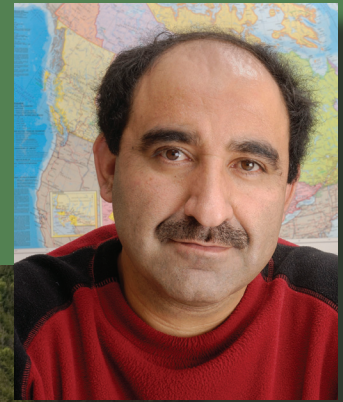


Department of Human Resources, Labour and Employment

ANNUAL REPORT 2008 - 2009




Newfoundland
Labrador

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For additional copies of this document please contact:
Department of Human Resources, Labour and Employment
P.O. Box 8700
St. John's, NL A1B 4J6 CANADA
Phone: 1-709-729-0494 Fax: 1-709-729-5560

September 2009

Centre 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 (HRLE). The report summarizes the significant departmental accomplishments, highlights and activities of the past fiscal year (April 1, 2008 to March 31, 2009). It also provides an overview of the many new opportunities coming our way in 2009-2010.



HRLE delivers a wide 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.

The province has not been immune to the effects of the global economic downturn that marked the end of 2008-09. Even during this time of economic uncertainty, HRLE's vision remains clear - to have a diverse, prosperous population, with a labour force that meets the social and economic aspirations of the province. In 2008-09 we made great strides towards this vision. For example, we entered into a devolved Labour Market Development Agreement with the federal government so that effective November 2, 2009, the province will assume responsibility for the development and delivery of employment and training benefits and support measures for employment insurance (EI) eligible individuals. This agreement is valued at approximately \$133 million annually. We also entered into a new Labour Market Agreement with the federal government, which provides more than \$60 million in additional funding over the 2008-09 to 2013-14 period. This funding will go towards provincial employment and training programs and services for unemployed, non-EI eligible individuals and those workers with low skill levels.

This year, HRLE continued to strengthen the province's labour force by removing barriers to work. This was evident through our ongoing investments in the province's poverty reduction and immigration strategies, the development of a youth retention and attraction strategy, our policy on multiculturalism and the establishment of the Disability Policy Office. In 2009-2010 HRLE will continue to build on these initiatives to ensure Newfoundlanders and Labradorians have the supports they need to find and secure meaningful work, achieve greater self-reliance and contribute to their community.

This 2008-2009 Annual Report was prepared under my direction and I am accountable for the results and variances contained within.

Respectfully Submitted,

A handwritten signature in black ink that reads "Susan Sullivan".

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

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DEPARTMENTAL OVERVIEW



The Department of 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 people 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

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 its external clients:

- 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>

Structure

HRLE consists 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

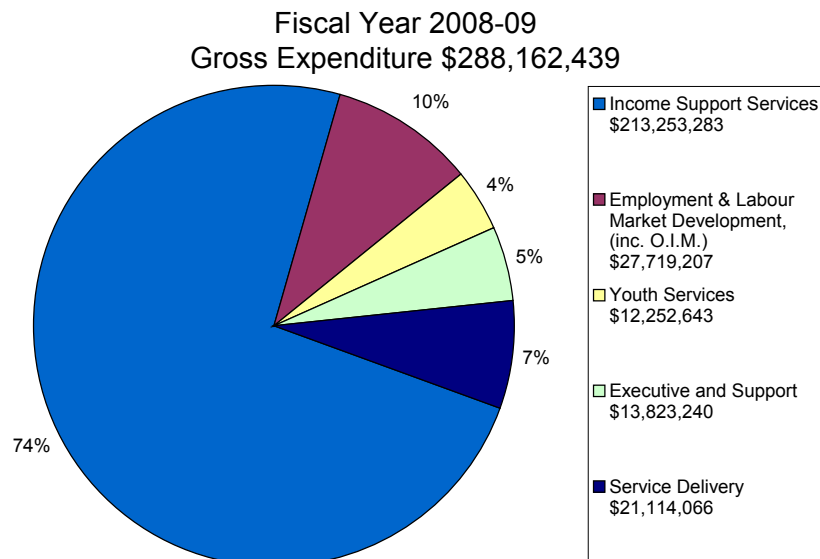
Approximately 625 staff (73% female and 27% male) in twenty-seven locations and at the provincial office provide service in four regions (see map in Appendix B and contact information in Appendix C):

- Avalon
- Central
- Western
- Labrador

Of the 625 staff, approximately 428 deliver regional services and supports; 32% of staff are in the St. John's Census Metropolitan Area (CMA)¹, and 68% are in the remainder of the province.

Expenditures

With gross expenditures of \$288.2 million in 2008-09, HRLE is one of the largest departments of the provincial government. The greatest expenditure in HRLE is in Income Support Services at \$213.3 million, followed by Employment and Labour Market Development - including the Office of Immigration & Multiculturalism (OIM) at \$27.7 million and Service Delivery at \$21.1 million.



A summary of expenditures and related revenue can be found on page 32 of this report.

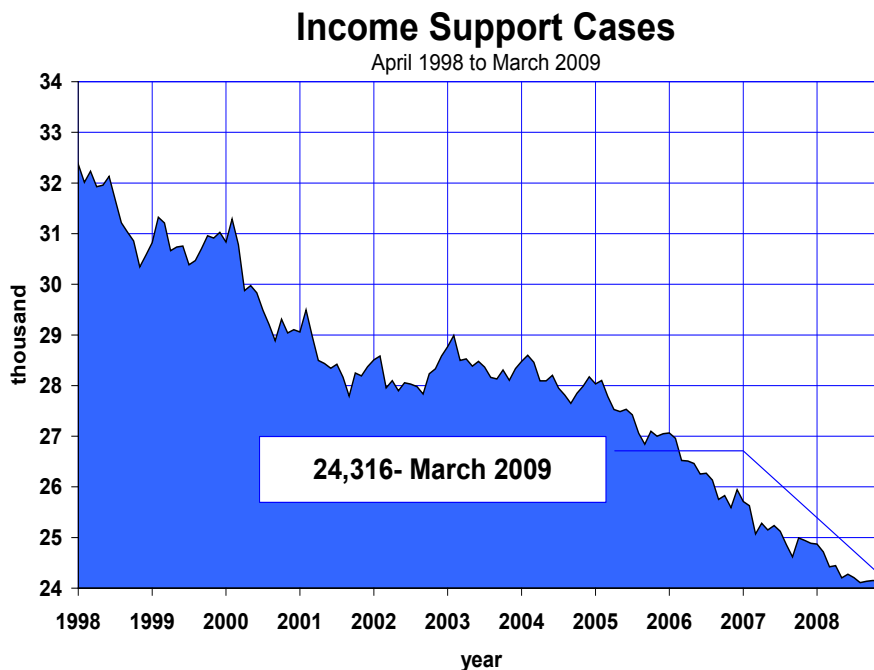
¹ CMA office locations include: Provincial Office at the Confederation Building and Avalon Region offices in St. John's and Mount Pearl.

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Key Statistics

- In 2008-09 HRLE funded approximately 10,000 employment and career interventions (such as wage subsidies and training) and helped approximately 35,000 youth indirectly through grants to youth-serving organizations.
- In support of immigration, from April 1, 2008 to March 31, 2009, the Provincial Nominee Program nominated 111 principal applicants who were accompanied by an additional 118 family members for a total of 229 individuals.
- During the period 2003 to 2008, the proportion of the population receiving Income Support dropped from 9.8% to 7.7%.
- The number of people accessing Income Support benefits is continuing to decline: the average monthly Income Support caseload² in 2008 was 24,517, down 3,937 (13.8%) from 28,454 in 2003.



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 number of individuals. For example, a couple with one child in receipt of Income Support is reported as one case.

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- The caseload continues to be fluid with new people entering and others departing on a monthly basis.
- Sixty-four per cent of the Income Support caseload identified themselves as being employable in 2008, though many have significant barriers and need additional supports to prepare for, find and keep employment.

Refer to Appendix D for further statistical and program information.



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HIGHLIGHTS AND ACCOMPLISHMENTS

Government's strategic directions related to HRLE include Recruitment and Retention of Workers, Labour Market Information, Participation in the Workforce, Poverty Reduction, Youth and Persons with Disabilities. These directions are supported by the work outlined in the highlights and accomplishments that follow.

Labour Market Development

Throughout 2008-09, HRLE continued to strengthen its partnerships with business, labour and community agencies; improve labour market participation; support recruitment and retention; and increase access to labour market information.

In this regard, HRLE:

- Entered into a devolved Labour Market Development Agreement (LMDA) with the federal government. This agreement will transfer responsibility to the province for the development and delivery of employment and training benefits and support measures for Employment Insurance-eligible individuals. The LMDA is valued at approximately \$133 million per year.
- Entered into a new Labour Market Agreement with the federal government. This agreement will provide an additional \$60 million over the 2008-09 to 2013-14 period towards provincial employment and training programs and services for unemployed, non-Employment Insurance eligible individuals and employed workers with low skill levels.
- Led the development of a provincial youth retention and attraction strategy, including an extensive and innovative youth engagement process with over 600 young people from Newfoundland and Labrador.
- Officially opened seven new Career Work Centres broadening public access to employment, training and employment transition supports.

