

ANNUAL REPORT 2018-19

Children, Seniors and Social Development





MESSAGE FROM THE MINISTER

As Minister of the Department of Children, Seniors and Social Development (CSSD), I am pleased to present the Department's Annual Report for 2018-19. CSSD is a category one entity under the provisions of the **Transparency and Accountability Act**.

CSSD supports individuals, families and communities throughout Newfoundland and Labrador in achieving improved health and social well-being and reduced poverty, as well as ensures the protection of children, youth and adults from maltreatment. CSSD continues to ensure the people of our province benefit from access to a wide range of services from a family-focused department, which concentrates on nurturing strong, healthy, inclusive communities and supporting individuals and families throughout their lives. CSSD promotes the values of inclusion, diversity, and healthy active living, and leads the development of policies, programs and partnerships to improve services and the overall social development of Newfoundland and Labrador.

The 2018-19 Annual Report will demonstrate how the Department met its planned actions in 2018-19, and is submitted in accordance with the **Transparency and Accountability Act**. As Minister, my signature below demonstrates my accountability for the preparation of this report and the achievements reported herein.

A handwritten signature in black ink that reads "Lisa Dempster". The signature is fluid and cursive.

Hon. Lisa Dempster
Minister of Children, Seniors and Social Development

Table of Contents

Departmental Overview.....	1
Organizational Structure.....	1
Staff and Budget.....	2
Highlights and Partnerships.....	3
Highlights	3
Report on Performance.....	12
Strategic Issue 1: Safety and Well-being for Children and Youth.....	12
Strategic Issue 2: A Healthier and Inclusive Tomorrow	16
Opportunities and Challenges	26
Opportunities.....	26
Challenges	27
Financial Information	29

Departmental Overview

Organizational Structure

The Department of Children, Seniors and Social Development brings together a wide range of professionals and policy practitioners to focus on improving the health, safety, well-being, inclusion and social development of individuals, families and communities throughout Newfoundland and Labrador (www.cssd.gov.nl.ca).

The Department fulfills this mandate through its lines of business:

- Adoptions;
- Adult Protection;
- Child Protection and In-care;
- Community Youth Corrections;
- Disability Policy;
- Healthy Living;
- Poverty Reduction;
- Aging and Seniors;
- Sport and Recreation; and
- Youth Services.

Staff and Budget

As of March 31, 2019, CSSD had a total of 767 employees - 717 permanent, 44 temporary and six contractual positions. The Provincial Office has 142 positions which carry out work in all of the identified lines of business. For efficient delivery, the Child and Youth Services Branch is structured in three regions as follows:

- Central-West Region – 283 positions (with offices located in: Baie Verte, Bay Roberts, Bonavista, Botwood, Channel-Port aux Basques, Clarenville, Conception Bay South, Conne River, Corner Brook, Deer Lake, Gander, Grand Falls-Windsor, Harbour Breton, Harbour Grace, Holyrood, Lewisporte, Marystown, Musgrave Harbour, Placentia, Roddickton, Springdale, St. Alban's, St. Anthony, Stephenville, Summerford, Whitbourne, and Woody Point).
- Labrador Region – 120 positions (with offices located in: Cartwright, Forteau, Happy Valley-Goose Bay, Hopedale, Labrador City, Makkovik, Nain, Natuashish, Rigolet and Sheshatshiu).
- Metro Region – 222 positions (with offices located in Bell Island, Ferryland and St. John's).

Through its Healthy Living, Sport and Recreation Division, CSSD also operates a recreation training centre in Happy Valley-Goose Bay (which includes a swimming pool) and two other swimming pools – one in Gander and one in Corner Brook, both of which are co-located with Arts and Culture Centres. The Gander, Corner Brook and Happy Valley-Goose Bay Recreation Centres each have fewer than five permanent positions and a number of casual positions.

On March 31, 2019, CSSD had 767 total positions and total expenditures of \$153,662,593 for the 2018-19 fiscal year. Additional financial information is included in the Financial Information section, page 29.

Highlights and Partnerships

Highlights

CSSD is responsive to the needs of all residents and places a strong focus on the well-being of individuals. Throughout 2018-19, CSSD continued to deliver on its commitment to enhance the lives of Newfoundlanders and Labradorians by improving the child protection system; improving the lives of seniors; working more collaboratively with Indigenous communities; addressing poverty; advancing inclusion of persons with disabilities; and enhancing healthy active living.

On April 24, 2018, the Government of Newfoundland and Labrador released Phase 3 of **The Way Forward: A Vision for Sustainability and Growth in Newfoundland and Labrador**. This phase focuses on improving services and outcomes for Newfoundlanders and Labradorians, while building on prior work to deliver a stronger economic foundation, and achieve a more efficient public sector. This document includes actions for which CSSD is responsible, as well as horizontal partnerships with other departments.

