

Department of Human Resources, Labour and Employment

Annual Report

2007 - 2008



Message from the Minister



Honourable Roger Fitzgerald, M.H.A.
Speaker
House of Assembly

I am pleased to present the Annual Report for the Department of Human Resources, Labour and Employment (HRLE). The report highlights the accomplishments and departmental activities in the past fiscal year (April 1, 2007 to March 31, 2008), while summarizing the forthcoming initiatives and opportunities in 2008-2009.

HRLE delivers a significant variety of supports and services to assist the people of Newfoundland and Labrador. It is our objective to promote dignity, self-reliance and, when necessary, provide financial assistance to individuals and families. As our province experiences a period of economic growth and changes in the labour market, we must continue to ensure timely and convenient access to supports and services that are important to individuals, employers and community organizations.

Throughout 2007-2008, HRLE undertook significant initiatives that resulted in considerable investments in our people and our future. These included increasing access to labour market information and support for employers and individuals through the launch of the labour market and career information website, expanding the Community Youth Network, establishing the Office of Immigration and Multiculturalism, and increasing the annual investment in the Poverty Reduction Strategy. As we look toward the future, HRLE will continue to build on these initiatives and move forward with our Youth Retention and Attraction Strategy, all working in tandem to ensure Newfoundlanders and Labradorians have the support they need to take full advantage of and participate in the exciting new opportunities arising across the province.

This 2007-2008 Annual Report was prepared under my direction and I am accountable for the results and variances contained in it.

Respectfully Submitted,

A handwritten signature in black ink that reads "Shawn Skinner". The signature is written in a cursive, flowing style.

SHAWN SKINNER, MHA
MINISTER OF HUMAN RESOURCES, LABOUR AND
EMPLOYMENT

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DEPARTMENTAL OVERVIEW

Human Resources, Labour and Employment (HRLE) is a progressive and dynamic department focused on human resource and labour market development. Through the delivery of employment, human resource and income supports, HRLE strives to enhance social and economic outcomes for individuals, families, employers and communities throughout the province. HRLE develops and implements innovative and broad-based approaches to labour market challenges and opportunities through partnerships with clients, business, labour, community agencies and other government departments. This includes specific measures, such as strategies to attract and retain youth and immigrants, to improve labour market participation of current and potential workers, especially underrepresented groups. HRLE provides supports to employers in accessing the employees they need, and provides a social safety net for individuals and families. HRLE is also the government-wide lead for the Poverty Reduction Strategy and the new focal point for government-wide initiatives to support persons with disabilities.



In the 2006-2008 Strategic Plan, HRLE's vision and mission were as follows:

Vision

Newfoundland and Labrador will have a diverse, self-reliant population with minimal dependency on Income Support and a labour market supply that meets the economic development requirements of the province.

Mission

By 2011 the Department of Human Resources, Labour and Employment will have enhanced supports and services to better assist people, particularly youth, to enter the labour market and reduce dependency on Income Support.

HRLE has made great strides in achieving our mission as demonstrated in this annual report. In recognition of significant improvements in the economy and the labour market in recent years, HRLE has revised its vision and mission in its new strategic plan to reflect HRLE's new leadership role in responding to the labour market of today and of the future. Refer to HRLE Strategic Plan 2008-2011 for further details. (<http://www.hrle.gov.nl.ca/hrle/plans/StrategicPlan08-11.pdf>)



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Values

Respect and Diversity

We treat the public and our colleagues with fairness and consideration for their cultures, personalities, backgrounds and beliefs and make the workplace a productive and healthy environment. We are committed to making the experience of dealing with government as congenial, satisfying and helpful as possible.

Inclusion

We support clients and our colleagues to participate in the decisions that affect them. We are committed to dialogue and consultation with the public. Citizens have a right and a responsibility to participate in the social and economic life of their communities.

Partnership

We are committed to building strong networks with counterparts in other departments, governments and community agencies. We engage partners to ensure that appropriate supports are developed and delivered.

Innovation

We are proactive and show initiative, finding new ways to enhance programs, deliver services and respond to challenges and opportunities.

Transparency

We exercise openness and provide clearly stated information to clients, our colleagues and the general public related to the effective delivery of services.

Mandate

The mandate of HRLE is to support human resource and labour market development by providing leadership, coordination, programs and services in the following areas:

- employment and career services
- immigration and multiculturalism
- poverty reduction
- youth engagement



- support for persons with disabilities
- income support services
- emergency social services.

Lines of Business

HRLE has seven lines of business:

- Labour Market Development
- Employment and Career Services
- Immigration and Multiculturalism
- Youth Engagement
- Persons with Disabilities
- Income Support Services
- Emergency Social Services

Refer to HRLE Strategic Plan (2008-11) “Lines of Business” for further details
<http://www.hrle.gov.nl.ca/hrle/plans/StrategicPlan08-11.pdf>

Structure

HRLE is comprised of (see organization chart in Appendix B):

- Labour Market Development and Client Services Branch
- Income, Employment and Youth Services Branch
- Corporate Services Branch, and
- Office of Immigration and Multiculturalism

Staff and Regions

Approximately 600 staff (70% female and 30% male) in twenty-seven locations and at the provincial office provide service in four regions (see map in Appendix A and contact information in Appendix E):

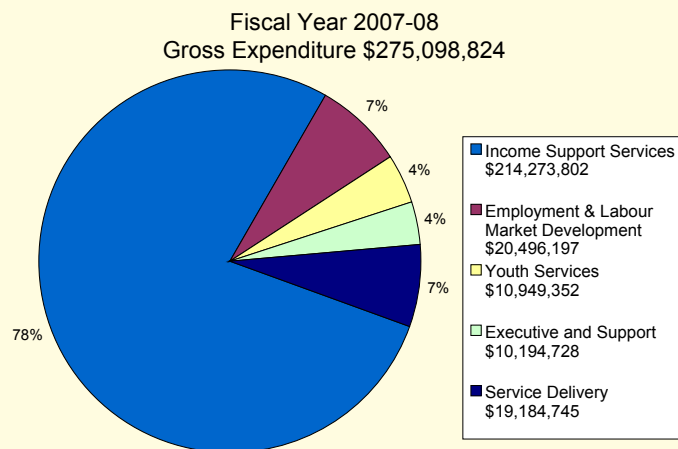
- Avalon
- Central
- Western
- Labrador

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Expenditures

With gross expenditures of \$275.1 million in 2007-08, HRLE is one of the largest departments of the provincial government. The greatest expenditure in HRLE is in Income Support services at \$214.3 million, followed by employment and labour market supports (including the Office of Immigration & Multiculturalism) at \$20.5 million and service delivery at \$19.2 million.



A summary of expenditures and related revenue can be found on page 24 of this report.

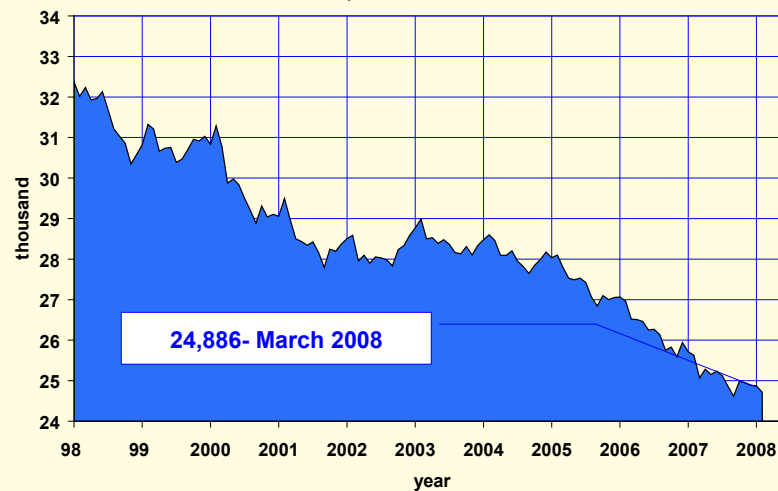
Key Statistics

- In 2007-08 HRLE provided approximately 10,000 clients with employment and career services and helped 35,000 youth indirectly through grants to youth-serving agencies.
- Compared to 2006, employment grew by 0.6% to a record high of 217,100 people in 2007; both the participation rate (59.2%) and the employment rate (51.2%) were at or near record highs and the unemployment rate dropped to 13.6%, the lowest rate recorded in over 25 years.
- On average, each month, approximately 950 cases left the Income Support Program and 860 entered the program.

