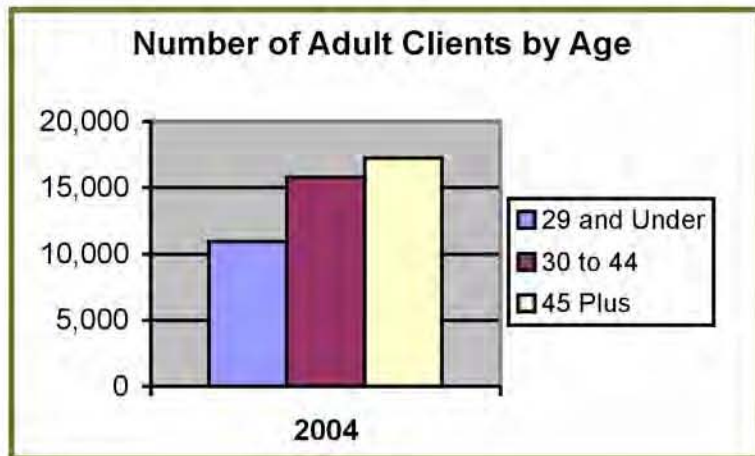
### Gender

In 2004, 54% of the adult clients in the caseload were women; 46% were men. These proportions varied by age group - 57% of those aged 18-44 years receiving Income Support were women; 43% were men. For those aged 45 and older, the proportion was 49% women, 51% men.

\*A "case" in the Income Support program may be defined as a single person, a couple without children, a couple with children or a single parent. Caseload statistics do not report on the total number of individuals. For example, a couple with one child in receipt of income support is reported as one case.



Figures do not add to 100% due to rounding.



### Age

Individuals receiving Income Support are getting older.

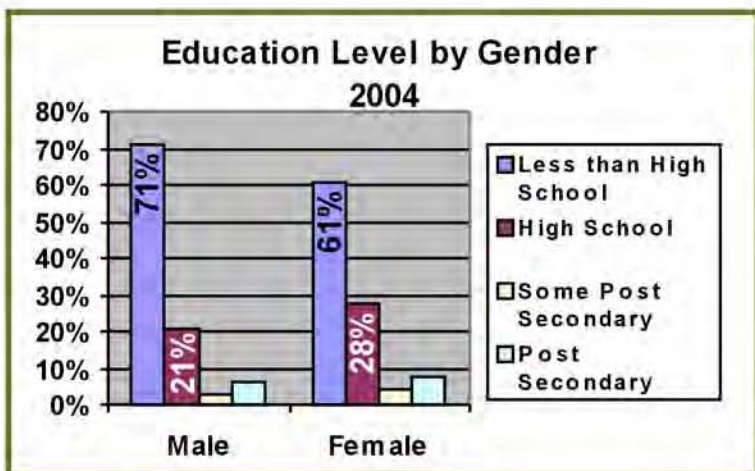
- In 2004, 75% were 30 years and older, up from 72% in 2000.
- The number of youth (18-29 years) has declined by 23% since 2000. Overall, in 2004, youth represented one-quarter of the Income Support caseload and almost half (44%) of all new entrants to the program.
- 70% of new youth entrants in 2004 were single, up from 63% in 2003; 19% were single parents, down from 21% in 2003.

### Education

Low levels of education pose a major barrier to employment, especially among older clients. Given the demand for skilled labour, low education levels are likely to present even greater challenges in the future.

Education levels for people receiving Income Support have been increasing, especially for youth. In 2004,

- 35% of adults (18 years and older) had completed high school, compared to 31% in 2000.
- 47% of youth (18-29 years) had completed high school.
- 23% of those aged 45 years and older had completed high school.



### Regional Distribution

About 48% of people receiving Income Support live in the Avalon Region, up from 46% in 2000. Slight decreases have been observed in all other regions. Central Region has 28% of the caseload; Western has 20% and Labrador has 4%.

## Employment Supports

### A Focus on Youth

In 2004, 47% of new youth entrants (29 and under) receiving Income Support had less than a high school education. HRLE is redesigning its youth services with a focus on developing preventative strategies to help youth decrease their reliance on Income Support and integrate them into the workforce.

### Community Employment Initiatives

Funding is provided to agencies throughout Newfoundland and Labrador to support the provision of career and employment counselling and other interventions to clients of the department. In 2004-05, **930** Income Support clients participated and **18** agencies were funded. A list of these agencies is provided in Appendix A.

