

Department of Human Resources,
Labour and Employment

ANNUAL REPORT
2009 - 2010



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September 2010

Cover Photo: Hermitage, NL

Message from the Minister

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

Dear Mr. Speaker:

It is my pleasure to present the Annual Report for the Department of Human Resources, Labour and Employment. The report summarizes the significant departmental activities, highlights and accomplishments in the past fiscal year (April 1, 2009 to March 31, 2010), while looking forward to new opportunities in the future.

This 2009-10 Annual Report was prepared under my direction and I am accountable for the results and variances contained in it.

HRLE delivers a variety of supports and services to assist the people of Newfoundland and Labrador to become more self-reliant. Valuing people is the foundation of our department's work.

2009-10 marked the devolution of programs and services under the Labour Market Development Agreement from the Federal to the Provincial Government, the launch of the Youth Retention and Attraction Strategy, the continued implementation of the province's Immigration Strategy including the Policy on Multiculturalism, and continued investment in the Poverty Reduction Strategy.

Looking to the future, HRLE will continue to build on these initiatives. We also intend to adopt a service excellence model that puts citizens first in the delivery of programs and services. This initiative, together with our development of a new case management system, will enable people to receive better service. Furthermore, in our ongoing efforts to improve the delivery of our services, we will conduct a comprehensive review of labour market programs and services.

Our priorities for 2010-11 include the development of an Inclusion Strategy for People with Disabilities and a new four-year Action Plan for the Poverty Reduction Strategy. At the same time HRLE will continue to implement the initiatives referenced above, along with our core income and employment supports.

Respectfully Submitted,



SUSAN SULLIVAN, MHA
MINISTER OF HUMAN RESOURCES, LABOUR AND EMPLOYMENT



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DEPARTMENTAL OVERVIEW

Human Resources, Labour and Employment (HRLE) helps people with planning their careers, finding jobs, getting financial assistance, and immigrating to the province. We support employers with accessing and keeping skilled workers and we work with organizations to develop leadership opportunities for youth. We also assist people during disasters, lead a government-wide strategy to reduce poverty and are the focal point for provincial government departments and agencies in developing policies and programs to enhance the inclusion of persons with disabilities in all aspects of society.

Vision

Newfoundland and Labrador will have a diverse, prosperous population with a labour supply that meets the social and economic aspirations of the province.

Mission

By 2011 the Department of Human Resources, Labour and Employment will have enhanced supports and services to individuals to increase their participation in the labour market and to employers to ensure they have the human resources required to compete and contribute to a prosperous future for the province.

Values and Service Commitments

HRLE has the following five values and service commitments:

- respect and diversity
- inclusion
- partnership
- innovation
- transparency

Refer to HRLE Strategic Plan (2008-11) “Values and Service Commitments” for further details.

<http://www.hrle.gov.nl.ca/hrle/publications/strategicplans/StrategicPlan08-11.pdf>

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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
- inclusion of persons with disabilities
- income support services
- emergency social services

Lines of Business

HRLE has seven discrete sets of programs, services and products that it delivers to people of the province:

- Labour Market Development
- Employment and Career Services
- Immigration and Multiculturalism
- Youth Engagement
- Inclusion of 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/publications/strategicplans/StrategicPlan08-11.pdf>

Refer to Appendix D for further program and statistical information.

Structure

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

- 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

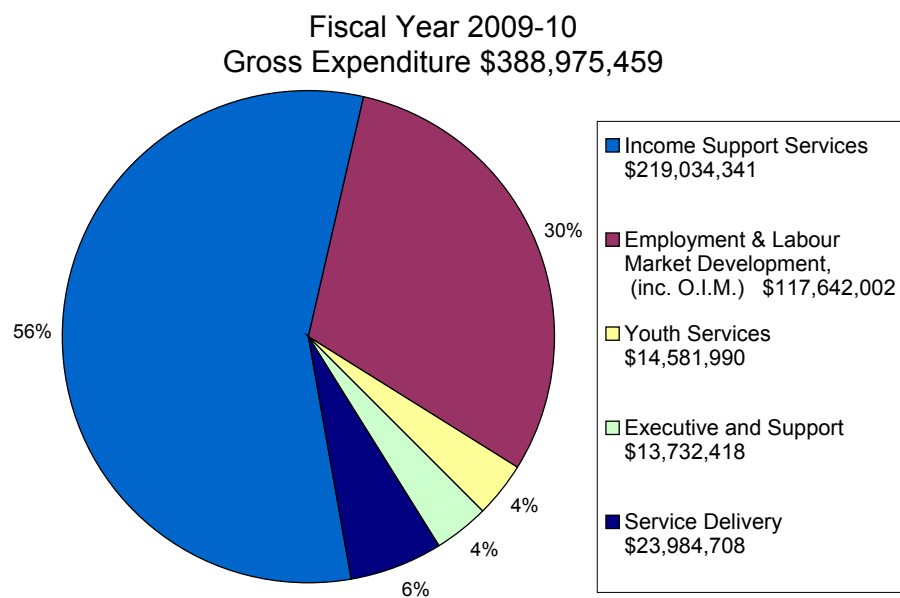
Approximately 677 staff (69% female and 31% male), in twenty-nine locations, provide services in four regions (see map in Appendix B and contact information in Appendix C):

- Avalon
- Central
- Western
- Labrador

Of those 677 staff, 507 deliver regional services and supports (29% of staff are in the St. John's Census Metropolitan Area (CMA)¹, and 71% are in the remainder of the province).

Expenditures

With gross expenditures of \$388.9 million (net expenditure of \$283.0 million) in 2009-10, HRLE is one of the largest departments of the provincial government. The greatest expenditure in HRLE is in Income Support Services at \$219.0 million, followed by Employment and Labour Market Development - including the Office of Immigration and Multiculturalism (OIM) at \$117.6 million and Service Delivery at \$24.0 million.



A summary of expenditures and related revenue can be found on page 23 of this report.

¹ CMA office locations include: Provincial Office at the Confederation Building and Avalon Region offices in St. John's and Mount Pearl.

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UPCOMING OPPORTUNITIES AND CHALLENGES

The Department of Human Resources, Labour and Employment deals with various societal challenges as it strives to deliver its programs and services to the public. Challenges include responding to relatively high unemployment levels and skills shortages, assisting those living in or vulnerable to poverty, planning for an aging population, responding to the out-migration of people – particularly youth, and helping individuals with complex needs, including housing and homelessness needs.

Many of these challenges require a cross-governmental response. In this regard, HRLE is leading four initiatives as we head into 2010-11:

- Poverty Reduction Strategy
- Provincial Immigration Strategy
- Youth Retention and Attraction Strategy
- Developing a Strategy for the Inclusion of Persons with Disabilities

HRLE's lines of business have grown considerably over the last decade. As a result, the programs and services that we now deliver have also expanded. In 2010-11 this growth will continue as we implement the devolved Labour Market Development Agreement and a new Labour Market Agreement.

The challenge continues to be re-aligning programs and services in partnership with other departments and agencies to create solutions. As an example, we are conducting a comprehensive review of labour market programs and services, with the long term goal of making our programs and services more responsive. We are also in the process of developing a new computerized case management system to be a more effective tool in supporting service delivery.

To help us be more responsive to our clients needs, HRLE will be leading three public consultations processes in 2010-11 to gather views on:

- The development of a new Poverty Reduction Action Plan
- The development of an Inclusion Strategy for People with Disabilities
- The review of the Income Support Act and Regulations

Finally, we understand that effective delivery of services to the public needs an organizational commitment to staff training. Therefore in 2010-11, we will be continuing our cross-departmental service excellence training - "Putting Citizens First" - a key building block in helping shift our organizational culture from being "program" focused to "service" focused.

REPORT ON PERFORMANCE

In consideration of Government's strategic directions and the mandate and financial resources of HRLE, three strategic issues were identified in HRLE's 2008-09 to 2010-11 strategic plan: recruitment and retention of workers; labour force participation; and labour market information.

This section provides an evaluation of how HRLE met its objectives in 2009-10 and identifies the objectives, measures and indicators for 2010-11. The goals reflect the results expected in a three-year time frame, while the objectives provide an annual focus.

Strategic Issue 1: Recruitment and Retention of Workers

Recruiting workers to Newfoundland and Labrador and retaining them is a critical challenge for business, labour, communities and government. A shrinking workforce will likely lead to labour shortages that could hamper business expansion and investments. This could negatively affect the competitiveness of employers, which in turn, may limit future employment opportunities. A concerted effort is required to help ensure the future availability of workers to meet the needs of a growing economy in Newfoundland and Labrador. To that end, HRLE is increasing its focus on working with partners, including business, labour, community groups and other government departments, to recruit and retain workers.

HRLE's strategic direction – to increase access to the labour supply – is being met through initiatives that support youth attraction and retention, immigration, labour market partnerships and provide workplace and human resources supports. In 2009-10 HRLE introduced new services such as the international job matching registry, released the Youth Retention and Attraction Strategy designed to support the recruitment and retention of workers in the province, expanded our existing services such as the Provincial Nominee Program to attract skilled immigrants and opened additional Career Work Centres to help job seekers and employers.

Goal 1: By 2011 the department will have implemented new and enhanced services to support the recruitment and retention of workers in Newfoundland and Labrador.

Objective 2: By 2010 the department will have continued to develop new services and enhanced existing services.

Measures:

- Continued development of new services
- Enhanced existing services

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| 2009-10 Indicators | 2009-10 Actual Results |
|---|---|
| <p>Launched the international registry to match workers with employers.</p> | <p>On November 4, 2009 the government launched JobsinNL.ca, an online recruitment and job search resource. Employers can post their job ads at no cost and manage the resumes received for these positions online. Job seekers, both inside and outside the province, are able to search for jobs in all regions of Newfoundland and Labrador, apply directly for these positions and receive instant notifications about new positions of interest as they are posted on the site. They also have easy access to information about the employers operating in the province.</p> |
| <p>Released a youth retention and attraction strategy to encourage our youth to stay or return to the province.</p> | <p>On November 5, 2009 the government officially launched <i>Creating a Province of Choice: A Youth Retention and Attraction Strategy</i> for Newfoundland and Labrador. The strategy was developed, in collaboration with youth, with the intent of countering the impacts of out-migration, strengthening the labour market and supporting the economic development of the province. The Youth Retention and Attraction Strategy contains 41 initiatives with a funding commitment of \$15 million over the next three years. http://youth.gov.nl.ca/strategy/</p> |
| <p>Increased the number of individuals nominated under the Provincial Nominee Program by 10% compared with 2008-09.</p> | <p>In 2009-10 HRLE succeeded in increasing the number of people nominated under the Provincial Nominee Program from 226 in 2008-09 to 367 in 2009-10, an increase of 62%.</p> <p>The Provincial Nominee Program is designed to attract immigrants who have specialized occupational or entrepreneurial skills. Through an agreement with the Government of Canada, the Government of Newfoundland and Labrador may nominate immigrants, who can contribute to the economic and social goals of the province, for permanent resident status.</p> |
| <p>Opened six new Career Work Centres to broaden access to employment, training and transition supports.</p> | <p>Six new Career Work Centres opened in the following communities: Springdale, Happy Valley-Goose Bay, Stephenville, Corner Brook, St. Anthony, and Marystown. This brings the total network of centres to 14; including centres in St. John's (2), Carbonear, Grand Falls-Windsor, Clarenville, Placentia, Lewisporte and Gander.</p> <p>The centres provide a full range of labour market information and employment services designed to help job seekers explore their career options and help businesses adapt to labour market trends.</p> |

LOOKING FORWARD

In 2010-11, the objective, the measures and the indicators for Strategic Issue 1 are as follows:

2010-2011 Plans for Goal 1

Year 3 Objective: By 2011 the department will have implemented new services and enhanced existing services.