"It's exciting to see the Provincial Government acting on youth out-migration and I am glad to be part of the process. The Youth Advisory Panel is a testament to the concerns of youth about their future in this province. Being a part of it is inspiring and it shows how much youth care about Newfoundland and Labrador."

Youth Advisory Panel Member

Employment and Youth Services

During 2008-09, HRLE continued to take steps to ensure education, skills training and work experience opportunities were increasingly accessible, particularly for youth and marginalized groups such as older workers and people with disabilities.

In this regard, HRLE:

- Expanded the Community Youth Network by opening additional sites in St. Lawrence, Gander, Plum Point and St. Alban's.

“Implementation of poverty reduction strategies in Newfoundland & Labrador and Québec continue to prevent and reduce child and family poverty.”

*- Campaign 2000
2008 Report Card
on Child and
Family Poverty in
Canada
November 2008*

- Increased employment for post secondary graduates under the Graduate Employment Program by providing wage subsidies for up to 220 new graduates, an increase of about 20% from the previous year.
- Implemented Youth Connect, a pilot initiative that provides a combination of financial and intensive counselling supports to help reduce youth reliance on Income Support.
- Completed the first full year of operation of the Career Development Partnership Initiative (CDPI) with the Department of Education. HRLE staff worked with school district offices to enhance and strengthen career development services in the K-12 school system.
- Assisted approximately 2,200 secondary and post secondary students obtain summer employment.
- Implemented the Targeted Initiative for Older Workers providing employment assistance support to 127 participants in 10 projects throughout the province.
- Provided grants to employment corporations to develop community-based job opportunities for 700 adults with developmental disabilities.
- Contracted with the Random North Development Association and its’ Bridging The Gap model to assist displaced and marginalized workers attach to the labour market, while assisting employers with their labour market challenges.

Poverty Reduction and Self-Reliance

2008-09 marks the third year of implementation of *Reducing Poverty: An Action Plan for Newfoundland and Labrador*. To date the provincial government has invested more than \$100 million on an ongoing annual basis in support of an integrated package of initiatives to prevent, reduce and alleviate poverty. Some of the 2008-09 initiatives that are directly related to HRLE’s mandate included:

- Indexing basic family and individual Income Support benefits to keep up with inflation.
- Expanding eligibility for the Cost of Living Allowance for Income Support clients in Coastal Labrador.
- Increasing earnings exemptions and other supports to ensure Income Support clients are financially better off when they go to work. This included higher earnings exemptions for clients with disabilities in recognition of higher costs associated with going to work.
- Allowing a 30-day overlap of Income Support benefits and earnings for clients when first going to work, which assists in the transition from dependency to employment.
- Enhancing health benefits for Income Support clients - such as increases for eye exams, glasses, dentures and special diet allowance.

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- Eliminating the lower rate of rent issued when clients are renting from a relative so that clients will receive the same amount of rental benefit no matter who they are renting from.
- Increasing the High School Incentive Allowance to families in receipt of Income Support benefits whose children turn 18 while attending high school. This allowance has also been expanded to include those single 18-21 year olds receiving Income Support benefits who attend high school and maintain their own home.
- Providing additional funding to the Canadian Tire Jumpstart program which supported more than 3,500 youth in low income families to participate in recreational activities in their communities.

Additional information on the progress of Poverty Reduction Strategy initiatives in other departments and agencies is provided in their annual reports. Some examples of progress in 2008-09 were:

- Through the Department of Health and Community Services, more than 18,400 children were provided with nutritious meals in 183 Kids Eat Smart Clubs.
- Through the Labour Relations Agency, the minimum wage was increased by fifty cents on January 1st, 2009 to \$8.50.
- Through the Department of Labrador and Aboriginal Affairs, increased funding was provided to the Air Foodlift Subsidy program. This program ensures that nutritious, perishable items such as fruit, vegetables and dairy products are available in Labrador's coastal communities during the winter months.
- Through the Newfoundland and Labrador Housing Corporation, additional funding was provided for more than 200 rent supplements to subsidize rent in private units for eligible low income individuals and families.

In October and November 2008, HRLE organized public consultations on the Poverty Reduction Strategy throughout the province. Ministerial committee members and HRLE staff met with over 600 people representing community-based organizations, business and labour and people living in poverty. The input received is being used to further inform the ongoing implementation of the Strategy.

In October 2008, the Poverty Reduction Strategy Division published a new guide, *Government of Newfoundland and Labrador Programs and Services for Individuals and Families*, to support greater access to and awareness of provincial government programs and services. The guide is a convenient and easy way to find information on over 80 programs and services. It provides basic information such as a program's name and purpose, a telephone number, an email

"The good news is that a number of Canadian jurisdictions are stepping up to the plate on poverty reduction. Quebec, Nova Scotia, Newfoundland and New Brunswick are each developing or working on provincial poverty reduction strategies."

*- News Article, Toronto Star, December 2008
By Roy Romanow, (former premier of Saskatchewan and chair of the Canadian Index of Wellbeing Network Board.)*

or related web site address. The guide is available as a print document and web site download, as well as in alternative formats, including audio, large print and Braille versions.

Please visit the following website to see the guide: www.hrle.gov.nl.ca/hrle/poverty/guidebook or call 1-866-883-6600 to receive a copy.



Immigration and Multiculturalism

2008-09 was year two 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.

The Provincial Government launched a Policy on Multiculturalism in June 2008. As a key commitment of the provincial immigration strategy, the new policy is designed to encourage the celebration of all cultures, recognizing that cultural diversity leads to creativity, innovation and economic growth.

Other highlights in 2008-09 included:

- Promoted the province as a desirable destination for immigrants through participation at international promotion and recruitment fairs in France, Belgium, Scotland, England and the Netherlands.
- Introduced two new categories for recruiting newcomers under the Provincial Nominee Program (Family Connections and International Graduate). This will strengthen the ability of the Provincial Government to attract and retain immigrants who are motivated to settle in the province.
- Launched the Provincial Immigration Portal and partnered with nine municipalities to develop municipal immigration portals (check out www.nlimmigration.ca).
- Published the *Employers' Guide to Hiring Immigrants and International Students in Newfoundland and Labrador* to help employers understand what is involved in hiring immigrants and international students.
- Conducted 13 focus group meetings in 10 locations across the province, seeking input and involvement to implement the Multiculturalism Policy.
- Proclaimed the week of March 21-27, 2009, as Multiculturalism Week, which was successfully celebrated by community groups across the province.
- Established the Assistant Deputy Ministers' committee to ensure government policies and programs support the provincial immigration strategy.
- Provided funding for 20 settlement and integration projects through the Office's grants and contribution budget.



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Inclusion of People with Disabilities

The Government of Newfoundland and Labrador is committed to making sure that people with disabilities are included in all aspects of society. HRLE's establishment of the Disability Policy Office in 2008 was the direct result of community direction - an example of how the department values community expertise. The community also gave input about how the office should address barriers systemically in order to achieve real and long lasting change. As a result, the new Disability Policy Office is mandated to work systematically to:

- help all government departments develop policies and programs that include people with disabilities
- promote positive attitudes towards people with disabilities
- raise awareness of disability issues
- engage people with disabilities and their advocates in developing ways to identify and remove barriers

There are many barriers that people with disabilities face when accessing services, programs or opportunities. Barriers exist in buildings, attitudes, and policies. The community has identified key areas where barriers are preventing access including:

- Education
- Employment
- Transportation
- Housing
- Health care
- Support services
- Community activities and events

In collaboration with the community and other stakeholders, plans will be developed to effectively remove and prevent barriers in these areas.



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 2008-09 HRLE responded in partnership with municipalities and other provincial government departments to the following emergencies:

- Town of Gambo flood (July 2008)
- Town of Port Aux Basques water main break (January 2009)



In addition, ESS staff were actively on alert during 10 events that took place over the course of the year including flooding, hurricanes, heavy rainfall, high seas, an ammonia leak and a helicopter crash.

In 2008-09, ESS capacity was increased throughout the province as a result of the realignment of Client Service Manager duties in each region. This has brought greater awareness of ESS as a program, increased opportunities for staff training and enhanced collaboration among government and non-government agencies.

“I went to the Career Work Centre early this spring and didn’t know what I wanted to do or who to go to. I met with HRLE staff that provided me with useful information and made me feel like I was someone and not just a number. Overall, when I was dealing with HRLE staff at the Career Work Centre - it was an excellent service.”

