

# Annual Report 2002-03

Department of Human Resources & Employment



Investing in People ...

Building the Future Together





In accordance with government's commitment to accountability, I have the honour of submitting the 2002-03 Annual Performance Report for the Department of Human Resources and Employment. It details the ministry's activities and achievements from April 1, 2002 to March 31, 2003.



Joan Burke  
Minister of Human Resources, Labour and Employment

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**MISSION**

The Department of Human Resources and Employment supports human resource development by providing income and employment supports and promoting labour market development to help ensure the well-being of individuals, families and communities.

Human Resources and Employment (HRE) provides income, employment and labour market supports. Legislative authority for HRE’s programs and services is currently provided by the *Social Assistance Act*, *Social Services Appeal Board Act* and *Rehabilitation Act*. These acts will be repealed upon proclamation of the new *Income and Employment Support Act* passed by the House of Assembly in December 2002. Proclamation is expected in 2004.

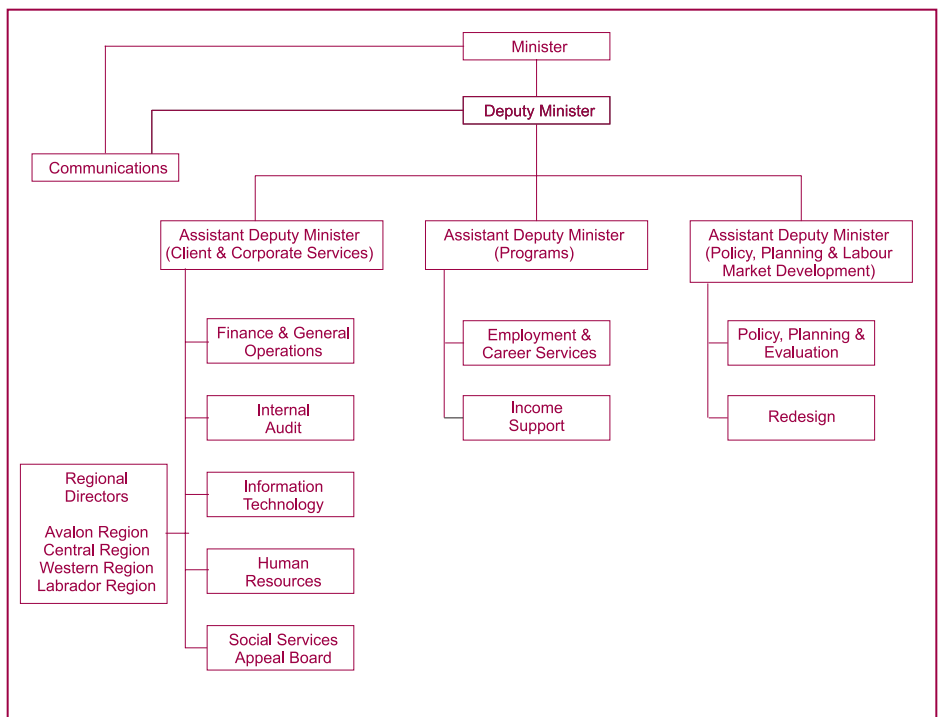
With net expenditures of approximately \$250M in 2002-03, HRE is one of the largest departments in the provincial government.

HRE has three branches:

- ◆ Programs
- ◆ Client and Corporate Services
- ◆ Policy, Planning and Labour Market Development

Approximately 550 staff in 46 district offices and at the provincial office provide clients and the general public with a direct link to services.<sup>1</sup> Offices are located in four regions: Avalon, Central, Western and Labrador.

**ORGANIZATIONAL CHART**



**LINES OF SERVICE**

HRE has three distinct service areas: Income Support, Employment Support, and Labour Market Development.

The department collaborates with community agencies and government departments to ensure services respond to individual needs and support broad social and economic objectives.

<sup>1</sup> A list of offices and contact information is located in Appendix D.

### **LINES OF SERVICE**

#### **INCOME SUPPORT**

- Financial assistance with daily living expenses, such as food, shelter, clothing, medical transportation and special needs
- Newfoundland and Labrador Child Benefit and Mother Baby Nutrition Supplement for low income families
- Assistance in moving from Income Support to employment
- Assistance in securing spousal and child support and for spouses leaving violent family situations
- Emergency and disaster response in partnership with community agencies

#### **EMPLOYMENT SUPPORT**

- Assistance to acquire necessary skills and experience to prepare for, find and keep employment, including self-employment
- Employment assessments and the development of employment plans
- Financial assistance to employers offering employment experience and on-the-job training
- Grants to community agencies offering employment services
- Additional supports to persons with disabilities to prepare for, find and keep employment, including self-employment, and to promote inclusion and accommodate their unique circumstances

#### **LABOUR MARKET DEVELOPMENT**

- Key stakeholder partnerships to build consensus and respond to labour market issues
- Strategic research and analysis of provincial labour markets
- Evaluation of labour market services
- Employment benefits monitoring of large-scale projects
- Monitoring and impact assessment of labour market policy and legislation
- Lead department for the Labour Market Development Council
- Regional management of the federal-provincial Labour Market Development Agreement

### **INCOME AND EMPLOYMENT SUPPORT ACT**

The House of Assembly passed a new *Income and Employment Support Act* in December 2002. It will replace the *Social Assistance Act*, the *Social Services Appeal Board Act*, and the *Rehabilitation Act*. Proclamation is expected in 2004.