Measures:

- Implemented new services
- Enhanced existing services

Indicators of Success:

Implemented new services

1. Established the Office of Youth Engagement.
2. Held an annual forum on youth recruitment and retention issues.
3. Implemented a marketing and awareness campaign to highlight the opportunities and benefits of living and working in the province.
4. Implemented a program to provide tuition incentives to international graduates who choose to stay and work in the province.

Enhanced existing services

5. Increased the number of individuals nominated under the Provincial Nominee Program by 35% over 2009-10.
6. Expanded wage subsidy programs to serve non-EI eligible apprentices.
7. Established baseline measures for:
 - employer utilization of the NL HR Manager and employee/employer utilization of JobsinNL.ca - two on-line employment services.
 - client activities under programs funded by the Labour Market Agreement.
8. Implemented promotion and awareness activities for two on-line employment services: [NL HR Manager and JobsinNL.ca](#).

Strategic Issue 2: Labour Force Participation

Increasing participation in the labour force among current and prospective workers will be vital to help ensure all individuals benefit from the emerging opportunities. It will also assist with meeting future labour demands of the provincial economy.

Increasing self-reliance through employment is also critically important in fighting poverty. HRLE is firmly committed to working with business, labour and community partners to ensure that every resident of the province is afforded the opportunity to find and secure meaningful work, achieve greater self-reliance and contribute to their community. In 2009-10, HRLE implemented programs funded under the new Labour Market Agreement and began to administer programs and services under the devolved Labour Market Development Agreement. Expansion of the Community Youth Network, the Employment Transitions program for single parents and immigrant settlement services helped to improve access to employment for marginalized workers and to enhance youth engagement.

Goal 2: By 2011 the department will have provided enhanced employment, career and workplace services to support labour force participation in Newfoundland and Labrador.

Objective 2: By 2010 the department will have initiated implementation of new employment, career and workplace services and enhanced existing services.

Measure:

- Initiated implementation of new employment, career and workplace services
- Enhanced existing services

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| 2009-10 Indicators | 2009-10 Actual Results |
|--|---|
| <p>Implemented the Canada-Newfoundland and Labrador Labour Market Agreement. This includes employment and training supports for non-EI eligible unemployed workers, low skilled employed workers and individuals impacted by the economic downturn.</p> | <p>During 2009-10 HRLE oversaw the implementation of the Canada-Newfoundland and Labrador Labour Market Agreement and provided planning and administrative support for programs delivered by other departments.</p> <p>Examples of HRLE programs funded through the Labour Market Agreement that commenced in 2009-10 are:</p> <ul style="list-style-type: none"> • Job Skills/Essential Workplace Skills Program • Employment Development Supports and Services • Community Employment Partnerships |
| <p>Implemented the Canada-Newfoundland and Labrador Labour Market Development Agreement, devolved from the federal government to the province, including a range of education, training and employment programs and services to EI eligible individuals.</p> | <p>Effective November 2, 2009, Labour Market Development Agreement (LMDA) programs and services transferred from the Federal Government to the Government of Newfoundland and Labrador. Over 75 former federal employees transferred to the provincial Public Service – physically relocating to HRLE offices throughout the province. LMDA programs and services that are available to EI-eligible individuals include:</p> <ul style="list-style-type: none"> • skills development training • wage subsidies • job creation partnerships • employment assistance services • self-employment assistance • labour market partnerships |
| <p>Commenced development of a youth web portal to government programs and services.</p> | <p>The youth web portal was not developed in 2009-10 due to the delay in launching the Youth Retention and Attraction Strategy, which occurred in November 2009.</p> |
| <p>Opened three new Community Youth Network sites (Baie Verte Peninsula, Bay of Islands and the Isles of Notre Dame areas).</p> | <p>During 2009-10, HRLE established new Community Youth Network sites in the communities of:</p> <ul style="list-style-type: none"> • Baie Verte – serving communities on the Baie Verte Peninsula; • Summerford – serving communities from Twillingate to Boyd’s Cove; and • Summerside – serving communities in the Bay of Islands area. <p>The Community Youth Network was created to provide services that are focused on decreasing barriers to education and employment, and improving the overall quality of life for young people by fostering positive social interactions and community involvement.</p> |

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| 2009-10 Indicators | 2009-10 Actual Results |
|--|--|
| <p>Expanded the Employment Transitions program for single parents to Labrador.</p> | <p>Labrador's first Employment Transitions program for single parents was offered in Happy Valley-Goose Bay in March 2010 through a partnership with Labrador Friendship Centre. As a result, the program is now provided in all four HRLE regions including sites in St. John's, Grand Falls-Windsor and Corner Brook.</p> <p>The Employment Transitions program enables groups of approximately 10-12 single parents to participate in a 12-week course. They receive sessions on career planning, job readiness, job maintenance, life skills, and individualized counselling support. Participants also receive an earned income supplement.</p> |
| <p>Expanded immigrant settlement and integration services into all HRLE regions of the province.</p> | <p>During 2009-10 HRLE continued to work with communities to develop and expand immigrant settlement and integration services. Examples are:</p> <ul style="list-style-type: none"> • Funding nine additional municipalities to develop community-specific information on their web sites for newcomers. • Funding the development of an immigration web portal for the Labrador Straits region. • Piloting a 'welcoming communities' initiative in Grand Falls-Windsor and the Irish Loop. <p>In addition, settlement officers were hired for Grand Falls-Windsor and Happy Valley-Goose Bay thus expanding settlement and integration services to all HRLE regions in the province.</p> |

Discussion of Results

HRLE is well on the way to meeting its three-year goal of implementing and expanding employment and work place supports to facilitate labour force participation.

Although the establishment of the Youth Portal was delayed, we plan to have the website active before the end of the next fiscal year. The website will integrate access to youth services and programs.

The devolution of the \$133 million Labour Market Development Agreement has presented the department with both challenges and new opportunities that we plan to take advantage of in the coming year.

LOOKING FORWARD

In 2010-11, the objective, the measures and the indicators for Strategic Issue 2 are as follows:

2010-2011 Plans for Goal 2

Year 3 Objective: By 2011 the department will have implemented new employment, career and workplace services and enhanced existing services.

Measures:

- Implemented new employment, career and workplace services
- Enhanced existing services

Indicators of Success:

Implemented new employment, career and workplace services

1. Fully implemented and promoted the Job Skills/Essential Workplace Skills program to assist employers to develop and deliver recognized on-the-job training; served 40 individuals.
2. Implemented the “Passport to Safety Program” to increase youth awareness of workplace safety issues and supported 3,000 young people in completing the course.
3. Launched an on-line Youth Portal to serve as a centralized access point to Provincial Government programs and services for youth.
4. Implemented a social marketing plan that connects people and clients to HRLE Services.

Enhanced existing services

5. Reduced the application process time for the Income Support program from 17 to 14 days.
6. Expanded and enhanced the Internship and Graduate Employment Programs, as well as student and youth employment programs, by 180 placements.
7. Expanded access to employment development supports to an extra 300 individuals.
8. Increased access to the Employment Transitions Program for single parents by 30% compared with 2009-10.

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Strategic Issue 3: Labour Market Information

HRLE is committed to working with business, labour, other government departments, other jurisdictions and the federal government to collect, gather and disseminate high-quality labour market information. This information will help address current gaps related to future job opportunities, potential labour market needs and the benefits of working in Newfoundland and Labrador. Gaps in labour market information continue in this province, particularly at the regional level. It has been challenging to capture reliable and detailed information about the current and future labour force and changing employer needs. In 2009-10 HRLE continued to develop, implement and expand its information products and services. As an example, in 2009-10 we launched a toolkit for employers and provided specialized staff to help clients explore their employment and training needs. HRLE's strategic direction – to make better informed career, training and human resources choices – is being met through those initiatives that support youth attraction and retention, immigration, labour market partnerships and provide workplace and human resources supports.

Goal 3: By 2011 the department will have enhanced the quality of labour market information in Newfoundland and Labrador.

Objective 2: By 2010 the department will have continued to develop, implement and expand information products, tools and services to enhance the quality of labour market information.

Measure:

- Continued to develop, implement and expand products, tools and services

| 2009-10 Indicators | 2009-10 Actual Results |
|--|---|
| Released results of a provincial labour market survey. | A provincial labour market survey was carried out in April 2009, targeting 3,600 households. Among other data, responses were collected on employment status, training and retirement plans. Results were not released as a year-over-year comparison is being compiled. A second survey commenced in March 2010. |
| Released results of a mobile workers survey. | A mobile workers survey was carried out in April 2009, targeting 3,600 households. Among other data, responses were collected on commuting patterns within and outside the province. Results were not released as a year-over-year comparison is being compiled. A second survey commenced in March 2010. |

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| 2009-10 Indicators | 2009-10 Actual Results |
|---|---|
| Released a labour market demand forecast. | A provincial labour market demand forecast was developed and expanded to include information on 226 occupations and anticipated demands arising from retirements. The expansion of the forecast has resulted in the delayed release of results. |
| Conducted a feasibility study on financial incentives for retaining and attracting workers. | The feasibility study was not conducted due to the delay in the launch of the Youth Retention and Attraction Strategy and the fact that the study is an initiative of the strategy. |
| Developed a Human Resources Toolkit for employers. | In February 2010 HRLE launched the Human Resources Toolkit: www.nlhrmanager.ca . The Human Resources Toolkit is an online recruitment and retention resource for small and medium-sized employers. This site includes a wealth of online and downloadable resources, such as job ad templates and sample letters of offer, to assist employers with finding and keeping the right workers, engaging young workers and managing a diverse workplace. |
| Completed the hiring of new regional career resource information officers that provide supports to employers and other clients through Career Work Centres. | <p>HRLE completed the hiring of five Regional Career Resource Information Officers for the Career Work Centres at Lewisporte, Springdale, Placentia, Marystown and St. Anthony. These positions were renamed Labour Market Development Officers in November 2009.</p> <p>Labour Market Development Officers play a lead role across the province in ensuring that individuals, including students and youth, employers and communities have access to the information and resources they need to assist them with the career, training and human resource planning needs.</p> |

Discussion of Results

In 2009-10 HRLE continued to develop, implement and expand the use of labour market information in the province.