*- Former Abitibi Bowater employee
Grand Falls-
Windsor, NL*

Industry Adjustment Supports for Displaced Workers

HRLE has established single-point-of-entry service sites in designated communities to proactively work with employers and employees of major industries prior to and immediately following business closures to support employment transition for displaced workers. Services include:

- Career planning, assessment and counselling
- Job search assistance, including job search techniques, resume writing and interview skills
- Labour market information, including information about future employment opportunities in growth sectors identified by community partners
- Information on provincially and federally funded programs and services
- Assistance with accessing skills development

In 2008-09 HRLE temporarily redeployed staff from across the department to Grand Falls-Windsor to respond to the needs of 725 workers affected by the closure of the AbitibiBowater mill. A team of staff from across the province provided a full-range of individualized labour market adjustment services including: career counselling; transition supports; job search skills; resume writing; skills assessment and training, and other supports.

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Client Service Delivery

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

- Expanded the Career Work Centre Network to benefit individuals, employers and community groups. Seven new centres were officially opened: St. John's, Carbonear; Grand Falls-Windsor; Clarenville; Placentia; Lewisporte and Gander.
- Expanded the Working Income Supplementation Unit in Marystown which now has responsibility for clients who are working and still receiving some Income Support benefits in all four regions. This has provided greater consistency in the application of policy and easier service access for clients.
- Expanded The Online Mailback System (TOMS), which allows working Income Support clients in all regions to report their earnings on-line.
- Implemented a new management structure across the province with regional managers for each program area, and other client service managers.

"Thank you for the excellent opportunity that you have given my students to visit the Career Work Centre and for the well-planned tours and informative presentations that are now a rewarding and practical part of their overall college learning experience."

*- Anthony Oguntuase,
Instructor,
College of the North
Atlantic – Happy
Valley – Goose Bay,
Labrador*

Research and Evaluation

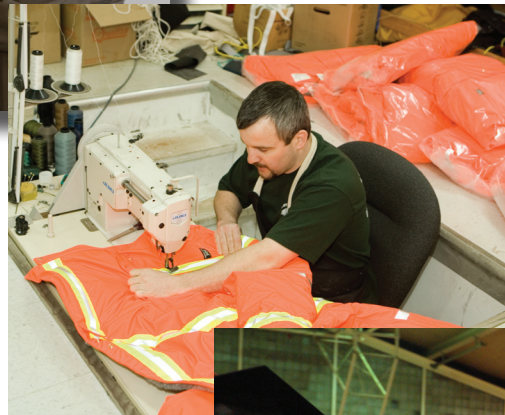
HRLE carries out research and evaluation to determine whether programs and services are accomplishing their objectives. The information gathered supports and guides the development and enhancement of programs and services. Key research, monitoring and evaluation activities in the fiscal year 2008-09 included:

- *Youth Connect* - The Youth Connect pilot started accepting clients in November 2008. The pilot program is intended to assess whether a combination of incentives, intensive counselling and enhanced programming will decrease a young person's need and long-term reliance on Income Support. The pilot has a strong research component, including a built-in mechanism for selecting and surveying a comparison group for the participants.
- *Student Investment and Opportunities Corporation (SIOC) Evaluation* - the evaluation of selected student training programs funded by the SIOC was completed. The evaluation resulted in a number of recommendations such as more promotion of programs, greater remuneration or other compensation to make programs more attractive for participants and the updating of programs to allow for more flexibility. The full report is available at: http://www.hrle.gov.nl.ca/hrle/publications/ceys/SIOC_Evaluation_Report_February_25_2009.pdf

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- *Socio-Economic Impact Analyses* - 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 Schefferville Iron Ore Mine, the Elross Lake Iron Ore Mine and the Labrador-Island Transmission Link. In addition to these projects, HRLE assessed 44 other applications for new or expansion developments throughout the province.
- *Surveys of the Provincial Workforce* - HRLE developed two surveys to gather detailed information about workers throughout the province. This included a survey for workers that live and work in the province, as well as, a survey for workers that live in the province but normally work elsewhere. Survey results will be available in 2009-10.



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Neenu's Story

In April 2008, the Office of Immigration and Multiculturalism (OIM) launched a new category under the Provincial Nominee Program called the Family Connections category. This category allows immigrant families living in Newfoundland and Labrador to sponsor their overseas family members who wish to relocate and work in the province.

Upon hearing about this new category, the Mathew family of St. John's moved quickly to sponsor Neenu, Mrs. Mathew's niece, as she had recently graduated with a Bachelor of Nursing degree from Manipal University in India. To ensure that she would be able to work as a nurse, Neenu contacted the Association of Registered Nurses of Newfoundland and Labrador (ARNNL) to start the credential recognition process.

Neenu was nominated by the province in November 2008 and applied for permanent residence to Canada as a nominee of the province shortly thereafter. In early April 2009, Neenu's application was approved by Citizenship and Immigration Canada and Neenu arrived in the province on May 21, 2009 as a permanent resident. Her application was processed by the Canadian High Commission in New Delhi in four months - a process that could have taken up to five years without provincial sponsorship.

Since her arrival, Neenu has been offered a full-time position as a Registered Nurse in the Orthopedic Surgery unit at the St. Clare's Mercy Hospital. Neenu intends to settle in Newfoundland and Labrador and looks forward to helping to address the nursing shortage in the province. In her own words...

"This program gave me a fast, simple and straightforward way to come to Newfoundland and Labrador and begin to build a future here. There are so many wonderful things about this place like the beautiful scenery and interesting culture, but most importantly the warm and friendly people who welcomed me here."

*Neenu Joseph Thomas
(Newcomer from India - second from left)*



REPORT ON PERFORMANCE

In consideration of Government's strategic directions and the mandate and financial resources of HRLE, three strategic issues have been identified as the key priorities of HRLE's 2008-09 to 2010-11 strategic plan. The goals identified for each issue reflect the results expected in the three-year time frame, while the objectives provide an annual focus. The 2008-09 annual report provides an evaluation of how HRLE met its strategic objectives for this year and identifies the objectives, measures and indicators for 2009-10.

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 needed 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. In 2008-09 HRLE began developing new services aimed at increasing the recruitment and retention of workers such as the youth retention and attraction strategy and an international registry of workers. HRLE also enhanced existing services such as the Provincial Nominee Program to attract skilled immigrants. These efforts address HRLE's strategic direction to increase access to the labour supply. This is achieved through initiatives that support youth attraction and retention; immigration; labour market partnerships; or human resources development and work place supports.

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 1: By 2009 the department will have initiated the development of new services and enhanced existing services.

Measures:

- initiated development of new services
- enhanced existing services and supports

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2008-09 Indicators	2008-09 Actual Results
Commenced development of international registry of Newfoundlanders and Labradorians	<p>Development and initial testing of the international registry was completed by the end of 2008/09.</p> <p>The registry will be a job bank with province-specific information that will help Newfoundlanders and Labradorians, expatriates and others throughout Canada and the world better connect to local job opportunities. It will also enable employers to more quickly access the employees they need.</p>
Commenced development of youth retention and attraction strategy	<p>HRLE commenced development of the strategy in June 2008. Thirteen (13) youth dialogue sessions were held across the province and in Ontario and Alberta during September and October 2008 culminating in a provincial youth summit held on November 14-15, 2008. Over 600 youth were consulted during the dialogue sessions and youth summit. HRLE also sought input from stakeholders and the general public to support the Strategy development. This included an online survey that over 850 individuals responded to; consultations with 13 stakeholder groups and 22 written submissions from business, labour, education, youth and community agencies.</p> <p>The Youth Retention and Attraction Strategy is intended to help address net-youth out-migration and to position Newfoundland and Labrador as a province of choice, for young people to live and work.</p>
Commenced development of marketing campaign to assist in the attraction and retention of workers	Throughout January, February and March of 2009, HRLE worked with a local marketing firm and an inter-sectoral committee, including representatives of various government departments and business and labour, to develop the marketing plan for a provincial awareness campaign to promote the benefits of working and living in Newfoundland and Labrador.
Increased the number of individuals nominated under Provincial Nominee Program (PNP)	<p>In 2008-09 HRLE succeeded in increasing the number of people nominated under the PNP from 124 in 2007-08 to 255 in 2008-09, a 106% increase.</p> <p>The PNP is designed to recruit 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>
Established two new categories for Provincial Nominee Program	<p>Two new categories - Family Connections and International Graduates were created this year.</p> <p>The Family Connections category helps established immigrants sponsor relatives who are eager to make a contribution to Newfoundland and Labrador's economy, society and their new community. The first arrival under this new category is profiled on page 14 of this report.</p> <p>The International Graduates category enables international students who have recently graduated from a recognized Newfoundland and Labrador post-secondary educational institution to be considered for nomination for permanent residence in Canada. Under an agreement with the Government of Canada, individuals nominated under the Provincial Nominee Program are given priority processing through the federal immigration system.</p>

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2008-09 Indicators	2008-09 Actual Results
Increased the number of career work centres from 8 to 14	<p>The expansion of the Career Work Centre network began with the official opening of the first centre at Regatta Plaza in St. John's, in 2006. In 2008, centres were opened in Carbonear, Grand Falls-Windsor, Gander, Clarenville, Placentia, and Lewisporte. In 2009, a centre was officially opened at Duckworth Street in St. John's. Centres were also operational in Happy Valley-Goose Bay, Springdale and Stephenville but were awaiting formal openings – for a total operating network of 11 centres.</p> <p>Although it was the intention to have a total of 14 centres operating by year end, operational challenges associated with securing suitable accommodations and completing renovations impeded the opening of the three remaining centres. The sites at Marystown, St. Anthony and Corner Brook are now anticipated to be operational later in fiscal year 2009-10.</p> <p>Each Career Work Centre is a community-based resource designed to enhance the employment prospects of Newfoundlanders and Labradorians. Services available through the centres include job searching, resume writing, and career planning, as well as supports for entrepreneurs and workshops on labour market trends.</p>

Discussion of Results

In 2008-09 HRLE successfully positioned itself to implement bold new initiatives in the next fiscal year. The Youth Retention and Attraction Strategy and the International Registry will help strengthen our labour market. Although the full expansion of the Career Work Centre network was delayed, it remains a top priority of HRLE to extend this community-based employment resource throughout the province.

