

ANNUAL REPORT 2019/20



Immigration, Skills and Labour

Message from the Minister



I hereby submit the 2019-20 Annual Report for the Department of Immigration, Skills and Labour (formerly the Department of Advanced Education, Skills and Labour). This report covers the period April 1, 2019 to March 31, 2020 under the former department. On August 19, 2020 the Provincial Government established the Department of Immigration, Skills and Labour, including elements of the former department.

In keeping with the requirements of a Category One entity under the **Transparency and Accountability Act**, my signature below is indicative of my accountability for the actual results reported.

During the fiscal year, the department worked diligently to fulfill commitments made in the 2017-20 Strategic Plan. Specific achievements included:

- Achieving the goal of welcoming 1,700 new permanent residents annually two years ahead of schedule and establishing a new goal of 2,500 new permanent residents annually by 2022;
- Launching the [Workforce Development Action Plan](#), which will help the Provincial Government and its partners determine how our population and labour supply will meet existing labour demands, as well as those of the future;
- Releasing the [Adult Literacy Action Plan](#), a five-year plan to help adult Newfoundlanders and Labradorians get the literacy skills they need to lead healthier, more productive lives and fully participate in the province's economy;
- Hosting the Forum of Labour Market Ministers (FLMM) Secretariat for a two-year term. The Secretariat provides administrative and coordinating support to the FLMM and its associated subcommittees; and,
- Hosting the fifth Minister's Roundtable on Immigration in Happy Valley-Goose Bay. The roundtable brought together representatives of various sectors including the business community, labour, K-12 education system, post-secondary institutions, municipalities, community organizations and service providers. It served as a forum for discussion and collaboration as members combined efforts to find innovative ways to recruit and retain more immigrants.

Going forward, I will continue to serve the people of Newfoundland and Labrador in my role as Minister of Immigration, Skills and Labour. In partnership with stakeholders in communities throughout the province, I will work to ensure people who make their home in Newfoundland and Labrador have the tools they need to succeed, and that businesses operating in the province can find the workforce talent needed to grow.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'Gerry Byrne', with a long horizontal flourish extending to the right.

HON. GERRY BYRNE, MHA
District of Corner Brook
Minister

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Departmental Overview

The Department of Immigration, Skills and Labour (ISL) (formerly known as the Department of Advanced Education, Skills and Labour during this reporting period) works to ensure the province has a highly educated and skilled workforce to meet evolving labour market demands. This includes creating a climate which is conducive to economic growth, competitiveness, and prosperity. This is achieved through a range of services and supports including:

- Helping employers access and retain skilled workers;
- Working with employers, employees, and unions to foster a positive employment relations climate;
- Providing programs and supports for apprenticeship and trades certification;
- Increasing the recruitment and retention of immigrants;
- Promoting diversity and multiculturalism;
- Offering career development and planning services as well as employment and training supports, and information about the labour market;
- Providing programs and services to promote adult literacy;
- Delivering income support and other financial supports;
- Supporting the delivery of post-secondary education through Memorial University, College of the North Atlantic and private training institutions¹; and,
- Administering the student financial assistance program¹.

Additional information on the department's mandate and lines of business can be viewed on the departmental [website](#).

¹ Services transferred to the Department of Education in August 2020.

Structure

At the end of the fiscal year, the department's staff complement consisted of 605 employees, of which 522 were permanent and 83 were temporary. Seventy-seven per cent of the staff complement were female and 23 per cent were male. Forty-eight per cent of employees were located at seven sites in the St. John's Census Metropolitan Area. The remaining 52 per cent were located in other offices throughout the province.

The organizational structure of the department included four branches:

1. Workforce Development, Labour and Immigration

This branch ensures that workforce, labour and immigration-related policies, programs, services and initiatives are strategically aligned to develop and deploy a highly trained and skilled workforce to meet evolving labour market demands in the province. The branch administers immigration programs, provides newcomer settlement supports and offers labour supports to promote positive employment relationships in the province. This includes administering minimum terms and conditions of employment, and providing workplace dispute resolution.

2. Post-Secondary Education (transferred to the Department of Education in August 2020)

This branch supports the delivery of post-secondary education in the province through Memorial University (MUN), College of the North Atlantic (CNA), and private training institutions. The branch is responsible for adult learning and literacy, private training regulation, financial assistance to post-secondary education students, as well as programs and supports for apprenticeship and trades certification. The branch provides support to the Council on Higher Education.

3. Corporate Services and Policy

This branch is responsible for the department's financial, information, and human resource management. The branch coordinates all corporate policy requirements including legislative reviews; planning and accountability functions; quality assurance and evaluation functions; and policy support for the workers' compensation system, including support to WorkplaceNL and the Workplace Health, Safety and Compensation Review Division. The branch also provides advice on privacy matters and leads access to information requests.

4. Regional Service Delivery

This branch administers and delivers client-focused, labour market-related programs designed to assist people in securing training and finding sustainable employment, and in helping employers meet labour supply challenges. The branch works with a large and varied client base, including individuals who may need employment and income supports. Clients receive services by telephone or in-person at one of the 19 Employment Centres across the province. The branch also has responsibility for policy development as it relates to employment and income support programs and services.

Geographic Overview

The 23 offices of the department are located in 18 communities throughout Newfoundland and Labrador. From a service delivery perspective, the province is divided into two regions, Eastern and Western (including Labrador), which provide services through Employment Centres. There are also specialized offices, including offices that assist with the administrative functions of operations, as follows:

- Labour Relations Division located in St. John's - Beothuk Building;
- Administration Offices (as well as the Office of Immigration and Multiculturalism, and the Labour Standards Division) located in St. John's - Confederation Building;
- Document Processing Unit located in St. John's - Petten Building; and,
- Student Financial Services located in St. John's - Coughlan College, MUN St. John's Campus (moved to the Department of Education in August 2020).

The department hosts two secretariats until 2021 located in the Confederation Building:

- Forum of Labour Market Ministers
- Atlantic Workforce Partnership

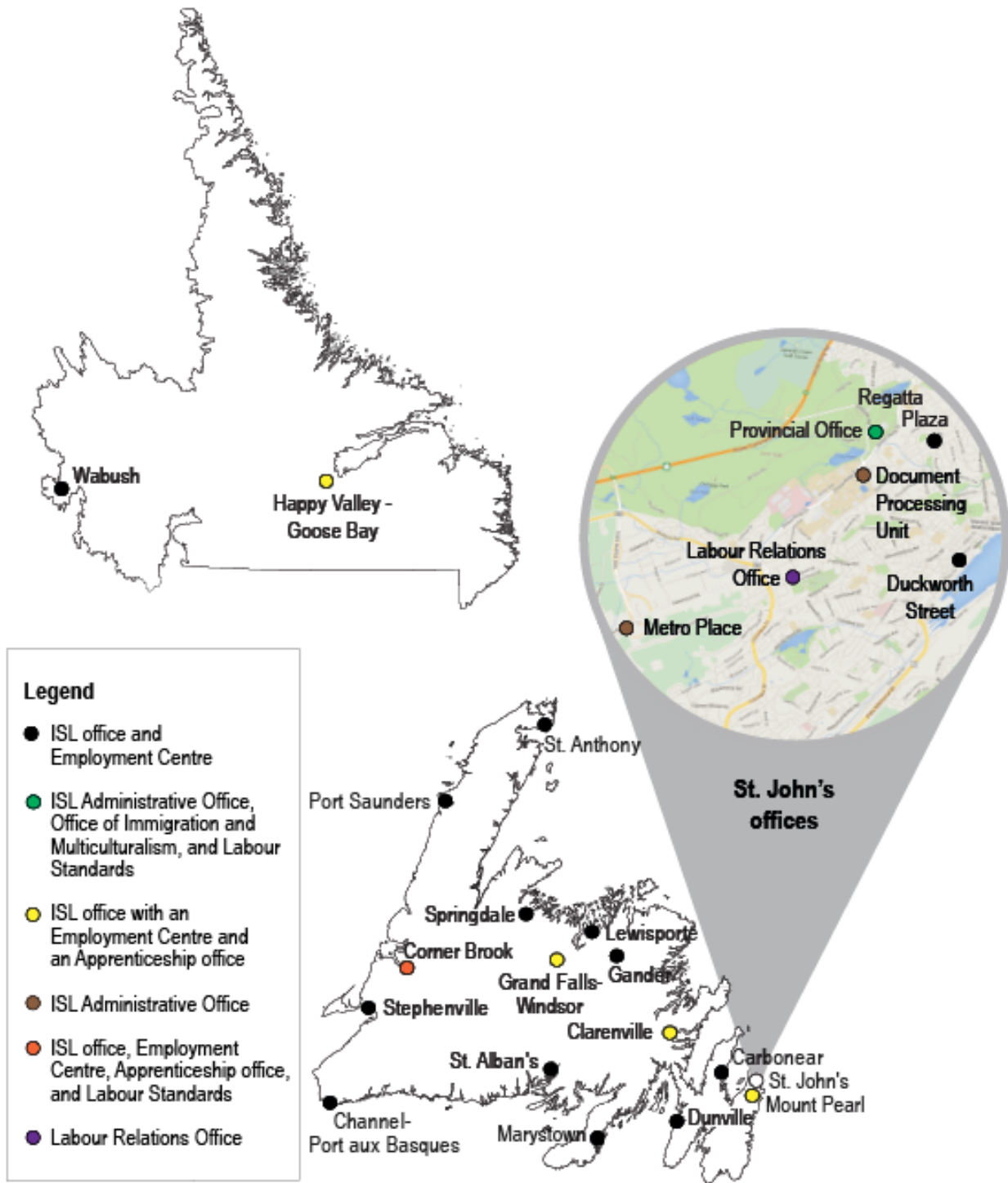
The Eastern Region includes seven service delivery offices with Employment Centres in the following areas:

- Carbonear
- Clarenville (including Apprenticeship)
- Marystown
- Mount Pearl (including Apprenticeship)
- Dunville
- St. John's - Duckworth Street
- St. John's - Elizabeth Avenue

The Western Region includes 12 service delivery offices with Employment Centres in the following areas:

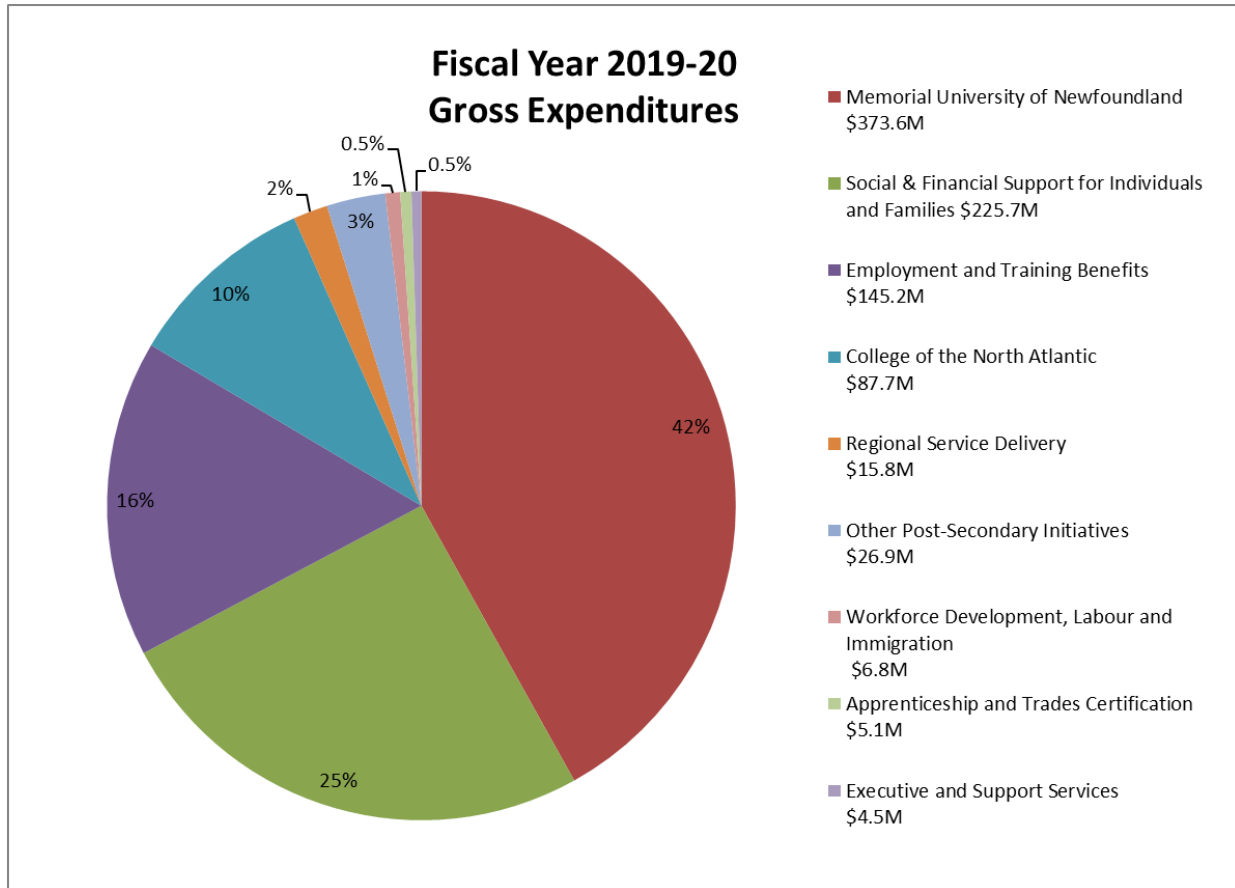
- Channel-Port aux Basques
- Corner Brook (including Apprenticeship and Labour Standards)
- Gander
- Grand Falls-Windsor (including Apprenticeship)
- Happy Valley-Goose Bay (including Apprenticeship)
- Lewisporte
- Port Saunders
- Springdale
- St. Alban's
- St. Anthony
- Stephenville
- Wabush

The following map illustrates the 18 communities where offices of the department are located:



Expenditures

During the 2019-20 fiscal year, the department's gross expenditures were \$891.3 million. The following diagram shows the major expenditure categories:



The greatest expenditure (\$493.3 million) was in support of Post-Secondary Education including \$373.6 million for MUN, \$87.7 million for CNA, \$5.1 million for Apprenticeship, and \$26.9 million for other post-secondary education initiatives. Income and Social Development accounted for \$370.9 million, with \$225.7 million for income support for individuals and families and \$145.2 million focused on providing employment and training benefits under the Labour Market Development Agreement, the Workforce Development Agreement, as well as other employment and training programs. Workforce Development, Labour and Immigration accounted for approximately \$6.8 million, with Regional Service Delivery at \$15.8 million. Executive and Support Services accounted for the remaining \$4.5 million. A summary of expenditures and related revenue can be found in the 'Financial Information' section of this report.

Highlights and Partnerships

The department could not accomplish all that it does without the collaboration with its partners. During 2019-20 the department continued to advance the work of the departmental strategic plan; further strengthening our economic foundation, improving public-sector efficiency, and improving service delivery for Newfoundlanders and Labradorians.

Working with Industry

During 2019-20 the department continued to collaborate with industry to advance its shared aim to strengthen the provincial economy. Examples of joint efforts include:

- Throughout 2019-20, work on the 18-month Technology Sector Attraction and Retention Strategy has been ongoing with a departmental investment of \$465,000. The NL Environmental Industry Association (NEIA) leads this project in consultation with other industry associations including TechNL (formerly the Newfoundland and Labrador Association of Technology and Innovation), Atlantic Canada Aerospace and Defence Association (ACADA), and the Canadian Manufacturers and Exporters (CME-NL). The project will support the Newfoundland and Labrador's technology industry, which relies on a workforce with advanced technology skills, training and experience.
- In April 2019 the department, along with the Department of Industry, Energy and Technology (formerly the Departments of Natural Resources and Tourism, Culture, Industry and Innovation) and the Federal Government, announced \$8.5 million to support expansion of the Holyrood Marine Base. The new 36,000 square foot mobilization and launch base will provide researchers, ocean technology companies and students with physical space and new technology to test products. It will include technical workspace, dry laboratories, classrooms and office space, and will focus on collaboration among researchers, businesses and students.
- In July and August 2019, in conjunction with CNA and the Workforce Innovation Centre, the department announced funding for six research projects totaling \$2.15

million aimed at strengthening the province's workforce. The Newfoundland and Labrador Workforce Innovation Centre is administered by CNA, and has a provincial mandate to provide a co-ordinated, central point of access to engage all labour market stakeholders about challenges, opportunities and best practices in workforce development. The Centre's goal is to promote and support the research, testing and sharing of ideas and models of innovation in workforce development that will positively impact employability, employment, and entrepreneurship within the province's labour market and particularly under-represented groups.

- In August 2019 the department provided over \$176,000 to four organizations to conduct initiatives under the "Foreign Qualification Recognition in Newfoundland and Labrador: Developing Provincial Capacity" project. These initiatives, and their resulting activities, will build capacity and better position newcomers to accelerate their integration into the workforce and obtain sustainable employment fitting with their qualifications.
- In September 2019 the department invested \$550,000 for the Newfoundland Aquaculture Industry Association (NAIA) to develop the project, "Driving Awareness and Interest: An Educational Introduction to the Newfoundland and Labrador Aquaculture Industry." As part of the long-term vision for the industry, introducing the province's youth to the sector is considered central to continued growth. Through this project, NAIA is planning to develop a virtual, reality-based, immersive experience for youth in both primary and secondary schools.
- In January 2020 the department invested \$260,319 for the second phase of the Newfoundland and Labrador Federation of Agriculture (NLFA) workforce development project. This project will clarify a strategy for recruiting, retaining and training the workforce needed for growing the industry and will guide future industry activities required to support the sustainability and growth of the Province's agriculture and agri-food industry. It includes the development of an industry-wide recruitment and retention strategy and the completion of a review of occupational requirements for agricultural occupations.
- In March 2020 the department invested \$430,500 for Skills Canada-Newfoundland and Labrador to examine their current programs and determine modifications to

increase capacity of programming throughout the province, deliver broader experiential learning opportunities to a more diverse selection of career seekers, and develop programming aimed at encouraging skills development among Indigenous women and youth in underrepresented fields.

Working across the Country

- In April 2019 Newfoundland and Labrador became host of the Forum of Labour Market Ministers (FLMM) Secretariat for a two-year term. The Secretariat provides administrative and coordinating support to the FLMM and its associated subcommittees and rotates between provinces every two years. Its operations and activities are cost shared with all provinces and territories and the Federal Government. This national office is in addition to the province's role as co-lead of the Canadian Association of Administrators of Labour Legislation (CAALL) that concluded in May 2019. As well, the province currently hosts the Atlantic Workforce Partnership Secretariat and the Atlantic Apprenticeship Harmonization Project office.
- From April to September 2019 the department worked with the Council of the Federation to facilitate the nomination and awarding process for the Council of the Federation Literacy Award in Newfoundland and Labrador. The award recognizes outstanding achievement, innovative practice and excellence in literacy and is presented annually in each province and territory to recognize the excellence of educators, volunteers, learners, community organizations and businesses in many areas, including family, Indigenous, health, workplace and community literacy.
- In January 2020 the Governments of Canada and Newfoundland and Labrador signed an amendment to the Labour Market Development Agreement providing \$500,000 to support steel and aluminum industry workers as well as \$1.6 million in targeted supports for seasonal workers.
- In February 2020 Canada's Labour Ministers met in Fredericton, New Brunswick to discuss important workplace issues including: next steps for occupational health and safety standards harmonization; the findings of the Expert Panel on Modern Federal Labour Standards; and how to better support workers through initiatives such as international labour standards on violence and harassment in the world of work.

This collaboration promotes consistency of regulation and aids in simplifying regulatory requirements for businesses - allowing them to work more seamlessly across multiple jurisdictions.

- During 2019-20 the department continued to represent Newfoundland and Labrador on the national Labour Market Information Council (LMIC). LMIC's mandate is to improve the timeliness, reliability and accessibility of labour market information to facilitate decision-making by employers, workers, job seekers, academics, policy makers, educators, career practitioners, students, parents and under-represented populations.
- During 2019-20 the department collaborated with the federal Department of Immigration, Refugees and Citizenship (IRCC) on key initiatives such as:
 - Exploring new and innovative approaches to immigration, including through the Economic Mobility Pathways Project, and regional settlement services for newcomer integration;
 - Discussing next steps to make the Atlantic Immigration Pilot program permanent; and,
 - Managing the Canada-Newfoundland and Labrador Immigration Agreement.
- The Office for Immigration and Multiculturalism (OIM) has been exploring the introduction of new pathways to permanent residency via the Newfoundland and Labrador Provincial Nominee program, to provide additional flexibility for prospective immigrants seeking to make the province their permanent home.