The *Income and Employment Support Act* provides the legislative guidance for HRE's mandate to assist people to prepare for, find and keep employment and to provide supports to those unable to work.

#### **The new act is progressive:**

- **Income, employment and career supports linked legislatively for the first time**
- **Plain language with a focus on transparency**
- **Guiding principles and service standards to ensure responsiveness**
- **Flexible use of Income Support funds for employment support, at client request**
- **Introduction of regular rate reviews (every three years), legislative reviews (every five years) and appeals for employment supports**
- **Inclusion of a current or former client on the appeal board**
- **Introduction of time frames for internal reviews, appeals and decisions**

In January 2002 Human Resources and Employment began the first ever public consultation on Income Support with the release of *Investing in People: New Directions for Social Assistance Legislation*. This discussion document provided information on the current Income Support program and Employment and Career Services and posed questions for discussion. Feedback was obtained through focus groups with clients, staff and community groups, telephone calls, e-mails, letters and briefs. The review's findings were released in a *Report of a Consultation on the Social Assistance Act* in August 2002. HRE used this information in drafting the new act.

### REDESIGN INITIATIVES

HRE knows that achieving its mandate requires a continuous commitment to improve client supports and services.

Over the past four years, HRE has implemented many initiatives to increase efficiency in Income Support services, remove disincentives to labour market participation, and increase clients' self-reliance. Using provincial reinvestments associated with the National Child Benefit and the Early Childhood Development programs, there has been an increased focus on extending supports to low-income families, including those leaving Income Support for work. HRE has also strengthened its employment supports by offering a broader range of services to more people.

Improvements continued in 2002-03 to streamline the delivery of Income Support and redirect staff resources to provide employment support.

**A redesign process was initiated to:**

- **simplify rules and procedures**
- **reduce barriers to employment**
- **increase support to clients in finding and maintaining employment**

#### **New Initiatives Introduced in 2002-03**

- **Service Delivery Pilot**  
A new service delivery approach is intended to increase the efficiency of delivering Income Support services to better position the department to allocate more resources to help clients find and maintain employment. In Bay St. George, changes are being introduced as a pilot whereby responsibility for Income Support processing for the Port au Port area has been transferred to Stephenville. By streamlining the delivery of Income Support, the Port au Port area now has a Client Services Officer whose primary role is to provide employment and career services to area residents.
- **Retention of Registered Retirement Savings Plan**  
Applicants for Income Support can now retain up to \$10,000 in RRSPs for the first 90 days of support. HRE recognizes that many individuals require Income Support for only a brief period of time. Retention of financial resources during this period assists in job search and protects savings for later in life.
- **Retention of Scholarships**  
Clients can now receive scholarships up to \$5,000 without affecting their eligibility for Income Support benefits.
- **Eligibility Rules**  
New rules for determining Income Support eligibility are less cumbersome, resulting in less paperwork for both clients and staff. Some applicants now qualify for Income Support at a slightly earlier date, thus aiding in their transition to work.



## LABOUR MARKET DEVELOPMENT COUNCIL

In response to labour market issues, such as changing demographics, skills gaps and out-migration, the Province established the Labour Market Development Council (LMDC) in October 2000. The council provides a forum for key stakeholder dialogue and collaboration to ensure that the development of human resources coincides with labour market demand. It also advises government in labour market policy development.

Chaired by HRE, the council reports to an ad-hoc committee of ministers, including Youth Services and Post-Secondary Education, Women's Policy Office, Industry, Trade and Rural Development, and Labour. Membership includes an independent chair and 17 representatives of employers, labour, post-secondary institutions, students, and senior government officials in ex-officio capacity, including a representative of Human Resources Development Canada.

LMDC activities in 2002-03 included:

- ◆ Sectoral presentations on strategic labour market issues
- ◆ In-depth and research-based briefings on provincial labour market structure and dynamics
- ◆ Participation in an analysis of key issues for Newfoundland and Labrador and advisory support to the development of a provincial labour market development framework

Over the past year, the council fostered a strong and cooperative environment for frank and constructive discussion, thereby enabling consensus on key labour market issues and solutions. Members acquired an in-depth understanding of the provincial labour markets for the purpose of encouraging collaboration on areas of common concern.



### **A NEW MODEL FOR COMMUNITY EMPLOYMENT - LIFEWORKS**

HRE is working with community partners to develop a new delivery model for client-centred community employment. A current pilot is the LifeWorks project, sponsored by the Community Education Network in Stephenville. This model enhances the employment readiness of Income Support clients experiencing difficulty in finding and keeping employment.

LifeWorks provides life and employability skills, training, and workplace literacy to individuals and groups in community and employment settings. Local employers are partners in identifying job opportunities and helping clients prepare for work.

### **EMERGENCY SOCIAL SERVICES**

In partnership with community agencies, HRE responds to disasters with shelter, food, clothing and enquiry services support.

#### **Forest Fire in Labrador - July 3, 2002**

On July 3, 2002, the communities of Sheshatshiu and North West River were evacuated to Happy Valley-Goose Bay. HRE set up a reception centre and 1,124 persons registered. HRE arranged emergency accommodations and food for 900 people, until the evacuation order was lifted on July 5.

