



Social Development and Housing
ANNUAL REPORT

2019-2020



The Province of Prince Edward Island

ANNUAL REPORT

FY 2019-2020

Department of Social Development and Housing

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Message from the Minister

Honourable Antoinette Perry
Lieutenant Governor of Prince Edward Island
PO Box 846
Charlottetown, PE C1A 7L9



May It Please Your Honour:

I am pleased to submit the annual report for the Department of Social Development and Housing for the fiscal year ending March 31, 2020.

This report summarizes the achievements of the department in the past year. Some highlights include:

- Initiation of over 1,200 affordable housing units;
- Significant investments in the Social Assistance Program including a \$6.4 million increase to social assistance allowance rates;
- A commitment of \$3.8 million for renovations to existing seniors social housing units over 5 years;
- Increased operational funding to three non-governmental organizations (NGOs) that provide residential supports for individuals experiencing intellectual and/or dual disabilities, and
- Launched the 211 service with the United Way of Prince Edward Island.

As well as reporting on the activities of our department during this period, this report satisfies the requirements of Section 5 of the Rehabilitation of *Disabled Persons Act* and Section 10 of the *Social Assistance Act*.

During the reporting period, the Honourable Ernie Hudson served as Minister of the Department of Social Development and Housing.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read 'Brad Trivers', written in a cursive style.

Hon. Brad Trivers
Minister of Social Development and Housing

April 7, 2021

Message du ministre

L'honorable Antoinette Perry
Lieutenante-gouverneure de l'Île-du-Prince-Édouard
C. P. 846
Charlottetown (Î.-P.-É.) C1A 7L9



Votre honneur,

J'ai le privilège de vous soumettre le rapport annuel du ministère du Développement social et du Logement pour l'exercice financier se terminant le 31 mars 2020.

Le présent rapport résume les réalisations du ministère au cours de la dernière année. Voici quelques points saillants :

- Lancement de projets de plus de 1 200 unités de logement abordable;
- Importants investissements dans le Programme d'aide sociale, y compris 6,4 millions de dollars pour augmenter les taux de prestations mensuelles d'aide sociale;
- Un engagement de 3,8 millions de dollars pour des rénovations à des logements sociaux pour aînés au cours des cinq prochaines années;
- Augmentation du financement opérationnel à trois organisations non gouvernementales (ONG) qui fournissent du soutien résidentiel aux personnes ayant des déficiences intellectuelles ou des doubles handicaps;
- Lancement du service du 211 avec Centraide de l'Île-du-Prince-Édouard.

En plus de rendre compte des activités de notre ministère pour cette période, ce rapport satisfait aux exigences de l'article 5 de la *Rehabilitation of Disabled Persons Act* (loi sur la réadaptation des personnes handicapées) et de l'article 10 de la *Social Assistance Act* (loi sur l'aide sociale).

Durant la période visée par le rapport, l'honorable Ernie Hudson était le ministre du Développement social et du Logement.

Le tout respectueusement soumis,

A handwritten signature in black ink, appearing to read 'Brad Trivers'. The signature is fluid and cursive, written over a light-colored background.

L'honorable Brad Trivers
Ministre du Développement social et du Logement

April 7, 2021

Message from the Deputy Minister

Honourable Brad Trivers
PO Box 2000
Charlottetown, PE
C1A 7N8



Dear Minister Trivers:

It is my pleasure to provide you with the 2019-2020 annual report for the Department of Social Development and Housing along with the year-end financial summary.

This report provides the public with information on achievements and indicators that highlight the activities of our department for the year. It provides insight into the department's use of its fiscal and human resources to carry out its mandate of supporting Island families and individuals.

As always, I am grateful to our staff and community partners for their dedication in meeting the needs of Islanders.

Sincerely,

A handwritten signature in black ink, consisting of several loops and a long horizontal stroke at the end.

David Keedwell
Deputy Minister of Social Development and Housing

April 7, 2021

Department Overview

With approximately 400 employees and expenditures of more than \$150 million, the Department of Social Development and Housing is a significant provider of services to the citizens of Prince Edward Island. The department delivers programs and services from its four divisions: Child and Family Services, Social Programs, Housing Services, and Planning, Policy and Innovation. The Department is supported with finance, communications, human resources and information technology through other departments and agencies of the Government of Prince Edward Island.

Vision, Mission and Values

The needs of Prince Edward Island's citizens are changing and we must continually improve our services and the way we provide them. The strategic plan "*Our People, Our Families, Our Communities 2018-2023*" guides us as we focus on both the department and the people we serve. It sets the direction for the Department of Social Development and Housing for the next five years.

Vision:

Empowering individuals and families to be safe, healthy, secure and connected with communities.

Mission:

We contribute to the well-being of individuals, families and communities by working collaboratively, in an innovative manner, to promote the development of healthy, self-reliant individuals.

Values:

1. Respect – The attitude of acceptance and inclusion.
2. Integrity – The quality of being non-partisan, honest, open and fair.
3. Accountability – The practice of being responsible, transparent, and willing to accept responsibility for one's actions.
4. Excellence – The desire to provide high levels of accuracy, proficiency and knowledge in performing our work and in delivering services to the public.

Services Provided

Child and Family Services

The Child and Family Services Division provides a wide range of programs, services and resources to children and families across the province. These types of resources include parenting support, Foster Care, Adoption Services and the protection of all Island children.