### Employment Development Supports

A range of employment supports is provided to Income Support clients to help them implement their employment plans. Clients received intensive one-on-one employment and career planning to identify barriers to employment and appropriate employment supports, which may include a placement support allowance, short term training, work supports and financial supports for assessment, counselling and testing services. In 2004-05 there were **1,274** participants with a total expenditure of **\$1,246,265**. Enhanced Screening Assessments (ESA) were completed for **4,600** clients.

### Linkages Program

Linkages is delivered in partnership with 44 community-based agencies throughout the province. It provided jobless youth with 26 weeks of career-related paid employment and an opportunity to participate in career planning workshops to gain career awareness and find employment. In 2004-05 the program had an annual budget of **\$1,200,000**, supporting **191** participants (18-29 years old). Of these participants, **88%** were outside the St. John's urban area.



## Key Statistics (Employment Supports) continued...

### Employment Supports 2004-05

#### Wage Subsidy Programs

- **Seasonal Employment:** 110 participants
- **Employment Generation:** 174 participants
- **NewfoundJOBS:** 153 participants
- **Annual Budget:** \$1,600,000
- Over **80%** of work placement projects outside St. John's urban area

#### Adult Basic Education

480 participants

- 42% youth
- 37% male, 63% female

#### Referrals to Human Resources and Skills Development Canada (HRSDC)

- 2,573 people were referred to HRSDC
- 49% received counselling
- 19% found employment
- 27% participated in skill development
- 5% participated in youth programs

#### NLWIN

- 4,906 calls to toll-free hotline
- 161,643 website hits

#### Employability Assistance for Persons with Disabilities

- **Training Services Program:** 347 participants; \$2,135,000 annual budget
- **Supported Employment Program:** 1,000 participants; 601 clients found employment (346 of these required job trainers); 61 self-employed; \$3,820,000 annual budget
- **Grants to Community Partners:** 347 clients were served; \$1,383,800 annual budget

#### Wage Subsidy Programs

Wage subsidy programs, such as the Seasonal Employment Program and the Employment Generation Program, assisted unemployed, underemployed and seasonal workers in finding jobs and gaining valuable work experience. NewfoundJOBS wage subsidy helped Income Support clients access employment.

#### Adult Basic Education

To address the educational barriers of clients on Income Support (two-thirds of whom have not completed high school), HRLE partners with the Department of Education and the College of the North Atlantic to enhance client access to the Adult Basic Education, Level II and III programs.

#### Linking Income Support Clients with Federal Employment Supports

HRLE assesses and refers eligible Income Support clients to Human Resources and Skills Development Canada (HRSDC) for employment services available through the Labour Market Development Agreement.

#### NLWIN

The Newfoundland and Labrador Work Information Network (NLWIN) internet site ([www.gov.nl.ca/nlwin](http://www.gov.nl.ca/nlwin)) and toll-free hotline (1-800-563-6600) provide access to up-to-date provincial information on career and employment planning.

#### Employability Assistance for Persons with Disabilities

The Labour Market Agreement for Persons with Disabilities (LMAPD) is a cost-shared initiative with the Government of Canada to provide services and supports to help persons with disabilities enter the labour market. This successor agreement to the Employability Assistance for Persons with Disabilities (EAPD) Agreement provides for a stronger focus on employment and labour market outcomes.

Grants to community partners fund the provision of employment services and supports to eligible clients with disabilities.

A list of community partners receiving grants in 2004-05 and community employment corporations that offer these services is provided in Appendix A.

## YOUTH SERVICES

### Student Investment and Opportunity Corporation (SIOC)

The Newfoundland and Labrador Student Investment and Opportunity Corporation (SIOC) was established in March 2001 to facilitate the funding and management of existing youth programs and to identify key areas where government support is required. The corporation produces its own annual report.

The Youth Services area of the Division of Employment and Career Services includes Grants to Youth Serving Organizations, funding to the Community Youth Network and the SIOC. In 2004-05 there were **3,492** participants and an investment of **\$8,311,485**.

### Wage Subsidy

Funding was provided for wage subsidies to encourage student employment through cooperative education, work-term placements, graduate employment and summer employment placements throughout the province. In 2004-05 there were **2,653** participants and an investment of **\$5,006,751**. Programs Included: Student Works and Service Program (SWASP) - Paid Employment; Youth Opportunities; Graduate Employment; Student Employment, Level I, II, III; Faculty of Education Rural Placement Program; Student Summer Support; Social Work Recruitment and Rural Practice Medical.