#### **Badger Flood - February 15, 2003**

On February 15, 2003, the town of Badger was evacuated when an ice jam caused three rivers to back up and overflow into the community. HRE and its partner, the Canadian Red Cross, set up a reception centre and approximately 1,000 residents registered.

Three shelters were established, providing emergency accommodations and food for 240 individuals until March 27. By then, residents had either returned home or secured alternative accommodations.

Because the flood had destroyed or seriously damaged a number of homes, emergency social services were required for an extended period. HRE worked closely with its partners - public, private, and volunteer - to ensure that people's basic needs were met during the ordeal.



## RESPONDING TO THE NEEDS OF VICTIMS OF VIOLENCE

A Working Group on Services to Victims of Violence, comprised of community and government representatives, presented its report to the Minister of Human Resources and Employment in January 2002.



HRE accepted the recommendations and implemented policy changes in 2002-03:

- Staff now have more flexibility in responding to victims of violence.
- A group of HRE managers and community agency staff received Violence Awareness and Action Training. These managers are now training other staff.
- HRE signed memoranda of understanding with transition houses, giving them authority to provide emergency services, including transportation, to victims of violence.
- A HRE staff representative was appointed to each of the transition house boards to act as a liaison and to ensure effective service delivery and communication.
- A new start-up allowance has been introduced through a pilot in Corner Brook. It provides victims of violence who are eligible for Income Support with assistance to start up a new residence. This allowance may be extended to the entire province in 2003-04, depending on the pilot's evaluation results.

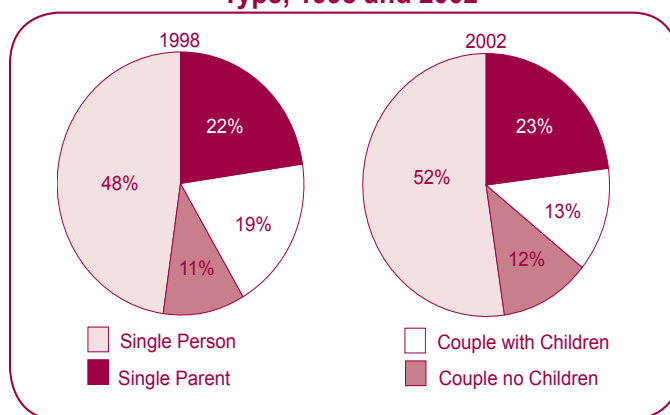
## TRENDS IN INCOME SUPPORT<sup>2</sup>

### Caseload Size and Family Status<sup>3</sup>

The Income Support caseload has declined significantly since its peak of 36,660 cases in January 1997, following a recession in the early 1990s, a moratoria on fishing and the end of federal financial assistance provided through The Atlantic Groundfish Strategy (TAGS). However, the overall rate of caseload decline in recent years is slowing, from a drop of 10 per cent (4,630 cases) in 1998 to three per cent (1,230 cases) in 2002. The most dramatic decrease during this period has been in the number of couples with children. In 1998 there were 8,200 couples with children on Income Support; in 2002, only 4,700. Between 1998 and 2001, the number of single-person cases also declined, though their number increased slightly in 2002.

Consistent with these trends, the number of children in families receiving income support has been declining. Between 1998 and 2002, the number of children declined by 30 per cent (9,100 children), faster than changes to the overall child population in the province, which declined by 13 per cent 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.

**Proportion of Income Support Cases by Family Type, 1998 and 2002**



Single people accounted for 52 per cent of the Income Support caseload in 2002, an increase of four percentage points since 1998. The proportion of couples with children on the caseload declined by six percentage points in this same period.

In 2002, on average, each month 1,200 cases left the Income Support program and 1,100 entered the program.

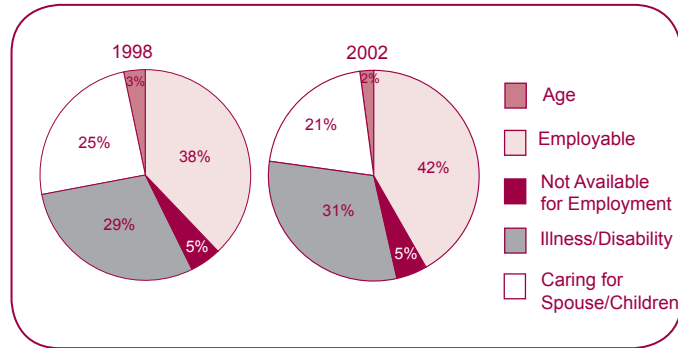
<sup>2</sup>In 2002, the total annual caseload was approximately 36,400, including all cases who were assisted at any point within the year. The average monthly caseload was approximately 28,100. The large difference is due to the turnover in cases from month to month. Many Income Support cases receive assistance for only one or two months.

<sup>3</sup>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.

## Reason for Assistance

People seek assistance from the Income Support program for a number of reasons. In 2002, 42 per cent of the caseload identified themselves as being employable. They sought income support because they were unemployed, under-employed or did not earn enough income to meet daily living expenses. This was a higher proportion than in 1998, when 38 per cent of the caseload was employable. Fifty per cent of those indicating that they were available for employment in 2002 were single people. Twenty-one per cent of people receiving income support in 2002 required assistance to care for spouses or children.

