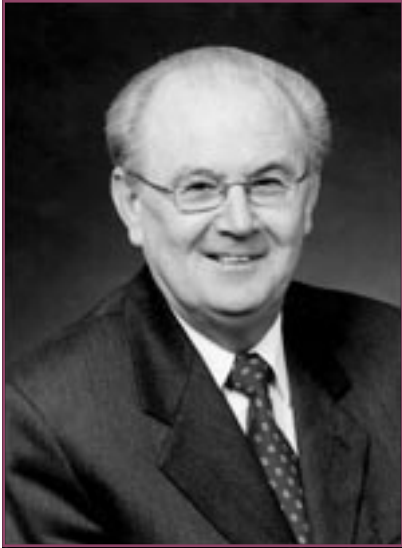


# Minister's Message



I am pleased to present the Annual Report of the Department of Human Resources and Employment (HRE) for fiscal year 2001-02 . This report documents the activities, services and accomplishments of the department and outlines the challenges for the year ahead.

HRE has made great strides in establishing useful and productive community partnerships with organizations and community groups linking social and economic development in a spirit of collaboration. This relationship is central to

government's *Strategic Social Plan* and points to a holistic approach to social challenges.

HRE has been evolving since its creation in 1997 and the work done over the year has laid the foundation for the next important step: a revised legislative framework. In January 2002, we released a discussion paper "*Investing in People: New Directions for Social Assistance Legislation*". This paper is meant to inform a comprehensive public consultation on how to structure the legislation and regulations to reflect HRE's updated mandate and to ensure fair and equitable income and employment support programs.

The services and progress described in these pages confirms the ongoing value of these programs to the people of Newfoundland and Labrador. As Minister I am proud of these services, which are meant to assist all people to achieve independence and self-reliance, and I am proud of the work accomplished by our community partners across Newfoundland and Labrador.

There are challenges ahead, but I believe that the department, in cooperation and in partnership with the community, is well positioned to meet them.

A handwritten signature in black ink that reads "Ralph Wiseman".

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# The Department

## Legislation

Legislative authority is provided by:

- *Social Assistance Act*
- *Social Services Appeal Board Act*
- *Rehabilitation Act*

## Goals

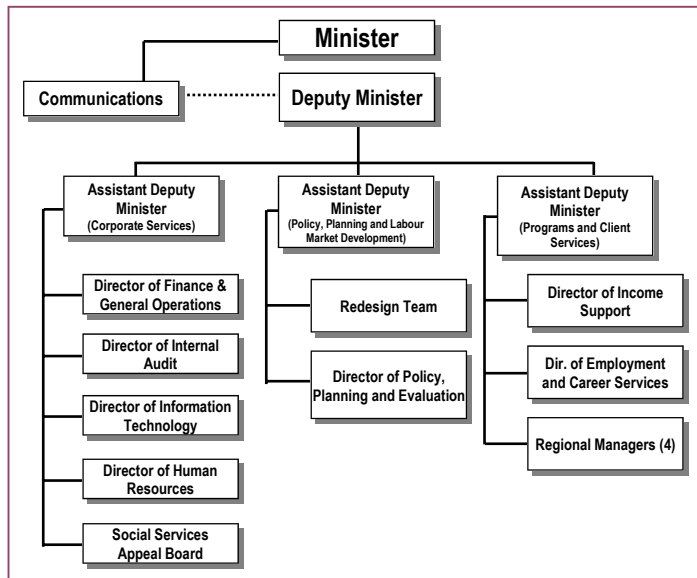
The goals of HRE are:

- to develop an improved Income Support program within existing financial resources providing appropriate and dignified supports for those who cannot work;
- to decrease dependence on Income Support by supporting clients' efforts to become self-reliant through employment or self-employment;
- to provide supports to those who face barriers to employment; and
- to implement improved strategies for addressing child poverty through targeted assistance to families with children.

## Structure

The department has three branches:

- Corporate Services including Finance and General Operations, Internal Audit, Information Technology, Human Resources and the Social Services Appeal Board
- Policy, Planning and Labour Market Development including Evaluation and Redesign
- Programs and Client Services including Client Services; Income Support; and Employment and Career Services

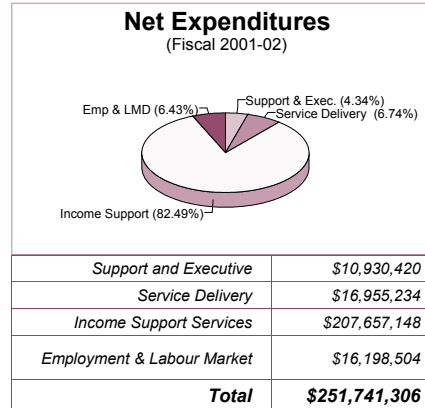


The provincial office is located in the West

Block of the Confederation Building in St. John's and houses the Minister, executive and program support divisions. Under the Programs and Client Services branch, there are 48 offices organized into Avalon, Central, Western and Labrador regions providing the public with a direct link to services. A complete list of offices is located in Appendix B.