The hiring of dedicated staff to work with individuals and employers and the creation of an online Human Resources toolkit for employers helps to achieve our goal of improved responsiveness to our clients' labour market information needs.

Plans to release labour market survey and forecast information were changed to allow for the collection of additional information over the course of 2010-11 which will strengthen the results.

An examination of feasible approaches for providing financial incentives for retaining and attracting workers originally identified for completion in 2009-10, will now be undertaken in 2010-11.

LOOKING FORWARD

In 2010-11, the objective, the measures and the indicators for Strategic Issue 3 are as follows:

2010-2011 Plans for Goal 3

Year 3 Objective: By 2011 the department will have enhanced the quality of labour market information

Measure:

- Enhanced the quality of labour market information

Indicators of Success:

1. Implemented an online employer orientation program for the HR Toolkit www.nlhrmanager.ca
2. Completed webinars and in-person training sessions for 600 employers on the use of the HR Toolkit.
3. Increased utilization of “Click, Call, Come in” information services by 4,100 people or 5% compared with 2009-10.
4. Examined feasible approaches to providing financial and other incentives for retaining and attracting workers.
5. Released two-year results of the provincial labour market and mobile workers survey, as well as, the labour market demand forecast.

HIGHLIGHTS AND ACCOMPLISHMENTS

The Provincial Government's strategic directions related to HRLE include:

- Recruitment and Retention of Workers
- Labour Market Information
- Participation in the Workforce
- Poverty Reduction
- Youth
- Persons with Disabilities

These directions are supported by the work outlined in the highlights and accomplishments that follow.

Strengthening Labour Market Development

2009-10 marked the devolution of the Labour Market Development Agreement (LMDA) programs and services from the federal to provincial government. Since the devolution in November 2009, almost 90 front line staff in HRLE are dedicated to the delivery of \$133 million in Newfoundland and Labrador Benefits and Measures (employment and training programs and services) at 15 locations throughout the province. On average HRLE serves about 5,200 individuals each month with programs and services funded under the LMDA.

A new strategy was launched entitled, *Creating a Province of Choice: A Youth Retention and Attraction Strategy for Newfoundland and Labrador (YRAS)*. This is a \$15 million commitment over three years, which is designed to position Newfoundland and Labrador as a province of choice for youth to live and work.

Two new tools were launched:

- JobsinNL.ca, a comprehensive job search and posting website to support employers and job seekers make the connection to employment.
- The NL HR Manager, a new on-line human resource toolkit to support employers in meeting their recruitment and retention challenges.

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Employment and Youth Services

During 2009-10 HRLE capitalized on opportunities to expand employment services to its clients. In this regard the department:

- Expanded Employment Transitions, a job readiness program for single parents, to Happy Valley-Goose Bay, in partnership with the Labrador Friendship Centre.
- Extended access to Employment Development Supports to include non-Employment Insurance (EI) eligible individuals in career and employment planning.
- Partnered with the Transition Housing Association of Newfoundland and Labrador (THANL) to increase access to employment supports for victims of violence.
- Expanded employment supports for unemployed older workers from 12 projects in 2008-2009 to 16 projects in 2009-2010.
- Assisted approximately 2,200 secondary and post secondary students and 657 high school students to obtain employment through the department's summer programs.
- Through the Career Development Partnership Initiative (CDPI), involved students and their parents from more than 100 schools in a range of workshops that covered such topics as career planning, financial planning for post-secondary education and career opportunities in Newfoundland and Labrador.

Poverty Reduction and Self-Reliance

2009-10 marks the fourth year of implementation of Reducing Poverty: An Action Plan for Newfoundland and Labrador. During this time, the Provincial Government invested in an integrated package of over 80 initiatives to prevent, reduce and alleviate poverty.

Highlights of 2009-10 are:

- Established a Supportive Living Community Partnership Program to support community-based initiatives that help people with complex mental health issues and other needs to avoid or overcome homelessness.
- Enhanced funding for the Community Youth Network that provides services for youth living in, or at risk of, poverty and offers access to academic support, employment counselling, wellness education and social and recreational activities.
- Increased thresholds through the Department of Finance's, Low Income Tax Reduction Initiative for individuals and families to reduce or eliminate the payment of provincial income tax. Almost 50,000 tax-filers benefited in 2009.

- Through the Department of Health and Community Services, the home support financial assessment process was restructured to make home support more affordable for low-income individuals and couples.
- Through the Department of Health and Community Services, O'Shaughnessy House for abused women and their children was established in Carbonear.
- Through Newfoundland and Labrador Housing, the rental rate for social housing tenants was lowered and new smaller social housing units are being developed to meet the demands of applicants who require one or two-bedroom accommodations.

In December 2009, the Poverty Reduction Strategy released its first progress report, *Empowering People, Engaging Community, Enabling Success: First Progress Report on the Government of Newfoundland and Labrador's Poverty Reduction Strategy* (<http://www.hrle.gov.nl.ca/hrle/publications/poverty/PRSPogressReport.pdf>). The progress report demonstrates that Government is well on its way to meeting its commitment to prevent, reduce and alleviate poverty in the province. By all available measures of low income, Newfoundland and Labrador has realized significant improvement in the overall level of poverty from 2003 to 2009.

Immigration and Multiculturalism

2009-10 was year three of the province's immigration strategy entitled, "Diversity – Opportunity and Growth". The strategy aims to triple the number of immigrants who choose the province as their new home and thereby contribute to the cultural, social and economic growth of both urban and rural areas.

June 2009 marked the one-year milestone of the launch of the provincial policy on multiculturalism. To support Multiculturalism Week (March 21-27, 2010), the provincial Office of Immigration and Multiculturalism, through partnerships with many organizations and community groups, organized a series of special events called Together We Rock! Celebrating Multiculturalism Across the Province.

Other highlights in 2009-10 are:

- Nominated 185 principal applicants under the Provincial Nominee Program who were accompanied by an additional 182 family members for a total of 367 individuals.
- Promoted the province as a desirable destination for immigrants through participation at international promotion and recruitment fairs in France, Belgium, England, Scotland, the Netherlands and India.

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- Hired two Integration and Settlement Consultants for Central and Labrador regions.
- Provided immigration support for a nursing recruitment mission to India.
- Hosted a multiculturalism milestone event highlighting a youth panel discussing their positive experiences in the province.

Inclusion of People with Disabilities

In November 2009 Minister Susan Sullivan announced the establishment of the 16-member Provincial Advisory Council for the Inclusion of Persons with Disabilities. The council brings knowledge and understanding of disability issues to the provincial government, and provides advice to the Minister Responsible for Status of Persons with Disabilities as the Provincial Government develops policies, programs, strategies and recommendations that advance inclusion.

During 2009-10 the Disability Policy Office supported various departments and agencies throughout the Provincial Government to be more inclusive with their programs and services. During policy and program reviews, the Disability Policy Office identified potential impacts for people with disabilities and advised on how to increase accessibility and inclusion.

Emergency Social Services

Emergency Social Services (ESS) is an emergency response program offering essential services to all those affected by wide-scale emergencies or disasters in Newfoundland and Labrador. During 2009-10 HRLE responded in partnership with municipalities and other provincial government departments to the following emergencies:

- Town of Trout River mudslide (June, 2009)
- Town of Placentia - Tropical Storm Bill (August, 2009)

In addition, ESS staff were actively on alert during 12 events that took place over the course of the year including hurricanes, heavy rainfall, high seas, forest fires, bomb threat, ice storms, earthquake and the H1N1 flu pandemic.

The Client Service Managers with ESS duties in each region delivered:

- the ESS component of the Basic Emergency Management course;
- information sessions on ESS to a number of municipalities and other interested groups; and
- promoted and encouraged staff participation in various training events.

Industry Adjustment Supports for Displaced Workers

In 2009-10, HRLE staff continued to support and respond to the needs of workers affected by the closure of the Abitibi Bowater mill in Grand Falls-Windsor. HRLE staff supported workers in their transition to new career opportunities by providing counseling, facilitating short and long term training and by helping workers find alternative employment. HRLE also provided support for workers who decided to retire. HRLE, in collaboration with the Communications, Energy and Paperworkers Union, delivered a follow-up survey with displaced workers to ensure that the department's existing services and programs met workers' needs.

Client Service Delivery

During 2009-10 HRLE undertook the following initiatives to improve services and provide effective supports to our clients:

- Implemented improvements to telephone and email systems to create more responsive income support services.
- Conducted a six-week training program for new Client Service Officers as an orientation to the Income Support Program.
- Partnered with the Department of Government Services and the Service Canada College to provide approximately 300 front-line HRLE staff with an opportunity to participate in week-long service excellence training. This training helps staff to become better service providers.

Research and Evaluation

HRLE conducts evaluations and various pieces of research each year that gives valuable information on modifying programs and services. Examples in 2009-10 are:

- *Youth Connect (formative evaluation)* - HRLE commenced an initial evaluation on a pilot project entitled Youth Connect, which was co-funded by the Provincial Government and the Government of Canada. The program approaches youth who are receiving income support services and offers assistance with employment planning, including post-secondary training. Client outcomes will be measured in the next phase of the evaluation. The Department is committed to supporting participants to complete their employment plans beyond the official end of the pilot project in November, 2010.

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- *Linkages Review* - The Linkages Program provides a six-month subsidized work placement as part of career exploration, coupled with career counselling in a group setting. There is an initial three day orientation and group sessions are held every two weeks during the work placement. This program has a significant rural reach, as it has been available in approximately 50 communities each year. All stakeholders expressed high value and satisfaction with the Linkages Program. The review yielded several recommendations for improvement such as more flexible entry dates, longer orientation periods, financial supports for things such as transportation and modifying the financial supports to sponsoring agencies.

Testimonials from the Graduate Employment Program

“At a time when our funding did not allow us to hire an additional full time worker, this program offered, both us and the worker, the opportunity to help each other. While we got a valuable employee to assist us, she also received a wealth of practical job experience. Pam worked out so well that she was hired at the end of the program and still works with us today. Thanks to the Graduate Employment Program, we were able to hire an employee who we knew had the skills we were looking for.”

Baynet Inc.

“I feel that because of the opportunity given to me by HRLE and Baynet, I am able to put the skills which I attained from my Office Administration diploma to excellent use. I am currently still working at Baynet, using my skills to hopefully improve our centre and the lives of our youth who attend. I am eager to be learning new things each day.”

*Pam Stevens
Graduate Employment Program Participant*

Salman's Story

The newest category under the Provincial Nominee Program has helped another family. Faisal Rashid, an Engineer working with Hibernia in St. John's, approached OIM seeking to sponsor his two brothers from Pakistan. Faisal met with Immigration Program Development Officer, MaryAnn Scanlon, who guided him through the immigration process.

Salman Rashid, a Mechanical Engineer, was nominated by the Province in May 2008; and he was the first successful nomination under the Family Connections category. In September 2009, Salman's application was approved by the Canadian Embassy in Islamabad and he began his journey to Newfoundland and Labrador. He spent his first six months in the Province attending English language classes with the Association for New Canadians. Shortly after, he accepted a position at Tim Horton's which has provided him with the opportunity to gain Canadian work experience and to hone his English skills. Salman plans to look for employment in the Engineering field in the near future.