- The number of people receiving Income Support is continuing to decline: the average monthly Income Support caseload¹ in 2007 was 25,337, down 11% from 28,454 in 2003 and the proportion of the population receiving Income Support dropped from 9.8% to 7.9%.

Income Support Cases

April 1998 to March 2008



- The education level of clients is increasing: in 2007 thirty-six per cent of adult Income Support recipients (18 years and older) had completed high school, up from 34% in 2003.
- In 2007 fifty-five per cent of the adult clients receiving Income Support were women; 61% of those clients under the age of 30, were women.
- In 2007 youth represented less than one-quarter (21.5%) of the Income Support caseload but 46% of all new entrants to the program.
- In support of immigration, from April 1, 2007 to March 31, 2008, the Provincial Nominee Program nominated 77 principal applicants who were accompanied by an additional 94 family members, for a total of 171 individuals.

Refer to Appendix C for further statistical and program information.

¹ 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.

HIGHLIGHTS AND ACCOMPLISHMENTS

Government's strategic directions related to HRLE (Self-Reliance, Poverty and Labour Market Development) are supported by the work undertaken as outlined in the highlights and accomplishments that follow.

Labour Market, Employment and Youth Services

Throughout 2007-08, HRLE continued to strengthen its partnerships with business, labour and community agencies; improve labour market participation and increase access to labour market information. HRLE continued to take steps to ensure education, skills training and work experience opportunities were increasingly accessible, particularly for youth and non-traditional labour pools.

In this regard, HRLE:

- launched the provincial labour market and career information website www.LMIWorks.nl.ca;
- entered into negotiations with the Federal Government towards a devolved Labour Market Development Agreement and a new Labour Market Agreement for individuals not eligible for employment insurance benefits;
- commenced development of new Career Work Centres to provide career, work and labour market information and support to individuals, employers and community-based agencies;
- commenced hiring of Regional Career Information Resource Officers to provide career, work and labour market information and support to individuals and employers based in Carbonear, Clarenville, Corner Brook, Grand Falls-Windsor, Happy Valley-Goose Bay and Stephenville;
- expanded the Community Youth Network by opening additional sites in Cape Broyle, Bonavista, St. Lawrence, Grand Falls-Windsor, Corner Brook and St. Anthony;
- expanded the Graduate Employment Program by providing a wage subsidy to employers to hire 183 recent graduates, a 41% increase over last year;
- assisted approximately 2,000 secondary and post-secondary students to obtain summer employment; and
- signed agreements with the federal government to develop the following projects:
 - Youth Connect – provides a combination of practical supports and counselling to reduce youth reliance on Income Support
 - Targeted Initiative for Older Workers – provides employment supports to older, unemployed workers.

Poverty Reduction and Self-Reliance

In 2006 Government released the Poverty Reduction Strategy - a detailed plan to move Newfoundland and Labrador forward from the province with the most poverty, to one with the least, over a ten-year period.

The total annual ongoing investment in new poverty reduction initiatives is more than \$90 million. This investment builds on Government's commitment to provide necessary supports to people to help them achieve self-reliance and independence. Provincial government departments and agencies contribute initiatives that help realize the goals and objectives of the Poverty Reduction Strategy. Some of the initiatives undertaken in 2007-08 that are directly related to HRLE's primary mandate included:

- Indexing basic Income Support benefits to keep up with inflation.
- Increasing maximum private child care rates by up to \$75 per month to assist clients requiring child care make an attachment to the labour market.
- Increasing rates for the Newfoundland and Labrador Child Benefit by \$5 per month for the first child and indexed these rates to the cost of living.
- Increasing the Mother Baby Nutrition Supplement from \$45 to \$60 per month (a monthly financial benefit available to low-income expectant mothers and families with children under the age of one).
- Providing an additional \$200,000 in funding to Kids Eat Smart, for a total departmental contribution of \$700,000 to support 164 Kids Eat Smart programs and more than 16,700 participants.

Additional information on the progress of other departments' and agencies' Poverty Reduction Strategy initiatives is provided in their annual reports. Some examples of progress in 2007-08 were:

- Provided prescription drug coverage for 31,300 people who previously did not qualify under the Access Drug Program for people with low income and qualifying 3,650 people for high drug cost coverage under the Assurance Plan.
- Increased the minimum wage from \$6.50 in 2006 to \$7.50 in 2007.
- Provided free textbooks to all K-12 students, building upon the 2006-07 commitment to eliminate school fees.
- Provided an additional \$250,000 annually in funding to help low-income earners access legal services, particularly in regard to family law matters.
- Adjusted the rental rate from 30% to 25% of income for older adult tenants (ages 55+) of Newfoundland and Labrador Housing Corporation. This meant a rent reduction of about \$27 per month for these tenants.

Strong coordination across different parts of government is a particularly notable feature of the Newfoundland and Labrador Poverty Reduction strategy from NCW's perspective.

- NCW Report; Solving Poverty: Four Cornerstones of a Workable National Strategy for Canada, 2007

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- Increased grants by \$200,000 annually for the province's eight women's centres to help them better meet the demands for their services in the community.
- Increased the Board and Lodging Supplement for eligible adults with disabilities who live with relatives to the same rate that adults with disabilities living with non-relatives receive.
- Developed an Adult Alternative Justice Program to resolve less serious offences through mediation and other means, thus avoiding court.

Immigration and Multiculturalism

In January 2008, government announced the official opening of the provincial Office of Immigration and Multiculturalism (OIM) with a complement of 13 staff. The office works to promote the province to prospective immigrants, increase the retention of immigrants in the province, enhance settlement and integration services and develop bi-lateral agreements with federal partners.

Highlights in 2007-08 included:

- Promoted the province as a desirable destination for immigrants through participation in international promotion and recruitment fairs in France, Belgium, Africa, Ireland, Scotland, England and the Netherlands.
- Enhanced the Provincial Nominee Program, including: the lowering of fees from \$2,000 to \$1,000 for business applicants and \$1,000 to \$150 for skilled workers; the provision of information sessions for international students; the initiation of a project to inform employers and link them with international students; and the development of new provincial nominee categories.
- Developed a draft multiculturalism policy based on community input, internal consultations and a review of existing policies in other provincial and federal jurisdictions.
- Developing a Provincial Immigration Portal to bring together accurate, current and consistent online information, tools and services for prospective immigrants, foreign workers and international students.
- Extended the province's Medical Care Plan (MCP) coverage to international students.

“Adapting to this new place has been remarkably pleasant; I believe this is because of the amazing people I have had the honour to meet here, who have all welcomed me with open arms.”

*- Frances Fung
(newcomer from Malaysia)*

Emergency Social Services

In partnership with other government departments, municipalities and community agencies, HRLE responded to, or was on alert for, the following emergencies in 2007-08:



- Land Erosion, Daniel's Harbour (April 2007)
- Ammonia Leak, Labrador City (April 2007)
- Wildfire, Natuashish (June 2007)
- Tropical Storm Chantal (August 2007)
- Fiberglass Plant Fire, Holyrood (October 2007)
- Power Outage, Bonavista Peninsula (December 2007).

In 2007 HRLE signed an Emergency Social Services Agreement with the Salvation Army's Emergency Disaster Services to provide emergency social services. In addition, HRLE, in coordination with Fire and Emergency Services-NL, began preparing a business continuity plan to ensure continuation of departmental services in the event of a significant incident.

In the fall of 2007, HRLE participated in the Ocean Guardian III Emergency Training Exercise, along with other federal, provincial and community partners.

Fisheries Adjustment Services - Plant Worker Transition Initiative

HRLE is responsible for providing plant worker transition services in communities affected by permanent plant closures. The role of HRLE is to serve as a single point of entry for all provincial, federal and community-based programs and services, to assist and support displaced plant workers with career planning, retraining, finding employment or securing benefits.



In August 2007, HRLE opened a Fisheries Transition Office in Port-aux-Basques and in January 2008, opened an office in Bonavista with an outreach office in Trinity, to assist plant workers affected by the closure of fish plants in Port-aux-Basques and Trouty.