LOOKING FORWARD

Next year the objective, measures and indicators for Strategic Issue 1 are as follows:

2009-2010 Objective

By 2010 the department will have continued to develop new services and enhance existing services

Measures:

- Continued development of new services
- Enhanced existing services

Indicators of Success:

Continued development of new services

1. Launched the international registry to match workers with employers.
2. Released a youth retention and attraction strategy to encourage our youth to stay or return to the province.

Enhanced existing services

3. Increased the number of individuals nominated under the Provincial Nominee Program by 10% compared with 2008-09.
4. Opened six new Career Work Centres to broaden access to employment, training and transition supports.

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 and to meet 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 citizen is afforded the opportunity to find and secure meaningful work, achieve greater self-reliance and contribute to their community. In 2008-09, HRLE provided that opportunity by expanding existing supports to older workers, youth and single parents in partnership with community agencies throughout the province. These efforts address HRLE's strategic directions to improve access to employment for marginalized workers and enhance self-reliance through the prevention, reduction and alleviation of poverty.

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 1: By 2009, the department will have enhanced employment, career and workplace services.

Measure:

- Enhanced employment, career and workplace services

2008-09 Indicators	2008-09 Actual Results
Expanded the Employment Transitions model	<p>In 2008-09 the Employment Transitions model was expanded from Corner Brook to Grand Falls-Windsor. Curriculum was developed and positions staffed. However, operational challenges required that the start up of the program be deferred until the fall of 2009. Client intake will now begin during the summer in preparation for program launch in September.</p> <p>The Employment Transitions model enables groups of approximately 15 single parents to participate in a 12-week course. They receive sessions on career planning, job readiness, job maintenance, and life skills, and individualized counselling support. Participants also receive an earned income supplement.</p>

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2008-09 Indicators	2008-09 Actual Results
<p>Expanded the Community Youth Network (CYN) from 24 to 28 sites</p>	<p>During 2008-09 the network was expanded to 28 sites with the addition of four new sites in St. Lawrence, Gander, Plum Point and St. Albans. In addition, a co-ordinator was hired to develop a regional CYN strategy for a future site in the Clarenville area.</p> <p>The Community Youth Network was created to provide services for youth 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>
<p>Implemented Youth Connect pilot initiative</p>	<p>In 2008-09 the Youth Connect pilot was implemented in St. John's, Carbonear and Corner Brook.</p> <p>This initiative is intended to assess whether a combination of incentives, intensive counselling and enhanced programming may reduce the use of Income Support by youth.</p>
<p>Implemented Targeted Initiative for Older Workers (TIOW)</p>	<p>A total of 127 participants were involved in the 10 Targeted Initiative for Older Workers (TIOW) projects approved throughout the province in 2008-09. The TIOW program was scheduled to conclude on March 31, 2009, but additional financial contributions from the provincial and federal governments will extend the program for three more years.</p> <p>The TIOW is a cost-shared initiative designed to provide support to unemployed workers aged 55-64 who live in communities affected by significant downsizing or closures. All TIOW projects provide employment assistance activities such as employment counselling, assistance with resume writing and interview techniques. In addition, all projects must consist of at least two other employability improvement activities that may include basic or specific skills upgrading, opportunities for new work experiences created by wage subsidies that are provided to employers, or community based work experiences.</p>
<p>Expanded training services and supported employment programs for persons with disabilities</p>	<p>In 2008-09, HRLE increased funding for the Training Services Program to address increased demand for post-secondary training and for the Supported Employment Program to address increased demand for Job Trainers.</p> <p>In 2008-09, the Training Services Program provided supports for 230 people with disabilities to attend post-secondary studies. This represents a 10% increase over 2007-08.</p> <p>The Supported Employment Program provided grants to employment corporations to develop community-based employment opportunities for adults with developmental disabilities.</p> <p>In 2008-09, HRLE funded 484 clients who required Job Trainer support, a slight decline of 4% from 2007-08. This decrease resulted from a change in the level of support required by some clients, the increasing number of work hours available for others and challenges recruiting and retaining job trainers.</p>

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2008-09 Indicators	2008-09 Actual Results
Expanded incentives to make work pay	<p>In recognition of extra expenses and supports required by HRLE clients, the Enhanced Earnings Exemption was increased from 10 per cent to 20 per cent. This exemption, in addition to the base exemption, is meant: to recognize the incidental expenses related to work; to provide an incentive for clients to seek and maintain employment and to allow clients to retain more of their earned income. In addition, for those clients requiring supportive services, the base earnings exemption rate for individuals was increased from \$95 per month to \$150 and from \$190 per month to \$250 for families.</p>
Negotiated a new federal-provincial labour market agreement	<p>HRLE led the negotiation of a new Labour Market Agreement (LMA) that the province entered into with the federal government on September 5, 2008. The new LMA represents approximately \$46M of new investments over six years to expand the province's suite of employment and training programs. An additional \$14.4M in the LMA (via the Strategic Training and Transition Fund) has also been provided for 2009-10 and 2010-11.</p> <p>The LMA is intended to help address current gaps in services for unemployed and non - Employment Insurance (EI) eligible individuals. This includes people with disabilities, youth, women, Aboriginal people, older workers, immigrants, and other individuals entering and re-entering the work force. The LMA will also assist the province in delivering services for employed workers with low skill levels. Throughout the winter of 2008-09, HRLE worked under the direction of an interdepartmental Deputy Ministers' Committee to identify and develop the suite of programs to be offered under the LMA. Implementation of these programs will commence in summer 2009.</p>

Discussion of Results

During 2008-09 HRLE made strides in meeting its' objective to enhance the services it provides to clients so they are more able to participate in the job market. Although program expansion of the Employment Transitions model was not fully realized this year, the enhancement of this program remains a top priority as HRLE seeks to make its' employment and workplace supports more responsive. The aim is to give citizens the tools they need to find meaningful work.

LOOKING FORWARD

Next year the objective, measures and indicators for Strategic Issue 2 are as follows:

2009-2010 Objective

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

Measures:

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

Indicators of Success:

Initiated implementation of new employment, career and workplace services

Non EI Eligible Clients

1. Implemented the Canada-Newfoundland and Labrador Market Agreement including employment and training supports for non-EI eligible unemployed workers, low skilled employed workers and individuals impacted by the economic downturn.

EI Eligible Clients

2. 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.

Youth

3. Commenced development of a youth web portal to government programs and services.

Enhanced existing services

4. Opened three new Community Youth Network sites (Baie Verte Peninsula, Bay of Islands and the Isles of Notre Dame areas).
5. Expanded to Labrador, Employment Transitions for single parents.
6. Expanded immigrant settlement and integration services into all HRLE regions of the province.

Strategic Issue 3: Labour Market Information

Critical gaps in labour market information continue in this province, particularly at the regional level. There is a lack of reliable and detailed information about the current and future labour force and changing employer needs. An equally significant gap exists among labour market decision makers' use of existing labour market information, oftentimes because the available information is not provided in a manner that is relevant to their needs or is not easily accessible. 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. In 2008-09 HRLE developed and disseminated labour market information through the expanding network of Career Work Centres and provided data on job vacancies in the province. These efforts address HRLE's strategic direction to allow for better informed career, training and human resources choices.

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

Objective 1: By 2009 the department will have developed, implemented and expanded information products, tools and services to enhance the quality of labour market information.