Working with the Public Sector and Community-Based Groups

- In May 2019 the department worked with the Departments of Fisheries, Forestry and Agriculture (formerly Fisheries and Land Resources), Environment, Climate Change and Municipalities (formerly Municipal Affairs and Environment), and Industry, Energy and Technology (formerly Tourism, Culture, Industry and Innovation), and with Service Canada, to assist workers impacted by the May 15, 2019 fire at the Black Duck Cove fish processing plant.

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The department offered a range of services tailored to assist individuals including career counselling, job search assistance, employment and training supports, and access to localized labour market information.

- In October 2019 the department hosted the fifth Minister's Roundtable on Immigration in Happy Valley-Goose Bay. The roundtable brought together representatives of various sectors including the business community, labour, K-12 education system, post-secondary institutions, municipalities, community organizations and service providers. It served as a forum for discussion and collaboration as members combined efforts to find innovative ways to recruit and retain more newcomers.
- In January 2020 the department approved \$450,000 to support Avalon Employment Incorporated in delivering the Employment Transitions for Individuals with Autism pilot. The goal of the project is to provide supports and services necessary in the creation of new employment opportunities for persons on the Autism Spectrum, while providing ongoing support and assistance for individuals in meaningful paid employment.
- By March 2020 the department's Job Creation Partnerships (JCP) program had employed over 1,600 individuals through projects delivered by 335 organizations in communities throughout the province. The JCP program is funded through the Canada-Newfoundland and Labrador Labour Market Development Agreement and supports projects that provide individuals, eligible for Employment Insurance, with opportunities to improve their employability through work experience.
- In March 2020 the department signed a three-year, \$1,449,200 agreement with Trades NL to establish a Labrador Office for Indigenous and Northern Skilled trades. This office will recruit, promote, support, and advance the economic and professional growth of Indigenous populations of Newfoundland and Labrador within the skilled trades and with an emphasis on trades and Red Seal occupations.
- For a third year, the department partnered with the Community Sector Council of Newfoundland and Labrador to deliver AMPLIFY (Assisting My Potential – Labour Market Initiative for Youth). AMPLIFY helps youth gain work experience and participate in career development and personal growth activities. In summer 2019, 154 youth participated.

Report on Performance

Strategic Issue 1: Strengthening the Workforce through Education and Training to Achieve Better Outcomes

When the 2017-20 strategic plan was finalized in June 2017, the department recognized that, in order to create a more flexible and efficient workforce, educational and training options must be widely available and accessible to individuals and organizations. This view was later reinforced in government strategic directions – noting that governments must support the development of skills, knowledge and experience to ensure businesses and industry have access to individuals with the professional and technical skills needed to remain competitive and create jobs in an ever-changing economy. Therefore, in proceeding with the final year of the 2017-20 plan, the department identified the following three priority areas in 2019-20 for strengthening the workforce through education and training:

1. Continued policy support to advance public, post-secondary infrastructure enhancements;
2. Implemented the Adult Literacy Action Plan; and,
3. Enhanced supports for employers.

The department made further progress during 2019-20 to develop and implement initiatives that achieve the strategic plan's three-year goal and departmental performance objective. The results outlined in the next section provide details on the work completed.

2019-20 Objective Results for Goal 1

2019-20 Objective	By March 31, 2020, the department will have furthered mechanisms to develop a highly educated and skilled workforce.
Indicator 1	Continued policy support to advance public, post-secondary infrastructure enhancements.
2019-20 Results	
<p>The department continued to play a key role in supporting public post-secondary institutional infrastructure improvements during 2019-20. An amended Strategic Infrastructure Fund (SIF) Contribution Agreement was negotiated and signed with the Federal Government in August 2019 allowing federal funding support to continue flowing to MUN and CNA. Federal approval was granted for extensions to the MUN Animal Resource Centre and CNA Heavy Equipment Centre of Excellence. Discussions between the department and federal officials also resulted in \$630,000 federal funding being re-directed towards the extension of MUN’s Animal Resource Centre. The department continued to receive regular reports on CNA and MUN post-secondary SIF projects and provided reports to the Federal Government as required under the terms of the SIF Agreement.</p> <p>MUN Projects</p> <p>During 2019-20 the department attended infrastructure project meetings, provided policy support and received project updates as progress continued on the Animal Resource Centre and the Core Science Facility.</p> <p>CNA Projects</p> <p>In September 2019, work was completed on CNA’s new Heavy Equipment Centre of Excellence at its Bay St. George Campus. The Provincial Government contributed \$9.6 million and the Federal Government contributed \$9.4 million to support the construction of this new, \$19 million state-of-the-art facility through the federal SIF program. The Heavy Equipment Centre of Excellence will allow CNA to respond effectively to industry training needs, demands, and standards, while helping grow and support the provincial economy.</p>	

2019-20 Objective	By March 31, 2020, the department will have furthered mechanisms to develop a highly educated and skilled workforce.
Indicator 2	Implemented the Adult Literacy Action Plan.
2019-20 Results	
<p>On October 14, 2019 the Provincial Government launched the Adult Literacy Action Plan, a five-year plan to help adult Newfoundlanders and Labradorians get the literacy skills they need to lead healthier, more productive lives and fully participate in the province's economy.</p> <p>The Adult Literacy Action Plan identifies 30 actions the Provincial Government and its partners will take to provide adult learners with increased opportunities to strengthen their literacy skills by improving the province's adult literacy system. The plan is being implemented in three phases over five years; the first phase commencing in 2019-20.</p> <p>Examples of actions undertaken in 2019-20 include:</p> <ul style="list-style-type: none"> • Revised the Adult Basic Education (ABE) program manual and website, and developed a mapping document identifying Adult Literacy and Learning Pathways to assist front line staff service clients with literacy challenges; • Invested in a three-year Going the Distance project, delivered by Newfoundland and Labrador Laubach Literacy Council Inc. and designed to help rural Newfoundlanders and Labradorians acquire the skills to succeed in online learning; • Established an interdepartmental committee on adult literacy to oversee and coordinate cross-departmental initiatives and to identify new opportunities to support adult literacy goals; • Worked with two current training providers to help newcomers improve English language skills and achieve a Canadian Language Benchmark of five, which is the minimum required to enroll in ABE, by developing an ABE bridging program; and, • Collaborated with Department of Health and Community Services to increase access to information on mental health and addictions supports for people with lower literacy. ABE service providers were provided with resources, including phone numbers, email addresses, texting numbers and online support addresses that adult learners can use to seek further guidance and support from professionals and counsellors. 	

2019-20 Objective	By March 31, 2020, the department will have furthered mechanisms to develop a highly educated and skilled workforce.
Indicator 3	Enhanced supports for employers
2019-20 Results	
<p>Helping employers access and retain skilled workers is fundamental to the mandate of the department. The following examples demonstrate how the department is enhancing existing supports and providing new avenues for employers.</p> <p>Employment Enhancement Program</p> <p>In April 2019 the department introduced a one-year pilot program, the Employment Enhancement Program, to support employers in the value-added secondary processing resource sectors such as forestry, fishery, mining, agriculture and aquaculture. The program provides a wage subsidy of 60 per cent, to a maximum of \$12 per hour, for a period of 10-28 weeks, plus a training allowance up to \$3,000 for the individual hired. As of March 31, 2020, there were four agreements under this program.</p> <p>Expanded Student Mentorship Program</p> <p>In April 2019 the Student Mentorship Program was expanded to seven priority sectors including mining, forestry and not-for-profit sectors in addition to agriculture, aquaculture, oil and gas, and technology. This program provides a subsidy to assist employers to create paid mentoring opportunities.</p> <p>In 2019-20 there have been a total of 51 successful placements with expenditures of just over \$100,000.</p> <p>Enhanced JobsNL Wage Subsidy</p> <p>In April 2019 the department introduced two enhanced wage subsidy programs (JobsNL 28 and JobsNL 42). Both programs provide a longer duration (28 or 42 weeks) and subsidy rate (up to 80 per cent) than the previous JobsNL Wage Subsidy program. As of March 31, 2020 there were 621 JobsNL agreements under the enhanced program, a 22 per cent increase over the previous year.</p> <p>Education and Training Improvements</p> <p>In 2019-20, \$403,520 was provided to Canadian Manufacturers and Exporters-NL (CME-NL) through the Canada Newfoundland and Labrador Job Grants program for manufacturing productivity (Lean) leveraged learning project. The required one-third employer contribution added an additional private investment of \$201,760 for a training cost of over \$605,000 for this one-year agreement. Through this Lean training program, CME-NL were able to train approximately 300 employees from within their current membership of 83 employers from all regions of the province.</p>	

2019-20 Objective	By March 31, 2020, the department will have furthered mechanisms to develop a highly educated and skilled workforce.
Indicator 3	Enhanced supports for employers
2019-20 Results	
<p>Lean training provides manufacturers with an approach to create added value for their customer by producing products in the shortest lead-times of highest quality and lowest cost.</p>	
<p>Apprenticeship Enhancements</p>	
<p>Examples of actions undertaken to improve the apprenticeship system in 2019-20 include:</p>	
<ul style="list-style-type: none"> • The department supported the transfer of in-class curriculum to an online learning platform for the final level for Carpenter, Plumber and Construction Electrician. Funding was also provided for the following related trades: levels II and III of the Metal Fabricator program and level IV of the Industrial Electrician program; • Supported underemployed and unemployed electrical apprentices and journeypersons by transitioning them into the sheet metal trade to assist with ongoing labour market demands; • Obtained federal funding through the Women in Trades program, in collaboration with the Atlantic Apprenticeship Authorities, to develop programs and resources to address gender bias and build cultural competence in a construction trades context. These resources will be available to workplace partners, equity seeking organizations and other stakeholders interested in changing the outcomes of female apprentices entering male-dominated work environments; • Partnered with Trades NL on the opening of the Labrador Office for Indigenous and Northern Skilled Trades; • Supported employers by focusing on upskilling journeypersons' skills in specialized areas required for current and emerging labour market demands; • Commenced the Atlantic Trades Business Seal training program at CNA to support journeypersons who own businesses or are interested in leadership positions; • Designated the Aircraft Maintenance Engineer occupation as a provincial trade; and, • Worked with skilled trades training institutions to deliver 200 training sessions to 1,632 students. 	