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Client Service Delivery

HRLE undertook the following initiatives to streamline services and provide effective supports to our clients:

- Doubled the number of Liaison Social Workers from four to eight to ensure that clients with complex needs receive the help they need and are connected to the full range of available services.
- Opened a Working Income Supplementation Unit in Marystown that assumed responsibility for working Income Support clients in three regions with the final region to be incorporated early in the next fiscal year.
- Implemented a pilot program within the Working Income Supplementation Unit that allowed working Income Support clients to report their earnings through The Online Mailback System (TOMS).
- Promoted the use of direct deposit for income support benefits for both clients and other payees, such as landlords, resulting in a 75% increase in use compared to the previous year's level.
- Partnered with the Metro Business Opportunities Corporation to help support Income Support clients who are self-employed by providing business plan guidance and counseling, general business training and financial assistance.

Research and Evaluation

HRLE carries out research and evaluation to determine whether programs and services are accomplishing their objectives effectively. The information supports and guides policy development and is used to enhance and define new programs and services. Key research, monitoring and evaluation activities in the fiscal year 2007-08 included:

- *Youth Connect* — In 2007-08 HRLE entered into a partnership with the federal government to look at the impact of enhanced employment programming on youth entering income support.
- *Exit Survey* — Designed this year to gain a better understanding of why people leave the Income Support caseload.
- *Student Investment and Opportunity Corporation (SIOC) Evaluation* — a variety of programs to support the transition of students from training to employment are supported by the SIOC, including the Graduate Employment Program and the Student Work and Services Placement (SWASP) program. This evaluation was undertaken in 2007-08 to look at both the achievements of youth and possible improvements to the programs. The final evaluation report will be completed in 2008-09.

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- *Labour Supply and Demand Monitoring and Forecasting* — In 2007-08, HRLE continued to develop a process to monitor provincial labour supply and demand. An interdepartmental labour supply and demand working group was established. A job vacancy monitor was developed and a draft job vacancy report was created. An occupational demand model and preliminary forecast were developed. These tools will continue to provide information to better assist individuals, employers, post-secondary institutions and others in responding to emerging opportunities and potential labour gaps.
- *Socio-Economic Impact Analyses* — In 2007-08, HRLE initiated or carried out three socio-economic impact analyses as part of the environmental assessment process for major project developments. These included an analysis of proposals for the Lower Churchill project, Voisey's Bay Nickel processing facility and a new oil refinery. In addition to these projects, HRLE assessed 55 other applications for new or expansion developments throughout the province.



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Kyle's Story:

Last November when I returned to school I was a bit nervous about what it was going to be like at the Learning Center. Well, it was really great there. The students are good and our teacher is great. The environment in the Learning Center is good also because you work at your own pace. There is no rushing. It is a very peaceful environment for learning. I decided to return to school because I wanted to make a better future for myself and make a good living for my family. I have two small children. They are both girls. The oldest is two and the youngest was born in February. Having children made me realize that I needed to go back to school. I want to be able to give them the things I can't afford now. I had many challenges to face. My girlfriend would like me to stay home and help with the children. I would like to spend more time with them too, but it's important that I provide for their future. Transportation is often a problem because money is tight. However, I try to get to school anyway. When I finish this program I will be going to the College of the North Atlantic. I plan to complete high school and then go on to take a pipefitting trade. I think I would really like the pipefitting trade because of the work environment and the good wages. I know it will take time to reach my goals, but I am determined to get there.

*Kyle Clarke
ABE Level I Literacy Student
Laubach Learning Center, Marystown
(HRLE client)*

OUTCOMES OF GOALS AND OBJECTIVES

In consideration of Government's strategic directions and the mandate and financial resources of HRLE, the following three strategic issues have been identified as the key priorities of HRLE's 2006-07 to 2007-08 strategic plan:

Strategic Issue #1

Employment supports for youth who are receiving, or are at risk of receiving, Income Support – the department, in partnership with government and community partners, is focussing on helping youth to gain the needed skills and work experience to become employed and self-reliant, in recognition of HRLE's strategic direction to reduce dependency on Income Support.

Strategic Issue #2

Implementation of a new service delivery model – the department is placing greater emphasis on helping Income Support clients successfully move to employment and greater self-reliance in recognition of HRLE's strategic direction to reduce poverty and alleviate its negative effects.

Strategic Issue #3

Support for labour market development – the department is focussing on working with employers and labour to identify needed skills and anticipated shortages in the province's labour market, in recognition of HRLE's strategic direction to improve labour market conditions.

The goals identified for each issue reflect the results expected in the two-year time frame, while the objectives provide an annual focus. The 2007-08 annual report provides an evaluation of how HRLE met its objectives for this year and how HRLE met its three strategic goals over the past two years.

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Strategic Issue #1: Employment supports for youth who are receiving, or are at risk of receiving, Income Support.

2 yr. Goal : *By 2008 HRLE will have decreased the number of youth on Income Support.*

Measure: A decreased number of youth on Income Support

Overall Result: *HRLE met this goal. Over the past two years, HRLE has increased its focus on providing supports that prevent or reduce the need for Income Support and help youth join the workforce. Additional resources have been provided to support this new focus and as a result, from 2005 to 2007, HRLE contributed to a 30% reduction in the number of youth entering the Income Support program.*

Indicators of Success for Goal (2006-07 and 2007-08):

1. **Target:** 10% decrease in the number of youth receiving Income Support.
Result: For the two-year period, the department almost doubled its targeted 10% decrease. The number of youth on Income Support declined from 9,700 to 7,910, a reduction of 1,790 or 19%. HRLE increased efforts at working with young people at risk of requiring Income Support by connecting them with federal, provincial and community programs and employment opportunities. HRLE also continued to partner with an expanded Community Youth Network and funded youth coordinators who worked in partnership with HRLE and community agencies to support early intervention and prevention strategies for youth.
2. **Target:** 10% increase in the number of youth recipients of Income Support who were provided employment supports and subsequently reduced or terminated their use of Income Support.
Result: In 2007-08 approximately 1,400 youth on Income Support who received employment supports either reduced or ended their need for Income Support benefits, approximately 500 less compared with 2005-06. The 10% target was not met for two reasons: a reduction in the pool of potential clients who could sign up for employment supports (i.e. youth leaving Income Support due to an improving economy); and an increased focus on preventing youth at risk from receiving Income Support altogether.

1 yr. Objective : *By 2008 HRLE will have reduced the number of youth on Income Support.*

Measure: A decreased number of youth on Income Support

Indicators of Success for Objective (2007-08):

1. **Target:** 4% increase in departmental financial resources devoted to employment supports for youth.
Result: In 2007-08 HRLE achieved a 4.2% increase in its youth budget with an additional \$400,000, for a total of \$10.0 million, up from \$9.6 million in 2006-07.
2. **Target:** 5% decrease in the number of youth receiving Income Support.
Result: In 2007-08 HRLE significantly exceeded its targeted 5% decrease, resulting in 690 fewer youth requiring Income Support, an 8% decrease over 2006-07.

Strategic Issue #2: Support for labour market development

2 yr. Goal: *By 2008 HRLE will have increased access to labour market information and supports.*

Measure: Increased access to labour market information and supports

Overall Result: *HRLE recognizes the strategic importance of labour market information and successfully implemented a number of initiatives over the past two years to help ensure individuals, communities, employers, governments, labour organizations and learning institutions have increased access to the labour market information and supports they need to make informed choices, plan ahead, monitor progress and successfully adapt to change.*

Indicators of Success for Goal (2006-07 and 2007-08):