Measure:

- Developed, implemented and expanded information products, tools and services

2008-09 Indicators	2008-09 Actual Results
Established new regional career information resource officer positions.	<p>New Regional Career Information Resource Officer (RCIRO) positions were approved for five locations: St. Anthony; Marystown; Lewisporte; Springdale and Placentia. However, operational challenges in securing suitable accommodations associated with Career Work Centres have delayed final staffing of the positions. HRLE is actively recruiting for these positions and it is anticipated that most positions will be filled by summer 2009.</p> <p>These officers provide support primarily to employers in a variety of areas such as recruitment and retention of employees, job ad development and resource referral while providing a leadership role of supporting staff in delivering services to clients on a broad basis.</p>

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2008-09 Indicators	2008-09 Actual Results
<p>Implemented promotional activities to increase awareness about labour market information products and services.</p>	<p>HRLE undertook a number of promotional activities to increase labour market information and services in 2008-09 such as:</p> <ul style="list-style-type: none"> • Revamped the LMIworks website, which had 65,000 visitors, and expanded Career Work Centres, which saw 12,000 visitors. • Promoted electronic and telephone services, which received 800 enquires. • Produced and disseminated a new LMI brochure “Click, Call, Come in” and suite of promotional products for HRLE Career Work Centres and offices in which 78,700 clients made contact.
<p>Released results on job vacancies.</p>	<p>Results on job vacancies were made available upon request and regularly presented to stakeholders and partners, including industry associations and the Labour Market Sub-Committee of the Strategic Partnership Initiative (business/labour/government).</p> <p>Job vacancy data is collected on an ongoing basis and quarterly results are made available upon request that report upon the number of job advertisements in the province by region, occupation and industry.</p>
<p>Developed a provincial labour market survey.</p>	<p>A provincial labour market survey was developed in February 2009. Survey implementation will commence in April 2009.</p> <p>The survey results will help address critical information gaps about the province’s workforce, including more detailed information such as the types of jobs people work in, their wages and years of experience, older workers’ plans for retirement and workers who travel outside of the province to work.</p>

Discussion of Results

In 2008-09 HRLE enhanced the quality of labour market information by developing and disseminating new or expanded products and services to individuals and employers throughout the province. By making quality information more available to our clients, HRLE is providing the tools needed to compete in the labour market.

LOOKING FORWARD

Next year the objective, measures and indicators for Strategic Issue 3 are as follows:

2009-2010 Objective

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

Indicators of Success:

Initiated implementation of new employment, career and workplace services

1. Released results of a provincial labour market survey.
2. Released results of a mobile workers survey.
3. Released a labour market demand forecast.
4. Conducted a feasibility study on financial incentives for retaining and attracting workers.
5. Developed a human resources tool kit for employers.
6. Completed the hiring of new regional career resource information officers that provide supports to employers and other clients through Career Work Centres.

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SHARED COMMITMENTS

Government's strategic directions related to HRLE include Recruitment and Retention of Workers, Labour Market Information, Participation in the Workforce, Poverty Reduction, Youth and Persons with Disabilities. These directions are supported by the work undertaken through the partnerships outlined below:

- 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 E). HRLE also 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 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 the 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.
- The Newfoundland and Labrador Poverty Reduction Strategy is a government-led, collaborative effort involving 13 departments and agencies focused on reducing, preventing and alleviating poverty in the province. The strategy works closely in partnership with the broader community. Input from stakeholders such as people living in or vulnerable to poverty, community-based groups, business and labour has been important to the development and implementation of the strategy. HRLE supports community dialogue through a variety of means such as biennial consultations, the annual pre-budget consultation process and by working directly with provincial groups.
- 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.



- 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 province's immigration strategy is 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.
- The Disability Policy Office is a focal point within the Government of Newfoundland and Labrador to ensure that policy and program development across government departments and agencies are inclusive of people with disabilities. Partnerships with community, business and public sectors are built through shared goals of increased accessibility and inclusion in all aspects of society.
- 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.

UPCOMING OPPORTUNITIES AND CHALLENGES

In HRLE's Strategic Plan for the 2008-09 to 2010-11 fiscal years, several challenges were identified including a declining supply of workers to meet labour force demands. This challenge is further compounded by a rapidly aging workforce and an increased demand for skilled workers. In response, HRLE identified issues that need to be addressed to maximize opportunities for continued economic and social development. Part of the solution for addressing these issues involves helping people, especially disadvantaged groups such as youth, people with disabilities, and the underemployed. By providing a spectrum of services we are helping individuals take advantage of opportunities that allow them to better participate in society.

In the first year of our new three-year strategic plan, HRLE succeeded in achieving its' objectives to enhance some of the services we offer to support labour force participation, recruitment and retention of workers and enhance the quality of labour market information.

Challenges and opportunities for HRLE in 2009-10 will include:

1. Supporting recruitment and retention of workers through the implementation of:
 - A Youth Retention and Attraction Strategy to position Newfoundland and Labrador as a province of choice and 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.
 - A human resources tool kit for employers.
2. Analyzing and releasing results of provincial labour surveys to increase access to information about the local and mobile labour force and demand forecasts.
3. Developing a more responsive and integrated labour market service delivery system by:
 - Working with provincial partners to initiate an extensive review of labour market programs;
 - Working with federal and provincial partners to implement a devolved Canada-NL Labour Market Development Agreement and a new Labour Market Agreement.

“The experience of being a facilitator has been enriching and humbling. To listen to young people around the province express their passion and concern has made a long lasting impression on my life and I will never forget what I have learned. This experience will assist me in the growth of my career and it opens a door to the prosperous future this province will soon embrace.”

Youth Facilitator - youth engagement process, Youth Attraction and Retention Strategy



4. Continuing to implement the Poverty Reduction Strategy by:
 - Reviewing Income Support benefits and benefit structures and supports for clients with complex needs.
 - Working with partners to improve access to early childhood development
 - » Strengthening and expanding the Family Resource Centres.
 - » Improving access to early intervention services for preschool children at risk of, or who have, a developmental delay or disability.
 - » Increasing the daily rate for the child care subsidy.
 - Removing financial disincentives and barriers that make it difficult for people to work by:
 - » Changing the rent geared to income sliding scale to a flat rate of 25% of income for tenants of social housing.
 - » Increasing the Low Income Tax Reduction threshold to benefit more individuals and families.
 - Enhancing integrated supports for those most vulnerable to poverty by:
 - » Establishing a Supportive Living Community Partnership Program to support community-based initiatives that enable individuals with complex needs overcome homelessness.
 - Building social infrastructure and capacity at the community level targeted at social housing and support for youth at risk of poverty by:
 - » Enhancing and expanding the Community Youth Network.
 - » Increasing funding to the eight existing Community Centres operating in Newfoundland & Labrador Housing Unit neighbourhoods.
 - » Implementing a provincial homelessness fund.
5. Enhancing the delivery of career and employment services by:
 - Continuing to implement the Youth Connect pilot including the completion of a formative evaluation on the initiative.
 - Evaluating the Linkages program that provides unemployed youth with 26 weeks of career-related paid employment.



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- Implementing Employment Transitions in Grand Falls-Windsor and Labrador to support single parents, in receipt of Income Support benefits, transition to work.
 - Coordinating the development and strengthening of employment readiness supports for women who have experienced family violence.
 - Continuing to strengthen and support career development in the K-12 school system through the Career Development Partnership Initiative.
6. Continuing to implement the province's immigration strategy by:
- Promoting and enhancing the Provincial Nominee Program (PNP), including revision of the Entrepreneur category.
 - Developing a new Provincial Nominee Program website that will promote the PNP and link to the provincial immigration portal.
 - 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.
 - Partnering with other provincial departments to support the implementation of the provincial policy on multiculturalism.
7. Taking a lead role in enhancing the inclusion of people with disabilities in all aspects of society by:
- Consulting and partnering with the community of people with disabilities and other stakeholders from the public, private and non-profit sectors.
 - Leading the development of recommendations and strategies to address barriers so that people with disabilities can take full advantage of opportunities within the province.
 - Establishing a new Provincial Advisory Council to advise the Minister Responsible for the Status of Persons with Disabilities on social, political, civic, legal, cultural, technological and economic matters relating to people with disabilities.
 - Establishing a Ministers' Committee, a Deputy Ministers' Committee and an Interdepartmental Working Group to work together in addressing barriers across all departments and agencies of government.

Jennifer's Story



As the Grand Falls-Windsor Independent Living Intern, I developed a series of community partnerships to host an Information Fair promoting Disability Awareness in the Central Region - the first time such an event has ever taken place in our area.

The all-day Information Fair was hosted at the Grand Falls-Windsor Campus of the College of the North Atlantic with sponsorship from the Independent Living Resource Centre and the Provincial Department of Human Resources, Labour and Employment.

Organizing the fair was hard work but very rewarding. I learned many useful things that I can use in the future. I learned how to use PowerPoint to make a presentation and how to create a brochure which was printed and used in the fair. My skills in networking, media relations, communication and independence have increased substantially. My self esteem has been enhanced so much that I don't feel intimidated when talking to groups of people anymore. The thing I learned the most about myself is that I can do anything that I focus my attention on; it doesn't matter what your disability is.