## Budget Expenditures

The Department of Human Resources and Employment is a large department with approximately 600 staff with service delivery sites across Newfoundland and Labrador. A budget of over \$250 million makes it the third largest department in terms of spending after Health and Community Services and Education.



# Services

The Department of Human Resources and Employment (HRE) was established on April 1, 1997 by bringing together income support programs and services of the former Department of Social Services with the career and labour market programs of the former Department of Development and Rural Renewal.

The Mandate of the Department of Human Resources and Employment is:

*To focus on the development of individuals and to improve access to employment opportunities so that individuals, families and communities can participate in their collective well-being and contribute to the development of the province.*

## Areas of Service

The Department of Human Resources and Employment has three primary areas of service: Income Support, Employment Support and Labour Market Development. All of the department's programs, services and activities are affiliated with one of these three, and in many cases, with all of them.

### • **Income Support**

- Financial assistance to persons to assist in meeting daily living expenses, shelter, transportation to medical services, special needs, emergency housing and other needs;
- Newfoundland and Labrador Child Benefit and the Mother Baby Nutritional Supplement to low income families; and
- Assistance in securing spousal/child support from former partners.

### • **Employment Support**

- Assistance for individuals to acquire the employment supports, skills and experience necessary to successfully prepare for, access and keep employment, including self-employment, and to obtain access to job opportunities and training;
- Employment assessments and the development of employment plans;
- Financial assistance to employers in offering employment experience and on-the-job training;
- Grants to community agencies that offer employment services; and
- Additional supports required to assist persons with disabilities to prepare for, find and keep employment, including self-employment, and for the inclusion and accommodation of their unique circumstances and needs.

### • **Labour Market Development**

HRE has an active role in labour market development through forecasting impacts on the provincial labour market, monitoring employment benefits related to major projects, assessing the effects of changes to federal program legislation such as EI and partnering with the federal government, industry and other stakeholders to address specific sector issues. Other specific initiatives to date include:

- Commencement of development of a labour market strategy. The Strategic Social Plan and the Renewal Strategy for Jobs and Growth committed government to developing a labour market strategy. This inter-departmental initiative is focused on forecasting private sector labour supply availability and demand. It will respond to the demographic challenges and the province's future needs for a skilled labour force.
- The Labour Market Development Council was established in the fall of 2000. This council brings employers, labour and post-secondary education (students and institutions) together with government to identify labour market issues and build consensus on how to address them. The council is an independent advisory body that will provide advice on the labour market strategy as it evolves. Information is available at their website at: [www.NLLMDC.org](http://www.NLLMDC.org).



# Key Statistics

## Caseload\* Decline

The Income Support caseload has been decreasing since 1996 with these changes seen across all regions in the province. Since 1996, the overall caseload has declined by:

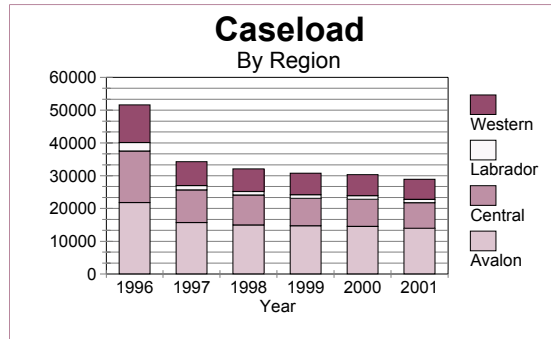
- 27% provincially
- 21% in Avalon region
- 32% in Central region
- 30% in Western region
- 38% in Labrador region.

Changes by Categories from 1996 to 2001 (cases except where indicated)			
Annual Calendar Year Caseload	Change	1996	2001
Single parents	-20%	10,800	8700
Couples with children	-46%	10,000	5500
Couples with no children	-11%	5000	4500
Single persons	-26%	25,800	19,000
<b>Total (cases)</b>	<b>-27%</b>	<b>51,600</b>	<b>37,600</b>
Children in families (individuals)	-34%	35,000	23,000

## Reasons for Assistance

People need and seek support from the Income Support program for a number of reasons:

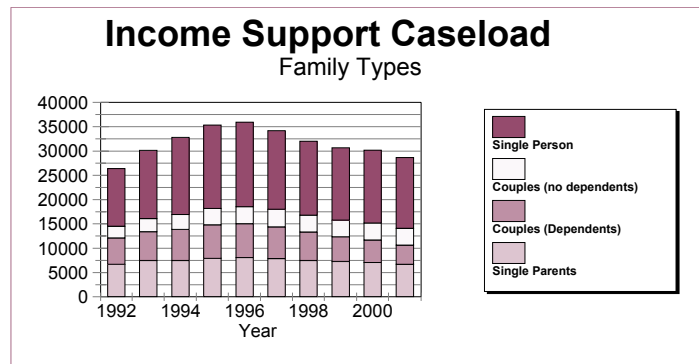
- 36% for unemployment
- 35% because of illness or disability
- 23% are caring for a family member or expecting a child
- 6% for other reasons



## Caseload\* Dynamics

The composition of the Income Support caseload is a dynamic one which changes from year to year and month to month. Persons do avail of Income Support for a wide variety of reasons due to circumstances beyond their control and for widely differing periods of time.