CSSD has many initiatives to highlight during 2018-19, which include:

Children, Youth and Families

- CSSD has worked diligently to develop policies, programs and regulations to support the proclamation of the new **Children, Youth and Families Act** on June 28, 2019.
- CSSD through partnership with Triple P Canada, expanded Triple P Programs in Newfoundland and Labrador to include Kinship and In Care Programs. The Triple P Program is a multi-level system of education and support for parents and caregivers and is the most evidence informed program selected to meet departmental program needs to support families and help maintain children in their home.
- CSSD continued to work in collaboration with Indigenous Governments and Organizations (IGO) and the Federal Government to support the development of placement resources in Indigenous communities, to support Indigenous children to

remain in their communities. In August 2018, a six-bed group home was established in Sheshatshiu to provide out of home care for Innu children and youth.

- CSSD has continued to partner with IGOs through the Indigenous Policy Working Group. This working group is focused on incorporating a cultural lens to public policy relating to child protection and in care programs.
- In September 2018, CSSD began piloting a project designed to improve permanency planning and to increase the number of children and youth in care who are placed for adoption. The project will increase the number of dedicated caseworkers assigned to the adoption program to develop adoption profiles for children and youth and to help complete the matching and approval process.
- CSSD recognizes the importance of providing training to staff to enhance culturally competent practice in general, and specific to working with Indigenous people and communities. CSSD has been collaborating with the Innu Nation, Nunatsiavut Government, and the Miawpukek First Nation to develop a training plan specific to understanding Indigenous history, culture and beliefs; and enhancing cultural competency skills of CSSD staff for working with Indigenous families and communities. These partners have expressed a desire and willingness to co-develop with CSSD an Indigenous-specific training module once they have the resources required to assist in curriculum development. It is hoped that curriculum development for this module can commence in Fall 2019.
- CSSD partnered with Innu and Inuit governments in Labrador to provide an Indigenous panel discussion on Cultural Competence in Child Welfare Practice for Indigenous Communities on March 27, 2019. The Indigenous panel discussed community capacity in child welfare, challenges within their communities, and strategies for addressing cultural issues. This session was held in Happy Valley-Goose Bay with a live audience of CSSD staff, was webcast for CSSD staff throughout the province, and was recorded to be made available to all CSSD staff on CSSD's intranet site.
- CSSD renewed two agreements with Justice Canada to provide funding for youth corrections programs and services. The Agreement Respecting Federal Contributions to Youth Justice Services and Programs was renewed with Justice

Canada on April 1, 2018, for a five year duration. This Agreement provides funding of up to \$4,090,883 towards the costs of youth justice programs and services under a Federal-Provincial cost sharing agreement. The Agreement Respecting Federal Contributions for the Intensive Rehabilitative Custody and Supervision Program was also renewed with Justice Canada on April 1, 2018, for a five year duration, to provide funding for youth who require Intensive Rehabilitative Custody and Supervision Support and Services.

- CSSD provided feedback to the Federal Government on Bill C-92 – An Act respecting First Nations, Inuit and Metis children, youth and families.
- CSSD expanded the fly in/out staffing model used in Natuashish to address the critical shortage of social work staff in the community of Sheshatshiu. This initiative will be known as the new Innu service delivery model.
- CSSD entered into a service delivery arrangement with the Nunatsiavut Government to provide supervised access services as a new component to the Family Connections Program. Services provided through this program component are guided by CSSD protocols and policies.
- CSSD worked in partnership with the Innu Roundtable (IRT) Secretariat to facilitate a visit to Roddickton by IRT staff to meet with foster parents and Innu children in care, to provide critical information about and a connection to Innu culture.
- CSSD delivered an Adapted PRIDE (Parent Resources for Information, Development and Education) Train the Trainer to staff from CSSD, Nunatsiavut, and the Innu Sheshatshiu First Nation to prepare them to deliver PRIDE training to new and existing foster parents throughout Labrador. It also includes training on completing home assessments for new foster parents.

Accessibility and Inclusion

- A draft Individualized Funding (IF) model was developed by the Disability Policy Office (DPO) with the Poverty Reduction and Aging and Seniors divisions of CSSD, as well as other government departments, community organizations and individuals who avail of Community Supports (CS) through Health and

Community Services (HCS). HCS is using this draft model to implement an IF demonstration project.

- In partnership with the Public Engagement Division (PED), the Coalition of Persons with Disabilities NL (Coalition) and the Provincial Advisory Council on the Inclusion of Persons with Disabilities (PACIPD), an engagement process to help develop accessibility legislation was held in January and February. This process was the most accessible public engagement process to date for the Government of Newfoundland and Labrador. The sessions were informed by following government's Inclusive Public Engagement Policy. (https://www.cssd.gov.nl.ca/disabilities/pdf/Inclusive_Public_Engagement.pdf)
- In partnership with NL911, the Disability Policy Office, and various community members and organizations, including the Newfoundland and Labrador Association for the Deaf, Canadian Hard of Hearing Association Newfoundland and Labrador the Coalition, Text with 911 (T911) service was made available November 30, 2018 throughout the province. T911 provides improved access to emergency services across the province. During an emergency, T911 assists 911 call takers in communicating quickly and clearly with persons who are Deaf, late deafened, hard of hearing and others who may benefit by using wireless text messaging.
- The Coalition and Canadian National Institute for the Blind, in consultation with DPO, provided advice to Transportation and Works to enhance the accessibility of the new visitors' entrance at the Confederation Building Complex in St. John's.
- In the spring of 2018, the Provincial Government made formal support for Canada to join the Optional Protocol to the United Nations Convention on the Rights of Persons with Disabilities. The Optional Protocol commits Canada to co-operating with an individual complaints procedure and an inquiry procedure for grave or systemic violations of the UN Convention. This provides an additional mechanism to uphold the rights of persons with disabilities across the country.