I organized this fair hoping that consumers would become aware of more options and make an informed choice for themselves. I believe that the fair was a huge success. Eighty (80) to 100 people participated and learned a lot about what they need to overcome obstacles and live more independently.

*Jennifer Roberts, IL Intern
Grand Falls-Windsor*

(The Independent Living Resource Centre's Internship Program provides an opportunity for people with disabilities to be involved in their communities and to increase awareness and skills of independent living. The program provides employment opportunities for individuals and supports them in overcoming barriers, developing career-related knowledge, weighing out risks and gaining employment skills.)

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FINANCIAL STATEMENTS

Summary of Expenditure and Related Revenue for the Year Ended March 31, 2009 (unaudited)				
		Actual Expenditure \$	Amended Budget \$	Original Budget \$
Executive and Support				
1.1.01	Minister's Office	338,198	352,500	332,000
1.2.01	Executive Support	904,983	924,400	680,300
1.2.02	Administrative Support Less Revenue	5,431,480 (239,900)	5,788,600 (20,000)	5,824,400 (20,000)
1.2.03	Program Development & Planning Less Revenue	7,148,579 (385,000)	7,645,000 (345,000)	6,921,500 (345,000)
Service Delivery				
2.1.01	Client Services Less Revenue	21,114,066 (447,813)	22,267,600 -	21,109,600 -
Income Support Services				
3.1.01	Income Assistance Less Revenue	212,196,503 (5,266,316)	214,332,900 (6,600,000)	214,285,900 (6,600,000)
3.1.02	National Child Benefit Reinvestment	600,000	600,000	600,000
3.1.03	Mother/Baby Nutrition Supplement	456,780	538,700	535,000
Employment and Labour Market Development				
4.1.01	Employment Development Programs	10,802,223	11,113,000	11,113,000
4.1.02	Labour Market Development Agreement Projects Less Revenue	1,459,773 (3,322,252)	9,469,000 (9,469,000)	9,469,000 (9,469,000)
4.1.03	Labour Market Agreement Less Revenue		2,600,000 (2,600,000)	2,600,000 (2,600,000)
4.1.04	Labour Market Adjustment Programs Less Revenue	1,737,323 (1,167,372)	1,791,200 (1,454,700)	1,791,200 (1,454,700)
4.1.05	Employment Assistance Program for Persons with Disabilities Less Revenue	11,630,148 (2,761,068)	11,918,600 (2,703,100)	11,918,600 (2,703,100)
4.1.06	PAN Canadian Innovations Initiative Less Revenue	412,769 (464,527)	1,856,000 (1,856,000)	1,856,000 (1,856,000)
Youth and Student Services				
5.1.01	Youth and Student Services Less Revenue	12,252,643 (2,766,271)	12,733,500 (2,750,000)	12,721,200 (2,750,000)
Office of Immigration & Multiculturalism				
6.1.01	Office of Immigration & Multiculturalism Less Revenue	1,676,971 (221,955)	1,935,300 (255,000)	1,997,000 (255,000)
TOTAL		\$271,119,965	\$277,813,500	\$275,701,900

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, 2009. 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

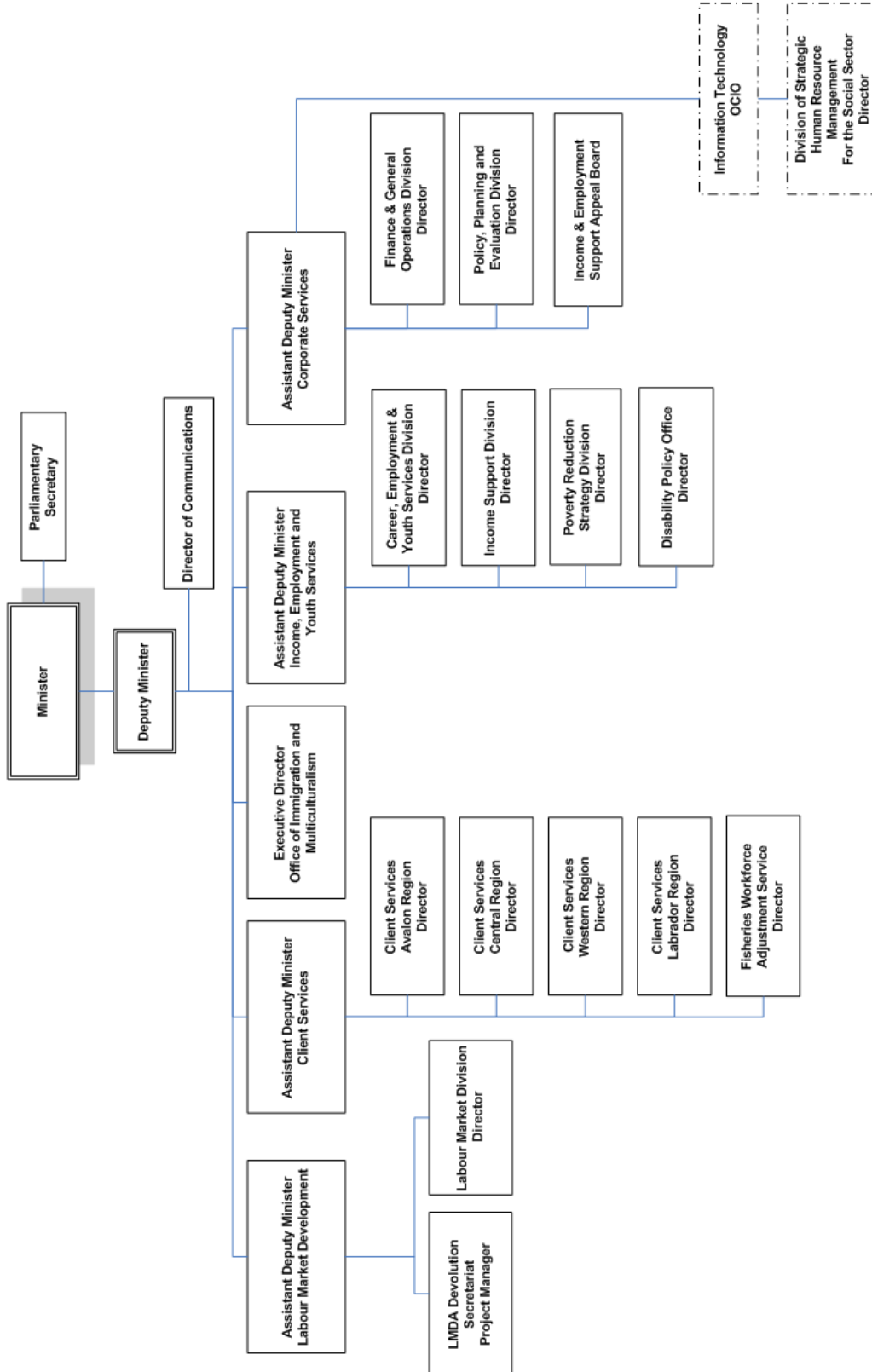
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APPENDIX A

Department of Human Resources, Labour and Employment



APPENDIX B

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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:

1-888-417-4753

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

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 www.gov.nl.ca/hrle

APPENDIX D

Program Information and Statistics

Labour Market Conditions and Trends

Overall, labour market conditions in Newfoundland and Labrador improved during the calendar year, 2008. Employment reached a record high of 220,300, an increase of 1.5% over 2007 when employment stood at 217,100. The participation rate (59.5%) and the employment rate (51.7%) were also at or near record highs in 2008 and the provincial unemployment rate dropped to 13.2%, the lowest rate recorded in over 25 years.

For most of 2008, employment conditions in the province were very “tight” – that is, new job opportunities were growing faster than the available workforce. HRLE recorded over 26,000 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 in the latter part of 2008 due to the global economic downturn. Between October 2008 and December 2008, the number of unemployed people in Canada increased by 10.9% (or 112,600 individuals). Comparatively, the increase in the number of unemployed people in the province during this period was much lower, (8% or 2,500 individuals) largely due to strong provincial economic performance in the last five years. However, the province is not immune to the impacts of the current recession and further employment declines are anticipated in 2009, particularly in the primary, resource-based sectors such as forestry, fishing and mining.

Across industries, employment growth in Newfoundland and Labrador between 2007 and 2008 was reported for: Construction (+3,200); Other Services (+2,300); Public Administration (+2,100); Health Care and Social Assistance (+1,000); Forestry, Fishing, Mining, Oil and Gas, Excluding Primary Fishing (+600); Transportation and Warehousing (+400); Professional, Scientific and Technical Services (+300) and Finance, Insurance, Real Estate and Leasing (+200).

Decreases were observed in: Utilities (-100); Fish Processing (-300); Agriculture (-400); Business, Building and Other Support Services (-400); Educational Services (-500); Primary Fishing (-900); Trade (-1,200); Manufacturing, Excluding Fish Processing (-1,500) and Accommodation and Food Services (-1,600).