1. **Target:** Increased number of reports and products providing provincial labour market information.
Result: *HRLE increased the number of labour market reports to 15 in the two year-period from 2006-07 to 2007-08 compared to five reports produced in the proceeding two years (2004-05 and 2005-06). Over the past two years HRLE also developed a number of products to help individuals and organizations access the labour market information including:*
 - *A new provincial labour market information website “ www.LMIWorks.nl.ca ” that includes searchable on-line directories for locating local employment and business services, occupational information training programs and institutions, the latest labour market research articles and provides labour market data for communities and regions throughout the province.*
 - *A new Labour Market Information (LMI) News list that provides subscribers with daily updates on labour market events and emerging issues.*
2. **Target:** Increased number of clients accessing the Newfoundland and Labrador Work Information Network, Labour Market Information website, Career Information Hotline and Labour Market Development Division services.
Result: *HRLE did not commence formal tracking of its labour market information services delivered through the LMIworks website and the Labour Market and Career Information Hotline until early 2007, following the full implementation of the Labour Market Development Division in late 2006. While baseline information on client access to these services is not available for 2006-07, baseline information for 2007-08 indicates that:*
 - *About 6,365 people visited the LMIWorks website on average each month, from 118 countries (as of site launch date in May 2007 to March 2008).*
 - *Approximately 340 people inside and outside the province had subscribed to a new daily LMI News e-mail list.*
 - *Staff of the Labour Market & Career Information Hotline Service responded to approximately 1,200 electronic and telephone client enquiries.*
 - *Over 1,500 clients and stakeholders participated in labour market presentations, training sessions and events delivered or facilitated by HRLE staff.*

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Strategic Issue #2: Support for labour market development

2 yr. Goal: *By 2008 HRLE will have increased access to labour market information and supports. (Cont'd)*

Indicators of Success for Goal (2006-07 and 2007-08):

3. Target: Increased level of supports available to community partners for labour market planning.

Result: HRLE did not commence formal tracking of its labour market supports delivered until early 2007, following the full implementation of the Labour Market Development Division in late 2006. While baseline information is not available for 2006-07, some areas of community partner support are:

- *Labour Supply and Demand Monitoring and Forecasting - In 2006-07 HRLE initiated research to develop a process to monitor provincial labour supply and demand. Since then, a job vacancy monitor has been put in place to help determine the number, type and location of job openings and hard-to-fill positions in the province. HRLE continues to monitor, analyze and disseminate information about the province's monthly labour market performance based on results from Statistics Canada's Labour Force Survey.*
- *Labour Market Development Symposium - In 2006-07 HRLE co-hosted the province's first provincial labour market symposium with the Labour Market Committee of the Strategic Partnership Initiative. Over 250 representatives of business, labour, government and community agencies throughout the province and 75 presenters participated in this event.*
- *Training Sessions on the Use of Labour Market Information (LMI) - Ten regional LMI training sessions have been held throughout the province in the past two years. These sessions help build capacity among local service providers and community planners in the effective use of LMI with clients and in support of local planning. A new resource guide has been developed to support this training that includes local content specific to the provincial labour market.*
- *Partnerships with Business and Labour - HRLE participates in a number of industry and human resource committees to help address labour market concerns and issues. Examples of events and initiatives that have resulted from these partnerships include co-hosting with the Labour Market Committee:
 - a "sector day" with nine different sector groups in winter 2008 to help identify best practices for worker recruitment and retention
 - a round-table with the Federal Expert Panel on Older Workers and major industry, labour and community leaders in the province
 - a round-table with the Organization for Economic Cooperation and Development (OECD) on youth employment.*

Strategic Issue #2: Support for labour market development.

2 yr. Goal:	<i>By 2008 HRLE will have increased access to labour market information and supports. (Cont'd)</i>
1 yr. Objective:	<p><i>By 2008 HRLE will have developed a process to monitor and forecast current and emerging employment demands and skills gaps.</i></p> <p>Measure: A process will be in place to monitor and forecast employment demands and skills gaps</p> <p>Indicators of Success for Objective (2007-08):</p> <ol style="list-style-type: none"> 1. Target: Monthly monitoring of provincial labour market supply and demand. <i>Result: Each month HRLE monitors and analyses results from Statistic's Canada's Labour Force Survey, provincial job vacancies and other relevant research to identify new and emerging labour market trends such as employment growth and changing participation among the workforce.</i> 2. Target: Annual forecast of provincial occupational demand. <i>Result: A 10-year occupational demand forecast model has been developed that creates occupational projections to identify anticipated growth and decline among 226 occupational categories in Newfoundland and Labrador. A forecast was not released in 2007-08. The model is being updated with 2006 Census data and a preliminary forecast for 2007-2017 will be released in 2008-09.</i> 3. Target: Dissemination of monitoring and forecast information. <i>Result: In 2007-08, HRLE used a number of mechanisms to disseminate labour market information about the results of Statistic Canada's Labour Force Survey, job vacancies, occupational forecasts and other related labour market initiatives. These included the LMIWorks website, the LMI News e-mail list, the Labour Market & Career Information Hotline Service as well as stakeholder and community presentations, briefings and meetings among government officials and external partners.</i>

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Strategic Issue #3: Implementation of a new service delivery model

2 yr. Goal: *By 2008 HRLE will have implemented a new service delivery model that allows the department to deliver its programs and services effectively and efficiently.*

Measure: Effective and efficient delivery of programs and services

Overall Result : *HRLE has implemented a new service delivery model that places greater emphasis on helping clients find employment and includes the establishment of a new management structure. The Client Automated Payment System (CAPS) was expanded to provide career, employment and youth services in a more efficient and effective manner. CAPS has also increased efficiency in the administration of the Income Support program and provided more timely access for clients.*

Indicators: of Success for Goal (2006-07 and 2007-08):

1. **Target:** Proportion of regional client services staff dedicated to the delivery of employment services increased from 10% (2004-05) to 30%.
Result: HRLE exceeded its targeted 20% increase in the proportion of regional client services staff dedicated to the delivery of employment services. From 2004-05 to 2007-08, the proportion of staff increased from 10% or 45 out of a total of 460, to 34% or 141 out of a total of 415, which represents a proportional increase of 24%.
2. **Target:** 5% increase in the number of employment interventions.
Result: From 2005-06 to 2007-08, the total number of employment interventions increased by 22%, or 2,554 (13,918 in 2007-08 compared with 11,364 in 2005-06).
3. **Target:** Increased proportion of clients participating in employment interventions in rural communities.
Result: From 2005-06 to 2007-08, the proportion of clients participating in employment interventions in rural communities increased from 55% to 59%. This increase has been offset to a degree by the continued migration of clients from rural to urban communities.
4. **Target:** Increased client satisfaction.
Result: Client satisfaction increased in the Avalon Region (84% in 2006 to 90% in 2007) and Western Region (92% in 2006 to 94% in 2007). Labrador and Central Regions were not surveyed in 2006, however in 2007, these two regions had relatively high client satisfaction rates of 84% and 85% respectively.

1 yr. Objective: *By 2008 HRLE will have evaluated and refined the service delivery model, as required.*

Measure: Evaluated and refined service delivery model

Indicators of Success for Objective (2007-08):

1. **Target:** Client satisfaction baseline established for 2007-08.
Result: A baseline was established in all four regions that indicated service satisfaction of between 84% and 92% as follows: Western Region = 92%; Labrador Region = 84%; Avalon Region = 90%; Central Region = 85%.
2. **Target:** Increased proportion of clients participating in employment interventions in rural areas.
Result: From 2006-07 to 2007-08, the proportion of clients participating in employment interventions in rural areas increased from 56% to 59%.

Strategic Issue #3: Implementation of a new service delivery model	
2 yr. Goal:	<i>By 2008 HRLE will have implemented a new service delivery model that allows the department to deliver its programs and services effectively and efficiently. (Cont'd)</i>
1 yr. Objective: (Cont'd)	<p><i>By 2008 HRLE will have evaluated and refined the service delivery model, as required.</i></p> <p>Measure: Evaluated and refined service delivery model</p> <p>Indicators of Success for Objective (2007-08):</p> <ol style="list-style-type: none"> 3. Target: Total number of employment interventions increased. <i>Result: The total number of employment interventions increased by 10%, from 12,640 in 2006-07 to 13,918 in 2007-08. Examples of these interventions are funding supports such as wage subsidies, enhanced screening assessments, employment planning and individual and group counselling sessions.</i> 4. Target: New management structure implemented. <i>Result: The new management structure was implemented by March 31, 2008. The structure includes new regional managers to support the expansion of HRLE's role in supporting labour market development.</i> 5. Target: Employment support services expanded. <i>Result: Employment support services were expanded in the following areas:</i> <ul style="list-style-type: none"> • <i>Community Youth Network sites were expanded to include sites in Cape Broyle, Bonavista, St. Lawrence, Grand Falls-Windsor, Corner Brook, and St. Anthony.</i> • <i>The Graduate Employment Program provided 183 wage subsidies to recent graduates, a 41% increase over 2006-07.</i> • <i>Job broker services are now available in all regions.</i> 6. Target: Increased efficiency in delivery of income supplementation support. <i>Result: The Working Income Supplement Unit administers the Income Support Program for working clients. Efficient delivery of this income supplement is important to ensure that working clients are supported to succeed in obtaining gainful employment. In 2007-08, delivery of income supplementation support has been centralized at the Marystown office and now serves the Labrador, Western and Central regions. Expansion to include the Avalon region is anticipated for June 2008.</i> 7. Target: Expanded social work capacity to support vulnerable clients. <i>Result: Social work capacity has been expanded from four positions to eight positions in the province. New positions were staffed in St. John's, Carbonear, Clarenville and Corner Brook.</i>