Aging and Seniors

- On December 11, 2018, Minister Dempster announced an investment of \$200,000 to support a new Aging Research Centre – NL (ARC-NL), with Memorial University contributing \$300,000. The new centre, based at Memorial University's Grenfell Campus in Corner Brook, with an auxiliary site in St. John's, is being led by a core leadership team directed by a clinical psychologist whose area of expertise is in aging. The centre will bring together researchers and experts from around the province and beyond to facilitate partnerships, catalyze new research initiatives in the area of aging and is positioned to inform decision-making and service provision by the Government of Newfoundland and Labrador and other health-related organizations.
- The Aging and Seniors Division worked on a variety of cross departmental and community initiatives such as HCS's review of the Provincial Home Support Program, supporting **The Way Forward** commitment to improve community support services and Memorial University's new ARC-NL.
- CSSD introduced the Newfoundland and Labrador Community Transportation Program (Action 2.53). This program was created based on the Age-Friendly Transportation Pilot Project and supports communities and organizations in providing alternate, accessible transportation services.

Poverty Reduction

- The Government of Newfoundland and Labrador supported more than 100 poverty reduction initiatives with an investment of \$280 million in Budget 2018-19. This is the largest funding commitment ever provided for poverty reduction.
- As the Provincial/Territorial (PT) co-chair of the Poverty Advisory Committee to the Federal-PT Ministers Responsible for Social Services, CSSD worked with PT colleagues and the federal Department of Employment and Social Development Canada to ensure Opportunity for All: Canada's First Poverty Reduction Strategy, aligns with provincial and territorial efforts. This included developing a PT vision statement on poverty reduction, which was included in the strategy. Since the release of the federal strategy in August 2018, the Poverty Advisory Committee

has been involved in the ongoing review of the Market Basket Measure (now Canada's Official Poverty Line) in looking at the interactions between Federal and Provincial and Territorial programs and benefits.

- The Poverty Reduction Division worked on a variety of cross departmental and community-based initiatives to ensure that impacts on individuals and families with low income were fully considered. This included a provincial committee to improve supports to individuals with complex needs, HCS's Review of the Gathering Place and the new governance structure for the End Homelessness St. John's Board.

Healthy Living

Smoke and Vape Free Living (Tobacco Control)

- CSSD continued to provide annual funding to a variety of programs and projects to support smoke and vape free living:
 - \$220,000 to support the Newfoundland and Labrador Lung Association Smokers' Helpline with the operation of its programs and service to support people to quit smoking, including telephone, text, and web-based counseling and information.
 - \$210,000 in annual grant funding to the Alliance for the Control of Tobacco.
 - \$150,000 in start-up funding to Eastern Health to launch a Smoking Cessation Program based on the University of Ottawa's Heart Institute program. The program will be launched at St. Clare's Hospital, with plans for expansion to other sites.
- CSSD partnered with the Alliance for the Control of Tobacco (ACT) to begin development of a provincial public education vaping campaign targeted at youth.
- In collaboration with HCS, in December 2018, the Provincial Smoking Cessation Program expanded to include coverage of more nicotine replacement products (patch, gum, inhaler and lozenge). The program aims to improve access to quit smoking medications and nicotine replacement products by contributing to the

cost of these products for individuals who are eligible under the Newfoundland and Labrador Prescription Drug Program (NLPDP).

- In the fall of 2018, Family Resource Centers province-wide received training and toolkits through the Helping Women Live Smoke-Free Initiative, which supports staff to address tobacco use with pregnant and post-partum women. A total of 118 staff in 24 Family Resource Centres received training.