2019-20 Objective	By March 31, 2020, the department will have furthered mechanisms to develop a highly educated and skilled workforce.
Indicator 3	Enhanced supports for employers
2019-20 Results	
<p>Employment Fairs</p> <p>The department partnered with the Association for New Canadians (ANC) and the St. John’s Board of Trade (BOT) to engage with skilled newcomers. Events included the St. John’s BOT “Outlook 20” on February 6, 2020 and the ANC’s AXIS Career and Employment Fair held on February 12, 2020. Attendees were provided with information and advice at department booths.</p> <p>Employer Mentorship – using immigration programs</p> <p>The department provided funding to the St. John’s BOT to promote mentorship opportunities among employers who have successfully used immigration programs and employers contemplating immigration as a means of addressing workforce shortages. To that end, in March 2020 the BOT launched a new mentoring program - Employer Connections, under the Connector NL brand.</p> <p>Supported the Workforce Needs of Dairy Farmers</p> <p>The department partnered with the Newfoundland and Labrador Federation of Agriculture (NLFA) on the Labour Market Information for the Provincial Agriculture and Agri-food Sector project. In the summer of 2019, a ten-year forecast for the province’s agricultural industry was developed as well as occupational profiles for dairy product manager and dairy product worker - considered by industry to be in high demand.</p>	

2017-20 Results for Goal 1

As this annual report represents the end of the 2017-20 planning cycle, the department is required to report on progress of its three-year goals. An incremental approach to meeting the stated goals in the strategic plan resulted in work on the goals being initiated, continued and furthered over the three years of the plan. The following section describes the results of the three-year goal to develop a highly educated and skilled workforce.

2017-20 Goal 1:	By March 31, 2020, the Department of Advanced Education, Skills and Labour will have provided mechanisms to develop a highly educated and skilled workforce.
Indicator 1	Supported increased collaboration among the Provincial Government, Memorial University and College of the North Atlantic.
2017-20 Results	
<p>In March 2017, the Provincial Government identified the need to increase collaboration between MUN and CNA in order to support economic and labour market growth in the province. Over the last three years, the department has worked with both institutions to foster increased coordination and collaboration. Departmental efforts included:</p> <ul style="list-style-type: none"> • Facilitated three joint appointments serving the MUN Board of Regents and CNA Board of Governors - supporting institutional collaboration; • Facilitated the implementation of the Council on Higher Education (the Council) – made up of government and institutional representatives; • Provided secretariat support to the Council in developing and tabling its first activity plan and hosting Council meetings. • Established an advisory committee focused on organizing the operation of the Council, and created subcommittees for priority areas of work; • Worked with MUN and CNA to assess, update, and release the Newfoundland and Labrador Credit and Program/Block Transfer Guide. The guide lists established transfer of credit and program precedents available to students in Newfoundland and Labrador; • Consulted with MUN, CNA and student union representatives to develop terms of reference in answer to the Provincial Government commitment to undertake an independent review of the province’s public post-secondary education system; and, • Met with MUN, CNA and private post-secondary institutions as part of the Workforce Development Action Plan commitment to establish regular meetings with stakeholders to discuss priority labour market issues and programming needs. 	

2017-20 Goal 1:	By March 31, 2020, the Department of Advanced Education, Skills and Labour will have provided mechanisms to develop a highly educated and skilled workforce.
Indicator 2	Supported infrastructure improvements at publicly funded post-secondary education facilities.
2017-20 Results	
<p>Over the three years of the plan the department worked closely with partners to support post-secondary education infrastructure improvements as shown in the following three areas:</p> <p>Leveraging federal funding to help finance new and ongoing projects</p> <p>During 2017-20 federal funding helped to refurbish facilities and help finance infrastructure projects at MUN and CNA. Approximately \$32.5 million from the Government of Canada’s SIF program supported upgrades at 10 campuses of CNA across the province, the construction of a new Centre for Energy and Thermal Systems at CNA’s Corner Brook Campus, and a new Heavy Equipment Centre of Excellence at the CNA’s Bay St. George Campus. SIF revenue also supported IT upgrades at MUN, the completion of renovations of MUN’s Battery Facility to establish the new Signal Hill Campus, leveraging an additional \$7 million from Emera, Inc. to support programming, and the ongoing construction of MUN’s new Animal Resource Centre. During 2017-20 work also continued on MUN’s new Core Science Facility, funded in part through the Federal Government’s New Building Canada Plan Fund.</p> <p>Approving upgrades including deferred maintenance</p> <p>In 2017-18 the department granted approval for MUN to proceed with Energy Performance Contract upgrades with Honeywell. Savings generated by energy retrofits covered the costs. The \$28.8 million project improved the energy efficiency of buildings, reduced greenhouse gas emissions and resulted in the completion of \$6 million of deferred maintenance.</p> <p>Providing policy support to advance post-secondary infrastructure enhancements</p> <p>The department continued to attend project meetings, provided strategic policy advice and oversight to MUN and CNA, and prepared regular status reports. This oversight helped to ensure infrastructure initiatives continued in a timely manner.</p>	

2017-20 Goal 1:	By March 31, 2020, the Department of Advanced Education, Skills and Labour will have provided mechanisms to develop a highly educated and skilled workforce.
Indicator 3	Supported revitalization of College of the North Atlantic.
2017-20 Results	
<p>In response to the Provincial Government commitment to modernize, CNA released its Modernization Plan 2019 in April 2017. The plan presented review findings, outlined actions to be taken and presented next steps. CNA identified 36 actions to achieve longer-term results towards a more efficient, effective and accountable public college system, with increased generated revenue. The department provided policy support and oversight during implementation of the plan in areas such as: financial planning; upgraded IT systems; human resource planning; academic planning; administration processes; refurbishing current facilities; and, completion of deferred maintenance projects.</p> <p>Initiatives undertaken to revitalize CNA included:</p> <ul style="list-style-type: none"> • Renovation of libraries, now known as Learning Commons, at six CNA campuses; • The opening of an employment assistance services office “Employment OPTIONS” at CNA campuses in Grand Falls-Windsor and Corner Brook; • A new two-year Agriculture Technician (Co-op) program. The program addresses gaps in training initiatives and human resources that currently exist in the province’s agriculture sector with a supporting commitment of \$1.4 million invested over two years through the federal Labour Market Development Agreement; and, • A new Advanced Care Paramedicine Program, at its Bay St. George campus in Stephenville and Prince Phillip Drive campus in St. John’s (intake anticipated for Fall 2020). This post-diploma program will offer additional training for current primary care paramedicine practitioners, providing them with additional knowledge and skills for delivering advanced emergency health care. 	

2017-20 Goal 1:	By March 31, 2020, the Department of Advanced Education, Skills and Labour will have provided mechanisms to develop a highly educated and skilled workforce.
Indicator 4	Developed a new approach to adult literacy.
2017-20 Results	
<p>Literacy supports are essential to building a strong and inclusive workforce. In 2017-18 the department was tasked with leading development of an adult literacy action plan. Later that year, the department held a series of public roundtable sessions around the province attended by over 100 organizations. Additional consultations for 180 adult learners were held and input from individuals and organizations was obtained through mail, email, phone and online.</p> <p>During 2018-19 the department utilized input from public consultations to help inform the development of the action plan.</p> <p>As a result, the following five focus areas emerged:</p> <ol style="list-style-type: none"> 1. raising awareness about adult literacy programs and services; 2. increasing access to adult literacy programs and services; 3. enhancing programs and services for adult literacy; 4. improving employability of persons with literacy challenges; and, 5. measuring progress of provincial adult literacy. <p>A vision also emerged that would see a strengthened adult literacy system. Such a system would meet the needs of diverse learning groups and allow adults to acquire the literacy and essential skills necessary to lead vibrant, productive lives and to participate fully in the provincial economy.</p> <p>On October 14, 2019 the Provincial Government launched the Adult Literacy Action Plan, a five-year plan. Details on plan implementation are found on page 15 of this report.</p>	

2017-20 Goal 1:	By March 31, 2020, the Department of Advanced Education, Skills and Labour will have provided mechanisms to develop a highly educated and skilled workforce.
Indicator 5	Improved the delivery of programs/services through new systems and program redesign.
2017-20 Results	
<p>Over the past three years, the department continued to review its programs and services to identify areas for improvement as well as new ways to provide services.</p> <p>Examples of improvements made in the following program areas during 2017-20:</p> <p>Employment and Training</p> <ul style="list-style-type: none"> • Expanded the Transitions To Work program - enhancing pre-employment supports, using new approaches to job search assistance and job placement services in partnership with community-based delivery agencies, and enhancing employment planning supports; • Provided a new Student Mentorship subsidy to assist employers to create paid mentoring opportunities in the agriculture, aquaculture, oil and gas, and technology sectors for post-secondary students entering or returning to post-secondary studies in the upcoming school year; • Connected youth to employers in each of the four targeted sectors for a total of 51 jobs; • Developed the Employment Enhancement Program to support employers engaged in value-added, secondary processing in resource sectors, including forestry, the fishery, aquaculture and agriculture; • Provided wage subsidies of up to 60 per cent of \$12 per hour and training allowances in resource sectors such as forestry, mining, agriculture and aquaculture, funded through the Canada-Newfoundland and Labrador Labour Market Transfer Agreements; and, • Enhanced the JobsNL Wage Subsidy Program to increase flexibility for employers and expand accessibility for workers. Changes include a longer duration, increased hourly subsidy, two options (JobsNL 42 or JobsNL 28) for employers to choose from, and a completion bonus for the employer and employee. A bonus is also provided if the individual remains employed ten weeks after the end of the period of employment. The enhanced JobsNL Wage Subsidy Program opened for applications from employers on April 1, 2019. 	