### Tuition Voucher

In addition to wage subsidies and weekly stipends, a number of initiatives offer tuition vouchers to participants. Vouchers are issued to students and can only be used to offset the education-related costs of attending post-secondary institutions. Programs are offered to students in the secondary school system as well as those entering or returning to post-secondary education. Programming initiatives included: Student Work and Service Program, Community Services; Post-Secondary and year round Community Youth Network Components; Tutoring/Work Experience Program; and Tutoring for Tuition Program. In 2004-05 there were **1,632** participants and an investment of **\$1,815,374**.



### Youth Leadership and Career Development

Supporting youth, including those with higher risks and multiple barriers to the labour market and post-secondary education, is a focal point for youth services and the SIOC initiatives. Support in the form of grants to youth organizations and direct core funding to initiatives such as the Conservation Corps and the Youth Advisory Committee enhances youth leadership and career development. In 2004-05 this initiative served more than **30,000** youth throughout the province, along with over 5,500 adult volunteers, with an investment of **\$2,302,102**.



## OTHER SUPPORTS

### Newfoundland and Labrador Child Benefit (NLCB)

This benefit assists low-income families with the cost of raising children under the age of 18 years. The NLCB is combined with the Canada Child Tax Benefit into a single federal-provincial monthly payment delivered by the Canada Revenue Agency (CRA).

In 2004-05, **18,834** low-income families (which includes **29,650** children) received this benefit on average each month. The annual budget was **\$7,800,000**. In 2004-05 government increased the first<sup>t</sup> child rate by \$12.00 per year and indexed the NLCB to the Provincial Consumer Price Index.



### Mother Baby Nutrition Supplement (MBNS)

This is a monthly benefit of **\$45** provided to pregnant women and families with a child under the age of one year and with a net annual income of less than **\$22,397**. This initiative is supported by redirecting funds from the Income Support Program and additional funding from the federal-provincial-territorial Early Childhood Development Initiative. This initiative supports additional nutritional needs during pregnancy and in the child's first year of life. The pre-natal component of the MBNS program is administered by the department. The post-natal component is delivered by the Canada Revenue Agency as part of the Newfoundland and Labrador Child Benefit, on behalf of the Department of Human Resources, Labour and Employment. Approximately **1,300** low-income families (which includes **1,400** children) receive the MBNS on average each month. Approximately **400** pregnant women receive MBNS on average each month. The MBNS has a **\$705,000** post-natal annual budget and a **\$460,000** pre-natal annual budget

In July 2004 a one-time benefit of **\$90** was introduced for pregnant women eligible for the MBNS. The new benefit is provided at the time of the birth of their children.

## Key Statistics continued...

### Extended Drug Card Program

With an annual budget of **\$1,000,000** this program provides transitional support to families and individuals who leave Income Support for employment by extending prescription drug coverage for six months after they leave Income Support. Originally, this program provided prescription drug coverage to families with children for three months. In 1999, the coverage was extended to six months, and in 2001 the program was made available to any recipient who leaves Income Support for employment or training. Approximately **1,600** adults and **900** children benefit from this program every month.



### Support Application Program

Through this program, social workers assist people to secure, review and amend child and spousal support agreements and orders. Parents in receipt of Income Support must pursue child and spousal support as a condition of eligibility for Income Support. The department has 18 Support Application Social Workers located throughout the province, all with backgrounds in negotiation, mediation and counselling. This service is available to any individual in the province requiring assistance to obtain child or spousal support. In 2004-05 Support Application Social Workers assisted approximately **2,600** Income Support recipients to obtain or determine the potential of obtaining child or spousal support.

## LABOUR MARKET CONDITIONS

<b>Labour Market Indicators</b>	<b>2003</b>	<b>2004</b>	<b>2004 vs. 2003</b>
Labour Force (000s)	254.1	255.0	0.9
Employed (000s)	212.4	215.2	2.8
Unemployed (000s)	41.7	39.8	-1.9
Unemployment Rate (%)	16.4	15.6	-0.8%
Participation Rate (%)	59.3	59.3	0.0%
Employment Rate (%)	49.5	50.1	0.6%

SOURCE: STATISTICS CANADA, LABOUR FORCE SURVEY

Labour market conditions in the province continued to improve in 2004, consistent with patterns observed since 1996.

Compared to 2003, average monthly employment increased by 2,800 to reach 215,200 in 2004.