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SHARED COMMITMENTS

Government's strategic directions related to HRLE (Self-Reliance, Poverty and Labour Market Development) are supported by the work undertaken as outlined in the shared commitments that follow:

- Community partnerships are fundamental to the delivery of HRLE's programs and services. HRLE funds agencies throughout the province that provide career and employment interventions to mutual clients, particularly youth and non-traditional labour pools (see agencies list in Appendix D). HRLE also partners with community agencies, such as the Salvation Army, Red Cross, Kids Eat Smart Foundation and Choices for Youth to provide social supports and emergency social services.
- HRLE works with labour market partners in the business, labour, education, government and community sectors to help employers find and keep skilled workers and to help individuals access the supports, services and information they need to find and keep meaningful employment. These partnerships are essential to increase the province's capacity to respond to today's rapidly changing labour market. They promote cooperation, strengthen linkages among stakeholders and support the development of more effective employment, training and human resource programs and services.
- Through the Poverty Reduction Strategy, HRLE works with 12 provincial government departments and agencies to support a broad mix of policies and programs, including improved access to services, a stronger social safety net, improved earned incomes, a strong focus on the needs of children and families and a better educated population.
- HRLE participates in the Violence Prevention Initiative (VPI), a government-community partnership to develop and implement long-term solutions to address the problem of violence against those most at risk in our society. The Minister and Deputy Minister participate on provincial steering committees, and staff participate on regional VPI committees with other government departments and community representatives.

“Both Quebec and Newfoundland treat economic and social development as complements. Creating jobs supports social development. Creating social inclusion strengthens economic development. Both are essential to success. The challenge is to shift more social spending from passive handouts to investments in future productivity and well-being.

*- Judith Maxwell,
Globe and Mail
(February 11, 2008)*

- HRLE is a major partner in supporting Family Justice Services, a multi-departmental and multi-disciplinary service designed to resolve issues of child support, custody and access as well as spousal support by using a dispute resolution process outside the traditional court setting. The Supreme, Provincial and Unified Family Courts have partnered with provincial government departments and agencies to provide parent education, dispute resolution and counselling services to families.
- The Office of Immigration and Multiculturalism (OIM) provides a single point of focus to ensure that the goals of the province's immigration strategy are effectively implemented. To carry out its work, the OIM consults and collaborates with a range of government and community partners, including: the settlement agency (Association for New Canadians), federal and provincial departments, municipal governments, educational institutions, business and labour organizations, regional economic development agencies and community-based organizations.
- HRLE also participates in various federal-provincial-territorial forums, including the Forum of Labour Market Ministers, Ministers responsible for Social Services, and Ministers responsible for Immigration. These forums promote inter-jurisdictional co-operation on labour market, social services and immigration matters.

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UPCOMING OPPORTUNITIES AND CHALLENGES

With the implementation of a new three-year strategic plan (2008-2011) in 2008, HRLE will build on measures to ensure that individuals, employers and community organizations have access to supports they need to maximize labour market participation. Challenges and opportunities for HRLE in 2008-09 include:

1. Supporting recruitment and retention of workers through the development of:
 - a Youth Retention and Attraction Strategy to increase the number of youth who stay or come to the province to work.
 - an international registry to help workers throughout the world connect to local employment opportunities.
 - an awareness campaign to help inform people about local opportunities and the benefits of living and working in Newfoundland and Labrador.
2. Conducting a provincial labour survey to increase access to information about the local labour force.
3. Developing a more responsive and integrated labour market service-delivery system by working with federal and provincial partners towards the devolution of the Canada-NL Labour Market Development Agreement and a new Labour Market Agreement for non-EI eligible individuals.
4. Enhancing the delivery of career and employment services by:
 - Opening additional Career Work Centers to provide career, work and labour market information and support to individuals, employers and community-based agencies.
 - Opening additional Community Youth Network sites.
 - Enhancing career services in the K-12 school system, through the Career Development Partnership Initiative in association with the Department of Education.
 - Strengthening employment services and programs for persons with disabilities through increased funding for post-secondary training and job trainer supports.
 - Implementing Youth Connect, a pilot program for youth applying for Income Support benefits to encourage the pursuit of education, skills development and employment.
 - Expanding the Employment Transitions Program to support single parents in receipt of Income Support benefits to overcome barriers to employment.
 - Developing enhanced employment supports for women who experience violence.
 - Implementing community-based projects to support unemployed, older workers under the Targeted Initiative for Older Workers (TIOW).

“Newfoundland is in my blood now. There’s no where else I’d rather be.”

*- Eren Bayazitoglu
(newcomer from Turkey)*

- Establishing a division of disabilities to identify ways to reduce the barriers faced by persons with disabilities and to promote their inclusion in all aspects of society.



5. Continuing to implement the Poverty Reduction Strategy by:
 - Expanding the northern allowance for Income Support clients in coastal Labrador.
 - Enhancing health benefits for Income Support clients.
 - Eliminating the “renting-from-relatives” rates for Income Support clients.
 - Developing new measures that focus on improving earned incomes, strengthening the social safety net and supporting youth at risk.
 - Implementing initiatives that enable Income Support clients, marginalized workers and persons with disabilities to make a successful transition to work, work more hours, increase their skills and earnings and maintain long-term employment.
 - Working with the community-based sector, business and labour and individuals with low income to receive input and feedback on the Poverty Reduction Strategy.
 - Increasing our understanding of transportation needs of low income individuals and families, a review of Income Support benefits and benefit structures and supports for clients with complex needs.
6. Continuing to implement the province’s immigration strategy by:
 - Completing the staffing of the Office of Immigration and Multiculturalism to provide support for settlement services in Central, Western and Labrador regions of the province.
 - Continuing the promotion and enhancement of the Provincial Nominee Program, including new categories, such as Family Connections and International Graduates.
 - Launching the provincial policy on multiculturalism, including conducting focus groups across the province to support the implementation.
 - Launching the Provincial Immigration Portal, including the community-specific websites of the nine participating municipalities.
 - Supporting communities in promoting themselves as welcoming communities to prospective immigrants.
 - Developing ways to measure and monitor the retention of immigrants.
 - Engaging relevant departments, professional associations and licensing and regulatory bodies to find ways to recognize immigrant credentials and competencies and to bridge any skills gaps.
 - Developing a Canada-NL cooperation agreement on immigration, including areas such as data provision and settlement services.