2017-20 Goal 1:	By March 31, 2020, the Department of Advanced Education, Skills and Labour will have provided mechanisms to develop a highly educated and skilled workforce.
Indicator 5	Improved the delivery of programs/services through new systems and program redesign.
2017-20 Results	
<p>Immigration and Multiculturalism</p> <ul style="list-style-type: none"> • Partnered with community organizations to provide employment, skills, career and educational assistance and supports for newcomers and internationally-trained professionals in NL; • Collaborated with new settlement and integration providers to enhance services to support newcomer social, cultural, and labour market integration in NL; • Worked with partners to pilot initiatives to help integrate refugees into the labour market; • Worked with the Association for New Canadians (ANC) to provide international student job placements and graduate internships to facilitate workforce connections; • Continued to work with partners in priority sectors to identify and nominate skilled immigrants for hard-to-fill positions; • Worked with the Department of Fisheries, Forestry and Agriculture (formerly Fisheries and Land Resources) on provincial immigration programs targeting dairy farmers to address workforce shortages; • Assisted individuals employed in the aquaculture and technology sectors to obtain their permanent residency; and, • Worked with the Department of Health and Community Services to make it easier for Regional Health Authorities and private sector employers to recruit immigrants for in-demand, specialized occupations. <p>Apprenticeship and Training</p> <ul style="list-style-type: none"> • Developed more flexible program delivery utilizing online training; • Funded projects from public and private training institutions for specialized training initiatives such as offering skilled tradespersons upgrading of skills; • Continued work on the development of a new apprenticeship management system, which will provide self-serve functionality to apprentices, journeypersons, employers and training providers; and, • Offered online courses for five selected skilled trades: Plumber, Construction Electrician, Welder, Carpenter, and Automotive Service Technician. 	

2017-20 Goal 1:	By March 31, 2020, the Department of Advanced Education, Skills and Labour will have provided mechanisms to develop a highly educated and skilled workforce.
Indicator 5	Improved the delivery of programs/services through new systems and program redesign.
2017-20 Results	
<p>Student Financial Services</p> <ul style="list-style-type: none"> • Improved email communication with clients with respect to the financial assistance application; • Implemented an electronic Master Student Financial Assistance Agreement; • Launched an online part-time application; • Created a revised student loan and grant disbursement model to enhance benefits to students; and, • Simplified the student-aid application process, eliminating multiple statements of consent and declaration. <p>Regional and Career Profiles</p> <ul style="list-style-type: none"> • Posted 12 regional profiles to the labour market information website providing an overview of labour market indicators (e.g. population, education attainment, employment and unemployment levels) in various regions of the province; and, • Posted 90 career profiles to the labour market information website providing detailed information on common occupations. These profiles provide important labour market information benefiting both individuals and employers seeking specific information to aid in education, training, career or hiring decisions. <p>Improvements in the delivery of programs and services continued into the final year of the strategic plan as detailed on pages 16-18 of the report.</p>	

2017-20 Goal 1:	By March 31, 2020, the Department of Advanced Education, Skills and Labour will have provided mechanisms to develop a highly educated and skilled workforce.
Indicator 6	Renewed Labour Market Transfer Agreements to support enhancement of skills.
2017-20 Results	
<p>Labour Market Transfer Agreements (LMTAs) with the Federal Government are major multi-year funding arrangements allowing provinces to support their residents with Employment Insurance (EI)-funded skills training and employment assistance. Federal Budget 2017 announced an additional investment in the LMTAs of \$1.8 billion over six years. In October 2017 the department entered into bilateral negotiations with the Federal Government to modernize LMTAs. The department also worked with provincial counterparts to discuss bilateral and multilateral negotiation items and develop common positions for LMTAs. Negotiations concluded in March 2018 and an amended Labour Market Development Agreement (LMDA) and new Workforce Development Agreement (WDA) were signed on March 28, 2018. These new LMTAs concentrate on outcomes that are client-focused, flexible and responsive to the needs of individuals, workers, employers and under-represented groups including Indigenous Peoples. Under these agreements, the province will receive approximately \$900 million in federal funding over six years, including approximately \$80 million in incremental funding.</p> <p>Over the last three fiscal years, Newfoundland and Labrador received approximately \$466 million - more than \$39 million through the WDA and more than \$427 million through the LMDA.</p>	

Strategic Issue 2: Contributing to a Stronger Economic Foundation and Labour Environment

In 2017 the department identified four key factors necessary to support a stronger economic foundation and labour environment in the province. First, immigration should be aggressively pursued as a way to bring in skilled newcomers to address labour supply needs and encourage a diversity of culture and views. Second, more specific, detailed labour market information is needed to inform decision-making at the individual and organizational level. Third, new approaches and improvements are required to reduce and remove barriers to employment for unemployed and underemployed people. Fourth, a relevant employment relations framework and predictable labour environment is required to allow employees and employers to effectively deal with the changing economic environment. The Provincial Government has been clear in its vision to further strengthen our economic foundation, while improving services and outcomes for Newfoundlanders and Labradorians. For its part, the department identified the following five priority areas in 2019-20 for contributing to a stronger economic foundation and labour environment:

1. Implemented year-three initiatives in the [Immigration Action Plan](#);
2. Continued to enhance settlement support services for newcomers;
3. Commenced implementation of the [Workforce Development Action Plan](#);
4. Implemented changes to align provincial and federal legislation for parental leave-sharing requirements; and,
5. Continued program enhancements to support transition into employment.

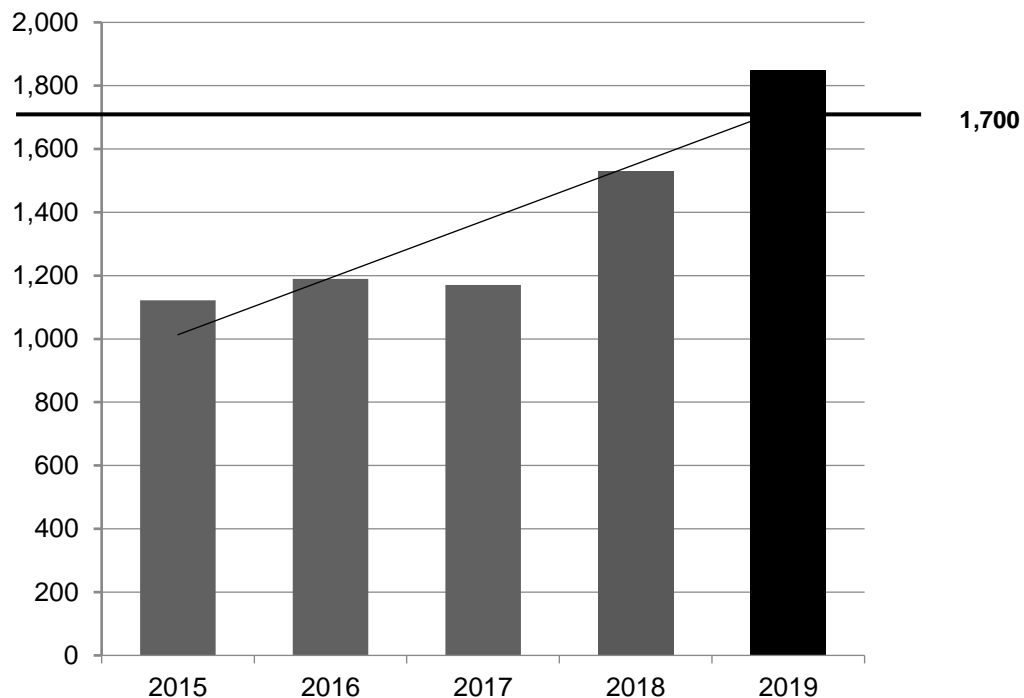
The department made further progress during 2019-20 to develop and implement initiatives that achieve the strategic plan's three-year goal and departmental performance objective. The results outlined in the next section provide details on the work completed.

2019-20 Objective Results for Goal 2

2019-20 Objective	By March 31, 2020, the department will have furthered initiatives to support a strong labour supply.
Indicator 1	Implemented year-three initiatives in The Way Forward on Immigration.
2019-20 Results	

In March 2017 the Provincial Government released its five-year [Immigration Action Plan](#). The plan set a target of welcoming approximately 1,700 newcomers annually by 2022, a 50 per cent increase from the baseline year of 2015. In the first two years of the plan, the department launched a series of initiatives, in collaboration with stakeholders and municipal and federal partners, which resulted in year-over-year increases in the numbers of and services to newcomers. The 2019-20 fiscal year was pivotal for plan implementation. In March 2020, the Provincial Government announced that it and its partners had exceeded the province’s immigration target two years ahead of schedule; preliminary data from Immigration, Refugees, and Citizenship Canada shows the province welcomed 1,850 permanent residents in 2019.

Newcomers to NL



2019-20 Objective	By March 31, 2020, the department will have furthered initiatives to support a strong labour supply.
Indicator 1	Implemented year-three initiatives in The Way Forward on Immigration.
2019-20 Results	
<p>During year-three of the action plan, the department increased the number of files it nominated and endorsed by nearly 25 per cent over the 2018 calendar year, a new record for Newfoundland and Labrador that indicates further growth in permanent residents in 2020.</p> <p>Examples of initiatives implemented by the department and its partners are as follows:</p> <p>International Forum on the Human Resource Secretariat (HRS) Provincial Career Centre Website</p> <ul style="list-style-type: none"> The purpose of international forum is to create a well-defined pathway for foreign nationals to be eligible for hard-to-fill job vacancies in the provincial public service. The department provided input on the design and development of the forum by the HRS. <p>Greater Awareness of Human, Workplace, Immigration and Tenancy Rights and Responsibilities for Newcomers</p> <ul style="list-style-type: none"> The department provided funding to the Public Legal Information Association of Newfoundland and Labrador to develop and deliver presentations on legal rights to newcomers across the province to assist in their workplace integration. <p>Promoting Newfoundland and Labrador as a Destination of Choice to Francophone Immigrants.</p> <ul style="list-style-type: none"> The department provided funding to the Fédération des francophones de Terre-Neuve et du Labrador in November 2019 to attend Destination Canada fairs in France and Belgium to promote NL to Francophone immigrants. <p>Foreign-trained professionals credential recognition</p> <p>The four initiatives funded in August 2019 were:</p> <ul style="list-style-type: none"> College of the North Atlantic - to develop a 10-week Foreign Occupational Readiness Training Program for internationally-educated individuals. This training will focus on job search and employability skills; Association for New Canadians - expanded its Workplace Communications and Integration Training Program. The current project will include the development of an employer-focused unit as well as a series of employer testimonial videos; 	

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2019-20 Objective	By March 31, 2020, the department will have furthered initiatives to support a strong labour supply.
Indicator 1	Implemented year-three initiatives in The Way Forward on Immigration.
2019-20 Results	
<ul style="list-style-type: none"> • Department of Education and Early Childhood Development - developed International Teacher Application Process and Assessment Procedures, as well as an International Institution Database. These measures will reduce application barriers to certification as well as assessment wait times; and, • Chartered Professional Accountants Newfoundland and Labrador - developed an outline of the internal processes involved in obtaining designation for internationally-educated accounting professionals. Once collected, this information will ensure international applicants know everything required to attain designation in Newfoundland and Labrador. 	