Healthy Eating

- CSSD worked collaboratively with key stakeholders to review the provincial School Food Guidelines and began work to revise the guidelines to align with the new Canada's Food Guide.
- CSSD continued to raise awareness around the importance of increased consumption of vegetables and fruit, and support individuals and communities to take action to increase access to these healthy foods through: the provision of funding to Regional Health Authorities to enhance and expand the Provincial Veggie and Fruit campaign; the provision of \$130,000 in funding to Eat Great and Participate in their work with municipalities, recreation, sport and community facilities to increase access to healthy food and beverage options; and partnered with Food First Newfoundland and Labrador in their work with communities to improve food self-sufficiency.
- CSSD is a key collaborator in the Baby-Friendly Council of Newfoundland and Labrador and provided \$25,000 to support the enhancement and expansion of the implementation of the "Space for Everyone" toolkit for municipalities. This work supports the creation of more breastfeeding-friendly spaces in communities in all regions of Newfoundland and Labrador and works to change the culture around breastfeeding in public places and support breastfeeding families in the province.
- As the PT co-chair and member of the Board of the Breastfeeding Committee for Canada, CSSD worked with PT colleagues and the Public Health Agency of Canada (PHAC) to secure funding for PHAC Innovation Strategy five-year funding to revitalize and expand hospital implementation of the Baby-Friendly

Initiative to promote maternal infant health and increase breastfeeding rates in Canada. Twenty-five hospitals were chosen to participate from across Canada and two of these facilities are in Newfoundland and Labrador – The Central Newfoundland and Labrador Regional Health Centre in Grand Falls-Windsor and the Health Sciences Centre in St. John's. These facilities will be part of a national quality improvement collaborative that promotes the uptake of best-practices in maternity and newborn care, increases the number of facilities designated as "Baby-Friendly," builds capacity in the facility and other facilities in the PT toward Baby-Friendly practices and ultimately increases breastfeeding.

- CSSD worked with Health Canada's Office of Nutrition Policy and Promotion to support the launch of the new Canada's Food Guide, released in January 2019. The new guide is currently being integrated into provincial healthy eating policies, programs and resources.

Sport and Recreation

- CSSD increased the opportunities for physical activity by supporting over 200 teachers to complete in-service training to implement Active Schools. Active Schools is a program aimed to increase physical activity for children and youth in school. Its objective is to promote and provide an additional 80-100 minutes of physical activity per cycle for kindergarten to grade 6 students.
- During the 2018-19 school year, over 23,500* students participated in School Sports Newfoundland and Labrador's Participation Nation. (*While this number is lower than last year, it is due to a change in the data collection methods and not as a result of lower participation numbers). Participation Nation is a physical activity program aimed at increasing the physical activity levels and opportunities for students in a noncompetitive and inviting atmosphere.
- CSSD, in partnership with ParticipACTION and supported by Recreation Newfoundland and Labrador, provided \$200,000 to encourage Newfoundlanders and Labradorians to sit less and move more often. The partnership consists of mass media and digital communications of their new national campaign "Everything Gets Better", highlighting and recognizing local physical activity

champions and the development of an active spaces and places toolkit, targeted to schools, communities and workplaces, designed to promote increased physical activity within public spaces.

- Provided \$500,000 to support the 2019 Labrador Winter Games. Over 400 athletes from Labrador communities participated in the games. Close to 400 volunteers support the operation and delivery of the event.
- The 2019 Canada Winter Games were held in Red Deer, Alberta from February 15 - March 3, 2019. Team Newfoundland and Labrador was made up of approximately 250 athletes, coaches, managers and mission staff. Team Newfoundland and Labrador participated in 19 teams competing across 16 different sports and brought home a gold and bronze medal.

Report on Performance

In 2016, the Department of Child, Youth and Family Services joined with the Department of Seniors, Wellness and Social Development. This is the second annual report based upon the 2017-20 Strategic Plan and is reflective of the combined department.

Strategic Issue 1: Safety and Well-being for Children and Youth

Throughout 2018-19, CSSD worked diligently to promote the safety and protection of children and youth. There were significant achievements during the 2018-19 reporting period that were reflective of the strategic direction of strengthened child, youth and family services. They included: enhanced policies and procedures for In Care and Child Protection; a review of the **Children and Youth Care and Protection (CYCP) Act** and a focus on enhancing and strengthening supports and services to children and families.

In 2018-19, CSSD continued to develop, implement, review and monitor new and existing programs, with a view to providing evidence-based services to children and youth receiving protective intervention or youth services, and to the children, youth and families involved with foster care and adoptions program. The new **Children, Youth and Families Act** (to be proclaimed in June 2019) demonstrates government's commitment to ensure the development of informed, outputs-driven policies and procedures that better serve the children, youth and families involved in these programs. CSSD is demonstrating government's commitment to the protection and care of vulnerable children and youth.

Three Year Goal Statement: By March 31, 2020, CSSD will have improved the performance of Child Protection Services.

Objective 2:

By March 31, 2019, CSSD will have initiated action plans to address the issue of continued program growth in child protection and in care services.

Indicator	Report on Performance
<p>Initiated development of policies, programs, regulations and training to support the proclamation of the new Children, Youth and Families Act (CYFA).</p>	<ul style="list-style-type: none"> • Established three policy working groups for Youth Services, Permanency Planning and Cultural Connection Planning (included representation from Indigenous Governments and Organizations in Newfoundland and Labrador). • Established three policy reference groups for Court Proceedings, Information Management and Licensing and Regulations. • Completed a jurisdictional scan and best practice review to inform policy direction. • Developed policies to support the new CYFA in the areas of Protective Intervention, Court Proceedings, Children In Care, Placement Resources, Kinship Services, Youth Services, and Information Sharing. • Consulted with community partners, Indigenous governments and organizations, and the Intergovernmental and Indigenous Affairs Secretariat on the development of regulations to support the licensing framework for foster care placements. • Worked with Justice and Public Safety on the development of the regulations. • Developed a work plan with the Office of the Chief Information Officer to address changes required in the Integrated Service Management system to support changes to the CYFA, including additional services and forms.