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The largest employment gains between 2007 and 2008 were observed in the Avalon Peninsula Region (+4,900) followed by the Notre Dame-Central Bonavista Bay Region (+900) and the South Coast-Burin Peninsula Region (+700). Between 2007 and 2008, employment declined in the West Coast-Northern Peninsula-Labrador Region (-3,200).

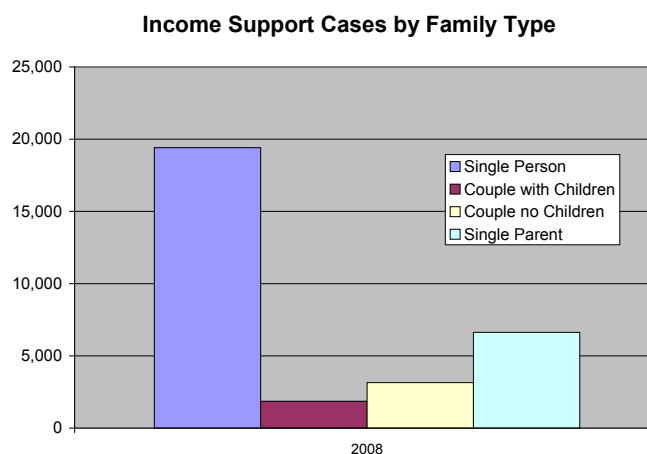
Employment is expected to decrease by 1.0% to average 218,100 in 2009 and the unemployment rate is forecast to increase to 14.2%. Despite current conditions, the provincial outlook is very positive over the medium-long term.

Furthermore, the signing of the Hebron agreement in 2008 was a major milestone for the province and, combined with active planning to move forward with the Vale-Inco Hydromet plant and other major project developments, will provide a solid foundation for continued economic and employment growth over the next decade. Significant job opportunities will also arise as a result of an increasing number of retirees in the province.

Income Support

Caseload Size and Family Status

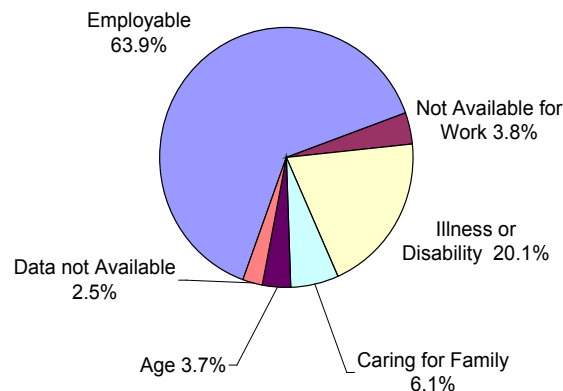
In 2008 the total annual Income Support caseload consisted of approximately 31,300 cases and the average monthly caseload was 24,517. The large difference in size between the monthly and annual caseloads is due to the continuous coming and going of different people from month to month. In 2008, on average each month, approximately 980 cases left the Income Support Program and 910 entered the program. There was an annual reduction of 1,500 cases.



During the last six years (2003 to 2008 inclusive):

- The proportion of the population on Income Support dropped from 9.8% to 7.7%.
- The number of couples with children receiving Income Support benefits continued to decline, from 4,280 to 1,860, a 57% drop.
- The number of single people receiving Income Support decreased very slightly, from 19,730 to 19,410 and accounted for 62.5% of the Income Support caseload, up from 54% in 2003.

Proportion of Income Support Cases by Employment Status of Head, 2008



Reason For Assistance

Clients required Income Support because they were unemployed, underemployed or did not earn enough income to meet daily living expenses. In 2008 sixty-four 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.

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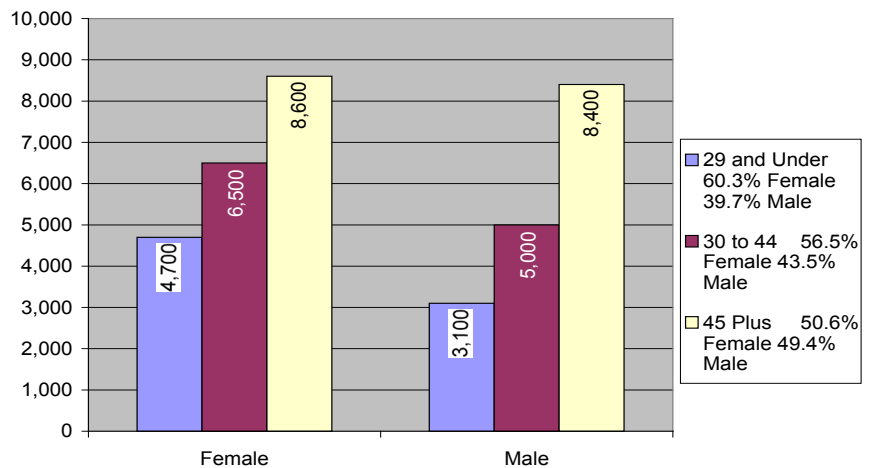
Gender

In 2008 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 percent were female; the percentage drops to about 51% for those aged 50 to 59 and to 43% for those aged 60 to 64.

Age

Individuals receiving Income Support benefits are getting older. In 2008 seventy-eight 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 2008, youth represented less than one-quarter of the Income Support caseload but 48% of all new entrants to the program. Seventy per cent of new youth entrants in 2008 were single, up from 64% in 2003; 20% were single parents, down from 21% in 2003.

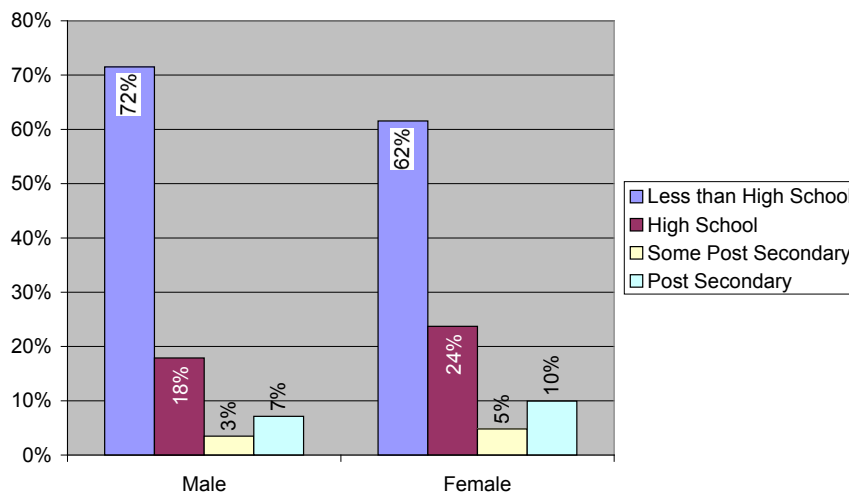
Age of Adult Clients by Gender - 2008



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.

Education Level by Gender - 2008



In 2008:

- 37% 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% in 2003.

Regional Distribution

About 51% of people receiving Income Support benefits live in the Avalon Region, up from 48% in 2003. Twenty-six per cent of clients live in the Central Region, 19.5% live in the Western Region and 3.5% 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, people with disabilities and people receiving, or at risk of receiving, Income Support benefits.

Community Employment Initiatives

Funding was provided to community agencies throughout Newfoundland and Labrador to support the provision of career and employment counselling and other interventions to approximately 2,600 clients of HRLE in 2008-09. A list of these agencies is included in Appendix E.

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 2008-09 approximately 1,250 participants were provided with employment supports, with a total allocation of approximately \$650,000.

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 2008-09 program expenditures were \$1,312,000 with 196 participants. Of those participating, 90% 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 2008-09 program expenditures were \$1,273,800 with 307 participants. Of those participating, 80% 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.

Three hundred and fifty-five clients participated (58% youth; 64% female and 36% male) in the ABE program in 2008-09. Successful completion of ABE allows many clients to pursue their education, career and employment goals.

Business Development Funding

Funding is available to develop community employment development projects to assist marginalized or displaced workers to participate in the labour market. Projects involve expanding existing community-based programs to fill gaps in the delivery of employment services, increasing client workplace and essential skills, designing programs to meet the demand side of the skilled labour shortage, and establishing links between social and economic development.

In 2008-2009 HRLE contracted with Random North Development Association to develop effective business development programming to meet the needs of employers and marginalized and displaced workers.

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 2008-09:

- 1,692 clients accessed LMDA programs
 - 65% received counselling
 - 18% participated in skills development
 - 13% found employment
 - 4% 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. Funding under the LMAPD was spent in three areas:

- The Training Services Program provides supports for persons with disabilities to attend post-secondary studies: 230 participants; \$2,762,800 annual budget.
- The Supported Employment Program provides funding to employment corporations to develop community-based opportunities on behalf of adults with developmental disabilities: 484 clients obtained employment with the support of Job Trainers; \$5,790,000 annual budget.

- The Grants to Community Partners Program provided grants totaling \$3,175,700 to community based agencies to provide employment services and supports to persons with disabilities. A list of these agencies is included in Appendix E.