2019-20 Objective	By March 31, 2020, the department will have furthered initiatives to support a strong labour supply.
Indicator 2	Continued to enhance settlement support services for newcomers.
2019-20 Results	
<p>Attracting newcomers to the province is just the beginning. Keeping them here happens when new residents are able to attain a sense of belonging to the community. The Immigration Action Plan recognizes the needed collaboration of many partners to support newcomer retention. The following initiatives undertaken in 2019-20 illustrate the importance of this shared approach.</p> <p>Expanding Eligibility for Settlement and Language Services to Migrant Workers. As of August 2019, migrant workers are now eligible for provincially funded settlement and language services through amendments made to the NL Settlement and Integration Program and the Labour Market Integration of Newcomers Program.</p> <p>Fostering Connections Between Newcomers and Indigenous Peoples of Newfoundland and Labrador The department partnered with the People Of The First Dawn Indigenous Friendship Centre to provide informative workshops related to art, music, language and history. This agreement was successfully concluded by March 31, 2020.</p>	

2019-20 Objective	By March 31, 2020, the department will have furthered initiatives to support a strong labour supply.
Indicator 2	Continued to enhance settlement support services for newcomers.
2019-20 Results	
<p>Addressing Social Isolation for Newcomer Families</p> <ul style="list-style-type: none"> • The department collaborated to address newcomer isolation in the province, partnering with the following organizations: <ul style="list-style-type: none"> ○ Sharing Our Cultures - supported the cultural, social, and economic integration of newcomer school youth in the province; ○ Association of New Canadians - provided Atlantic Immigration Pilot Program support, English as a Second Language (ESL) support, and settlement services in Gander, Grand Falls-Windsor, Corner Brook, Labrador City, Happy Valley-Goose Bay, the Labrador Straits, and St. John’s; ○ Roots of Empathy - expanded its programs to classrooms with students from refugee and new immigrant families; ○ Multicultural Women’s Organization of NL – created positive social connections for newcomers and immigrants of all ages through meaningful cultural, educational, and recreational activities; and, ○ Bethesda Pentecostal Church - organized a conversational café to connect newcomers in small group discussions to improve their English language ability and confidence in interacting with others. <p>Promoting Workplace-based Language Training Program for Newcomers</p> <p>The department provided funding to the ANC to deliver an innovative onsite Workplace-based Language Training pilot program for newcomers. The program is designed to be accessible, flexible and accommodating, and provides participants with effective tools and resources to address workplace communication and employability gaps including teamwork, leadership, and presentation skills, and building relationships. The department also funded MUN to develop a six-week program offering ESL classes covering general workplace etiquette and standard policies, as well as language specific to individual workplaces.</p> <p>Fostering Employment and Self-Employment Initiative for Former Refugee Women</p> <p>The department partnered with YWCA St. John’s to implement this initiative, which supports immigrant women in making strong attachments to the labour market through the Immigrant Women's Leadership and Employment Mentorship Program.</p>	

2019-20 Objective	By March 31, 2020, the department will have furthered initiatives to support a strong labour supply.
Indicator 2	Continued to enhance settlement support services for newcomers.
2019-20 Results	
Enhancing ESL Supports in the K-12 System	
<p>The department collaborated with the Department of Education (formerly Education and Early Childhood Development) and Sharing Our Cultures to implement this initiative. It focused on adding additional ESL capacity supports in the K-12 system. An amendment to the agreement with Sharing Our Cultures in February 2020 allowed the organization to continue the delivery of the agreement to the K-12 community for a second year.</p>	

2019-20 Objective	By March 31, 2020, the department will have furthered initiatives to support a strong labour supply.
Indicator 3	Commenced implementation of The Way Forward on Workforce Development.
2019-20 Results	
<p>The Provincial Government publicly launched the Workforce Development Action Plan on November 15, 2019. Actions in this plan aim to better prepare individuals for skills and training needs, better inform and share labour market information, and better support workers and employers to create matches to meet the skills demands of the labour market. The plan is supported by approximately \$25 million in government funding over five years, consisting of 36 actions in four focus areas: Engaging Locally; Attracting Talent; Being Better Informed; and, Closing Skills Gaps. Examples of initiatives undertaken in 2019-20 include:</p> <ul style="list-style-type: none"> • Held engagement sessions with public and private post-secondary and secondary stakeholders; • Developed regional and career profiles; • Developed cultural awareness and competency training; • Expanded the Student Mentorship Program to priority sectors; • Worked with priority sectors to upskill workers; • Helped stakeholders to provide enhanced employment supports to their clients to remove barriers to employment; and, • Worked with the Workforce Innovation Centre to support regional workforce development and innovation. 	

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2019-20 Objective	By March 31, 2020, the department will have furthered initiatives to support a strong labour supply.
Indicator 4	Implemented changes to align provincial and federal legislation for parental leave sharing requirements.
2019-20 Results	
<p>In December 2019, the department updated provincial labour legislation pertaining to parental leave to align with recently introduced changes to the Government of Canada’s Employment Insurance (EI) parental benefits. While the Government of Canada is responsible for parental benefits through the EI program, the Provincial Government provides job-protected leave through the Labour Standards Act.</p> <p>An amendment to the legislation was required to allow workers in Newfoundland and Labrador full access to this leave and to ensure greater flexibility for parents who wish to share their EI parental benefits.</p> <p>The implemented changes remove the legislative reference to parental leave beginning 35 weeks after the birth of a child and instead allows the leave to occur within the first 96 weeks after the child is born. The maximum amount of leave available to any one employee remains the same at 61 weeks.</p>	

2019-20 Objective	By March 31, 2020, the department will have furthered initiatives to support a strong labour supply.
Indicator 5	Continued program enhancements to support transition into employment
2019-20 Results	
<p>The department recognizes the route to employment for individuals with challenges is not always clear. Programs and services must be continuously reviewed and where necessary, adjusted to support client transition to work.</p> <p>Employment Attachment program</p> <p>During 2019-20, the department began development of a pilot program that will provide enhanced supports and encourage employer involvement in hiring Income Support clients. The program is scheduled to be implemented in 2020-21.</p> <p>Incentivizing Workforce Attachment</p> <p>During 2019-20 the department held discussions with select staff and community partners to identify options to pilot enhanced strategic pre-employment and work supports for Income Support program recipients. The aim is to reduce systemic barriers and incentivize workforce attachment for individuals with moderate barriers to employment.</p> <p>Digital Skills for Youth program</p> <p>The department provided a Digital Skills for Youth wage subsidy of 50 per cent to for-profit employers while not-for-profit organizations received a wage subsidy of 75 per cent along with funds to support training for an intern. Activities may include software and video game development, coding and app development, website development and other digital activities. Post-secondary graduates gain new or enhanced digital skills, knowledge and work experience they need to make a successful transition to the labour market. In 2019-20, two agreements were approved to hire interns.</p> <p>Targeted Referral</p> <p>The department began planning with Employment and Social Development Canada to pilot the Targeted Referral system in the next fiscal year. This system facilitates identification of EI-eligible clients to permit earlier access to programs/services, help clients return to work more quickly, and reduce use of Income Support.</p>	

2017-20 Results for Goal 2

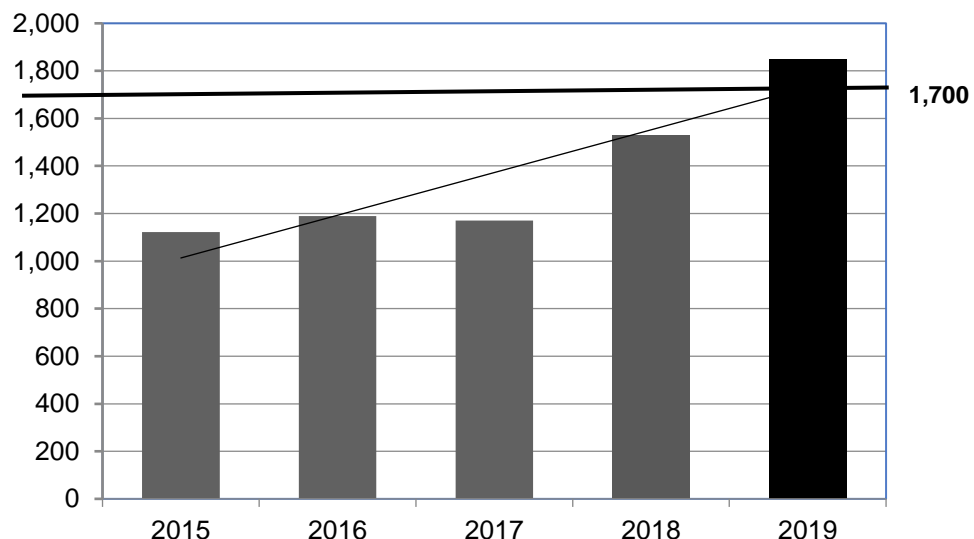
The following section describes the results of the three-year goal to contribute to a strong labour supply that meets evolving labour market demands.

2017-20 Goal 2:	By March 31, 2020, the Department of Advanced Education, Skills and Labour will have contributed to a strong labour supply that meets evolving labour market demands.
Indicator 1	Increased Immigration.
2017-20 Results	

The [Immigration Action Plan](#), launched in March 2017 was clear in its goal: “Increasing immigration is key to the prosperity of Newfoundland and Labrador. We must position our province to become a destination of choice for prospective immigrants looking for a new place in which to work, settle and raise a family.”

In 2015, 1,122 immigrants came to the province. The five-year plan set the ambitious target of increasing immigration to Newfoundland and Labrador by 50 per cent by 2022; welcoming approximately 1,700 newcomers to the province each year. Over the three years of the department’s strategic plan, immigration increased nearly 40 per cent and, according to data from Immigration, Refugees, and Citizenship Canada, the province welcomed 1,850 permanent residents in 2019. As the following chart shows the department and its partners achieved this target of 1,700 newcomers per year, two years ahead of schedule.