The Burin-South Coast region reported the greatest employment growth in 2004, at 8.3%. Employment on the Avalon Peninsula grew by 1.6% in 2004. However, there was little change in employment in the St. John's Census Metropolitan Area this year. Employment in the Central-North East Coast region grew by 5.8%, while the West Coast-Northern Peninsula-Labrador region experienced a decline in employment of 5.5%.

The number of people who participated in the labour force on an average monthly basis, either by working or looking for work during 2004 was 255,000, a slight increase of 900 compared to 2003, when 254,100 people participated in the

labour force.

In 2004 the unemployment rate averaged 15.6% on a monthly basis, a decrease of 0.8 percentage points since 2003, when the unemployment rate was 16.4%. The unemployment rate for the province in 2004 was the lowest rate reported since 1989. However, employment growth significantly out-paced labour force growth in 2004, contributing to the decline observed in the unemployment rate.

Changing demographics are expected to have a significant impact on the provincial labour markets in the future. The proportion of young people in the population (0-24 years) has declined significantly since 1991 while the proportion of older people (55+ years) has increased dramatically. These trends are expected to continue over the next decade, potentially leading to skills and labour shortages as fewer new labour market entrants will be available and an increasing number of the baby boomer generation retire.

# South African Visit



HRLE met with officials from the Eastern Cape province of South Africa. The Eastern Cape province is working to develop fundamental social programs and a sound accountability and corporate structure.

HRLE shared its expertise in this process.

Officials with the Department of Human Resources, Labour and Employment (HRLE) travelled to Eastern Cape province of South Africa in February 2005 to provide expertise and assistance in the development of social programs and policies in that region.

The mission followed a visit to Newfoundland and Labrador January 17, 2005 by a delegation from the Eastern Cape, led by their Minister of Social Development and hosted by HRLE Minister Joan Burke. The exchange was funded by the Canadian International Development Agency (CIDA) from a program designed to assist developing countries. The specific focus of this mission was the areas of program delivery and financial administration.

Both Roxie Wheaton, Regional Director of HRLE Avalon Region, and Robert Clouter, Director of HRLE Internal Audit, shared their experience with the Department of Social

Development in the Eastern Cape of South Africa. The Eastern Cape is working to develop fundamental social programs and a sound accountability and corporate structure.

"I was delighted that we are able to assist our counterparts in the Eastern Cape," said Minister Joan Burke. "During their visit to our province, we learned that we share some common challenges, especially in the delivery of services to rural and remote areas. Ms. Wheaton and Mr. Clouter provided valuable information and assistance and represented both Canada and Newfoundland and Labrador very well. The combination of their professional backgrounds and experience in the public sector made them well suited for this mission."

In addition to working on issues such as programs, service delivery and integrity and accountability measures, they also visited a number of program delivery sites, both in an urban and rural setting, and met with the Premier of Eastern Cape to present a small gift on behalf of Premier Danny Williams.

# RESEARCH & EVALUATION

HRLE conducts research and evaluations to guide policy development and to improve client services and supports.

Ongoing research, monitoring and evaluation activities include:

- The joint evaluation, with the Department of Human Resources and Skills Development Canada and other government departments, of the Employment Benefits and Support Measures provided under the Labour Market Development Agreement.
- Continued monitoring of the re-design pilot in Bay St. George.
- A study of marginalized workers in the province, looking at why they find it difficult to get and keep employment. A survey was conducted late in the year, and analysis will take place in 2005-06.
- A study of the effectiveness of cognitive skills programs on improving employment success of ex-offenders.
- The Identifying Skills Gaps in the Labour Market research project will help to identify skills and labour demands and support the development of a skills profile for the labour force. The initiative will also help build information and tools to better anticipate future labour supply and demand in the provincial labour market.
- The Strengthening Partnerships in the Labour Market initiative will produce detailed labour market information at the regional level in the province to increase capacity to identify and respond to local challenges and opportunities. Regional consultations, a provincial labour market symposium and a variety of information products and analytical tools will support this objective as well as provide opportunities to build partnerships among stakeholders across the province.