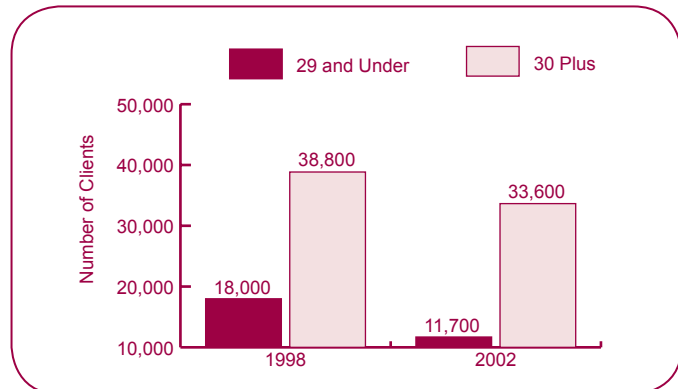
**Proportion of Income Support Cases by Employment Status of Head, 1998 and 2002**



## Age

Individuals receiving income support are getting older. In 1998, 68 per cent of those receiving income support were 30 years and older. By 2002, that proportion had increased to 74 per cent. The number of youth (18-29 years) receiving income support has declined by 34 per cent since 1998. Overall, in 2002 youth represented one-quarter of the Income Support caseload and almost half of all new entrants to the program. Sixty-four per cent of new youth entrants in 2002 were single persons without dependents, and 21 per cent were single parents.

**Number of Adult Clients by Age, 1998 and 2002**



## Gender

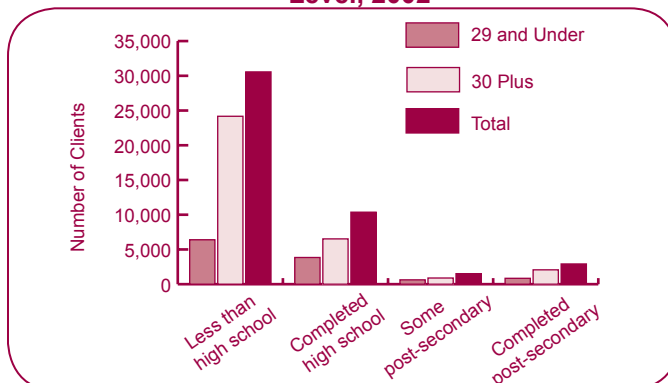
In 2002, 54 per cent of the caseload were women and 46 per cent were men. However, these proportions varied slightly by age group – 57 per cent of those aged 18-44 years receiving income support were women and 43 per cent were men.



### Education

Education levels have been increasing among those receiving income support, especially for youth. Thirty-three per cent of adults (18 years and older) receiving income support had finished high school in 2002, up from 29 per cent in 1998. However, there are significant differences by age group. In 2002, 38 per cent of youth (18-29 years) receiving income support had completed high school, and seven per cent had completed post-secondary. A significantly higher proportion, 79 per cent, of those aged 45 years and older and receiving income support had less than high school, and only four per cent had completed post-secondary.

**Income Support Caseload by Age and Education Level, 2002**

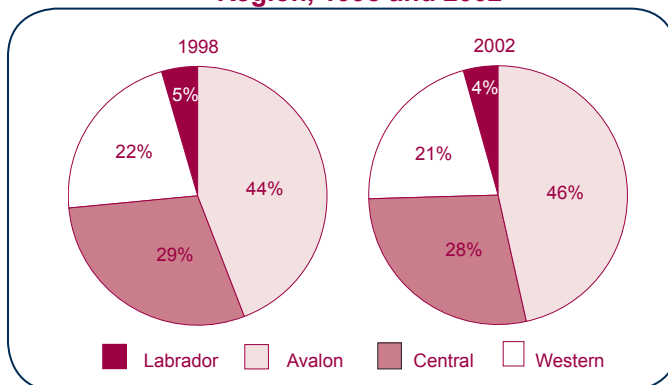


Low levels of education continue to pose a major barrier to employment, especially among older clients. Given current labour market trends and the demand for skilled labour, it is likely to present greater challenges in the future.

### Regional Distribution

Consistent with the geographic distribution of the provincial population, about 46 per cent of people receiving income support live in the Avalon Region; approximately four per cent live in Labrador. Since 1998 the proportion of the caseload living on the Avalon has increased; slight decreases have been observed in all other regions.

**Proportion of Income Support Cases by HRE Region, 1998 and 2002**



### Income Supplements

Income supplements are provided to assist individuals working or receiving income from other sources, such as Canada Pension Plan, Employment Insurance or Old Age Security, but who do not have enough income to meet their basic needs.

In 2002, on a monthly basis, approximately one-fifth (5,800 cases) of the Income Support caseload received an income supplement; of these, an average of 1,400 people reported earnings.

## EMPLOYMENT SUPPORTS

### A Focus on Youth

In 2002, 46 per cent of new youth entrants (29 and under) receiving income support had less than a high school education. In general, their work experience is limited so HRE has focused on reaching out to this group. The department is redesigning its youth services with a focus on developing preventative strategies to help youth decrease their reliance on Income Support and to integrate them into the workforce.