In 2001 on average each month, approximately 1300 cases left the program while 1200 cases entered it.



## Youth

Youth represent a significant part of the total caseload. However, the numbers of youth entering the program has declined significantly as indicated. In 2001, youth represented 26% of adults in the Income Support program. Women made up 54% of new youth entrants while 46% were men. Of new youth entrants, about 66% of cases were single persons with no dependents, 20% were single parents, 7% couples with children and 6% were childless couples.

Youth (18-29) New Entrants to Income Support for 1996 and 2001			
Year	1996	2001	Change
Men	1957	650	-1307
Women	1749	753	-996
<b>Total</b>	<b>3706</b>	<b>1403</b>	<b>-2303</b>

## Education

55% of youth clients did not complete high school and 11% had not completed grade 9; only 13% had some post-secondary or completed post-secondary education. Of all adults, 32% receiving Income Support had graduated from high school which compares to 1991 when 21% of clients had finished high school.

\* Cases represent single persons or family units, including dependent children and all case and caseload statistics are annual figures for the 2001 calendar year.

# Key Statistics

## Gender

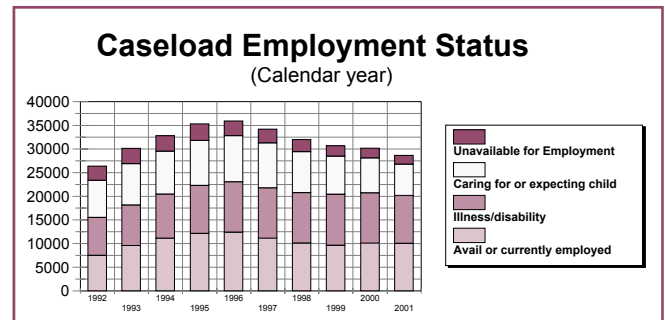
While 55% of the adult caseload is female and 45% is male, that proportion varies by age group. In 2001, more women than men aged 18-44 received Income Support reflecting that women are the majority of single parents and care givers for dependent family members.

In 2001, the average number of children in families in receipt of Income Support was 1.6, about the same as the overall provincial average for children in families.

## Income Support and Other Income

Income supplements are provided to assist individuals who are working but who do not earn enough money to meet their basic needs.

In 2001, on a monthly basis, over 1400 persons who worked full-time or part-time received an income supplement. Clients also receive money from other sources. Each month, just under 6000 persons and families declare income from sources such as Canada pension Plan, Employment Insurance, Workers' Compensation, Old Age Security and child support.

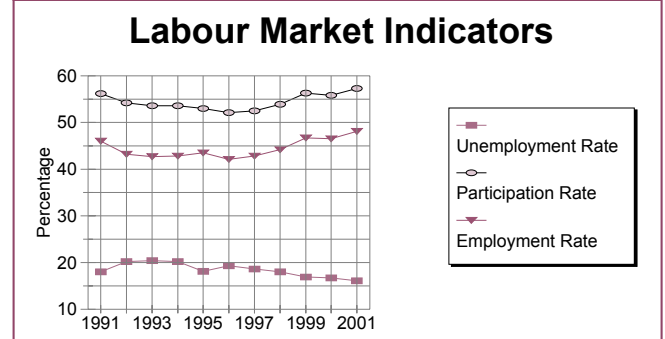
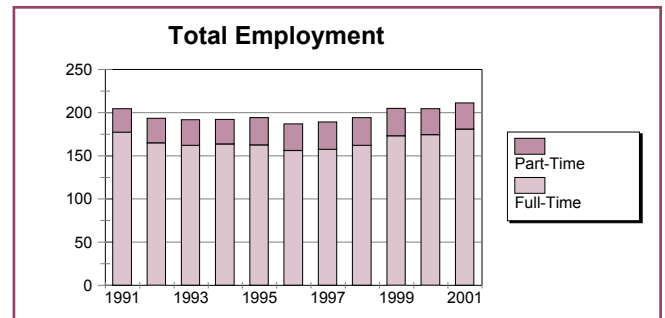


## Labour Market Conditions

In 2001, employment in Newfoundland and Labrador grew by 3.3% to a record high of 211,300 persons employed. The unemployment rate dropped to 16.1%, the lowest rate since 1989. 2001 was the fifth consecutive year in which the unemployment rate has fallen.