Khalid Rashid was nominated by the Province in September 2008. Having completed a Bachelor of Science and an MBA program in Pakistan, he was also a great candidate for the Family Connections category. Khalid had been working as a Data Coder in the Computer Technology Field, and was eager to join his two brothers in Newfoundland and Labrador. He and his wife arrived in the Province in February 2010. They are enjoying their new surroundings and are currently enrolled in English language classes with the Association for New Canadians.

The Rashid brothers are very appreciative for the opportunity to be reunited, and there is no doubt that they will be great assets to the Province.

"I love being part of beautiful Newfoundland and Labrador. It is a great place with great people. The PNP process was very organized and went very smoothly. I am thankful to MaryAnn Scanlon who guided me through the process and made it simple and easy. My brothers, Khalid and Salman, both love the province and we are all very happy living together. Now we are working hard to develop strong roots and to be successful in Newfoundland and Labrador."

Faisal Rashid



(From left to right: Salman Rashid, Faisal Rashid, Khalid Rashid, MaryAnn Scanlon)

SHARED COMMITMENTS

The Provincial Government's strategic directions are supported by the work undertaken with our partners. In order to achieve success and deliver effective services to the public, government agencies and the wider community need to work together. The following are examples of partnerships that HRLE undertook in 2009-10:

- HRLE partners with community agencies, such as the Salvation Army, Red Cross and Choices for Youth, to provide social supports and emergency social services.
- HRLE works with partners such as Memorial University and the Newfoundland and Labrador Business Coalition, 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 the rapidly changing labour market.
- The provincial Poverty Reduction Strategy is an HRLE-led, collaborative effort involving 14 departments and agencies focused on reducing, preventing and alleviating poverty in the province.
- The Youth Retention and Attraction Strategy was developed by youth, for youth, in close collaboration with business, labour, and community leaders and is aimed at countering the impacts of out-migration, strengthening the labour market and supporting the economic development of the province.
- The Violence Prevention Initiative is 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.
- Family Justice Services is 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.
- Two HRLE Offices (Immigration and Multiculturalism and Disability Policy) provide single focal points for government and community. The Office of Immigration and Multiculturalism ensures that the province's immigration strategy is effectively implemented. The Disability Policy Office ensures that policy and program development across government departments and agencies is inclusive of people with disabilities.
- 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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FINANCIAL STATEMENTS

| Summary of Expenditure and Related Revenue for the Year Ended March 31, 2010 (unaudited) | | | | |
|--|---|----------------------------|------------------------------|------------------------------|
| | | Actual Expenditure \$ | Amended Budget \$ | Original Budget \$ |
| Executive and Support | | | | |
| 1.1.01 | Minister's Office Less Revenue | 352,124 (556) | 382,400 | 382,400 |
| 1.2.01 | Executive Support | 1,026,342 | 1,050,600 | 800,600 |
| 1.2.02 | Administrative Support Less Revenue | 6,552,840 (321,152) | 6,637,300 (20,000) | 6,262,300 (20,000) |
| 1.2.03 | Program Development & Planning Less Revenue | 5,801,112 (315,207) | 6,793,600 0 | 7,586,600 0 |
| Service Delivery | | | | |
| 2.1.01 | Client Services Less Revenue | 23,984,708 (356,506) | 24,240,700 0 | 23,520,700 0 |
| Income Support Services | | | | |
| 3.1.01 | Income Assistance Less Revenue | 218,009,652 (5,321,908) | 218,119,600 (6,600,000) | 212,862,600 (6,600,000) |
| 3.1.02 | National Child Benefit Reinvestment | 600,000 | 600,000 | 600,000 |
| 3.1.03 | Mother/Baby Nutrition Supplement | 424,689 | 485,700 | 542,700 |
| Employment and Labour Market Development | | | | |
| 4.1.01 | Employment Development Programs | 12,519,627 | 12,880,300 | 12,975,300 |
| 4.1.02 | Labour Market Development Agreement Projects Less Revenue | 80,322,275 (78,561,320) | 110,963,000 (113,935,000) | 115,663,000 (113,935,000) |
| 4.1.03 | Labour Market Agreement Less Revenue | 7,409,688 (12,471,000) | 17,284,000 (17,784,000) | 17,784,000 (17,784,000) |
| 4.1.04 | Labour Market Adjustment Programs Less Revenue | 3,356,239 (3,238,510) | 3,366,200 (2,284,700) | 2,771,200 (2,284,700) |
| 4.1.05 | Employment Assistance Program for Persons with Disabilities Less Revenue | 10,701,890 (2,760,468) | 11,966,600 (2,703,100) | 11,966,600 (2,703,100) |
| 4.1.06 | PAN Canadian Innovations Initiative Less Revenue | 1,412,866 (1,409,324) | 1,500,000 (2,000,000) | 2,000,000 (2,000,000) |
| Youth and Student Services | | | | |
| 5.1.01 | Youth and Student Services | 14,581,990 | 16,139,300 | 16,297,300 |
| Office of Immigration & Multiculturalism | | | | |
| 6.1.01 | Office of Immigration & Multiculturalism Less Revenue | 1,919,417 (1,160,328) | 2,233,900 (255,000) | 2,527,900 (255,000) |
| Total | | 283,059,180 | 289,061,400 | 288,961,400 |
| Total Gross Expenditures | | 388,975,459 | 434,643,200 | 434,543,200 |
| Total Revenue | | (105,916,279) | (145,581,800) | (145,581,800) |
| Total Net Expenditures | | \$283,059,180 | \$289,061,400 | \$288,961,400 |

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, 2010. 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.

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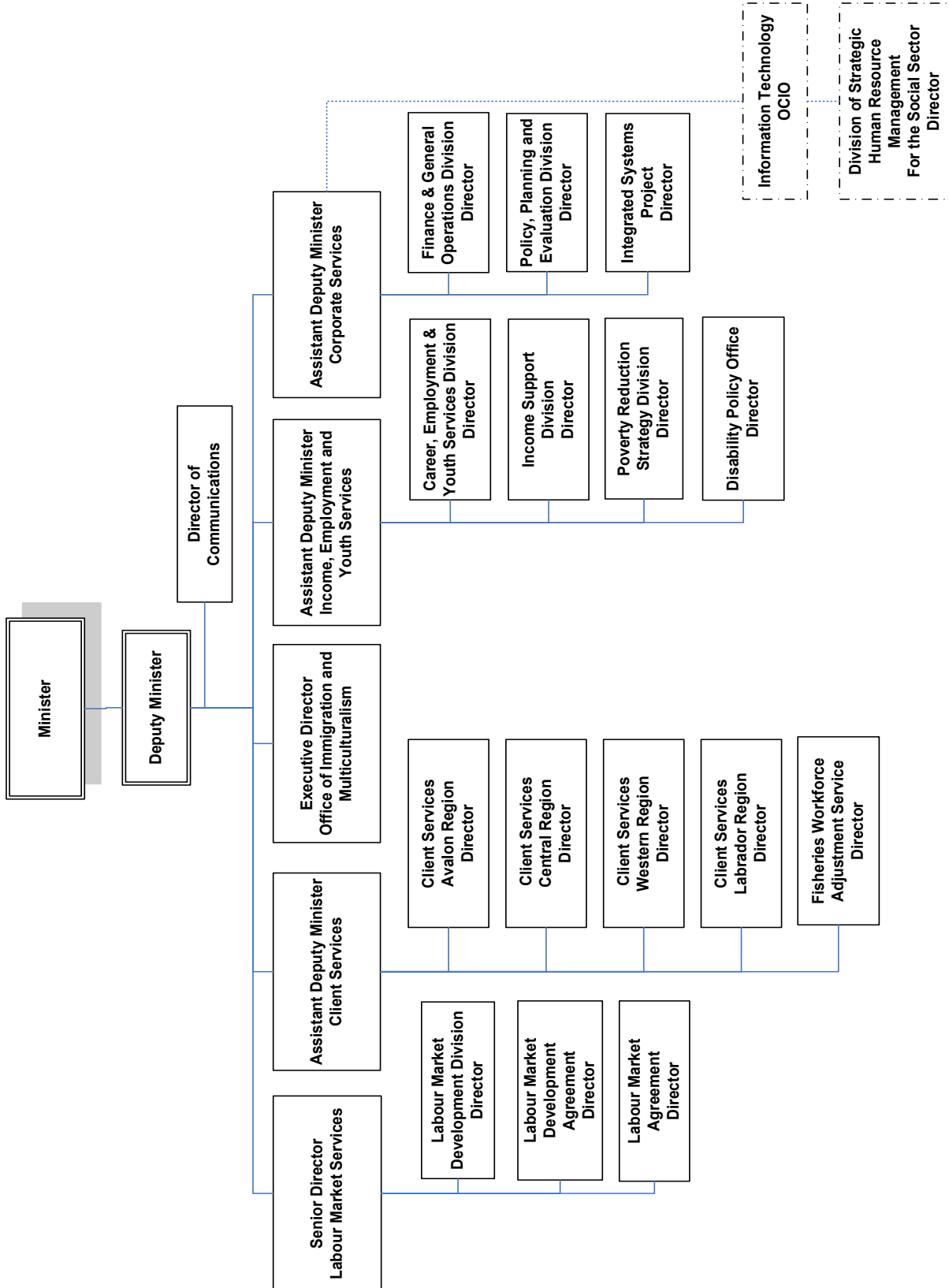
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APPENDICES