*"I was able to find work near my community by using one of HRE's wage subsidy programs. I am still employed and feel the future for me and my child is more secure."*  
HRE Client

*"I was able to find out more about upgrading my skills and getting into a training program by calling HRE's hotline."*  
HRE Client

### Community Employment Initiatives

HRE funds agencies throughout Newfoundland and Labrador that provide career and employment interventions to non-EI eligible and NewfoundJOBS clients. A list of these agencies is provided in Appendix B.

#### Key Statistics 2002-03

- ▶ 1,200 participants (800 of these participated in NewfoundJOBS)
- ▶ 20 agencies funded

### NewfoundJOBS

NewfoundJOBS provides a range of supports to Income Support clients interested in and ready to work. Supports to help clients implement their employment plans include wage subsidies, short-term training, work supports and placement support allowances. Clients receive intensive one-on-one employment and career counselling to identify barriers to employment and ways to overcome them.

#### Key Statistics 2002-03

- ▶ 2,500 participants
- ▶ \$3,000,000 annual budget
- ▶ 64 per cent of participants had a reduced reliance on Income Support

### Linkages Program

Linkages is delivered in partnership with over 50 community-based agencies throughout the province. It provides 26 weeks of career-related paid employment and an opportunity to participate in career planning workshops. At the end of the program, participants earn a completion bonus of \$468 toward the cost

#### Key Statistics 2002-03

- ▶ 285 HRE participants (18-24 years old)
- ▶ \$1,600,000 annual budget
- ▶ Over 80 per cent of participants were outside the St. John's urban area
- ▶ According to a recent survey, 70 per cent of participants returned to education or training or found employment

## Key Statistics

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of post-secondary education. Through job placements and wage subsidies of up to \$5 an hour, Linkages assists jobless youth to gain career awareness and find employment.

### Wage Subsidy Programs

HRE administers two wage subsidy programs, Seasonal Employment and Employment Generation. Used by both profit and non-profit organizations, these programs assist Income Support clients and unemployed, underemployed and seasonal workers find jobs and gain valuable work experience. Through the Employment Generation Program, private sector employers receive a subsidy of 50 per cent of wages up to a maximum of \$4 an hour in the initial and final 20 weeks of a 60 week program. Non-profit agencies receive 100 per cent funding up to the minimum wage in the initial and final 20 weeks of a 60 week program. The Seasonal Employment Program provides a subsidy of \$3 an hour to both private and non-profit agencies for a maximum of 15 weeks.

#### Key Statistics 2002-03

- ▶ **385 participants**
- ▶ **\$1,385,000 annual budget**
- ▶ **Over 70 per cent of work placement projects were outside the greater St. John's urban area**
- ▶ **Recent survey results indicate 69 per cent of participants in the Employment Generation Program found employment after the intervention; 50 per cent of participants in the Seasonal Employment Program found employment<sup>3</sup>**

### Adult Basic Education

To address the educational barriers of clients on Income Support (67 per cent of whom have not completed high school), HRE partners with the Department of Youth Services and Post-Secondary Education and the College of the North Atlantic to enhance client access to the Adult Basic Education, Level II and III programs. HRE provides clients with a placement support allowance to cover transportation and daily expenses incurred in attending this program.

#### Key Statistics 2002-03

- ▶ **489 participants**
- ▶ **108 participants completed ABE Level III**

### Linking Income Support Clients with Federal Employment Supports

HRE assesses and refers eligible Income Support clients to Human Resources Development Canada for employment services available through the Labour Market Development Agreement.

#### Key Statistics 2002-03

- ▶ **2,500 people were referred to HRDC**
- ▶ **38 per cent received counselling, 27 per cent found employment, 30 per cent were involved in skills development and the remaining 5 per cent were involved in youth programs.**

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<sup>3</sup> This refers to the preliminary survey results from the Results-Based Accountability Project evaluating client outcomes in employment programs.



## 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) provides access to up-to-date provincial information on career and employment planning. Throughout the province, career development staff help people obtain career and employment information.

### Key Statistics 2002-03

- ▶ 5,300 calls to the toll-free hotline
- ▶ 98,209 hits to the NLWIN website

## Employability Assistance for Persons with Disabilities

HRE 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.

The Employability Assistance for People with Disabilities (EAPD) Agreement is a cost-shared initiative with the Government of Canada to provide services and supports to help persons with disabilities enter the labour market.

Several programs and services are available under this Agreement:

- ◆ Training Services assists in the pursuit of post-secondary training.
- ◆ Supported Employment assists persons with developmental disabilities through the hiring of job trainers who help employees perform tasks and prepare for, find and keep employment. A list of community employment corporations through which these services are offered is provided in Appendix B.
- ◆ Grants to Community Partners funds the provision of employment services and supports to eligible clients with disabilities. A list of community partners receiving grants in 2002-03 is provided in Appendix B.

### Key Statistics 2002-03

- ▶ **Training Services Program**
  - 265 participants
  - \$2,135,000 annual budget
- ▶ **Supported Employment Program:**
  - 1,800 participants
  - 574 clients found employment (379 of these required job trainers)
  - \$3,420,000 annual budget
- ▶ **Grants to Community Partners**
  - 473 clients were served
  - \$1,383,800 annual budget

### 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. The NLCB is combined with the Canada Child Tax Benefit into a single federal-provincial monthly payment delivered by Canada Customs Revenue Agency.