Newcomers to NL



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2017-20 Goal 2:	By March 31, 2020, the Department of Advanced Education, Skills and Labour will have contributed to a strong labour supply that meets evolving labour market demands.
Indicator 1	Increased Immigration.
2017-20 Results	
<p>Increasing immigration is the result of continued collaborative efforts by a number of partners, including the Federal and Provincial governments, community organizations, employers and businesses, and provincial communities. The department modified and expanded immigration services in collaboration with partners to:</p> <ul style="list-style-type: none"> • Implement a new Atlantic Immigration Pilot Program; • Streamline the immigration application process; • Introduce online application and case management; • Support international student recruitment; • Add new nomination categories for entrepreneurs; • Improve outreach to employers and international students; • Increase awareness of immigration; • Foster welcoming communities; • Equip the public service with intercultural competency; • Expand supports to migrant workers; and, • Evaluate settlement services to newcomers. 	

2017-20 Goal 2:	By March 31, 2020, the Department of Advanced Education, Skills and Labour will have contributed to a strong labour supply that meets evolving labour market demands.
Indicator 2	Enhanced settlement supports for newcomers.
2017-20 Results	
<p>Attracting and welcoming immigrants to Newfoundland and Labrador is only part of the challenge. Ensuring immigrants and their families have access to the services they need to succeed and put down roots is critical to keeping them; allowing them to make significant contributions to local economies and communities.</p> <p>Over the past three years, the department worked closely with partners to introduce new supports as well as improve existing supports delivered to newcomers.</p> <p>Working with governments</p> <ul style="list-style-type: none"> • In partnership with the Federal Government, funded foreign credential recognition initiatives. • Collaborated with the Federal Government to explore new pathways for immigration in Newfoundland and Labrador. • Worked with the City of St. John's to develop a Service Mapping Database that assists with settlement and integration. • Partnered with the Atlantic Canada Opportunities Agency to support international student entrepreneurship initiatives through the Study and Stay Program. • Collaborated with the Maritime Provinces and the Federal Government on the Atlantic Immigration Pilot Program and on immigrant recruitment. <p>Working with employers</p> <ul style="list-style-type: none"> • Funded development of an intercultural competency toolkit and online Newcomers' Guide as well as for intercultural competency training for employers and workplaces. • Assisted individuals employed in the aquaculture and technology sectors to obtain permanent residency. • Facilitated the participation of provincial employers and associations to attend international recruitment events and led provincial delegations to Belgium, France, the United Kingdom, and Ireland. • Partnered with the St. John's Board of Trade to engage with skilled newcomers and to support employers new to immigration. • Continued a partnership with the Association for New Canadians (ANC) to provide international student internships and international graduate placements to promote labour market attachment. 	

2017-20 Goal 2:	By March 31, 2020, the Department of Advanced Education, Skills and Labour will have contributed to a strong labour supply that meets evolving labour market demands.
Indicator 2	Enhanced settlement supports for newcomers.
2017-20 Results	
<ul style="list-style-type: none"> • Partnered with the Newfoundland and Labrador Environmental Industry Association to develop TeamGrowNL, an innovative project promoting immigration pathways to employers experiencing local skilled workforce shortages. • Enhanced the provincial immigration website, and developed a Frequently Asked Questions section for local employers. <p>Working with community</p> <ul style="list-style-type: none"> • Released a comprehensive guide to help newcomers, employers, communities, and all Newfoundlanders and Labradorians better understand immigration. • Funded community organizations and service providers to help provide settlement and integration services. • Funded Multicultural Week activities across the province, and expanded the celebrations through the proclamation of Multiculturalism Month in March. • Supported a regional welcoming communities initiative. • Created employment mentorship and leadership opportunities for newcomer women. • Promoted the benefits of immigration through a multimedia campaign, and partnership with community organizations. • Partnered with the ANC to present on immigration programs and pathways to individuals seeking to become permanent residents. • Conducted over 70 webinars and presentations to employers, prospective permanent residents, and community groups on immigration pathways and programs. • Met with community, private sector, education, cultural and other partners and stakeholders through the Minister’s Roundtable on Immigration to discuss progress and emerging areas for further action. • Continued the partnership with the Federation des Francophones de Terre-Neuve-et-Labrador to support Francophone immigration settlement priorities. • Partnered with the ANC and YMCA Northeast Avalon to support newcomers in entrepreneurship and capacity building for social enterprise. 	

2017-20 Goal 2:	By March 31, 2020, the Department of Advanced Education, Skills and Labour will have contributed to a strong labour supply that meets evolving labour market demands.
Indicator 2	Enhanced settlement supports for newcomers.
2017-20 Results	
<p>Working with institutions</p> <ul style="list-style-type: none"> • Funded MUN’s Internationalization Office to develop and deliver intercultural competency training in the public service. • Supported MUN’s Grenfell Campus to set up an International Working Group focused on settlement supports. • Increased promotion of multiculturalism in the K-12 school community. • Partnered with MUN and CNA to increase English as a Second Language training. • Partnered with Academy Canada to test a new approach to provide Adult Basic Education bridging supports to former refugees. 	

2017-20 Goal 2:	By March 31, 2020, the Department of Advanced Education, Skills and Labour will have contributed to a strong labour supply that meets evolving labour market demands.
Indicator 3	Developed a comprehensive human resource plan.
2017-20 Results	
<p>In March 2017 the Provincial Government made the commitment to develop a comprehensive human resource plan to support sector diversification and the development of a productive and knowledge-intensive economy.</p> <p>The department led the development of the plan, entitled the Workforce Development Action Plan, culminating in its launch in November 2019 (refer to page 32 for details). Beginning in 2017-18, the department created a solid foundation of knowledge to inform plan development and engaged industry experts, sector organizations and business operators/employers, employees and academia to help map out labour market needs to meet sector specific demands. The Provincial Government’s Interdepartmental Labour Market Information Governance Committee held a forum of labour market information users and producers and the department participated on the National Labour Market Information Council to expand and enhance Labour Market Information (LMI) in Canada. In addition, the department, as part of the Atlantic Workforce Partnership LMI working group, shared best practices and engaged in data analysis and research.</p> <p>During 2018-19 the department undertook a review of existing research and initiatives and analyzed labour market data to better understand the current labour market landscape and its challenges. The department met with industry sector representatives and other stakeholders to better respond to private sector labour market needs and support industry diversification. Stakeholders included:</p> <ul style="list-style-type: none"> • Atlantic Canada Aerospace and Defence Association; • Canadian Manufacturers and Exporters - NL; • Canadian Federation of Independent Business; • NL Federation of Agriculture; • NL Aquaculture Industry Association; • NL Association of Technology Industries; • NL Environmental Industry Association; • NL Oil & Gas Industries Association; • NL Employers Council; • NL Federation of Labour; • Public and private post-secondary institutions; and, • Various government departments and organizations. 	

2017-20 Goal 2:	By March 31, 2020, the Department of Advanced Education, Skills and Labour will have contributed to a strong labour supply that meets evolving labour market demands.
Indicator 3	Developed a comprehensive human resource plan.
2017-20 Results	
<p>Based on these discussions, four focus areas emerged:</p> <ol style="list-style-type: none"> 1. Engaging Locally; 2. Attracting Talent; 3. Being Better Informed; and, 4. Closing Skills Gaps. <p>The department further developed and drafted the plan over the course of 2018 and 2019 with ongoing input and review from relevant government agencies. The plan is supported by approximately \$25 million in government funding over five years, consisting of 36 actions in the above four focus areas.</p>	

<p>2017-20 Goal 2:</p>	<p>By March 31, 2020, the Department of Advanced Education, Skills and Labour will have contributed to a strong labour supply that meets evolving labour market demands.</p>
<p>Indicator 4</p>	<p>Maintained a responsive labour policy framework.</p>
<p>2017-20 Results</p>	
<p>It is important that the province’s employment relations regulatory framework remains relevant to ensure the protection of labour rights and to allow employees and employers to appropriately plan in response to the changing economic environment. Over the past three years, the department reviewed and researched various national labour policy areas to ensure the Provincial Government maintained a responsive approach to addressing labour issues. Emerging policy areas included employment leave for individuals experiencing domestic violence and harassment, as well as options for pay equity, (i.e., ensuring equal pay for work of equal value).</p> <p>In addition to this ongoing research, the Labour Standards Act was amended to ensure provincial legislation aligned with changes to the Canada Labour Code. The amendments acknowledge the challenges often faced by young families and those providing care to a sick family member and allow provincially-regulated employees to access new EI benefits introduced by the Federal Government in 2017 and 2019. Changes to the Labour Standards Act included:</p> <ul style="list-style-type: none"> • Expansion of parental leave so that parents can choose the option that best meets their family’s needs (standard parental benefits taken over 12 months or extended parental benefits taken over 18 months) as well as leave protections to allow for the additional time provided when parents are sharing parental leave; • Expansion of eligibility to care for a critically ill child to include immediate and extended family members; and, • Introduction of job protection of 17 weeks for caregivers who provide care to a critically ill adult family member. <p>A responsive labour environment also includes a predictable and transparent minimum wage setting process. During 2017-18 the department analyzed the results of stakeholder consultations held in February and March 2017 where views were obtained on establishing a consistent minimum wage formula reflective of changes in the cost of living.</p> <p>In February 2018 the Provincial Government announced that future increases to the minimum wage, to take effect on April 1 of each year, would be based on the percentage change in the National Consumer Price Index. Indexing ensures an open and predictable approach to setting the minimum wage. The Labour Standards Regulations were also amended to reflect these changes. In October 2019, the department announced the appointment of the independent Minimum Wage Review</p>	

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2017-20 Goal 2:	By March 31, 2020, the Department of Advanced Education, Skills and Labour will have contributed to a strong labour supply that meets evolving labour market demands.
Indicator 4	Maintained a responsive labour policy framework.
2017-20 Results	
<p>Committee to solicit stakeholder input on the minimum wage and to provide recommendations on the current adjustment process for setting the minimum wage and the wage rate by the fall of 2019. In February 2020 it was announced that as of April 1, 2020, the minimum wage will increase by 25 cents to \$11.65. This increase is based on a formula-based approach - percentage change in the National Consumer Price Index. On October 1, 2020, a further increase of 50 cents is scheduled, bringing it to \$12.15. On April 1, 2021, the minimum wage is scheduled to increase to \$12.40 and on October 1, 2021, the minimum wage is scheduled to increase to \$12.65.</p>	