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APPENDIX A

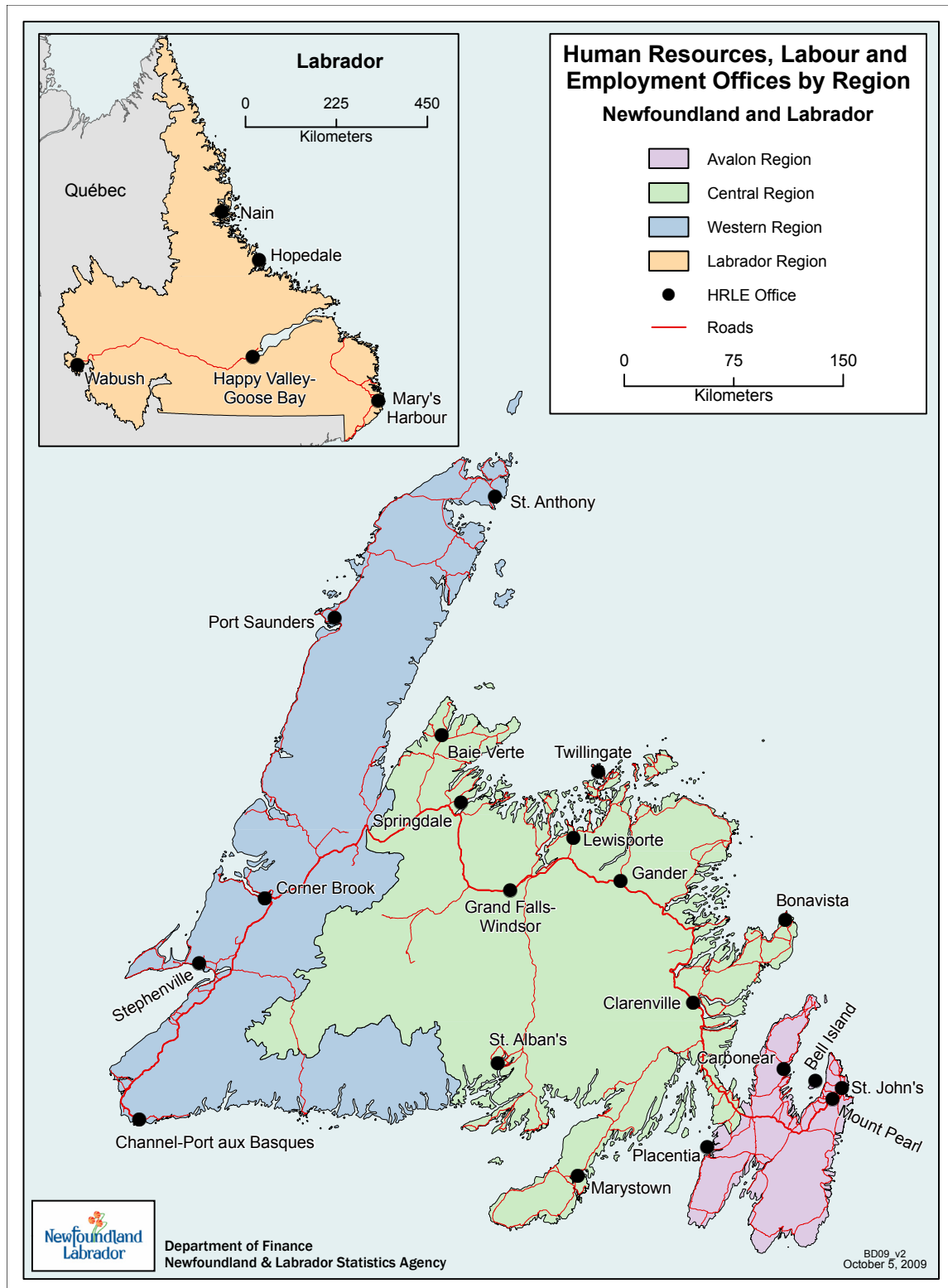
Department of Human Resources, Labour and Employment



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APPENDIX B



APPENDIX C

To access career, employment and labour market information 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.

To access the Office of Immigration and Multiculturalism call (709) 729-6607 or visit www.nimmigration.ca

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

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:

1-866-417-4753

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

Provincial Office

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 or visit: www.gov.nl.ca/hrle

APPENDIX D

Program Information and Statistics

Labour Market Conditions and Trends

Overall, labour market conditions in Newfoundland and Labrador were beginning to improve by the end of 2009, following the global economic recession that began in October 2008 and lasted throughout 2009. Employment averaged 214,900 in 2009. The average monthly participation rate was 59.3%, the employment rate was 50.1% and the unemployment rate was 15.5%.

Despite the global economic recession that affected labour markets throughout the year, there were still many recorded job vacancies, indicating that employment conditions in some sectors were still somewhat “tight” – that is, the number of new job opportunities was growing faster than the available workforce to fill them. In 2009, HRLE recorded almost 24,000 job advertisements in the province, across all regions and a broad group of industries and occupations.

Employment conditions throughout Canada, including Newfoundland and Labrador, started to decline. As a result of the recession, between October 2008 and December 2009, the number of unemployed people in Canada increased by 51.5% (or 487,200 individuals). Comparatively, the increase in the number of unemployed people in the province during this period was much lower (21.5% or 6,700 individuals), largely due to strong economic performance in the last five years. However, the province was not immune to the impacts of the economic recession, as was seen in employment losses in the primary, resource-based sectors such as forestry, fishing and mining.

Across industries, employment growth in Newfoundland and Labrador from 2008 to 2009 was reported for: Health care and social assistance (+2,100); Transportation and warehousing (+1,100); Educational services (+700); Information, culture and recreation (+500); and Utilities (+500).

Decreases were observed in: Public administration (-1,700); Manufacturing, excluding fish processing (-1,400); Other services (-1,200); Business, building and other support services (-1,100); Construction (-1,000); Trade (-900); Professional, scientific and technical services (-900); Primary fishing (-800); Fish processing (-800); Forestry, fishing, mining, oil & gas, excluding primary fishing (-400); and Agriculture (-100).

From 2008 to 2009, employment did not change in the West Coast-Northern Peninsula-Labrador region. However, employment decreased in the Notre Dame-Central-Bonavista Bay (-2,600), South Coast-Burin Peninsula (-1,400) and Avalon Peninsula regions (-1,400).

According to the latest forecasts from the Department of Finance, labour market conditions are expected to improve in 2010. Employment in Newfoundland and Labrador is expected to increase by 2.3% to average 219,900 in 2010. In addition, the provincial unemployment rate is forecast to decrease to 14.9%.

Income Support

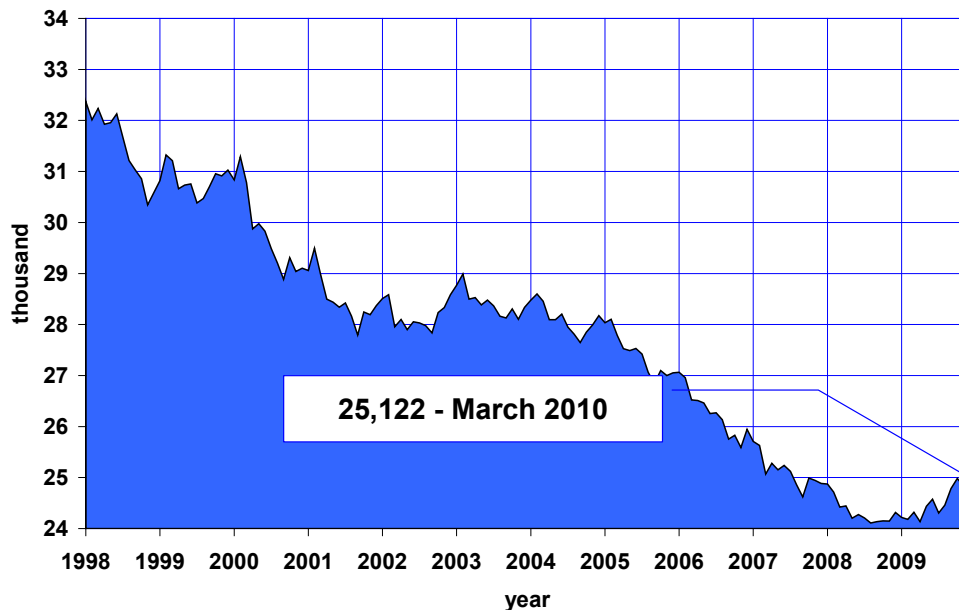
Caseload Increases

In the last year and a half, the income support caseload has been increasing slightly, mostly among single and under 30 cases. This increase is as a result of the economic downturn. During the last seven years (2003 to 2009 inclusive):

- The proportion of the population on Income Support dropped from 9.8% to 7.8%.
- The number of couples with children receiving Income Support benefits continued to decline, from 4,280 cases to 1,770, a 59% drop.
- The number of single people receiving Income Support increased slightly, from 19,730 to 19,930.
- Singles accounted for 64% of the Income Support caseload, up from 54% in 2003.

Income Support Cases

April 1998 to March 2010



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Caseload Size

Clients required Income Support because they were unemployed, underemployed or did not earn enough income to meet daily living expenses. In 2009 the total annual Income Support caseload consisted of approximately 31,360 cases². The average monthly caseload was 24,336. 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 2009, on average each month, approximately 900 cases left the Income Support Program and 950 entered the program.

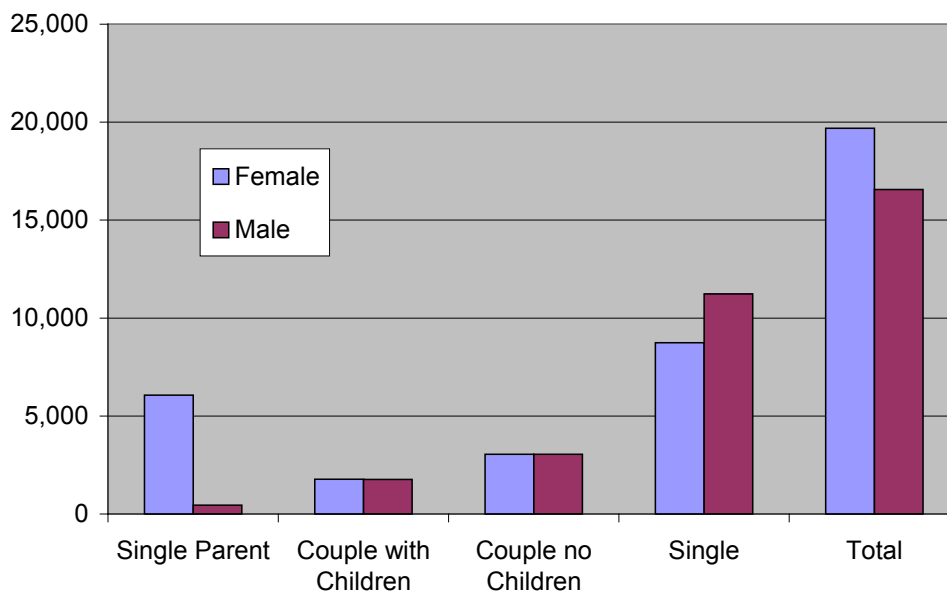
Family Status

Single people in general, represent the largest “family type” receiving income support - both males and females. When the caseload is broken down by family type, the largest group is singles. Within this group, there are more males than females.

Gender

When we consider gender across all family types, a larger portion of adult clients were women. This includes “singles”, “single parents” and “couples”. In 2009 fifty-four per cent of the adult clients on the caseload were women; 46% were men. For those clients under the age of 30, fifty-nine percent were female. The percentage declines slowly to about 50% for those aged 52 to 59 and drops below the fifty percent mark to 44% for those aged 60 to 65.