The labour force, those persons working or looking for work, grew by 2.6% in 2001 to a record 251,900. Employment growth was broadly based across both the goods and services sectors. The services sector grew by 3.6%, led by growth in wholesale and retail trade, transportation and warehousing, management services, and health care and educational services. The goods sector expanded by 2.1%, led by the manufacturing sector.

Other annual labour market indicators also hit record highs in 2001. The participation rate (proportion of working age adults in the labour force) averaged 57.3% and the employment rate (proportion of the working-age population that are employed) averaged 48.1%.





# Accomplishments

## Initiatives for Families and Children

### *Improved Services to Victims of Violence*

The Government of Newfoundland and Labrador, through its commitment to the Violence Prevention Initiative, works to ensure that persons who are victims of violence have access to effective services, that legislation does not impose additional burdens upon those affected by violence and that violence in the province is reduced and prevented.

In June 2001, the Department of Human Resources and Employment established a working group to focus on how the income support program could more effectively meet the needs of persons who are victims of violence. The *Working Group for Supports to Victims of Violence* included representatives of community, advocacy and support groups including transition houses, the Provincial Advisory Council on the Status of Women and the Women's Policy Office, as well as HRE and the departments of Health and Community Services and Justice.

The Working Group identified 16 issues and proposed solutions to improve income support services to victims of violence. They presented their recommendations to the Minister of Human Resources and Employment in late January 2002, in a report entitled ***Moving Forward: Responding to the Needs of Victims of Violence; Social Policy Development through Collaboration and Partnerships.***

HRE accepted each of the 16 recommendations and will continue to implement these recommendations in the next fiscal year. HRE has received very positive feedback from community partners for this collaborative approach to social policy development.

### *Single Parent Employment Support Program*

HRE is working with the Single Parent Association of Newfoundland and Labrador to find ways to help single parents achieve increased independence through a pilot program of employment and career supports, child care supports and income supplementation.

More than 318 single parents in receipt of Income Support have participated in this pilot since it started in 1998. The results of this pilot will assist HRE in redesigning its programs. Preliminary reviews show positive results for participants including:

- 80% have found employment since their participation in the pilot;
- 32% are no longer in receipt of any Income Support;
- 65% found a job within the first 10 weeks of the program; and
- 57% retained employment for more than six months.

# Accomplishments

## *Adjustments to the Newfoundland and Labrador Child Benefit (NLCB)*

As part of the province's National Child Benefit Reinvestment Initiative, the NLCB was introduced in July 1999 to assist low-income families with the cost of raising children under the age of 18. The NLCB is combined with the Canada Child Tax Benefit into a single federal/provincial monthly payment delivered by the Canada Customs and Revenue Agency.

In fiscal year 2001-02, HRE raised the eligible income threshold range from \$15,921 - \$20,921 to \$16,744 - \$21,744, so that more low-income families with children would be able to earn more money and still qualify for the Newfoundland and Labrador Child Benefit thereby improving their standard of living. Approximately 21,000 families are in receipt of the NLCB at an estimated annual cost of \$7,800,000.

## *Support Applications Program*

The Support Applications Program is a service offered by HRE to provide assistance to the general public and Income Support clients in securing or amending spousal/child support agreements and orders. Support Application Social Workers help parents understand the Child Support Guidelines, explain the options available in seeking child support and help parents negotiate the court system in cases where mutually satisfactory agreements cannot be reached.

In July 2001, HRE added four more workers for a total of 15 located across the province. During this fiscal year these workers provided services to over 2200 persons.

## *Mother Baby Nutrition Supplement*

In June 2001, as part of a federal-provincial early childhood initiative called "**Stepping into the Future**", HRE announced an investment of \$210,000 in the fiscal year 2001-2002 for a new Mother Baby Nutrition Supplement. This was in addition to the current provincial expenditure of \$780,000 under the Mother Baby Food Allowance.

The Mother Baby Nutrition Supplement is a benefit of \$45 per month to all eligible low-income pregnant women or families with children under the age of one year with net income less than \$21,744 annually. This provides extra funding to support the additional nutritional needs during pregnancy and throughout the child's first year of life.

Prior to implementation in December 2001, this benefit was previously available only to Income Support clients. Now, a further 600-800 low-income individuals are eligible for the benefit, totaling approximately 2100 recipients per month.





# Accomplishments

## Initiatives for Persons with Disabilities

In addition to the supports offered by HRE to all clients, the department also provides additional supports to persons with disabilities to assist them to prepare for, find, and keep employment, including self-employment, and to accommodate their unique circumstances.