##### Key Statistics 2002-03

- ▶ 21,000 low-income families (which includes 31,000 children) received this monthly benefit
- ▶ \$7,800,000 annual budget
- ▶ HRE increased the income threshold range for the NLCB from \$16,744-\$21,744 to \$17,397-\$22,397, thus making more families eligible

#### Mother Baby Nutrition Supplement

This is a monthly benefit of \$45 to pregnant women and families with a child under the age of one year with a net income less than \$22,397 annually. Available through the federal-provincial-territorial Early Childhood Development Initiative, the extra funding supports additional nutritional needs during pregnancy and in the child's first year of life.

##### Key Statistics 2002-03

- ▶ 1,800 families received this benefit monthly
- ▶ \$990,000 annual budget (pre-natal component-\$460,000-delivered by HRE)

#### Support Application Program

This service assists in securing or amending spousal and child support agreements and orders. When appropriate, parents must pursue child support as a condition of eligibility for Income Support. Currently, HRE has 15 Support Application Social Workers located throughout the province, all of whom are registered social workers with backgrounds in negotiation, mediation and counseling.

##### Key Statistics 2002-03

- ▶ 2,300 Income Support clients were assisted by a social worker to obtain a domestic contract or support order

#### Extended Drug Card Program

This program provides transitional support to families and individuals leaving Income Support for employment by extending prescription drug coverage for six months. Coverage was expanded in 1999 from three months to six months for families with children and again in 2000 to include all persons leaving Income Support for employment.

##### Key Statistics 2002-03

- ▶ 750 people received this benefit monthly
- ▶ \$1,000,000 annual budget

## LABOUR MARKET CONDITIONS

Provincial labour market conditions have been improving since the mid-1990s, with record highs achieved in calendar-year 2002 for several labour market indicators, including average monthly employment and labour force participation.

Between 1996 and 2002, the number of people who participated in the labour force, either by working or looking for work, increased by 25,700 people on an average monthly basis, or 11.1 per cent, to reach 257,400 people, a record high. In this same period, the number of people employed on an average monthly basis increased by 26,900 people, or 14.4 per cent, to reach another all-time high of 213,900 people employed in 2002. Seventy-eight per cent of all employment growth since 1996 has been in the private sector, and about 80 per cent of the employment gains have been in the service industries.

Wage levels and personal incomes are also increasing. Between 1996 and 2002, wage rates increased by eight per cent (or 4.4 per cent in real terms); and personal incomes increased by five per cent (or 2.6 per cent in real terms).

The unemployment rate has decreased by 2.4 percentage points, that is, from 19.3 per cent in 1996 to 16.9 per cent in 2002. The unemployment rate increased slightly, by 0.8 percentage points, from 2001. This increase is partly accounted for by increasing numbers of people entering the labour market as economic conditions improve and employment opportunities increase.

The emerging labour market trends in this province are consistent with the overall trends in the rest of Canada and the other Atlantic provinces. In 2002 labour market indicators for Newfoundland and Labrador lagged the rest of Canada; however, these gaps are narrowing. Significant progress continues to be achieved in this province. Since 1996 the changes in the unemployment rate have kept pace with the rest of the country and Atlantic Canada, while increases in the provincial participation and employment rates have surpassed these other jurisdictions.

### Since 1996 in Newfoundland and Labrador<sup>4</sup>:

- the employment rate increased by 6.7 percentage points to reach 48.7 per cent
- the participation rate increased by 6.5 percentage points to reach 58.6 per cent
- the unemployment rate decreased by 2.4 percentage points to reach 16.9 per cent

<sup>4</sup> These rates are calculated from Statistics Canada's Labour Force Survey data. The employment rate is the proportion of the working-age population (15 years and over) that are employed; the participation rate is the proportion of the working-age population (15 years and older) that are in the labour force; and the unemployment rate is the proportion of the labour force that are unemployed.

## HUMAN RESOURCES

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The contributions of loyal and committed staff have been an integral part of the continuing success of HRE in its delivery of services across the province.

### STAFF TRAINING

Regularly creating staff learning opportunities helps to ensure superior service delivery. In 2002-03, the following training initiatives took place:

- ◆ Two hundred and forty-two staff participated in training on the Client Services Management System, a computerized case management system for employment services.
- ◆ Managers of Corporate Services received training in the financial administration of employment supports.
- ◆ Staff in the Stephenville and Piccadilly District offices completed training in the delivery of employment and career services.
- ◆ Career Development Specialists were trained in developing employment plans.
- ◆ Staff delivering services through the Employability Assistance for People with Disabilities Agreement were trained in SWIFT, an electronic case management system, and had their roles and responsibilities clarified.
- ◆ A staff competency tracking system was implemented to assist in human resource planning related to training, career development and succession needs.
- ◆ HRE led interdepartmental training in responding to the needs of victims of violence.

### PUBLIC SERVICE AWARD OF EXCELLENCE

This award recognizes individuals and teams in the public service of Newfoundland and Labrador who have demonstrated exceptional performance to improve the quality of the work environment or service to clients.