**Adult Income Support Clients by Family Type by Gender
2009**

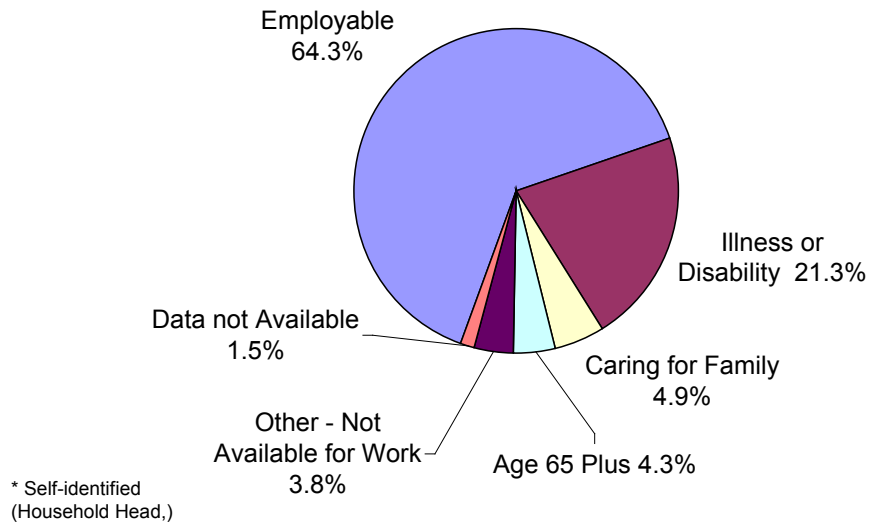


² A “case” in the Income Support Program may be defined as a single person, a couple without children, a couple with children or a single parent. Caseload statistics do not report on the total numbers of individuals. For example, a couple with one child in receipt of Income Support is reported as one case.

Reason For Assistance

In 2009 sixty-four per cent of the caseload, approximately 20,000 cases, identified themselves as being employable, though many have significant barriers and need additional supports to prepare for, find, and keep employment. Fifty-nine per cent of the recipients who identified themselves as employable were single people.

Employment Status* of Income Support Cases 2009



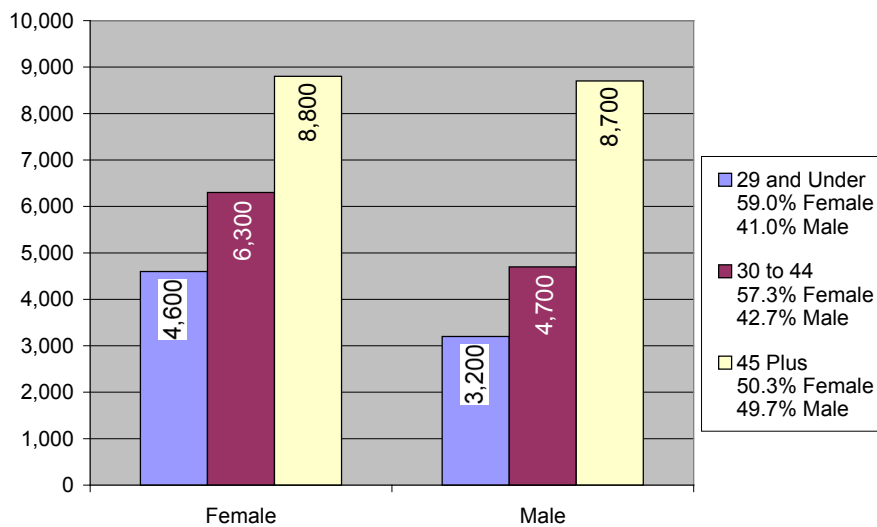
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Age

Individuals receiving Income Support benefits are getting older. In 2009 seventy-seven per cent were 30 years and older, up from 75% in 2003. The number of youth (18-29 years) has declined by 32% since 2003. Overall, in 2009, youth represented less than one-quarter of the Income Support caseload but 50% of all new entrants to the program. Of the new youth entrants in 2009, seventy per cent were single, up from 64% in 2003, and 20% were single parents, down from 21% in 2003.

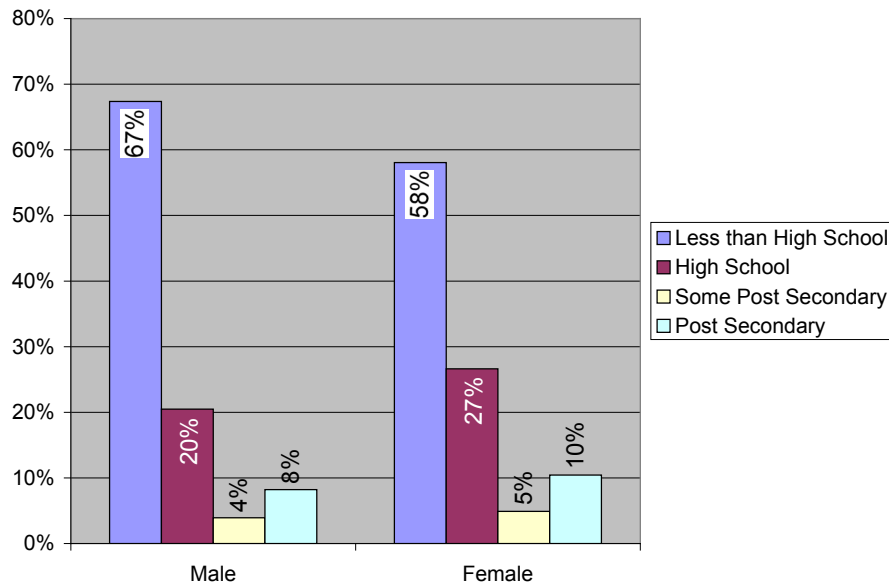
Age of Adult Clients by Gender 2009



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 continue to increase. In 2003 thirty four percent of adult clients had an education level of high school or better. In 2009 thirty eight percent had high school or better. For clients under age 30, the proportion is 47% in 2009, which has not changed when compared to 2003.

**Education Level by Gender
2009**



In 2009 of those receiving Income Support,

- Almost 38% of adults (18 years and older) had completed high school, up from 34% in 2003.
- 28% of those aged 45 years and older had completed high school, up from 22% in 2003.

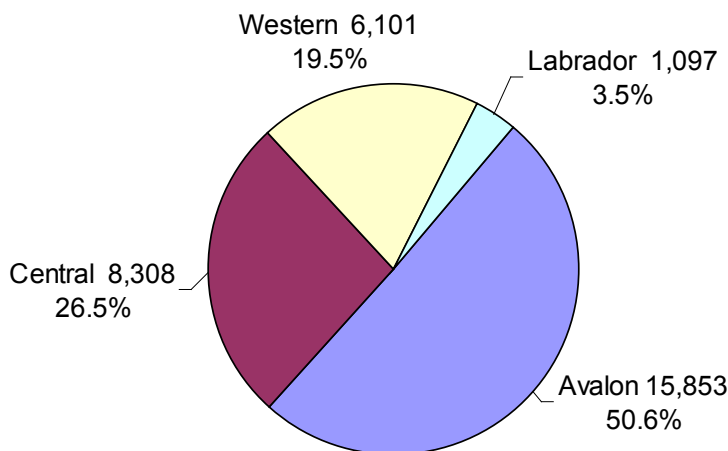
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Regional Distribution

About 51% of cases receiving Income Support benefits are in the Avalon Region, up from 48% in 2003. Twenty-six per cent are in the Central Region, 19.5% in the Western Region and 3.5% in the Labrador Region.

Income Support Cases by Region 2009

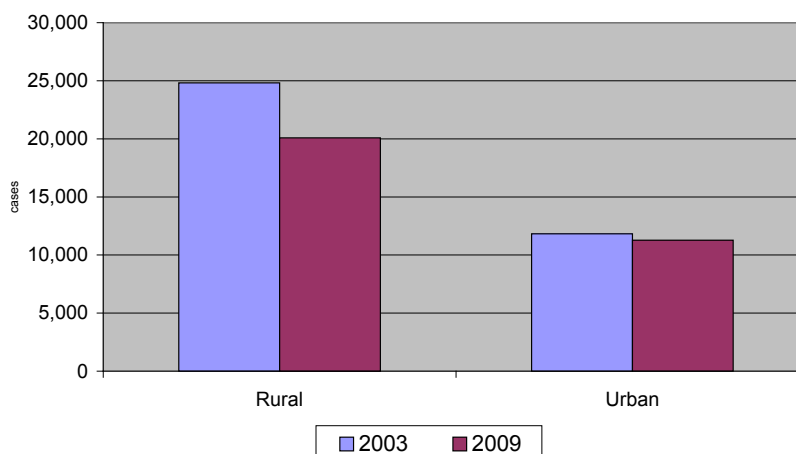


Urban/Rural

Over the last seven years, the geographic distribution of Income Support cases in the Province has changed, becoming more urban (greater than 100,000):

- The number of cases receiving Income Support in the northeast Avalon declined by only 5% from 2003 to 2009 (11,800 to 11,300).
- In rural areas the decline was more pronounced, 19%. In 2003, there were 24,800 cases which dropped to 20,100 in 2009.

Income Support Cases by Urban/Rural 2003 vs 2009



Career and Employment Supports

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

Community Employment Initiatives

HRLE funds Community Partnership initiatives to assist people who experience difficulty entering or re-entering the labour market. Through a variety of supports and services offered, individuals have the opportunity to develop employment plans, obtain work experience within a supportive environment, attend employment readiness workshops and skills development training. In the 2009-2010 fiscal year, funding was provided to community agencies to assist approximately 2,500 participants with career and employment related programming. A list of these agencies is included in Appendix E.

Employment Development Supports

In 2009-10, due to the implementation of the Labour Market Agreement, employment support to assist with implementation of employment plans was expanded to include individuals not eligible for Employment Insurance. Support under this initiative includes access to career and employment counseling and employment supports such as:

- funding personal costs of starting a program or job
- providing an on-going allowance while participating in a program
- covering transportation costs
- covering the costs of participating short term training
- work supports
- providing financial supports for assessment, counseling and testing services.

In 2009-10 approximately 1,750 individuals were helped via this service through an allocation of \$700,000 in funding.

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 2009-10 program expenditures were \$1,517,000 with 178 participants. Of those participating, 95% were outside the St. John's urban area.

Wage Subsidy Programs

NLWorks provides a wage subsidy to assist income support clients and unemployed, underemployed and seasonal workers to find jobs and gain valuable work experience and skills to improve their employment prospects and attachment to the labour market. In 2009-10 program expenditures were \$1,198,600 with 248 participants. Approximately 73% were outside the St. John's urban area.

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Adult Basic Education

To address the educational barriers of individuals who have not completed high school, HRLE partners with the Department of Education to enhance access to Adult Basic Education (ABE) Level II and III programs. In 2009-10 funding from the Labour Market Agreement allowed the expansion of ABE services to clients who are not eligible for employment insurance. As a result, participation in ABE increased by approximately 50% to a total of 710 clients in 2009-10. The largest single age group availing of this service is youth under the age of 30 years (65%).

Business Development Funding

Through a commitment of \$905,000, HRLE supported six projects under the Bridging the Gap program employing 77 individuals throughout the province for 2009-10. Bridging the Gap is an innovative labour force concept that connects prospective employers with individuals who have barriers to seeking employment. It provides customized workplace training that meets the needs of the business partner and the participant.

Targeted Initiative for Older Workers (TIOW)

This federal-provincial cost-shared initiative provides support to unemployed older workers aged 55-64 in communities affected by significant downsizing or business closures through programming aimed at helping workers become re-employed. In 2009-2010 HRLE implemented 13 projects in all regions of the province with 216 participants and an annual budget of \$3,356,200. Participants increased their skills in accessing labour market information, preparing for interviews and gaining work experience in a new field of employment.