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FINANCIAL STATEMENTS

Summary of Expenditure and Related Revenue for the Year Ended March 31, 2008 (unaudited)				
		Actual Expenditure \$	Amended Budget \$	Original Budget \$
Executive and Support Services				
1.1.01	Minister's Office	283,608	332,000	332,000
1.2.01	Executive Support	769,111	776,500	667,500
1.2.02	Administrative Support Less Revenue	4,743,315 (150,457)	5,094,000 (20,000)	5,176,500 (20,000)
1.2.03	Program Development & Planning Less Revenue	4,398,694 (12,712)	4,577,800 (375,000)	4,359,800 (375,000)
Service Delivery				
2.1.01	Client Services Less Revenue	19,184,745 (400,670)	19,624,400 -	19,809,400 -
Income Support Services				
3.1.01	Income Support Less Revenue	213,262,275 (5,963,593)	214,100,000 (6,600,000)	214,090,000 (6,600,000)
3.1.02	National Child Benefit Reinvestment	600,000	600,000	600,000
3.1.03	Mother/Baby Nutrition Supplement	411,527	535,000	535,000
Employment and Labour Market Development				
4.1.01	Employment Development Programs	8,845,367	10,509,000	10,509,000
4.1.02	Labour Market Development Agreement Projects Less Revenue	2,163,330 (2,304,210)	6,000,000 (6,000,000)	6,000,000 (6,000,000)
4.1.03	Labour Market Adjustment Programs Less Revenue	0 (499,057)	1,907,000 (1,552,000)	1,907,000 (1,552,000)
4.1.04	Employment Assistance Program for Persons with Disabilities Less Revenue	8,448,815 (2,760,468)	9,968,600 (2,703,100)	9,968,600 (2,703,100)
4.1.05	PAN Canadian Innovations Initiative Less Revenue	35,502 -	1,625,000 (1,625,000)	1,625,000 (1,625,000)
Youth and Student Services				
5.1.01	Youth and Student Services	3,563,980	3,747,000	3,747,000
5.1.02	Newfoundland and Labrador Student Investment & Opportunity Corporation	7,385,372	7,843,000	7,843,000
Office of Immigration & Multiculturalism				
6.1.01	Office of Immigration & Multiculturalism Less Revenue	1,003,183 (229,120)	1,252,500 (305,000)	1,332,000 (305,000)
TOTAL		\$262,778,537	\$269,311,700	\$269,321,700

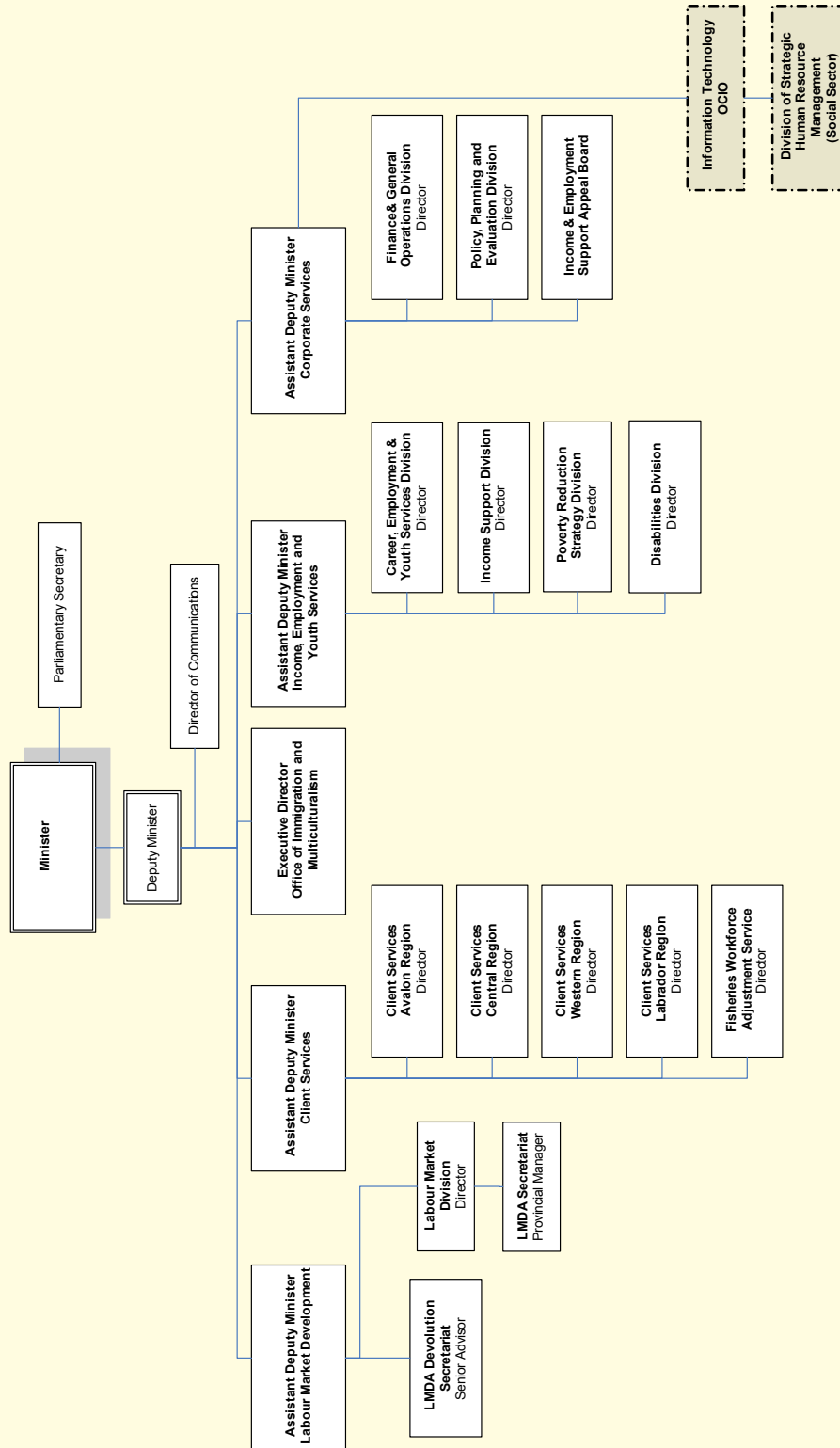
Expenditure and revenue figures are unaudited and based on public information from the Report on the Program Expenditures and Revenues of the Consolidated Revenue Fund for the year ended March 31, 2008. Audited financial statements are a requirement at the government level and are made public through the Public Accounts process, however, HRLE is not required to provide a separate audited financial statement. Expenditures and related revenues for the Labour Relations Agency, Labour Relations Board and the Workplace Health, Safety and Compensation Review Division are included in their annual reports.

APPENDICES



APPENDIX B

Department of Human Resources, Labour and Employment



APPENDIX C

Program Information and Statistics

Labour Market Conditions and Trends

Labour market conditions in the province continued to improve in 2007. Employment reached a record high of 217,100 in 2007, an increase of 0.6% over 2006 when employment stood at 215,700. The participation rate (59.2%) and the employment rate (51.2%) were also at or near record highs in 2007 and the unemployment rate dropped from 14.8% in 2006 to reach 13.6% in 2007, the lowest rate recorded in over 25 years.

Across industries in 2007, employment growth was reported for Professional, Scientific and Technical Services (+1,500), Health Care and Social Assistance (+1,400), Accommodation and Food Services (+1,400), Public Administration (+1,200), Manufacturing (excluding fish processing) (+1,100), Finance, Insurance, Real Estate and Leasing (+800), Forestry, Mining, Oil and Gas (+600), Construction (+600), Educational Services (+500) and Business, Building and Other Support Services (+100). Decreases were observed in Other Services (-2,000), Transportation and Warehousing (-1,400), Trade (-900), Fish Processing (-900), Primary Fishing (-800), Agriculture (-600), Utilities (-500) and Information, Culture and Recreation (-500).

The largest employment gains were observed in the Notre Dame-Central-Bonavista Bay Region (+1,000) in 2007. Positive growth was also experienced in the West Coast-Northern Peninsula-Labrador Region (+800) and the Avalon Peninsula Labour Force Survey region (+700), which includes the St. John's Census Metropolitan Area (CMA). In 2007, employment declined in the South Coast-Burin Peninsula Region (-1000).

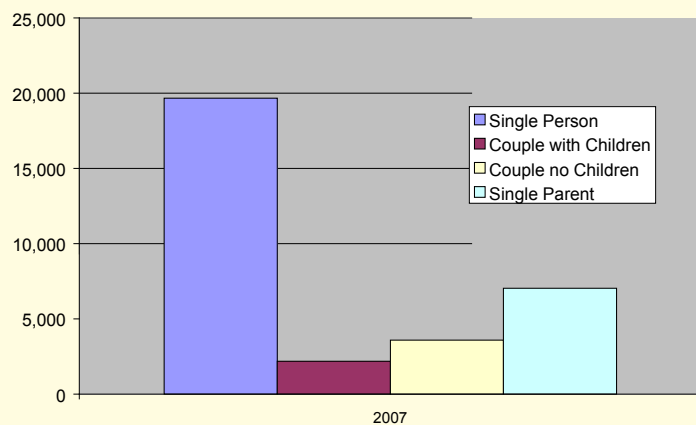
Continued growth of the provincial economy and labour market is expected in 2008. Employment is expected to increase by 1.5% to average 220,400 people, and the unemployment rate is forecast to decline to 12.4%. Over the next decade, significant employment opportunities are expected to emerge due to economic growth (e.g., major project developments) and to job openings that will be created as a result of an increasing number of retirees.