This year, three individuals and two teams in HRE were nominated for Public Service Awards of Excellence. Individual nominees were Dave Miller for the Workload Analysis Project, Roxie Wheaton for the Victims of Violence Working Group, and Bob Wheadon for his overall contribution to service quality. Two teams were nominated:

- ◆ Automated Records Management System Team, led by Randy Cooper
- ◆ Client Service Management System Team, led by David Smyth.

HRE is proud to congratulate staff who were nominated for the 2003 Public Service Award.

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

Ongoing research activities include:

- ◆ A Results-Based Accountability project which provides information on the effectiveness of employment programs;
- ◆ A Social Assistance Reach-back project which monitors services provided by both orders of government to Income Support clients eligible for support under LMMA;
- ◆ A study of Intergenerational Dependence on Income Support to determine the magnitude of intergenerational dependency and the risk factors associated with Income Support reliance;
- ◆ With the Federal Government, co-management of an evaluation of the Employment Benefits and Support Measures provided under the Labour Market Development Agreement.



Other 2002-03 research and evaluation activities included:

- ◆ An evaluation of the Supported Employment for Single Parents pilot. This program helps single parents achieve increased independence through employment and career supports, child care support and earnings supplements. Major findings included:
  - Participants found employment at a 25 per cent higher rate than a comparison group on Income Support with a similar demographic profile;
  - 32 per cent of participants were no longer in receipt of Income Support benefits;
  - 80 per cent of the participants had obtained employment;
  - Most participants found their first job within 14 weeks of beginning program; and
  - The salaries and hours of work for participants continued to increase over time.
- ◆ A proposal to design a social research project assisting Income Support clients in their entry or re-entry to the labour force is being developed for submission to Human Resources Development Canada. Similar to the Self-Sufficiency projects in British Columbia and New Brunswick, this project will examine the long-term viability of earnings supplements and employment services in reducing dependence on Income Support.

# OPPORTUNITIES, CHALLENGES AND GOALS

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## OPPORTUNITIES

- The new *Income and Employment Support Act* will strengthen the link between Income Support and employment services, introduce standards of service and increase transparency.
- Redesign of 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.
- Partnerships with key labour market stakeholders, particularly through the Labour Market Development Council, will provide opportunities for government, employers, labour and post-secondary institutions and students to collaboratively identify and address strategic labour market issues.

## CHALLENGES

- New legislation implementation, including staff training and development of standards for service, regulations and policies.
- In-depth knowledge of the labour market and the implementation of labour market policies to support continued economic growth, increased labour force participation and minimal employment barriers.
- Given the changing dynamics of the Income Support caseload, a strong understanding of client needs to ensure responsive services and labour market attachment.

## GOALS FOR 2003-04

- To implement the *Income and Employment Support Act* and associated standards for service, regulations and policies
- To pilot the new pay system and service delivery model, allowing us to improve the ways in which we help clients prepare for, find and keep employment
- Through the Labour Market Development Council, to work closely with employers, labour organizations, post-secondary institutions and students so we can better understand labour market issues and create responsive labour market policies and supports
- To better understand Income Support's current caseload, including what influences program entry and exit, so we can provide additional supports, especially to youth, to assist in labour market attachment
- To finalize implementation of the Victims of Violence Working Group's recommendations, including rolling out the start-up allowance to the remainder of the province
- To negotiate a successor agreement to the federal-provincial Employability Assistance for People with Disabilities Agreement
- To explore opportunities for increasing the education and employment skills of people receiving Income Support



### APPENDIX A - SOCIAL SERVICES APPEAL BOARD ACTIVITY

The Social Services Appeal Board is an independent arm's-length body, authorized to hear appeals on the granting, refusal, suspension, reduction, resumption and amount of Income Support as well as on funding through the Employability Assistance for People with Disabilities (EAPD) agreement. The board consists of a chair, vice-chair, one regular member and two alternative members.

A three-step appeal process is authorized by the *Social Assistance Act*, the *Social Services Appeal Board Act* and Income Support policy:

- ◆ The client requests the supervisor or district manager to review the client services officer's decision.
- ◆ If the decision is upheld by the supervisor or district manager, the client submits an Application for Review within 60 days to the Regional Service Review Committee (comprised of departmental officials).
- ◆ If the district office's decision is upheld by the Regional Service Review Committee, the client submits an Application for Appeal to the Social Services Appeal Board within 30 days.

Clients who are not satisfied with the appeal board's decision may appeal to the Supreme Court of Newfoundland and Labrador, Trial Division, within 30 days.

While appeals can be made in writing or by telephone, approximately 97 per cent of current appeals are heard by telephone. In 2002-03, the average waiting period for a hearing was 16 calendar days.

The Social Services Appeal Board met 24 times, heard 241 appeals and spent \$102,800 in 2002-03.