2017-20 Goal 2:	By March 31, 2020, the Department of Advanced Education, Skills and Labour will have contributed to a strong labour supply that meets evolving labour market demands.
Indicator 5	Developed new approaches to support transition into employment.
2017-20 Results	
<p>Unemployed and underemployed individuals play an increasingly important role in helping to meet future labour supply needs. However, many people continue to face employment challenges and barriers. New ways were needed to remove these barriers to employment.</p> <p>In 2017-18 the department began by assessing the way it was delivering income and employment support services to identify possible barriers as well as potential areas where collaboration could make transition to work easier. An early finding resulted in applicants for Income Support benefits (who presented with fewer barriers to work) fast-tracked and connected to staff at employment centres. The department also evaluated the ability to provide employment supports and planning services by partners. These services include helping EI-eligible individuals with job searches, resume writing, labour market information, as well as accessing career development and employment needs assessments. The department implemented a new collaborative model in 2018-19 with CNA assuming an expanded role to provide Employment Assistance Services to support EI-eligible individuals. This new arrangement strategically positioned department staff to work with additional Income Support program clients, assisting them to increase their employability.</p> <p>In 2018-19, the department began its phased approach, in the Eastern Region, to implement a case management model for individuals and families in receipt of Income Support. A triage system was created to assess and screen incoming calls. A team-based model of case managers was subsequently created to receive these case maintenance inquiries. The caseload in the Eastern Region was divided and assigned alphabetically to six teams, ensuring citizens would be able to avail of a worker to assist with needs on a more consistent basis. As a result, the department reduced telephone wait times to less than two minutes.</p> <p>During 2018-19, the department opened Employment Options offices in Corner Brook, Grand Falls-Windsor and St. John's. These offices provide EI-eligible individuals with employment readiness training as well as access to career and employment needs assessments.</p> <p>This model increases the department's ability to serve more clients and to be more responsive to the varied group of job-seekers in these larger centres.</p>	

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2017-20 Goal 2:	By March 31, 2020, the Department of Advanced Education, Skills and Labour will have contributed to a strong labour supply that meets evolving labour market demands.
Indicator 5	Developed new approaches to support transition into employment.
2017-20 Results	
<p>This model has also meant that staff resources have been dedicated to a streamlined referral process for new Income Support clients that assesses employment readiness while assessing eligibility for Income Support.</p> <p>The Transitions to Work Program was also expanded in 2018-19. The department provided funding grants to nine community partners to offer a nine-week employment readiness program to non-EI eligible individuals wishing to explore career choices, update job search skills, secure work experience, and obtain workplace certificates such as first aid.</p> <p>As discussed on page 34, work continued during 2019-20 to identify new approaches for individuals to make the transition to gainful employment and a targeted “Digital Skills for Youth” wage subsidy was provided to employers to support hiring of interns.</p>	

Opportunities and Challenges

During the development of a new three-year strategic plan for 2020-23, the department identified potential challenges that also present possible opportunities for continued improvement in the delivery of services and the implementation of longer-term initiatives that require a continued, steady course.

The emergence of COVID-19 in March 2020 resulted in a number of rapid adjustments in service delivery models, policies and programming. These adjustments have created a real opportunity to determine effectiveness and efficiencies in the work of the department.

In 2020-21 the department will work to:

- Improve immigration outcomes and services for newcomers and employers;
- Help equip the provincial labour force to respond to labour market demands and economic diversification opportunities;
- Provide a more innovative and flexible provincial system for skilled trades training and certification;
- Support private industry sector growth in areas such as agriculture, aquaculture, forestry, oil and gas and technology;
- Provide opportunities for individuals with employment barriers to transition into the workforce; and,
- Work with partners to ensure that provincial labour standards are reflective of the ever-evolving work environment.

Financial Information

Summary of Expenditure and Related Revenue for the Year Ended March 31, 2020 (unaudited)				
		Actual Expenditure	Amended Budget	Original Budget
		\$	\$	\$
Executive and Support Services				
	Minister's Office	237,694	255,000	253,700
	Executive Support	1,198,226	1,230,900	1,080,400
	Administrative Support	2,449,234	2,589,500	2,620,800
	Program Development & Planning	603,503	632,200	733,200
Regional Service Delivery				
	Client Services	15,856,734	17,670,100	17,686,100
Income and Social Development				
	Income Assistance	225,323,735	225,354,500	220,334,400
	National Child Benefit Reinvestment	166,010	170,000	320,000
	Mother/Baby Nutrition Supplement	171,130	181,700	271,700
	Employment and Training Programs	1,174,878	1,383,900	1,383,900
	Employment Development Programs	7,645,749	8,263,600	8,263,600
	Labour Market Development Agreement	114,470,999	118,369,700	113,820,900
	Workforce Development Agreement	6,301,276	6,982,700	7,482,700
	Employment Assistance Program for Persons with Disabilities	9,582,937	9,976,400	9,476,400
	Youth and Student Services	6,000,017	6,435,700	6,435,700
Workforce Development, Labour and Immigration				
	Workforce Development and Productivity Secretariat	3,020,501	3,823,700	3,823,700
	Office of Immigration and Multiculturalism	1,843,337	2,351,000	2,400,500
	Labour Relations	488,597	503,400	502,600
	Standing Fish Price Setting Panel	204,387	204,700	198,900
	Labour Standards	598,184	604,700	579,300
	Labour Relations Board	606,542	707,900	740,000
Post-Secondary Education				
	Apprenticeship and Trades Certification	5,125,905	5,689,200	5,019,200
	Literacy and Institutional Services	3,525,063	5,560,200	5,264,000
	Atlantic Veterinary College	1,227,221	1,238,800	1,238,800
	Memorial University- Operations	318,999,402	318,999,500	309,354,700
	Memorial University- Physical Plant & Equipment	54,623,854	78,977,600	83,477,600
	College of the North Atlantic- Operations	84,756,353	85,017,700	87,017,700

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Summary of Expenditure and Related Revenue for the Year Ended March 31, 2020 (unaudited)				
		Actual Expenditure	Amended Budget	Original Budget
		\$	\$	\$
	College of the North Atlantic- Physical Plant & Equipment	2,948,370	2,977,000	2,850,000
	Student Financial Services- Administration	16,988,460	17,475,000	18,256,000
	Training Programs	5,173,894	5,500,000	8,000,000
	Total Gross Expenditures	891,312,192	929,126,300	918,886,500
	Total Revenue	(194,207,430)	(190,263,400)	(190,263,400)
	Total Net Expenditures	697,104,762	738,862,900	728,623,100
	Branch Totals			
	Executive and Support	4,488,657	4,707,600	4,688,100
	Regional Service Delivery	15,856,734	17,670,100	17,686,100
	Income and Social Development	370,836,731	377,118,200	367,789,300
	Workforce Development, Labour and Immigration	6,761,548	8,195,400	8,245,000
	Post-Secondary Education	493,368,522	521,435,000	520,478,000
	Total Department Gross Expenditures	891,312,192	929,126,300	918,886,500

Expenditure and revenue figures are based on public information from the Report on the Program Expenditures and Revenues of the Consolidated Revenue Fund for the year ended March 31, 2020. Audited financial statements are a requirement at the government level and are made public through the Public Accounts process; however, the department is not required to provide a separate audited financial statement.

Appendices

Appendix A - Contact Information

Further information about the services offered by the Department of Immigration, Skills and Labour may be obtained from the department's website at www.gov.nl.ca/isl or by contacting the department at Confederation Building, 3rd Floor, West Block, P.O. Box 8700, St. John's, NL, A1B 4J6; Telephone: (709) 729-2480.

To access Income Support services:

Eastern Region

- Residents in all communities from Clarenville to St. John's, including the Avalon, Bonavista and Burin Peninsulas, please call: (709) 729-7888 or toll-free 1-877-729-7888.

Western Region

- Residents in all Labrador communities, please call toll-free at: 1-866-449-3144.
- Residents in communities from Terra Nova to Corner Brook including the Baie Verte, Connaigre and Northern Peninsulas and down to Port Aux Basques, please call toll-free at: 1-866-417-4753

To access or inquire on employment and training programs and services, individuals, employer and/or organizations can:

- Call toll-free 1-800-563-6600 (Labour Market and Career Information Hotline), 1-877-729-7888 (Eastern Region) or 1-866-417-4753 (Western Region);
- TTY to 1-877-292-4205;
- E-mail employmentprograms@gov.nl.ca or isl@gov.nl.ca; or
- Visit one of the 19 Employment Centres around the province; locations can be found at www.gov.nl.ca/isl/files/career-employment-centres.pdf.
- EI-eligible individuals in Corner Brook, Grand Falls-Windsor, St. John's and Mount Pearl can also connect with Employment Options offices found at www.employmentnl.ca/.

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Labour Standards staff are available to interpret and address enquiries on the rights and responsibilities pertaining to a broad range of employment issues or labour standards. For more information, contact the division: toll-free at 1-877-563-1063; St. John's office (709) 729-2742; Corner Brook office (709) 637-2364; or visit www.gov.nl.ca/isl/labour/nonunion.

To access the Labour Relations Division that provides mediation and supports for unionized environments, call (709) 729-2711 or visit www.gov.nl.ca/isl/labour/union.

Office of Immigration and Multiculturalism staff are available to assist with questions regarding immigration programs and settlement integration supports, as well as multiculturalism and diversity in Newfoundland and Labrador. To access information on immigration and multiculturalism, including information on the Atlantic Immigration Pilot Program or the Newfoundland and Labrador Provincial Nominee Program, please call (709) 729-6607 or visit www.nlimmigration.ca or www.gov.nl.ca/immigration.

To access Apprenticeship and Trade Certification Services, call the Main Office toll-free at 1-877-771-3737; St. John's/Mount Pearl (709) 729-2729; Clarenville (709) 466-3982; Grand Falls-Windsor (709) 292-4215; Corner Brook (709) 637-2366; Happy Valley-Goose Bay (709) 896-6348 or, visit www.gov.nl.ca/isl/app.

For information regarding an access to information request or to inquire about the collection or use of your personal information, please contact the department's Access to Information and Protection of Privacy Coordinator at (709) 729-4276.

Appendix B - Public Entities

The Department of Immigration, Skills, and Labour supports the following public entities that prepare separate year-end reports:

- Income and Employment Support Appeal Board;
- Labour Relations Board;
- Provincial Apprenticeship and Certification Board;
- Standing Fish Price-Setting Panel;
- Workplace Health, Safety and Compensation Review Division; and
- WorkplaceNL