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. Funding under these three areas was spent as follows:

- Training Services Program provides supports for persons with disabilities to attend post-secondary studies: 332 participants; annual budget \$3,012,900
- Supported Employment Program provides funding to employment corporations to develop community-based opportunities on behalf of adults with developmental disabilities: 459 clients obtained employment with Job Trainer Support; annual budget \$5,738,000
- Grants to Community Partners Program provides funding to community based agencies to provide employment services and supports to persons with disabilities; annual budget \$2,675,700

Youth Services

Youth Services includes programs and other development grants for youth initiatives. These initiatives focus on activities to support 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 and tuition voucher programs enhance youth leadership and career development. A list of these youth organizations is included in Appendix E.

HRLE remains committed to assisting post secondary students gain work experience and employment to address education costs. Direct expenditure in 2009-10 was \$12,676,700 for youth and student programs including \$2,937,400 for Community Youth Network sites in the province.

Funding was provided for wage subsidies to support student employment through work term placements, cooperative education, graduate employment and student summer employment throughout the province. Students were also able to earn vouchers that could be used towards post secondary education costs. Overall, these programs provided support to more than 2,400 youth and students with employment in 2009-10. Examples include:

- Graduate Employment Program – 235 placements for recent graduates at a cost of \$1,742,900 (15 more graduate placements than last year).
- Student Employment Program Level I, II, III – 657 students participated at a cost of \$790,600 (61 more student placements than last year).
- Student Work and Services Program (Paid Employment Component) – 1,139 students participated at a cost of \$1,829,100 (148 more placements than last year).

Through grants to community agencies and public post secondary institutions, HRLE created over 1,000 additional employment and co-op internship positions for youth and students through programs such as the Conservation Corps Green Team Program and the Community Services Council's Student Work and Services Program. Expenditure on these programs was \$2,947,600 in 2009-10.

Other Grants to Youth Organizations

In 2009-10 the department provided grant funding totaling \$754,100 to a number of youth serving organizations for administrative and program costs. Allied Youth, the Boys and Girls Club, Girl Guides and the YM/YWCA are just some of the organizations funded. These groups provided more than 28,000 young people throughout the province with knowledge and skills in areas of leadership, social and personal development and career exploration while being supported by over 4,500 adult volunteers.

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Service Agreements for Youth (SAY)

The SAY program funds a number of youth and student serving organizations aimed at helping youth and students make the transition into post-secondary education and the labour market. Projects are often funded in partnership with others, particularly the federal government. For example Waypoints - Youth are Working is an employment preparation and job placement program for youth facing barriers to work. Over 1,400 clients were served by SAY funding in 2009-10 with a total expenditure of \$985,500.

Jumpstart

In 2009-10 HRLE provided \$350,000 in funding to the Canadian Tire Jumpstart program making it possible for children aged 4 – 18 and in financial need, to participate in organized sport and recreation activities. Approximately 3,500 youth were supported by Jumpstart in 2009-10.

Community Youth Network

The Community Youth Network supports youth 12-18 years of age living in, or at risk of poverty. CYN sites 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. In 2009-10 the department provided \$2,937,300 in funding to support more than 14,000 youth in 31 sites throughout the province.

Extended Drug Card Program

This program provides transitional support to families and individuals who leave the Income Support Program 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 2009-10, 4,697 adults and children benefited from this program.

Immigration and Multiculturalism 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 development. During the period of April 1, 2009 to March 31, 2010, the program nominated 185 principal applicants who were accompanied by an additional 182 family members for a total of 367 individuals. Forty-nine per cent reside in St. John's, while 51% reside outside of St. John's. The applicants came from over 41 different countries with China being the top source country. Applicants' occupations are concentrated in the medical, science, technical and business management areas. Provincial nominees are highly educated with 72% of the principal applicants having at least one university degree.

The Newfoundland and Labrador Settlement and Integration Program (NLSIP)

The Newfoundland and Labrador Settlement and Integration Program (NLSIP) is designed to help newcomers settle into life in Newfoundland and Labrador life - social, economic, and cultural. To achieve this goal, the NLSIP focuses on improving the quality, availability of, and access to, services that improve the social and economic situation of newcomers. The NLSIP provides seed funding to non-profit community organizations and non-governmental organizations to deliver settlement and integration services and supports to newcomers. In 2009-10 the Office of Immigration and Multiculturalism funded 37 projects valued at \$559, 900 covering a number of areas such as: family integration support; evening classes for English as a Second Language, a telephone support line and diversity training.

Inclusion of People with Disabilities

The Disability Policy Office was opened in 2009 in response to Government's commitment to inclusion and acts as a focal point for government departments and agencies in their review and development of policies and programs that advance the inclusion of people with disabilities in all aspects of society. The office works to strengthen community, business and public sector partnerships and promote inclusion.

The Disability Policy Office plays an important role with the public that includes:

- Presenting at community events to promote the benefits of greater accessibility and to heighten the understanding of how barriers can exclude people with disabilities
- Sharing community information across government
- Keeping up-to-date on community trends, priorities and new technologies
- Putting government agencies and departments in touch with experts within the community

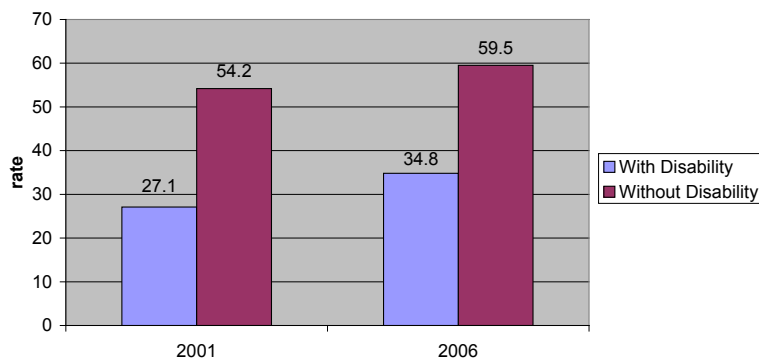
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The employment rate (percentage of working-age people who are working) for people with disabilities has increased in this province in the last 5 years, rising almost 8 percentage points from 27.1% in 2001 to 34.8% in 2006. For the same period, the employment rate for people without disabilities in this province went up 5.3 percentage points from 54.2% to 59.5%.

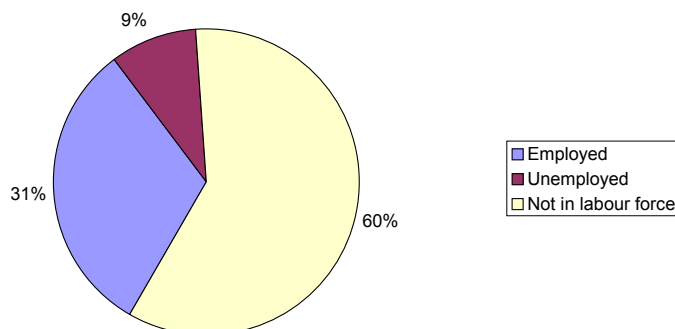
However, despite this positive trend in the employment rate, the labour force participation rate for people with disabilities in Newfoundland and Labrador is low. Of the 43,250 people with disabilities who are working age, 60% (or 25,730 people) were not in the labour force. 31% were employed and 9% were unemployed. This is almost 50% more than the national figure of 44% of people with disabilities not attached to the labour force. With current employment conditions in this province demonstrating new opportunities growing faster than the available workforce, people with disabilities are an untapped source of labour.

Employment Rates - Persons with and without Disabilities NL 2001 and 2006



Source: Statistics Canada, Participation and Activity Limitation Survey, 2006

Labour Force Characteristics for Persons with Disabilities NL 2006

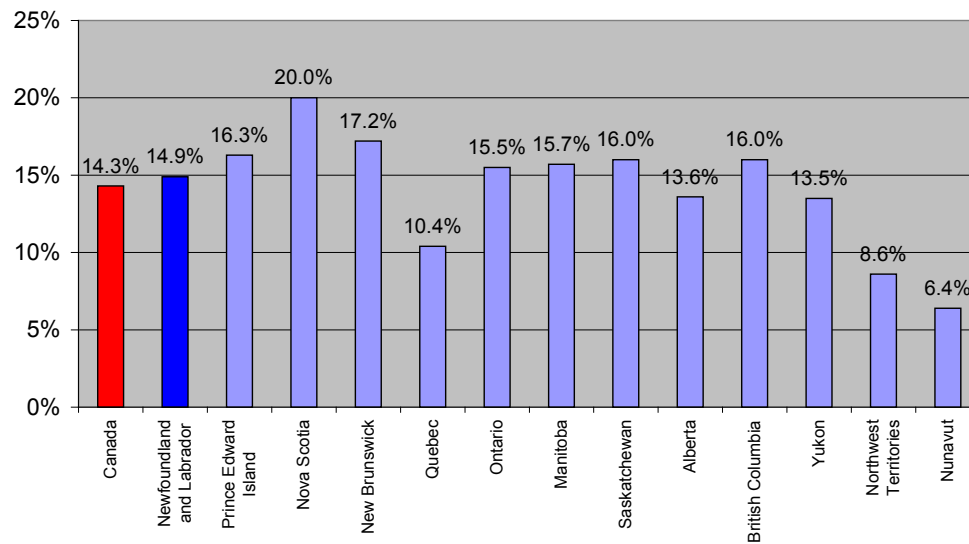


Source: Statistics Canada, Participation and Activity Limitation Survey, 2006

Rates of Disability

Rates of disability vary across Canada with Newfoundland and Labrador at 14.9% of the population reporting activity limited by disability – slightly higher than the national average. The Participation and Limitation Survey (PALS) does not report diagnosis of disability, but rather the activity limited by barriers in the environment due to impairments.