### *Employability Assistance Program for People with Disabilities Agreement*

Under the Employability Assistance Program for People with Disabilities Agreement (EAPD), HRE provided \$6.6 million and served 2453 clients, cost-shared with the Government of Canada, to help people with disabilities enter the labour market.

- **Training Services Program** assists individuals with disabilities pursue post-secondary training.
- **Supported Employment Program** provides the supports necessary for employment by matching adults with developmental disabilities with job opportunities and funding the cost of support co-workers. In 2001-02, more than 1800 people received employment support services from the 18 employment corporations throughout the province. Of these, 510 persons were successful in finding employment and 348 received job trainer support.
- **Grants to Community Partners** provides funding to community partners to provide services and supports to eligible clients with disabilities.

Program Area	Budget	Clients Served
Training Services	\$2,135,000	180
Supported Employment	\$3,120,000	1800
Community Partners	\$1,383,800	
Vera Perlin Society		100
Work Oriented Rehabilitation Centres (WORC)		90
Independent Living Resource Centre - Full Steam Ahead		33
Canadian Paraplegic Association		200
Newfoundland Coordinating Council on Deafness		50
<b>Totals</b>	<b>\$6,638,800</b>	<b>2453</b>

### *Establishment of Support Trusts*

HRE changed the Income Support Regulations to allow family members to establish support trusts of up to \$100,000 on behalf of adult children with disabilities without affecting eligibility for social assistance and supportive services. This will assist families in providing for the financial future of their adult children who have disabilities and was implemented as a joint initiative with the Department of Health and Community Services.

# Accomplishments

## Initiatives in Employment Support

Designed to respond to the needs of clients, these programs focus on assisting persons with varying levels of barriers to employment. A significant number of clients have multiple barriers to employment requiring in-depth and long-term support, while others are employment-ready with minimum intervention. HRE uses a client-centered management approach in designing programs and services to best address the needs of clients.

In 2001-02, 50% of new youth (29 and under) entrants in Income Support had less than high school education. In general, their work experience is limited, so HRE has focused efforts on improving opportunities for this group.

### *Community Employment Initiatives*

HRE has funded 20 agencies across Newfoundland and Labrador to deliver employment preparation supports to HRE clients, including employment readiness training, job search and employment placement supports, workplace literacy and skills training. Approximately 1200 clients were assisted. A list of these agencies can be found in Appendix B.

### *NewfoundJOBS*

In 2001-02, HRE invested \$3 million to fund approximately 2000 Income Support clients in receiving a range of supports. NewfoundJOBS helps Income Support clients who are interested in and ready for work to meet their employment objectives.

Under the program, clients received intensive one-on-one employment and career counseling to identify barriers to employment. NewfoundJOBS is designed to provide individualized support, including wage subsidies, to help clients implement their employment plans.

### *Linkages*

The Linkages program provides 26 weeks of career-related employment and the opportunity to participate in regular career planning workshops. At the end of the program, participants earn a completion bonus towards the cost of post-secondary education.

Delivered in partnership with 49 community-based agencies throughout the province, 260 clients aged 18-24 who have not completed post-secondary training received job placements with private and non-profit employers. Over 80% of participants were located outside the greater St. John's urban area.

With job placements and wage subsidies of up to \$5.00/hour, this \$1.6 million program



# Accomplishments

offers young people an alternative to income support by assisting youth at risk who have experienced difficulty integrating into the labour market to develop their career awareness and find employment.

## *Adult Basic Education (ABE)*

To address the educational barriers of clients on income support, 68% of whom have not completed high school, HRE has partnered with the Department of Youth Services and Post-Secondary Education and the College of the North Atlantic. This has increased the number of clients who receive Level II ABE and expanded access throughout the province.

In 2001-02, 420 Income Support clients received career assessment, counseling and enrolled in ABE. HRE continues to provide clients a placement support allowance to cover transportation and daily expenses for attending this program.

## *NLWIN*

The Newfoundland and Labrador Work Information Network (NLWIN) internet site and toll-free hotline provides access to quality, up-to-date provincial information on career and employment planning for residents of Newfoundland and Labrador.

Through the toll-free line, career development staff assisted more than 2100 people throughout the province obtain information and guidance as they pursued career aspirations and conducted effective job searches. This was achieved through direct client service and other support activities such as career/labour market research, product development and presentations/workshops.

More than 18,000 users accessed the NLWIN website for information related to career and employment programs and services. This site also provides access to national and international information via the national resource WorkinfoNET:

- [www.gov.nf.ca/nlwin](http://www.gov.nf.ca/nlwin)
- 1-800-563-6600

## *Wage Subsidy Programs*

Wage subsidy programs such as the **Seasonal Employment Program** and the **Employment Generation Program** assisted Income Support clients, unemployed, underemployed and seasonal workers in finding jobs and gaining valuable work experience. These programs, totaling \$1.385 million, are used by both profit and non-profit organizations.