	<ul style="list-style-type: none"> • Developed a training plan for all front line management and social work staff to inform all legislative and policy changes/directions. • Delivered four pre-proclamation teleconference sessions to all social workers and social work management in the Child and Youth Services Branch throughout Newfoundland and Labrador in February/March 2019. These sessions provided a high level overview of the legislative changes to prepare staff for the in-person sessions, which will provide more in depth information on policy direction. These sessions will occur in April and May 2019.
<p>Initiated development of a policy framework to support permanency planning for children and youth to ensure activities occur to help connect children and youth with a permanent family.</p>	<ul style="list-style-type: none"> • Established a policy working group, comprised of social workers and social work management from policy and regional service delivery, to develop a framework for permanency planning. • Completed a jurisdictional scan and best practice review. • Developed policy to provide staff with additional guidance on permanency planning for children and youth.

Summary:

The objective that “By March 31, 2019, CSSD will have identified actions required to address the issue of continued program growth in child protection and in care services.” has been met. CSSD focused its efforts on reviewing best and promising practices in child protection; current legislation; and supports and services provided to families.

Objective 3:

By March 31, 2020, CSSD will have further strengthened programs and services for children, youth and families.

Indicators:

- Proclaimed the new **Children Youth and Families Act** and associated regulations to further strengthen and improve services to children, youth and families.
- Continued to strengthen child protection services to children, youth and families through ongoing monitoring of SDM implementation and support.
- Initiated the statutory review of the **Adoptions Act, 2013**.
- Initiated design and implementation of supervisory training for all managers in the Children and Youth Services Branch.
- Improved Indigenous service delivery through the new provisions in the **Children, Youth and Families Act**, that were designed to strengthen service delivery by recognizing the importance of preserving an Indigenous child or youth's cultural identity, and providing for the involvement of Indigenous governments and organizations in decisions that will keep children safe, and where possible, at home with their families and culture.
- Developed and implemented a Duty to Report media campaign to advise the public of their duty to report abuse or neglect of youth ages 16-17.

Strategic Issue 2: A Healthier and Inclusive Tomorrow

Throughout 2018-19, CSSD continued its commitment to initiatives that focused on improving the health status, lifestyle behaviours and inclusion of all people throughout Newfoundland and Labrador. As identified in **The Way Forward**, CSSD took a lead role in the following action areas: 1) increasing awareness and engaging individuals to take action for healthy living; 2) creating communities that support healthy living; and 3) engaging schools to create settings that support healthy living and learning.

CSSD created cohesive policies and sustainable cooperative actions for improving health and well-being. These initiatives included a wide range of approaches that are working toward shaping health-directed policies that focus on: improving community conditions, coordinating and promoting community-based healthy eating, physical activity, creating healthier food systems, creating supportive environments for seniors, reducing poverty and building partnerships to work towards healthier environments.

Also in 2018-19, CSSD continued their work on an IF model and client-focused interventions to support individuals who face complex systemic barriers. CSSD has also been working toward the development of new accessibility legislation.

Goal: By March 31, 2020, CSSD will have led and supported the development and implementation of effective policies and practices that create environments that foster the health, well-being and inclusion of all people.

Objective 2: By March 31, 2019, CSSD will have continued to implement and advance policies and actions that support the health, well-being and inclusion of all people.

Indicator	Report on Performance
<p>Released The Way Forward on Healthy Active Living Action Plan.</p>	<ul style="list-style-type: none"> • CSSD has been undertaking work to increase the focus on prevention and promotion of improved health, including upstream policies and programs to support improved well-being of all residents in the province. As a result, the release of the Healthy Active Living Action Plan was delayed to integrate and align actions with an increased focus on prevention and promotion. The action plan will be finalized in 2019-20.
<p>Implemented and/or monitored policies and practices to support healthy active living.</p>	<p>In 2018-19, CSSD implemented and/or monitored the following policies and practices to support healthy active living:</p> <ul style="list-style-type: none"> • In May 2018, the Smoke-Free Environment Act, 2005 was amended to further protect public health by applying the same prohibitions currently in place for smoking tobacco, hookah (water pipes) and vapour products in indoor public places and workplaces to the smoking or vaping of cannabis. The Act came into force in October 2018. • Implemented nine new healthy eating policies in municipalities and 13 in provincial sport organizations to increase access to healthy food and beverage choices in recreation, sport and community facilities, and at events across Newfoundland and Labrador. • Providing \$37,000 to Regional Health Authorities to enhance and expand the Provincial Veggie and Fruit Campaign. • Continued to partner with Food First Newfoundland and Labrador on the enhancement and promotion of the Healthy Eating Online Resource Centre. • Worked with Regional Health Authorities to revise healthy eating resources to align with the newly released Canada's Food Guide.