Income Support

Caseload Size and Family Status

In 2007 the total annual Income Support caseload was comprised of approximately 32,500 cases and the average monthly caseload was 25,337. The large difference in size between the monthly and annual caseloads is due to the continuous coming and going of different people from month to month. In 2007, on average each month, approximately 950 cases left the Income Support Program and 860 entered the program. There was an annual reduction of 1,500 cases.

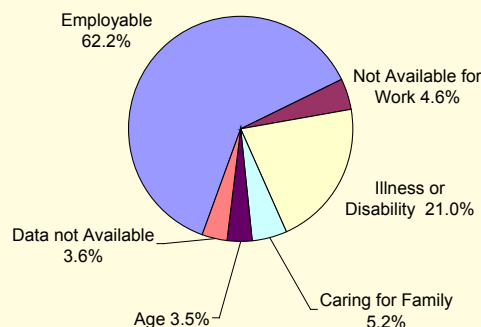
Income Support Cases by Family Type



During the last five years (2003 to 2007):

- The proportion of the population on Income Support dropped from 9.8% to 7.9%.
- The number of couples with children receiving Income Support benefits continued to decline, from 4,280 to 2,190, a 49% decline.
- The number of single people receiving Income Support decreased very slightly, from 19,730 to 19,660 and accounted for 61% of the Income Support caseload, up from 54% in 2003.

Proportion of Income Support Cases by Employment Status of Head, 2007



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Reason For Assistance

Clients required Income Support benefits because they were unemployed, underemployed or did not earn enough income to meet daily living expenses. In 2007 sixty-two per cent of the caseload identified themselves as being employable, though many have significant barriers and need additional supports to prepare for, find, and keep employment. Fifty-six per cent of the recipients who identified themselves as employable were single people.

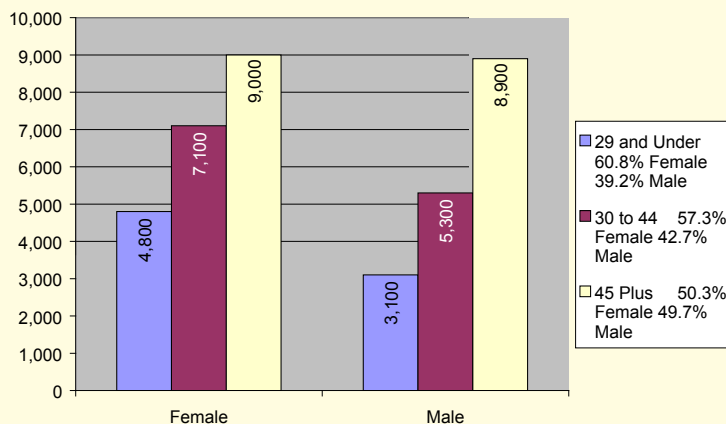
Gender

In 2007 fifty-five per cent of the adult clients on the caseload were women; 45% were men. For clients between 18 and 50 years of age, there were more women on the caseload than men. For those clients under the age of 30, sixty-one per cent were female; the percentage drops to about 51% for those aged 50 to 59 and to 45% for those aged 60 to 64.

Age

Individuals receiving Income Support benefits are getting older. In 2007 seventy-nine per cent were 30 years and older, up from 75% in 2003. The number of youth (18-29 years) has declined by 28% since 2003. Overall, in 2007, youth represented less than one-quarter of the Income Support caseload but 46% of all new entrants to the program. Sixty-seven per cent of new youth entrants in 2007 were single, up from 64% in 2003; 22% were single parents, up from 21% in 2003.

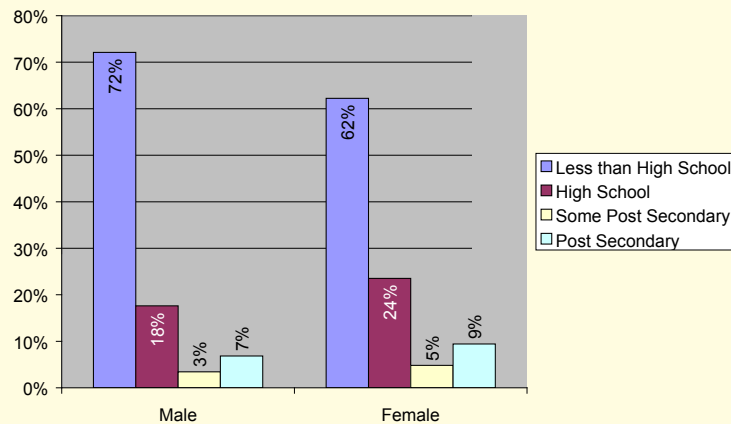
Age of Adult Clients by Gender - 2007



Education

Low levels of education pose a major barrier to employment, especially among older clients. Given the demand for skilled labour, it is likely to present greater challenges in the future. However, education levels for people receiving Income Support benefits have been increasing.

Education Level by Gender - 2007



In 2007:

- 36% of adults (18 years and older) had completed high school, up from 34% in 2003.
- 26% of those aged 45 years and older had completed high school, up from 22.4% in 2003.

Regional Distribution

About 50% of people receiving Income Support benefits live in the Avalon Region, up from 48% in 2003. 26% of clients live in the Central Region, 20% live in the Western Region and 4% live in the Labrador Region.

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Career and Employment Supports

HRLE offers employment and career services to a variety of client groups, including youth, persons with disabilities and persons receiving, or at risk of receiving, Income Support benefits.

Community Employment Initiatives

Funding was provided to twenty-seven agencies throughout Newfoundland and Labrador to support the provision of career and employment counselling and other interventions to approximately 1,500 clients of HRLE in 2007-08. A full list of these agencies is provided in Appendix D.

Employment Development Supports

A range of employment supports is provided to Income Support clients to help them implement their employment plans. Clients receive intensive one-on-one employment and career planning to identify barriers to employment and appropriate employment supports, which may include a placement support allowance, short-term training, work supports and financial supports for assessment, counselling and testing services. In 2007-08 approximately 1,330 participants were provided with employment supports, with a total allocation of approximately \$1,000,000.

Linkages Program

The Linkages Program is delivered in partnership with community-based agencies throughout the province. It provides unemployed youth with 26 weeks of career-related paid employment and an opportunity to participate in career planning workshops to gain career awareness and find a job. In 2007-08 program expenditures were \$1,607,900 with 235 participants. Of those participating, 92% were outside the St. John's urban area.

Wage Subsidy Programs

NLWorks assists Income Support clients and unemployed, underemployed and seasonal workers in finding jobs and gaining valuable work experience and skills to improve their employment prospects and attachment to the labour market. In 2007-08 program expenditures were \$1,113,500 with 250 participants. Of those participating, 84% were outside the St. John's urban area.

Adult Basic Education

To address the educational barriers of clients receiving Income Support benefits (two-thirds of whom have not completed high school), HRLE partners with the Department of Education and the College of the North Atlantic to enhance client access to the Adult Basic Education (ABE) Level II and III programs. Approximately 480 clients participated (56% youth; 64% female and 36% male) in the ABE program in 2007-08. Successful completion of ABE allows many clients to pursue their education, career and employment goals.

Linking Income Support Clients with Federal Employment Supports

HRLE assesses and refers eligible Income Support clients to Service Canada for employment services available through the CA/NL Labour Market Development Agreement (LMDA). In 2007-08:

- 1,852 clients accessed LMDA programs
 - 58% received counselling
 - 24% participated in skills development
 - 13% found employment
 - 5% participated in youth programs.

Employability Assistance for Persons with Disabilities

The Labour Market Agreement for Persons with Disabilities (LMAPD), provides shared federal/provincial funding for a range of employment supports and services for persons with disabilities. This funding supports access to post-secondary training, supported employment and community-based employment support services. Grants are provided to community partners, such as the Independent Living Resource Centre, Vera Perlin Society and Canadian Paraplegic Association, to provide employment services and supports to eligible clients. A list of community partners that received grants in 2007-08 is provided in Appendix D. Funding under the LMAPD was spent in three areas:

- The Training Services Program provides supports for persons with disabilities to attend post-secondary studies: 209 participants; \$2,124,000 annual budget;
- The Supported Employment Program provides grants to employment corporations to develop community-based opportunities for adults with developmental disabilities: 1,279 participants (774 clients found employment, of which 505 required job trainers); \$4,630,500 annual budget; and
- The Grants to Community Partners Program provides grants to community-based agencies to support persons with disabilities: 550 clients were served; \$1,805,700 annual budget.