Percent of Population with Disabilities NL 2006



Source: Statistics Canada, Participation and Activity Limitation Survey, 2006

Types and Severity³ of Disabilities

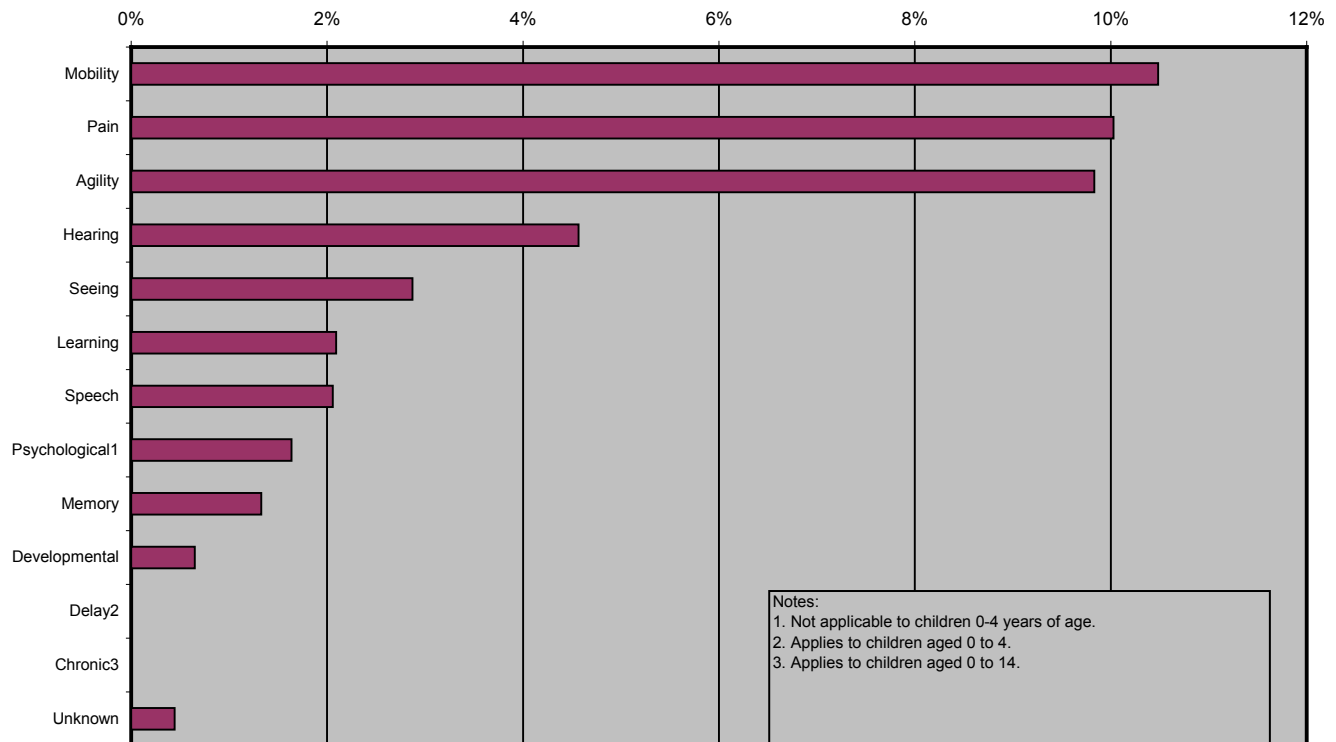
Within the population of people with disabilities, the most frequent types of disability are related to mobility, pain and agility. This is followed by sensory disabilities that affect hearing and seeing. In Newfoundland and Labrador, about 13% of people with disabilities reported having a very severe disability, 29% had a severe disability; 24% reported a moderate disability and 34% reported a mild disability.

³ Severity is defined as how often and by how much a disability will affect a person's life.

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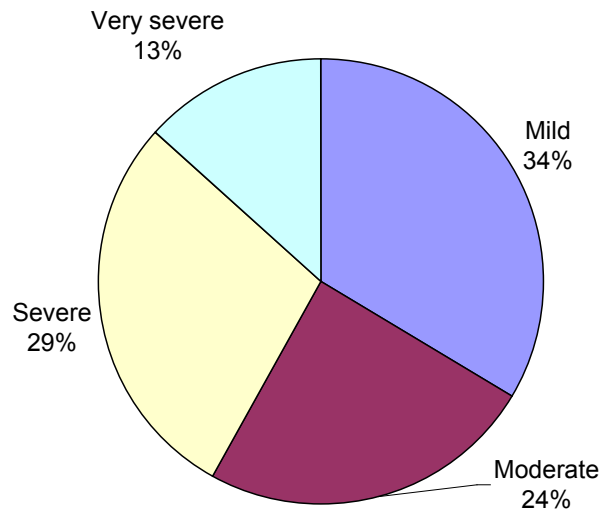
2009 - 2010

Percentage of Population by Type of Disability NL 2006



Source: Statistics Canada, Participation and Activity Limitation Survey, 2006

Severity of Disability NL 2006



Source: Statistics Canada, Participation and Activity Limitation Survey, 2006

APPENDIX E

Community Partners 2009-2010

Community Groups and Youth Serving Organizations

| | |
|--|---|
| o Air Cadet League | o Duke of Edinburgh's Award, NL |
| o Allied Youth | o Englee Youth Centre |
| o Allied Youth Top Up | o Evergreen Environmental |
| o Army Cadet League | o Exploits Community Association |
| o Association for New Canadians | o Family Life Bureau |
| o Autism Society of Newfoundland and Labrador | o For the Love of Learning Inc. |
| o Avalon Gateway Tourism Association | o Future Set |
| o Baccalieu Trail Tourism Association | o Futures in Newfoundland and Labrador (FINALY) |
| o Baynet Community Youth Network | o Girl Guides of Canada |
| o Big Brothers Big Sisters | o Harbour Breton Community Centre |
| o Boys and Girls Clubs of NL | o Harbour Breton Community Youth Network |
| o Calypso Foundation | o Humber Economic Development Board (Youth Service Provider Conference) |
| o Canadian Hard of Hearing Association (CHHA) | o Independent Living Resource Centre |
| o Canadian National Institute For the Blind (CNIB) | o Isthmus Development Association |
| o Canadian Paraplegic Association | o John Howard Society |
| o Canadian Tire Jumpstart | o Labrador Friendship Centre |
| o Career Connections Centre | o Labrador West Young People's Association |
| o Central Development Association | o Longside Club |
| o Choices For Youth | o Marystown-Burin Chamber of Commerce |
| o Church Lads Brigade | o Metro Business Opportunites Corporation |
| o Community Business Development Corporations | o Mothers Against Drunk Driving (MADD) Canada |
| o Community Business Development Corporation - Trinity Placentia | o Navy League |
| o Community Centre Alliance | o Newfoundland and Labrador Organization of Women Entrepreneurs (NLOWE) |
| o Community Education Network | o Newfoundland Association for Community Living (NLACL) |
| o Community Services Council | o NL Association for the Deaf (NLAD) |
| o Dunfield Park Community Centre | o NL Co-ordinating Council on Deafness |

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| Community Partners 2009-2010 | |
|---|---|
| Community Groups and Youth Serving Organizations | |
| o Paradise Youth Centre | o St. John's Community Youth Network |
| o P4 Youth Centre | o St. John's Crime Prevention Committee |
| o Pier Youth Centre - Mary's Harbour | o Stella Burry Community Services |
| o Rabbittown Community Centre | o T. I. Murphy Centre |
| o Random North Development Association | o Vera Perlin Society |
| o Réseau de développement économique et d'employabilité | o Victorian Order of Nurses (VON) |
| o Salvation Army of Newfoundland and Labrador | o Wabush Teen Centre |
| o School Lunch Association | o Waypoints |
| o Scouts Canada | o West Coast Employment Preparation |
| o Single Parent Association of NL | o Women in Resource Development |
| o Skills Canada | o Women in Science and Engineering, MUN |
| o Smallwood Crescent Community Centre | o Women in Successful Employment (WISE) |
| o Splash Centre - CYN Hr. Grace | o YM-YWCA |
| o St. Barbe Development Association | o Youth Justice Rocks |
| o St. George's/Flat Bay/St. Teresa's Youth Group | o Youth Parliament, MUN |
| Community Employment Corporations | |
| o Ability Employment Corporation | o Humber Valley Employment |
| o Avalon Employment Corporation | o Labrador West Employment Corporation |
| o Bay St. George Community Employment Corporation | o Lake Melville Community Employment Corporation |
| o Bridges Employment Corporation | o Mariner Resource Opportunities Network |
| o Brighter Tomorrows | o Newville Employment Assistance |
| o Burin Marystown Training & Employment Board | o Port aux Basques Community Employment Corporation |
| o Calypso Foundation | o SEDLER Community Employment Corporation |
| o Canadian Paraplegic Association | o Straits Development Association |
| o Exploits Community Employment Corporation | o Three (L) Training & Employment Board |
| o Gambo and Area Employment Corporation | o Vera Perlin Society |
| o Genesis Employment Corporation | o Visions Employment Corporation |
| o Green Bay Community Employment Corporation | |

GLOSSARY

Activities

Activities are the actions that are completed to fulfill an obligation outlined in an assigned mandate.

Goal

A goal is a specific statement of the desired results to be achieved over a specified period of time.

Indicator

An indicator is a particular value or characteristic used to measure activities, outputs or outcomes.

Lines of Business

Lines of business are discrete and coherent sets of programs, services and/or products that represent what the entity delivers to its external clients.

Measures

Measures provide specific information used when indicators are combined to assess the extent of accomplishment of results (activities/outputs/outcomes).

Mission

A mission statement is an outcome oriented statement which systematically diagrams the vision by answering the questions who, what and why. It is essential that it is realistic and achievable in 6 to 8 years (approximately 2 cycles of planning), tells the ultimate result of your work, answers who will do what and why they are striving to achieve this end, and is memorable.

Objective

An objective is a measurable statement or incremental milestone which specifies a change or benefit that the entity hopes to achieve as it strives to achieve a specific goal. Success in meeting the objectives can be readily evaluated using qualitative and quantitative measures.

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Outcome

An outcome is a change as a consequence of specific policies, programs and initiatives undertaken by entities. Outcomes can be immediate, intermediate and ultimate. An immediate outcome could be a change in attitudes. An intermediate outcome could be a change in behavior. The ultimate outcome would be a lower or higher incidence of a specific result (e.g. lower- disease, drop out rate, unemployment, accidents) (e.g. higher-year-around employment, literacy, retention of qualified workers, students completing career paths).

Outputs

An output is what is produced as a direct result of transforming resources through an activity or process (series of activities) undertaken using the inputs (resources).

Performance

Performance refers to actual results measured against defined standards.

Performance Measurement

Performance measurement is a quantitative and qualitative process to assess if the entity has completed its intended activities or achieved its desired outputs or outcomes in the most cost effective and timely manner possible.

Program

A program is a set of projects, services or events intended to meet a public need.

Result

The result is the accomplishment, desired or unintended, which arises from any process or operation. It may take more than one result to achieve a desired outcome.

Strategic Direction

Strategic directions are the articulation of desired physical, social or economic outcomes and normally require action by more than one government entity. These directions are generally communicated by government through Throne and Budget speeches, policy documents and other communiqués.

Strategic Issue

A strategic issue is the most significant internal and/or external change which the organization must manage to realize its vision and the capacity of the organization to effectively manage the impacts of this change.

Strategy

A strategy is a systematic plan of action that an organization intends to take in order to achieve its objectives. Strategies are dynamic and may need to be modified based on new knowledge or changing circumstances.

Target

Targets are specific, measurable, achievable, realistic, and time bound changes/benefits the organization intends to achieve. Example: Increase full-time employment by 2% within five years.

Values

Values are the fundamental principles, which can be described as actions that guide behaviour and decision making.

Vision

A vision is a short statement describing the ideal state an organization is striving to achieve for its clients or the ideal state that an organization sees for society. It answers the question, “what is the outcome for the citizens of the province if the entity achieves its mandate?”