	<ul style="list-style-type: none">• Increased opportunities for physical activity during non-instructional school time through support to School Sports Newfoundland and Labrador to deliver both its varsity and Participation Nation programs.• Implemented projects, programs and initiatives that supported healthy active living through the Community Healthy Living Fund with 320 community-based organizations receiving over \$2 million in funding.• On May 31, 2018, FPT ministers responsible for sport, physical activity and recreation released Canada’s first ever national policy for increasing physical activity and reducing sedentary living called “A Common Vision for Increasing Physical Activity and Reducing Sedentary Living in Canada: Let’s Get Moving!”• The Healthy School Planner (HSP) is an evidenced-based, free online tool developed by the University of Waterloo that enables schools to assess their current school environment from a health and wellness perspective. The HSP provides the opportunity to assess specific areas by completing modules in healthy eating, physical activity, tobacco use and positive mental health. Once schools have completed the tool, a school specific action plan is provided. Funding is used to provide grants to schools to support implementation of their school’s action plan. These grants are administered by the Newfoundland and Labrador English School District. Over 140 schools have completed the foundational and physical activity modules of the HSP and developed action plans based on the results of the planner.• CSSD, along with EECD, each contributed \$50,000 in operational funding to support the implementation of Healthy
--	---

	<p>Students Healthy Schools (SHHS). SHHS supports a comprehensive school health approach and fosters collaboration across the health and education sectors to promote and sustain environments and conditions that support students to make healthier choices. SHHS helps to advance and share research, practices and policies to improve learning and health outcomes for children and youth.</p> <ul style="list-style-type: none"> • Extended the Canada – Newfoundland and Labrador Bilateral Agreement on Sport Participation to 2021-22 and amended the agreement to include an additional \$829,500 supplemental Indigenous funding. The additional funding will allow the Aboriginal Sport and Recreation Circle of Newfoundland and Labrador to increase its organizational capacity and expand program offerings for Indigenous youth. • Provided \$170,530 in funding to six regional wellness coalitions across the province to promote healthy active living and improving the health and well-being of individuals and communities throughout Newfoundland and Labrador.
<p>In collaboration with identified partners, developed a seniors lens to be used in the creation of policies, programs and services throughout the Provincial Government.</p>	<ul style="list-style-type: none"> • Continued to engage the Provincial Advisory Council on Aging and Seniors (PACAS) to provide strategic policy advice on seniors’ issues. PACAS elevates the issues that require consideration by the department on a broader level utilizing a seniors lens related to issues such as: mental health, aging in community, housing, health and wellness. • Ongoing liaison with related government departments and agencies (specifically, Health and Community Services, Newfoundland and Labrador Housing Corporation and the Disability Policy Office) to apply a seniors’ lens to ongoing development of policies, programs and services. This includes input in NLHC’s provincial housing strategy and CSSD’s IF Model.

<p>Continue to revise the Provincial Policy Manual for Adult Protection based on the midterm evaluation and experience of the Aging and Seniors division since the proclamation of the Adult Protection Act in 2014.</p>	<ul style="list-style-type: none"> • Revision of the Adult Protection Provincial Policy Manual based on input from Regional Health Authorities (RHAs) and the Department of Justice and Public Safety. • The revision of the manual is gender-neutral and will be released to RHAs before September 2019.
<p>Continuing to implement the recommendations of the draft Age-Friendly Communities program evaluation.</p>	<ul style="list-style-type: none"> • Awarded 11 grants totaling \$95,000 to support a variety of age-friendly community (AFC) programs across the province. • Implementation of an Age-Friendly Newfoundland and Labrador Work Plan for 2018: <ul style="list-style-type: none"> ○ Established an age-friendly steering committee, which included representatives from provincial and municipal governments, seniors and the community at large. • Continued involvement in both the National AFC initiative and a regionally focused Atlantic AFC group. • Participation in forum of FPT Ministers Responsible for Seniors with a focus on Aging in Community: <ul style="list-style-type: none"> ○ Review and analysis of core community supports ○ Review of Housing needs and barriers for age friending communities • Examination of Labour Force participation among seniors (with FPT forum and Newfoundland and Labrador’s Seniors’ Advocate). Age-friendly communities rely on age-friendly businesses. Recruiting and retaining older workers benefits employees, employers, and communities.