In fiscal year 2001-2002, approximately 375 individuals participated in work placement projects sponsored under these programs. Over 70% of the placements were located outside the greater St. John's urban area.

# Accomplishments

## Initiatives to Better Serve Clients

### *New Approaches to Service Delivery*

Since 1998, Human Resources and Employment has been redesigning programs and services to:

- simplify the rules and procedures promoting timely and dignified access to income support;
- to reduce or eliminate barriers to employment experienced by clients;
- to provide increased support to clients to help them find and maintain employment.

Some of the initiatives introduced through redesign include:

- the introduction of the Newfoundland and Labrador Child Benefit to low income families;
- enhanced earnings exemptions which allowed income support clients to retain more earned income;
- introduction of an extended drug card for a six month period, for clients securing employment.

During the 2001-02 fiscal year, approval was secured to build a new computer pay system and also pilot an automated record management system. These developments will allow for significant improvements in the delivery of income support services including the introduction of telephone application. These will allow a more efficient delivery of income support enabling staff to focus more on employment and career services. Introduction of this new technology is scheduled to commence in 2002/03.

### *Staff Training to Improve Service*

HRE believes that providing staff with learning opportunities will produce quality service.

- HRE developed the Position Employee Training and Skills System, a computer-based initiative to assist human resource planning and identify training, skills and knowledge needs. PETS received nominations for the Institute of Public Administration of Canada Award for Innovative Management and the Public Service Award of Excellence.
- To improve assessment and referral skills for employment and career services, training was provided to over 200 Client Service Officers to help staff identify and refer clients more effectively.
- Through partnership with the Coalition of Persons with Disabilities, 200 staff have been provided with sensitivity training to help them identify and address the needs of persons with disabilities.



# Accomplishments

## *Program Evaluations*

To ensure that HRE programs and services address the needs of clients, HRE conducts evaluations to help determine if the services are reaching the right people in the right way. In 2001-02, some of the evaluations contracted or completed include:

- evaluation of the Single Parent Employment Support Program Pilot;
- evaluation of the Supported Employment Program; and
- study of inter-generational dependence on Income Support.

## *Public Service Award of Excellence*

The Public Service Award of Excellence was developed by the public service for the public service. The award recognizes individuals and teams in the public service of Newfoundland and Labrador who have demonstrated exceptional performance in tasks associated with a position or project and have improved the quality of the work environment or the quality of service delivery to clients in the areas of leadership, valuing people, innovation or service delivery excellence. All employees of all departments and central agencies of government are eligible.

Recipients of the Public Service Award of Excellence are selected by a committee comprising current and retired members of the public service and representatives from the private sector.

HRE is proud to present the HRE winners of the 2001-02 Public Service Award of Excellence:

***Leonard Bursey, Social Worker, Corner Brook***  
***Gene Hickey, Social Worker, Grand Falls - Windsor***  
***Cheryl Penney, Career Development Specialist, Corner Brook***

# Accomplishments

## Launch of the Legislative Review

The Social Assistance Act was enacted in 1977 and focused on administration of social assistance.

Since that time the Department of Human Resources and Employment has developed a broader mandate to ensure dignified financial assistance and to support those who are unable to find and maintain employment. HRE is working to remove the barriers people face as they try to support themselves and their families.

To reflect these changes in mandate and responsibilities and to ensure that legislation governing programs are consistent with the new direction of the department, HRE has initiated a public review of the legislative framework because it is important that all Newfoundlanders and Labradorians have a say in the development of this critical legislation.

### Process

To support the review process, in January 2002 HRE distributed 3000 copies of a discussion paper *Investing in People: New Directions for Social Assistance Legislation*. This paper provided information on the current income support and employment and career programs and poses a number of questions for discussion. The public's input based on this paper will assist HRE in drafting the new legislation.

In conjunction with the release of the discussion paper, HRE is consulting with key stakeholders through:

- a general mail-out of the discussion paper to a range of community agencies with an invitation to provide comment by returning the questionnaire included with the paper;
- the regional steering committees of the *Strategic Social Plan*;
- a representative sample of community agencies at the regional level;
- a notice to clients in the January 2002 Income Support cheque mailout, about the review and the discussion paper with information on how to provide feedback ;
- representative client focus groups; and
- provision of the discussion paper to the public at HRE District Offices and web site at [www.gov.nf.ca/hre](http://www.gov.nf.ca/hre).

### Results

Following the consultation process, scheduled to conclude in May 2002, the information gathered will be used in drafting the new *Social Assistance Act and Regulations*. The new legislation is scheduled to be introduced in the House of Assembly in the Fall session of 2002.