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Youth Services

Youth Services includes programs funded through the Student Investment and Opportunity Corporation (SIOC) and other development grants for youth initiatives. A focal point for youth services is supporting high risk youth and youth with barriers that prevent them from joining the labour market or participating in post-secondary education. Support in the form of grants to youth organizations, wage subsidies for students and graduates and tuition voucher programs enhance youth leadership and career development.

Student Investment and Opportunity Corporation (SIOC)

The purpose of this corporation is to assist post-secondary students gain work experience and employment to help offset the cost of their education. In 2007-08 the SIOC served 5,020 clients with an investment of \$7,843,000. Additional information is provided in the SIOC's annual report, available on-line at:

www.hrle.gov.nl.ca/hrle/publications/list.htm. Funding was provided for wage subsidies to encourage student employment through cooperative education, work-term placements, graduate employment and summer employment placements throughout the province. Programs primarily offering wage subsidies included:

- Graduate Employment
- Student Employment, Level I, II and III
- Faculty of Education Rural Placement Program
- Student Summer Support
- Social Work Recruitment
- Rural Practice Work Experience for Medical Students
- Small Enterprise Co-operative Placement Assistance – Memorial University and College of the North Atlantic.

In addition to wage subsidies, a number of initiatives offer tuition vouchers to participants that can be used towards education-related costs of attending post-secondary institutions. Programming initiatives primarily offering tuition vouchers included:

- Student Work and Services Program
- Tutoring/Work Experience Program
- Tutoring for Tuition Program.

Grants are provided to a number of youth-serving organizations to assist with the delivery of programs and services for youth. Services range from career fairs to employment and youth leadership initiatives. An example is the “*Value of Money, Value of Work Program*,” which provided summer employment for ten low-income

youth to develop life skills through weekly training sessions. Another example, the “*Youth at Promise Challenge Program*” targets at-risk youth with low literacy levels so they can qualify for entry into other employment and education programming.

Other Grants to Youth Organizations

HRLE provided funding for administrative and program costs of youth-serving organizations, including the Boys and Girls Clubs, Big Brothers-Big Sisters, Scouts and Guides, YM/YWCA and Allied Youth. These organizations provided approximately 27,000 youth with information in the areas of leadership, social and personal development and career exploration, supported by over 4,500 adult volunteers and an investment of \$729,000.

Community Youth Network

The Community Youth Network (CYN) supports youth 12-18 years of age living in, or at risk of, poverty. CYN chapters in the province offer a variety of programs and services, in a supportive and safe setting, to help youth move forward in life and make more informed decisions regarding their future. Approximately \$2,067,000 was provided to support the Community Youth Network in 25 locations throughout the province. The CYN is supported in partnership with the provincial and federal governments through the National Child Benefit Agreement. Community Youth Network chapters served approximately 14,000 clients in 2007-08.

Family-Related Supports

Newfoundland and Labrador Child Benefit (NLCB)

The NLCB is combined with the Canada Child Tax Benefit into a single federal-provincial monthly payment delivered by the Canada Revenue Agency. This benefit assists low-income families with the cost of raising children under the age of 18 years. In 2007-08, on average each month, 16,258 low-income families (which includes 25,297 children) received this benefit. The annual cost was \$7,972,000. In 2007-08, government increased the first-child rate by \$64.92 a year by indexing the NLCB to the provincial Consumer Price Index and by approving a \$60.00 annual increase.

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Mother-Baby Nutrition Supplement (MBNS)

Through the federal-provincial-territorial Early Childhood Development Initiative, the MBNS provides funding for additional nutritional needs during pregnancy and in the child's first year of life. In July 2007, the MBNS supplement increased from \$45 to \$60. This monthly benefit is provided to pregnant women and families with a child under the age of one year who have an annual net income less than \$22,397. The pre-natal component is administered by HRLE; the post-natal component is delivered by Canada Revenue Agency as part of the NLCB. On average 1,191 low income families (which include approximately 1,200 children) receive the MBNS each month. As well, approximately 400 pregnant women receive the benefit each month. The MBNS has a pre-natal annual budget of \$ 535,000 and a post-natal annual budget of \$705,000.

Extended Drug Card Program

This program provides transitional support to families and individuals who leave the Income Support caseload for employment by extending prescription drug coverage for six months after the termination of Income Support benefits. The budget for this program has been transferred to the Newfoundland and Labrador Drug Prescription Program but the assessments of eligibility continue to be made by HRLE staff. In 2007-08, 3,100 adults and 1,500 children benefited from this program.

Immigration Services

Provincial Nominee Program

The Provincial Nominee Program (PNP) enables the Provincial Government to nominate individuals to immigrate to the province to support its economic and social development. During the period of April 1, 2007 to March 31, 2008, the program nominated 77 principal applicants who were accompanied by an additional 94 family members for a total of 171 individuals. While 62% of the principal applicants reside in the St. John's area, applicants who live elsewhere in the province have larger families bringing a higher proportion (60%) of the family dependents to those areas. The applicants came from 30 different countries with China being the top source country. Applicants' occupations are concentrated in the medical and the science and technical areas.

Further information about the services offered by HRLE can be obtained from our web site at www.gov.nl.ca/hrle.

APPENDIX D

Community Agencies and Community Employment Corporations 2007-2008	
Community Agencies	Community Employment Corporations
o Association for New Canadians	o Ability Employment Corporation
o Botwood Boys and Girls Club	o Avalon Employment Corporation
o Calypso Foundation	o Bay St. George Community Employment Corporation
o Canadian Paraplegic Association	o Bridges Employment Corporation
o Central Development Association	o Brighter Tomorrows
o Choices For Youth	o Calypso Foundation
o Community Business Development Corporation - Trinity Placentia	o Exploits Community Employment Corporation
o Community Education Network	o Gambo and Area Employment Corporation
o Community Centre Alliance	o Genesis Employment Corporation
o Harbour Breton Community Centre	o Green Bay Community Employment Corporation
o Independent Living Resource Centre	o Humber Valley Employment
o John Howard Society	o Labrador West Employment Corporation
o Longside Club	o Lake Melville Community Employment Corporation
o Marystown-Burin Chamber of Commerce	o Mariner Resource Opportunities Network
o Metro Business Opportunities Corporation	o Newville Employment Assistance
o NL Co-ordinating Council on Deafness	o Port aux Basques Community Employment Corporation
o Random North Development Association	o SEDLER Community Employment Corporation
o Single Parent Association of NL	o Straits Development Association
o Smallwood Crescent Community Centre	o Three (L) Training & Employment Board
o St. Barbe Development Association	o Vera Perlin Society
o Stella Burry Community Services	o Visions Employment Corporation
o T. I. Murphy Centre	
o Vera Perlin Society	
o West Coast Employment Preparation	
o Women in Resource Development	
o Women in Successful Employment (WISE)	
o YM-YWCA	

APPENDIX E

To access career, employment and labour market information please call the Labour Market and Career Information Hotline at 1-800-563-6600 (709-729-6600 in St. John's) or visit www.LMIworks.nl.ca.

Additional information may also be obtained by contacting the office in your area.

Human Resources, Labour and Employment, Confederation Building, 3rd Floor, West Block, P.O. Box 8700, St. John's, NL, A1B 4J6, Telephone: (709) 729-2480

Avalon Region

TOLL-FREE

All offices in the Avalon Region can be reached at 729-7888 or toll-free at:

1-877-729-7888

TTY: 1-888-380-2299

Central Region

TOLL-FREE

All offices in the Central Region can be reached toll-free at:

1-888-632-4555

TTY: 1-877-292-4205

Western Region

TOLL-FREE

All offices in the Western Region can be reached toll-free at:

1-888-417-4753

TTY: 1-888-445-8585

Labrador Region

TOLL-FREE

All offices in the Labrador Region can be reached toll-free at:

1-888-773-9311

TTY: 1-866-443-4046