<p>Expanded programs under the IF model to other departments and agencies of government.</p>	<p>In partnership with HCS, expansion of programs under the IF model included the following:</p> <ul style="list-style-type: none"> • The second phase of the IF Project which included: <ul style="list-style-type: none"> ○ Completion of the IF Policy Framework; ○ Development of a steering committee for the IF demonstration project. The project was initiated by HCS and CSSD sits as a representative on the committee. • CSSD chairs an inter-departmental oversight committee comprising Advanced Education Skills and Labour (AESL), Newfoundland and Labrador Housing Corporation (NLHC) and HCS that monitors the expansion of IF to other government departments and agencies and is the lead in the development of a draft framework model based on: <ul style="list-style-type: none"> ○ jurisdictional scans; and ○ feedback from design committee, other government agencies and departments, cohort meetings, community stakeholder participation. • In June 2018, in partnership with the Newfoundland and Labrador Association for Community Living, CSSD hosted a meeting of participants of the Community Support Program that further informed the development of the IF model.
<p>Developed a formalized plan of the IF model.</p>	<p>Steps to the development and formalization of an evaluation plan of an IF model include:</p> <ul style="list-style-type: none"> • The Steering Committee was established in 2018 to guide the implementation and evaluation of the IF demonstration project. As a representative on the steering committee, CSSD reported back to the inter-departmental oversight committee and design team on the implementation and evaluation of the IF demonstration project. Policy recommendations on the IF demonstration project are ongoing to inform the evaluation plan.

<p>Implemented an engagement process, including targeted discussion sessions and on-line activities that informed the development of an inclusion-based Accessibility Act</p>	<p>CSSD implemented the following engagement activities to inform their development of accessibility legislation:</p> <ul style="list-style-type: none"> • Established partnerships with the PED, The Coalition and PACIPD to implement an engagement process with key stakeholders as well as the public about accessibility legislation from January to March 2019. This included: <ul style="list-style-type: none"> ○ Eight targeted stakeholder and public engagement sessions in St. John’s, Gander, Corner Brook and Happy Valley-Goose Bay and one online session. Received 26 written submissions, as well as six telephone, email and text message submissions. A total of 187 individuals participated in the in-person and online sessions combined. ○ A discussion guide was made available in various formats including: print and braille; online on the EngageNL website; and in video ASL/Audio format. This provided a platform for all individuals to provide input for the engagement process in support of the development of accessibility legislation. • The Interdepartmental Working Group and Assistant Deputy Minister Committee, with representatives from CSSD, AESL, Transportation and Works, Service NL, HCS, EECD, and the Human Resource Secretariat (HRS) provided input and collaboration on the development of the accessibility legislation. • In February 2019, the Accessibility Symposium Workshop provided an update on the feedback of the engagement process and input on key issues emerging from the consultation sessions, such as definition of disability and priority areas for the development of standards.
---	---

	<ul style="list-style-type: none"> • The engagement process informed the development of materials and information about the purpose and objectives of the accessibility legislation. Engagement with persons with disabilities will continue to be a collaborative process throughout the development of the accessibility legislation.
<p>Better supports for the individuals with complex needs.</p> <p>*This is a new indicator that was not listed in last year's report but was added due to identified need in the year.</p>	<ul style="list-style-type: none"> • The Steering Committee for Better Supporting Individuals with Complex Needs identified over 30 priority issues that need to be resolved to improve supports for individuals with complex needs. • In the summer and fall 2018, consultations took place with service providers and people with lived experience. The targeted engagement process confirmed: <ul style="list-style-type: none"> ○ key issues have been accurately identified and the solutions proposed will work to improve supports for individuals with complex needs; ○ consultations helped to ensure government understands and appreciates the differences individuals with complex needs encounter depending upon where they live in the province. • Findings of the consultations were reported to the Steering Committee along with other government departments. Identified themes included: <ul style="list-style-type: none"> ○ The need for improved mental health and addictions services, including the concern that people are being discharged from health care facilities without appropriate supports. ○ Housing and homelessness, including a discussion of the demand for more long-term supportive housing options to assist those with significant mental health and addictions issues.

	<ul style="list-style-type: none">○ The need for improved communication between service providers. Supporting individuals with complex needs requires an open dialogue between service providers from both government and the community.○ The need for accessible and affordable transportation options to ensure individuals with complex needs reach the supports they require in addition to accessing the daily services we all require.● The information gathered in this process has been used to inform how to improve government services for people with complex needs. The steering committee has been and continues to track developments in departments that support individuals receiving services. For example, it was identified that individuals leaving correctional facilities without a government ID were experiencing barriers to reintegration related to housing and income support. Based on this feedback, CSSD began and continues to work on a pilot project with JPS to ensure government photo IDs are provided to all individuals upon release from Her Majesty's Penitentiary.
--	---

Summary

- The objective that “By March 31, 2019, CSSD will have begun implementing policies and actions to promote and support healthier and inclusive communities” has been met. CSSD focused efforts on healthy active living, inclusion and improved services.

Objective 3:

By March 31, 2020, CSSD will have further supported and assessed policies and actions that support the health and well-being of all people and advance the status of persons with disabilities.