<b>Appeals Heard</b>	
1998-99	278
1999-00	239
2000-01	300
2001-02	251
2002-03	241

<b>Appeals Heard April 1, 2002 - March 31, 2003</b>				
<b>Region</b>	<b>Upheld</b>	<b>Overtured</b>	<b>Total</b>	<b>% Upheld</b>
Avalon	67	15	82	82
Central	69	8	77	90
Western	60	17	77	78
Labrador	5	0	5	100
Total	201	40	241	83



## APPENDIX B - COMMUNITY AGENCIES AND COMMUNITY EMPLOYMENT CORPORATIONS IN 2002-03

### Community Agencies

- Association for New Canadians
- Blomidon Mental Health Initiative
- Calypso Foundation
- Canadian Paraplegic Association
- Community Centre Alliance
- Emmanuel House
- Hospitality NF & Labrador
- Independent Living Resource Centre
- John Howard Society
- Life Works
- Longside Club
- Metro Business Opportunities
- New Beginnings/Carpentry
- NL Co-ordinating Council on Deafness
- Random North Development Assoc
- Single Parents Association of NL
- Skills for Success
- 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
- Newville Employment Assistance
- Port aux Basques Employment Corp
- SEDLER Community Employment Corporation
- Straits Development Association
- Three L. Training Employment Board Corporation
- Trinity Conception Community Employment Corporation Inc.
- Vera Perlin Society

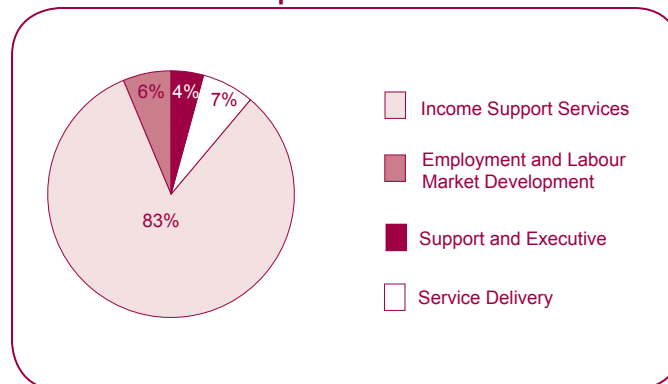
Additional agencies were funded under wage subsidy programs, such as Seasonal Employment, Employment Generation and NewfoundlandJOBS. Linkages funded fifty agencies in the province to provide employment and supports to youth.

**APPENDIX C - STATEMENT OF EXPENDITURES AND RELATED REVENUE - SUMMARY FOR THE YEAR ENDED MARCH 31, 2003**

	<i>Actual \$</i>	<i>Estimates Amended \$</i>	<i>Original \$</i>
1.1.01 Minister's Office	268,767	283,300	316,300
1.2.01 Executive Support	524,207	525,600	549,100
1.2.02 Administrative Support	8,045,500	8,141,400	8,172,100
Less Revenue	-120,216	-20,000	-20,000
1.2.03 Program Development & Planning	1,948,407	1,965,500	2,218,000
Less Revenue	-22,039	0	0
2.1.01 Client Services	17,207,879	17,235,600	17,161,900
Less Revenue	0	-25,000	-25,000
3.1.01 Social Assistance	210,114,595	210,133,500	207,100,000
Less Revenue	-4,966,084	-5,700,000	-5,700,000
3.1.02 National Child Benefit Reinvestment Fund	1,336,560	1,337,400	1,600,000
3.1.03 Mother/Baby Nutrition Supplement	294,131	296,500	460,000
4.1.01 Employment Development Programs	6,877,797	7,001,600	7,855,000
4.1.02 Labour Market Adjustment Programs	5,176,683	5,177,000	5,470,000
Less Revenue	-204,161	-200,000	-200,000
4.1.03 Employment Assistance Program for Persons with Disabilities	6,977,442	6,993,800	6,638,800
Less Revenue	-3,020,000	-2,750,000	-2,750,000
<b>Total Department of Human Resources and Employment</b>	<b>250,439,468</b>	<b>250,396,200</b>	<b>248,846,200</b>

Expenditures and Revenue figures included in this document are based on the *Public Accounts*.

**Department of Human Resources and Employment  
Net Expenditures 2002-03**



## APPENDIX D - OFFICE LOCATIONS

Provincial Office  
 Confederation Building  
 3rd Floor West Block  
 Box 8700, St. John's, NL  
 A1B 4J6  
 Telephone: (709) 729-2480

### Avalon Region

Bay Roberts	786-5000
Bell Island	488-3376
Carbonear	945-3074
Conception Bay South	834-6100
Ferryland	432-2893
Mount Pearl	729-6786
Placentia	227-1300
St. John's Metro (Elizabeth Avenue)	729-3982
St. John's Metro (Water Street)	729-3982
St. Mary's	525-2020
Whitbourne	759-3270

### Western Region

Bonne Bay	453-2249
Burgeo	866-3353
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	643-8607
Stephenville Crossing	646-3100

### Central Region

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
Springdale	673-2620
St. Alban's	538-3917
Twillingate	884-2413
Wesleyville	536-2421

### Labrador Region

Cartwright	938-7256
Forteau	931-2330
Happy Valley-Goose Bay	896-8846
Hopedale	933-3700
Mary's Harbour	921-6246
Nain	922-2860
Wabush	282-5313

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

[www.gov.nl.ca/hre](http://www.gov.nl.ca/hre)

*To access HRE's Newfoundland and Labrador Work Information Network (NLWIN) for career and employment information:*

[www.gov.nl.ca/nlwin](http://www.gov.nl.ca/nlwin)  
 1-800-563-6600  
 729-6600 (St. John's area)