# Accomplishments

## Social Services Appeal Board

The Social Services Appeal Board assists clients by reviewing decisions of HRE department officials through an independent board comprised of members at arm's-length from HRE. These members are authorized to hear appeals regarding the granting, refusal, suspension, reduction, resumption or amount of Income Support or EAPD funding.

There is a three step-appeal process specified in HRE policy and the *Social Services Appeal Board Act*:

1. The supervisor/district manager may be requested to review the departmental decision.
2. If the departmental decision is upheld by the supervisor/district manager, a request for review may be submitted by the client within 60 days to the Regional Service Review Committee.
3. If the departmental decision is upheld by the Regional Service Review Committee, the client has 30 days to submit a request for appeal to the Social Services Appeal Board.

The Social Services Appeal Board offers the option of hearing appeals by telephone in order to provide faster service, while remaining as personal as possible. Decisions are recorded and issued in writing within 5 working days after the appeal hearing. All clients are encouraged to participate and present their cases to the Board.

If unsatisfied with the decision, a client may appeal a decision of the Social Services Appeal Board within 30 days to the Supreme Court of Newfoundland, Trial Division.

With the availability of telephone hearings the average wait period for each of the three past fiscal years (1999-2000, 2000-01 and 2001-02) has been 15 calendar days. Approximately 97% of all appeals are now heard by telephone.

<b>Appeals Heard by Calendar Year</b>	
1997-98	568
1998-99	278
1999-2000	239
2000-01	300
2001-02	251

<b>Appeals Heard April 1, 2001 to March 31, 2002</b>				
<i>Region</i>	<i>Upheld</i>	<i>Overturned</i>	<i>Total</i>	<i>% Upheld</i>
<b>Avalon</b>	71	11	82	87%
<b>Central</b>	76	20	96	79%
<b>Western</b>	49	17	66	74%
<b>Labrador</b>	6	1	7	86%
<b>Total</b>	<b>202</b>	<b>49</b>	<b>251</b>	<b>80%</b>

# Accomplishments

## Emergency Social Services: September 11, 2001

The world watched in horror as the United States became victim of a catastrophic terrorist attack. By now all are familiar with the images of commercial flights crashing into the south and north towers of the World Trade Centre in New York City and the Pentagon in Washington.

Air travel was shut down in the United States, with commercial flights having to make emergency landings throughout the United States and Canada. Over 13,000 people on 77 flights destined for the United States landed in Newfoundland and Labrador.

The situation became a much larger challenge when it became clear that the passengers' stay in the province could last as long as a week. HRE, along with other government departments and community organizations such as the Red Cross and Salvation Army, ensured not only the basic needs of passengers were met over this week, but also contributed to arranging much-needed social activities such as concerts, sight-seeing tours, golf tournaments and even movie screenings.

Over a one-week time period 250 HRE staff were directly engaged in the emergency response along with approximately 3,000-4,000 volunteers. Through a collaborative effort the province provided accommodations in many communities serving over a quarter of a million meals and spending close to \$2 million on direct services.

# Goals and Challenges

*In looking ahead to 2002-2003, the Department of Human Resources and Employment has identified these priorities and challenges:*

- To continue with the comprehensive review of the *Social Assistance Act*. Launched during 2001-2002, this is the first full review of the legislation since 1977. This review will include input from clients, community groups and the public. A report on the initial consultation will be released in the summer of 2002. New legislation is scheduled to be tabled in the House of Assembly during the Fall session.
- To implement the recommendations provided by the Working Group for Supports to Victims of Violence.
- To complete the development of a new computer pay system and commence piloting and implementation planning. The introduction of this new technology will allow more efficient delivery of services and redirect greater staff resources towards assisting clients in securing and maintaining employment.
- To commence the planning and development of a comprehensive labour market strategy which will help ensure that the province is well positioned to meet labour market challenges in the future.
- To complete the evaluation of the Supported Employment Program, exploring opportunities to improve employment services for persons with disabilities including negotiating a replacement funding agreement with the Government of Canada.
- To pilot a community based initiative for youth at risk which will better link program supports to local labour markets.
- To initiate discussions with the Government of Canada regarding potential for a pilot project incorporating innovative approaches to Income Support for low-income families in rural Newfoundland and Labrador building on experiences in Self-Sufficiency Pilot Projects in other jurisdictions.

# Appendices

## Appendix A - Partners/Agencies Funded

Grants were provided to community agencies for the provision of employment preparation and support programs to assist unemployed clients.