Indicators:

- Implemented and/or monitored policies and actions to support healthy active living.
- Released Healthy Active Living Action Plan.
- Introduced accessibility legislation in the House of Assembly.
- Approved and shared IF model to other departments to inform policy change.
- Continued to lead in the removal of barriers to opportunities and services for persons with disabilities through our various grant programs and horizontal policy development.
- Continued to improve supports for people with complex needs by addressing the issues identified by the steering committee and engagement process for supporting people with complex needs.
- Supported Poverty Reduction initiatives across government, which help to prevent, reduce, and alleviate poverty.
- In collaboration with community stakeholders and partner departments, developed a plan to promote the well-being of all children, youth and families through prevention and early intervention.
- Revised the Adult Protection Provincial Policy Manual based on input from Regional Health Authorities (RHAs) and the Department of Justice and Public Safety.
- Prepared for upcoming five year review of the **Adult Protection Act** with NL Centre for Health Information.
- Worked with stakeholders inside and outside of government to increase the number of communities that have completed an age-friendly community assessment.
- Re-opened the call for community transportation projects in order to support existing, sustainable projects and increase the number of projects throughout the province.

Opportunities and Challenges

In the 2017-20 plan, CSSD committed to “focusing on supporting individuals, families and communities in Newfoundland and Labrador to achieve better health and social well-being within a more inclusive society, continue with the review of the **Children and Youth Care and Protection Act** and improve the performance of child protection services. **The Way Forward** outlines strategies to improve the performance in children’s protection and in care services, achieve better health outcomes through healthy living initiatives and implement an Individualized Funding model. Actions are currently ongoing to meet these commitments and present the following opportunities and challenges.

Opportunities

- The new **Children, Youth and Families Act** will be proclaimed in June 2019. This will provide great opportunity for the Department to develop policies and programs that not only support the Act, but also will serve to strengthen and improve the performance of child protection services and to strengthen relationships with Indigenous Governments and Organizations as we engage with stakeholders throughout this development process.
- CSSD will invite proposals from qualified parties to identify potential models of intervention and care for children, youth and families in an effort to improve outcomes for children and youth.
- Collaboration with the Federal Government and provincial Indigenous partners on the implementation of federal Bill C-92 - **An Act respecting First Nations, Inuit and Metis children, youth and families**.
- Collaboration with the Seniors’ Advocate on labour force participation of older adults.
- Collaboration with the Public Health Agency of Canada on an Atlantic Canadian Age-Friendly Conference.
- Work with Newfoundland and Labrador Stats Agency to strengthen the Age-Friendly Communities Program by offering longer-term population projections to assist communities in planning for an aging population.

- Informing next steps to advance inclusion through a formal evaluation on the Action Plan on the Provincial Framework for the Inclusion of Persons with Disabilities.
- Continued development of accessibility legislation. Also, the accessibility legislation engagement process was the most accessible public engagement process to date for the Government of Newfoundland and Labrador and provides opportunity to continue this best practice going forward for all future public engagement activities.
- Improved health outcomes of Newfoundlanders and Labradorians through the implementation of the Healthy Active Living Action Plan.
- Collaboration with the Federal Government on Opportunity For All: Canada's First Poverty Reduction Strategy, to support reducing poverty across Canada.
- Ongoing work on the Education Action Plan – Now is the Time, released by EECD will strengthen partnerships between departments and the focus on prevention and early intervention in a child's life, so that they maintain a strong connection to school and education, thereby significantly increasing their earning potential as adults.
- As work continues on Towards Recovery, the Mental Health and Addictions Action Plan for Newfoundland and Labrador, CSSD will continue to collaborate and partner on fulfilling the actions under the plan. The plan focuses on a person-centered approach to care, prevention, and early intervention. Positive mental health and access to appropriate supports throughout a person's life can help to prevent, reduce, and alleviate poverty. CSSD leads the Mental Health Promotion and Prevention Project Team.
- Collaboration with community stakeholders and partner departments on a plan to promote the well-being of all children, youth and families through prevention and early intervention.

Challenges

- Recruiting social workers in hard-to-fill rural and remote areas of the province.
- Reducing poverty and addressing homelessness will continue to be a challenge that CSSD is committed to work with community partners and the Newfoundland and Labrador Housing Corporation on, supporting a "housing first" approach.

- Improving health outcomes for all residents of the province remains challenging, given the complexity of existing barriers and inter-sectoral collaboration required to support all residents to live healthier, active lives where they work, live and spend their leisure time. New and emerging issues such as vaping and availability of vapour products can create additional challenges, given reports that there is a high incidence of youth uptake. These issues will require the exploration of innovative policies, programs and initiatives to support healthier living. CSSD remains committed to working with key internal and external stakeholders to support and advance healthy active living for all residents.

Financial Information

Expenditure and revenue figures included in this document are based on public information provided in the Report on the Program Expenditures and Revenues of the Consolidated Revenue Fund for the Fiscal Year Ended 31, March 2019.

	Actual (\$)	Estimates - Amended (\$)	Estimates - Original (\$)
Executive and Support Services	9,612,740	9,741,400	11,374,600
Child and Youth Services	127,398,661	141,423,900	122,691,700
Seniors and Social Development	16,651,192	16,654,300	16,701,000
Total (Department)	153,662,593	167,819,600	150,767,300