# OPPORTUNITIES FOR 2005-06

- Continued enhancements to the computer pay and service delivery systems will streamline the delivery of Income Support and allow for increased focus on helping clients to prepare for, find and keep employment.
- Enabling clients to access the Income Support Program through telephone application will be less intrusive for clients and protect their personal privacy.
- Introducing an Employment Readiness Scale, a web-based assessment tool, will help clients determine their readiness for employment and provide feedback about the effectiveness of employment services.
- Working with the Labour Market Sub-committee of the Strategic Partnership Steering Committee will support human resource and labour market development in the province.
- Working with Labour Market Development Agreement (LMDA) partners on the Management Committee to review the management structure and policies of the Canada/NL LMDA will help maximize the potential of the agreement to meet provincial needs.
- Carrying out regional labour market consultations and information sessions will help increase capacity of stakeholders to respond to local labour market opportunities and challenges.
- Developing and releasing an immigration discussion document, conducting stakeholder consultations, developing an immigration website and developing an inventory of successful immigrant entrepreneurs in the province will assist in making communities more welcoming to newcomers and in retaining immigrants.



*Opportunities for 2005-06 continued...*



- Working with community-based groups, the federal government and across the Provincial Government to develop a comprehensive Poverty Reduction Strategy, including releasing a discussion document, conducting workshops with key stakeholders, getting input from individuals living in and vulnerable to poverty, and assessing the combined impact of Government's current programs, will result in comprehensive strategies to reduce poverty in the province.
- Implementing Program Renewal Initiatives will help to facilitate the development of a skilled workforce and increase the employment of Income Support recipients.
- Implementing a new core Wage Subsidy Program will be less confusing for clients since it involves a single application process. It will offer increased flexibility in the duration of wage subsidies, be more responsive to local labour market conditions and offer a higher wage subsidy rate.
- Introducing Employment and Job Search seminars for clients will provide clients with information and skills to help them find jobs.

# CHALLENGES FOR 2005-06

- Implementing Program Renewal initiatives to increase labour market program access for youth and Income Support recipients.
- Improving the client pay system to integrate the financial administration of all employment and financial support programs.
- Increasing support for labour market development through initiating the development of a provincial labour market forecasting system, increasing access to labour market information and bringing together the various labour market staff into a Labour Market Development Division of the department.
- Raising awareness of the benefits of immigration to the economic, social and cultural development of the province and engaging the support of key stakeholders in the development of an immigration strategy.
- Meeting the demand for student employment.
- Finding the right policy mix for a long-term strategy to reduce poverty.







# APPENDICES

# APPENDIX A

## COMMUNITY AGENCIES AND COMMUNITY EMPLOYMENT CORPORATIONS PROVIDING CAREER AND EMPLOYMENT INTERVENTIONS

### Community Agencies

- Association for New Canadians
- Blomidon Mental Health Initiative
- Calypso Foundation
- Canadian Paraplegic Association
- Choices For Youth
- Community Centre Alliance
- Emmanuel House
- Independent Living Resource Centre
- John Howard Society
- Life Works
- Longside Club
- Metro Business Opportunities
- NL Co-ordinating Council on Deafness
- Random North Development Association
- Single Parents Association of NL
- Stella Burry Community Services
- T. I. Murphy Centre
- Vera Industries
- Vera Perlin Society
- West Coast Employment Preparation
- Women in Resource Development
- Women in Successful Employment

### Community Employment Corporations

- Ability Employment Corporation
- Avalon Employment Corporation
- Bay St. George Community Employment
- Bridges Employment Corporation
- Burin-Marystown Community Employment and Training Board
- Exploits Community Employment Corporation
- Gambo and Area Employment Corporation
- Genesis Employment Corporation
- Green Bay Community Employment Corporation
- Humber Valley Community Employment Corporation
- Labrador West Employment Corporation
- Lake Melville Community Employment Corporation
- Mariner Resource Opportunities Network
- Newville Employment Assistance Services
- Port aux Basques Employment Corporation
- SEDLER Community Employment Corporation
- Straits Development Association
- Three L. Training Employment Board Corporation
- Vera Perlin Society
- Visions Employment Corporation

Additional agencies were funded under wage subsidy programs, such as Seasonal Employment, Employment Generation and NewfoundlandJOBS. Linkages funded 44 agencies in the province to provide employment and other supports to youth.