Agencies funded include:

- T.I. Murphy Employment Action
- Canadian Paraplegic Association
- Hospitality NF & Labrador
- Random North
- Life Works
- New Beginnings/Carpentry
- Women in Successful Employment
- Association for New Canadians
- T.I. Murphy Supported Employment
- Skills for Success
- West Coast Employment Preparation
- Emmanuel House
- John Howard Cognitive Skills
- John Howard Youth Services
- Longside Club

- Community Centre Alliance
- Single Parents Association of NL
- Independent Living Resource Centre
- Women in Resource Development
- Blomidon Mental Health Initiative
- Vera Industries
- NL Co-ordinating Council on Deafness
- Vera Perlin
- Calypso Foundation
- Metro Business Opportunities
- Humber Valley Community Employment Corp
- Trinity Employment
- Burin-Marystown
- Visions
- Genesis
- SEDLER
- Straits
- Gambo
- 3-L Training & Employment
- Exploits
- Lake Melville
- Lab West

### Employment Corporations:

- Avalon Employment Corporation
- Ability Employment Corporation
- Vera Perlin Society
- Bay St. George
- Bridges Employment Corporation
- Port aux Basques Community Employment Corp

### Note:

*This list does not include agencies funded under wage subsidy programs such as Seasonal Employment, Employment Generation or NewfoundlandJOBS. As well, the Linkages program provides grants to fifty agencies throughout the province for the provision of employment supports and work placements.*

## Appendix B - Office Locations

If you have any questions, concerns, or want to learn more about any HRE programs and services, contact our district offices or visit our website at:

- <http://www.gov.nf.ca/HRE>

To access the Employment and Career Services and the Work Information Network:

- <http://www.gov.nf.ca/nlwin>
- 1-800-563-6600
- 729-6600 (St. John's area)

Provincial Office  
Confederation Building  
3rd Floor West Block  
Box 8700  
St. John's, NF  
A1B 4J6  
Telephone 729-2480

### Avalon

Bay Roberts	786-5000
Bell Island	488-3376
Manuels	834-6100
Ferryland	432-2893
Harbour Grace	945-3074
Placentia	227-1300
St. John's Centre	729-3500
St. John's (Client Services Centre), 50 Parade Street	729-5894
St. John's East	729-3982
St. John's West	729-6786
St. Mary's	525-2020
Whitbourne	759-3270

### Central

Baie Verte	532-8024
Bay L'Argent	461-2207
Bonavista	468-5400
Botwood	257-2424
Clareville	466-4046
Fogo	266-2238
Gambo	674-5522
Gander	256-1228
Grand Bank	832-1460
Grand Falls-Windsor	292-4231
Harbour Breton	885-2279
Lewisporte	535-2614
Marystown	279-7644
Milltown	882-2610
Springdale	673-3806
Twillingate	884-2413
Wesleyville	536-2421

### Western

Bonne Bay	453-2249
Burgeo	886-3353
Channel	695-7367
Corner Brook	637-2400
Deer Lake	635-2123
Englee	866-2773
Piccadilly	642-5304
Port Saunders	861-3507
St. Anthony	454-3831
Stephenville	643-8605
Stephenville Crossing	646-3100

### Labrador

Cartwright	938-7256
Davis Inlet	478-8844
Forteau	931-2330
Happy Valley	896-2493
Hopedale	933-3887
Mary's Harbour	921-6246
Nain	922-2860
Shetshashiu	497-8555
Wabush	282-5313



# Appendices

## Appendix C

### STATEMENT OF EXPENDITURE AND RELATED REVENUE - SUMMARY FOR THE YEAR ENDED MARCH 31, 2002

		Estimates		
		Actual	Amended	Original
		\$	\$	\$
1.1.01	Minister's Office	323,325	326,400	270,000
1.2.01	Executive Support	549,467	562,600	538,500
1.2.02	Administrative Support	8,237,187	8,753,100	8,377,100
	Less Revenue	(240,212)	(20,000)	(20,000)
1.2.03	Program Development & Planning	2,157,761	2,586,300	2,447,200
	Less Revenue	(97,108)	(67,200)	(67,200)
2.1.01	Client Services	16,955,234	17,219,300	16,862,400
	Less Revenue	0	(25,000)	(25,000)
3.1.01	Social Assistance	211,483,232	211,537,800	211,537,800
	Less Revenue	(5,180,387)	(5,700,000)	(5,700,000)
3.2.01	National Child Benefit Reinvestment Fund	1,354,303	1,600,000	1,600,000
4.1.01	Employment Development Programs	6,635,285	7,855,000	7,855,000
4.1.02	Labour Market Adjustment Programs	5,986,100	6,057,000	6,057,000
	Less Revenue	(425,622)	(522,000)	(522,000)
4.1.03	Employment Assistance Program for Persons with Disabilities	6,452,741	6,638,800	6,638,800
	Less Revenue	(2,450,000)	(2,450,000)	(2,450,000)
<b>Total Department of Human Resources and Employment</b>		<b>251,741,306</b>	<b>254,352,100</b>	<b>253,399,600</b>

Please refer to Volume III of the Public Accounts which were previously tabled in the House of Assembly, for detailed financial information.