Youth Services

Youth Services includes programs and other development grants for youth initiatives. A focal point for these activities is 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.

Significant effort is aimed at assisting post-secondary students gain work experience and employment to help offset the cost of their education. In 2008-09 there was direct expenditure of \$11,933,100 on youth and student programs which included \$2,955,500 for the Community Youth Network sites in the province.

Funding was provided for wage subsidies to encourage student employment through cooperative education, work-term placements, graduate employment and student summer employment throughout the province. Other programs provided vouchers to participants that can be used towards education-related costs of attending post-secondary institutions. Overall, these programs supported more than 2,400 youth and students with employment. Some examples:

- Graduate Employment Program (220 recent graduates participated for a cost of \$1,681,800)
- Student Employment Program Level I, II, III (596 students participated for a cost of \$1,635,900)
- Student Work and Services Program – (991 students participated for a cost of \$1,425,000)

Additionally, 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 Waypoint's "Youth Employment Skills Program" that is funded collaboratively with Service Canada and provides career related training and employment for youth over a twelve month period.

Another example is the “Youth at Promise Challenge Program”. This program is run jointly by Choices for Youth and the St. John’s Community Youth Network which focusses on improving youth literacy skills so they can qualify for entry into other employment and education programming.

Other Grants to Youth Organizations

In 2008-09 HRLE provided \$763,000 in grant 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 groups, in turn, provided approximately 28,000 youth with knowledge and skills in the areas of leadership, social and personal development and career exploration while being supported by over 4,500 adult volunteers.

Community Youth Network

The Community Youth Network (CYN) 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 2008-09 HRLE provided funding of approximately \$2,955,500 to support more than 14,000 youth in 28 locations throughout the province. The CYN is supported in partnership with the provincial and federal governments through the National Child Benefit Agreement.

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 2008-09, 14,950 low-income families (which includes 23,640 children) received this benefit on average each month. The annual cost was \$7,628,000.

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. This monthly benefit of \$60 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, 1,224 low income families (which include approximately 1,236 children) receive the MBNS each month.

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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 \$890,240.

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 2008-09, 5400 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 and social development. During the period of April 1, 2008 to March 31, 2009, the program nominated 111 principal applicants who were accompanied by an additional 118 family members for a total of 229 individuals. While 63% 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 (58.5%) of the family dependents to those areas. The applicants came from over 37 different countries with China being the top source country. Applicants' occupations are concentrated in the medical and the science, technical and business management areas.

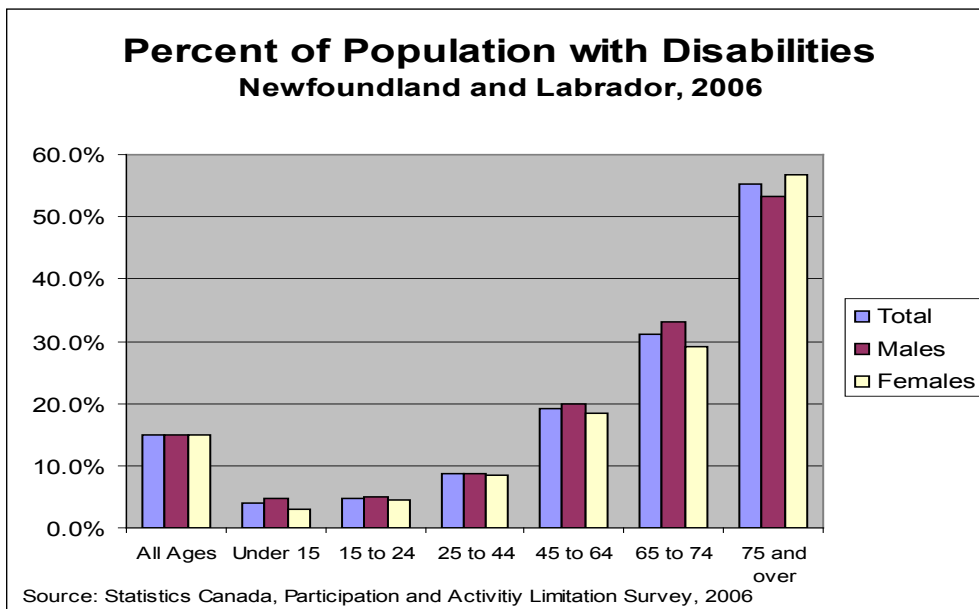
The Newfoundland and Labrador Settlement and Integration Program (NLSIP)

The Newfoundland and Labrador Settlement and Integration Program (NLSIP) is designed to facilitate settlement of newcomers so they become fully engaged in all aspects of 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 2008-09 the Office of Immigration and Multiculturalism funded 20 projects valued at almost \$600,000 covering a number of areas such as immigrant family integration support, evening classes for English as a Second Language, an immigrant telephone support line, diversity training and a number of immigration-related and multicultural activities.

Inclusion of People with Disabilities

Percentage of Population with Disabilities

The percentage of people with disabilities in the province increases with age. The disability percentage increases markedly after age 45 for both male and females. Most striking is the high proportion of the population over age 75 living with a disability. Given our aging population, older people will make up an increasing proportion of persons with disabilities.



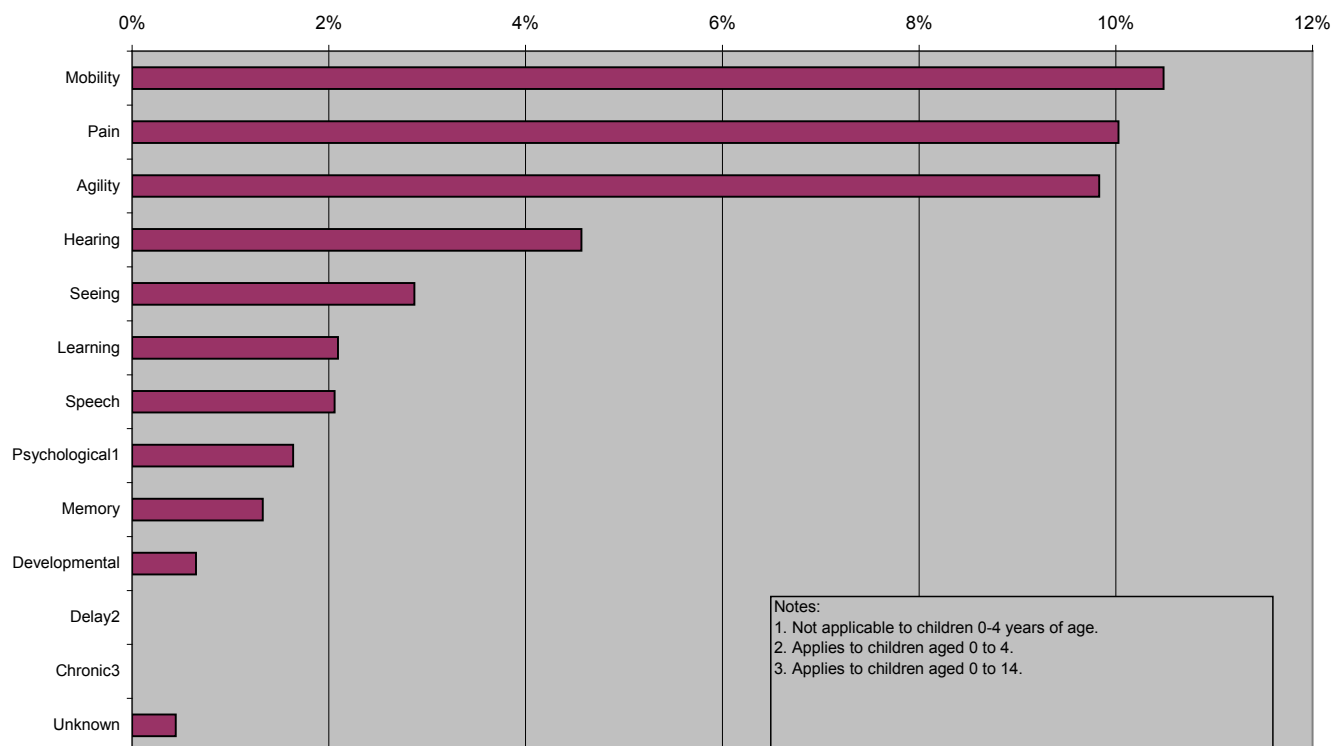
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Type of Disabilities

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. While only 2% of people with disabilities identify as having a restriction due a learning disability, it is interesting to note that learning disabilities are becoming the most prevalent amongst youth. Some people experience restrictions due to more than one disability and therefore would be counted more than once in the graph below. Inclusion can be restricted when the environment contains barriers or if individual supports are not in place.

Percentage of Population by Type of Disability
Newfoundland and Labrador, 2006



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

APPENDIX E

Community Partners 2008-2009

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

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Community Groups and Youth Serving Organizations	
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
o St. John's Community Youth Network	
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?”