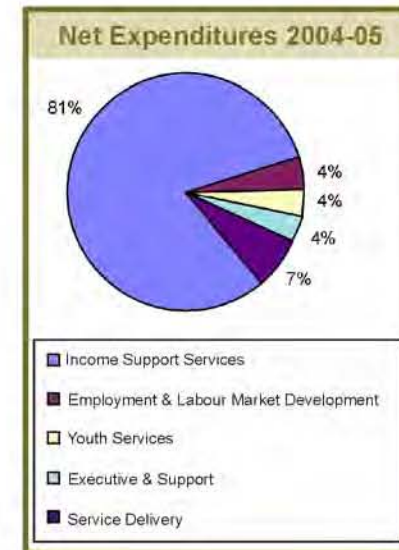
# APPENDIX B

## Summary of Expenditures and Related Revenue for the year ended March 31, 2005 (unaudited)

		Actual Expenditure \$	Amended Budget \$	Original Budget \$
<b>Executive and Support</b>				
1.1.01	Office of the Minister	289,724	306,300	306,300
1.2.01	Executive Support	956,782	964,500	627,500
1.2.02	Administrative Support Less Revenue	5,769,531 (247,210)	5,885,400 (20,000)	5,326,600 (20,000)
1.2.03	Program Development & Planning Less Revenue	2,777,700 (2,014)	2,906,400 -	2,675,400 -
1.2.04	Administrative Support (Capital)	413,091	455,600	455,600
<b>Service Delivery</b>				
2.1.01	Client Services	17,469,804	17,871,400	18,899,900
<b>Income Support Services</b>				
3.1.01	Income Support - Social Assistance Less Revenue	213,115,693 (4,999,373)	213,285,000 (6,005,000)	212,650,000 (6,005,000)
3.1.02	National Child Benefit Reinvestment	1,373,194	1,600,000	1,600,000
3.1.03	Mother/Baby Nutrition Supplement	351,759	425,000	460,000
<b>Employment and Labour Market Development</b>				
4.1.01	Employment Development Programs	6,647,632	6,678,000	6,678,000
4.1.02	Labour Market Development Agreements Project Less Revenue	4,173,714 (4,448,877)	5,300,000 (6,000,000)	6,000,000 (6,000,000)
4.1.03	Labour Market Adjustment Programs Less Revenue	690,764 (97,047)	694,000 -	650,000 -
4.1.04	Employment Assistance Program for Persons with Disabilities Less Revenue	7,121,865 (3,488,367)	7,294,800 (2,750,000)	7,338,800 (2,750,000)
<b>Youth Services</b>				
5.1.01	Youth Services	2,868,658	3,045,400	3,058,400
5.1.02	Newfoundland & Labrador Student Investment Corporation	6,233,932	6,234,000	6,234,000
	<b>Total</b>	<b>256,970,955</b>	<b>258,170,800</b>	<b>258,185,500</b>

Expenditure and revenue figures are based on draft information, as the Public Accounts have not yet been formally released. These figures may be subject to adjustment.

Financial information for the Labour Relations Agency, Labour Relations Board and the Workplace Health, Safety and Compensation Review Division is included in their annual reports.



# APPENDIX C

## Office Locations as of March 31, 2005

### Provincial Office

Confederation Building, 3<sup>rd</sup> Floor, West Block  
 P. O. Box 8700, St. John's, NL, A1B 4J6  
 Telephone: 729-2480

Avalon Region (729-2334)		Central Region (292-4330)		Western Region (637-2271)		Labrador Region (896-3306)	
Bell Island	488-3376	Baie Verte	532-8024	Channel-		Happy Valley-Goose Bay	
Carbonear	945-3074	Bonavista	468-5400	Port aux Basques	695-7367		896-8846
Mt. Pearl	729-6786	Clarenville	466-4046	Corner Brook	637-2400	Hopedale	933-3887
Placentia	227-1300	Gander	256-1228	Port Saunders	861-3825	Mary's Harbour	921-6246
St. John's Metro		Grand Falls-Windsor	292-4231	St. Anthony	454-3831	Nain	922-2860
(Elizabeth Avenue)	729-3982	Lewisporte	535-2614	Stephenville	643-8607	Wabush	282-5313
St. John's Metro		Marystown	279-7644	Piccadilly	642-5304		
(Water Street)	729-3982	Springdale	673-2620	Stephenville		<b>Toll Free Number</b>	
		St. Alban's	538-3917	Crossing	646-3100	For all Labrador offices	
<b>Toll Free Numbers</b>		Twillingate	884-2413			1-866-921-6246	
Carbonear				<b>Toll Free Numbers</b>			
	1-866-945-3074	<b>Toll Free Numbers:</b>		Corner Brook			
St. John's Metro (both offices)		Clarenville	1-866-477-4046		1-866-566-2401		
	1-877-729-3982	Gander	1-866-665-1222	Port Saunders			
		Grand Falls-Windsor			1-866-644-3507		
			1-877-292-4231	Stephenville			
		Marystown	1-866-434-7644		1-877-643-8607		
		St. Alban's	1-866-538-3917				