Social Programs

The Social Programs Division provides programs in such areas as Social Assistance, AccessAbility Supports, Child Care Subsidy and the Seniors Independence Initiative. The Social Programs Division also provides funding grants to community organizations that provide residential services for persons with disabilities.

Housing Services

The Housing Services Division provides services in the areas of affordable housing for seniors and families and emergency and transitional housing supports for Islanders in need. Housing Services also provides home renovation programs that support seniors and low-income families to make repairs that make their homes safer.

Planning, Policy & Innovation

The Planning, Policy and Innovation Division provides program analysis and evaluation, departmental reporting, federal/provincial/territorial relations, legislative coordination and emergency social services.

Office of Seniors

The Department of Social Development and Housing also supports Island seniors through a variety of programs and services in addition to engagements with the Seniors' Secretariat - a body created to provide policy and program advice to government and other organizations to improve the quality of life for seniors living in Prince Edward Island.

Highlights and Accomplishments

The following improvements were made to programs and services during 2019-2020 to assist vulnerable persons in Prince Edward Island.

- **Opened 71 new social housing units:** These units are available for seniors, families and single persons in need of affordable housing and were built in partnership with private developers.
- **Announced the creation of over 1,200 Affordable Housing Units:** Over the next five years government will create over 1,200 new affordable housing units to support households to move out of core housing need. This will include:
 - the creation of 600 rent based on income mobile rental vouchers;
 - the development of 100 new social housing units owned by the Prince Edward Island Housing Corporation, an investment of \$16.9 million;
 - the creation of the Affordable Housing Development Program to incentivize private developers to create affordable units; and
 - in partnership with the Canadian Mental Health Association, providing \$2.9 million to 10 community organizations to support housing initiatives.
- **Announced a commitment of \$3.8 million for renovations to existing seniors public housing units:** Over the next five years \$3.8 million in renovations will be made to seniors public housing units across the Island. Renovations will include new roofs, heating systems, sidewalks, windows, doors and other important infrastructure.
- **Implemented several initiatives to improve emergency and transitional shelter capacity for Islanders in need including:**
 - the release of the Community Needs Assessment on Emergency Shelters and government's response to its recommendations;
 - the purchase of Smith Lodge, which will be converted into transitional housing for persons with multiple, complex needs; and
 - with community partners, opening a Community Outreach Centre to support people to connect to services.
- **Announced significant investments in the Social Assistance Program:** In January 2020, the department announced significant additional investments of \$6.4 million annually to social assistance allowance rates. These increased rates benefitted people in all regions of Prince Edward Island and improved the lives of vulnerable Islanders, giving them more of an opportunity for success through enhanced food security and personal supports.
- **Announced increases in Adult Group Home Beds:** The department increased operational funding to three Non-Governmental Organizations (NGOs) that provide residential supports for individuals experiencing intellectual and/or dual disabilities. This additional investment supported 34 new residential beds across the province. The NGOs included Community Connections Inc., Queens County Residential Services, and Inclusions East.

- **Announced Holland College Human Services Program Expansion:** In partnership with Skills PEI and Holland College, the department invested \$86,000 in the expansion of the Holland College Human Services Program to West Prince. The program began in January, 2020 and accommodates up to 16 students.
- **Introduced Open Adoption Legislation:** In November of 2019, government introduced amendments to the *Adoption Act* that would allow for the opening of sealed adoption records. These amendments went into effect in January of 2020.
- **Assisted in the implementation of a 211 service to PEI:** Staff coordinated Government's work with the United Way to implement a 211 service in Prince Edward Island.
- **Continued Implementation of the Poverty Reduction Action Plan:** This included creation of the Poverty Reduction Council and a Cross-Departmental Implementation Secretariat.

Key Indicators

Child and Family Services*

INDICATOR	2017-2018	2018-2019	2019-2020
Number of Child Protection Reports Received	3,227	3,801	3,763
Number of Child Protection Investigations Opened	1,811	1,969	1,993
Number of Children who Received Child Protection Services in Their Own Homes	675	631	612
Number of Children who Received Child Protection Services in the Legal Custody and Guardianship of the Director of Child Protection	192	177	176
Focused Intervention Services	615	579	592
Average Number of Children in Care per Month	111	99	107
Average Number of Foster Homes	97	92	86
Number of Adoptions	21	15	9
Number of Applications for Post Adoption Services	27	23	50
Post Adoption Services Provided	49	29	28

*Some figures have been revised from previous annual reports

Social Programs

INDICATOR	2017-2018	2018-2019	2019-2020
Monthly Average Social Assistance Cases for the Year	3,649	3,872	3,597
Individuals receiving Social Assistance ¹	5,412	6,011	5,632
Children Under 18 receiving Social Assistance ¹	1,424	1,703	1,791
Single Parents receiving Social Assistance ¹	503	619	630
Single Persons receiving Social Assistance ¹	2,809	2,916	2,397
Yearly Average Clients Accessing AccessAbility Supports	1,399	1,495	1,761
Yearly Average Children Accessing Child Care Subsidy	827	1,059	1,699
Yearly Average Seniors Accessing the Seniors Independence Initiative	N/A	544	742

¹ as at Feb. 28. Note: These figures use a new reporting method from previous annual reports.

Housing Services*

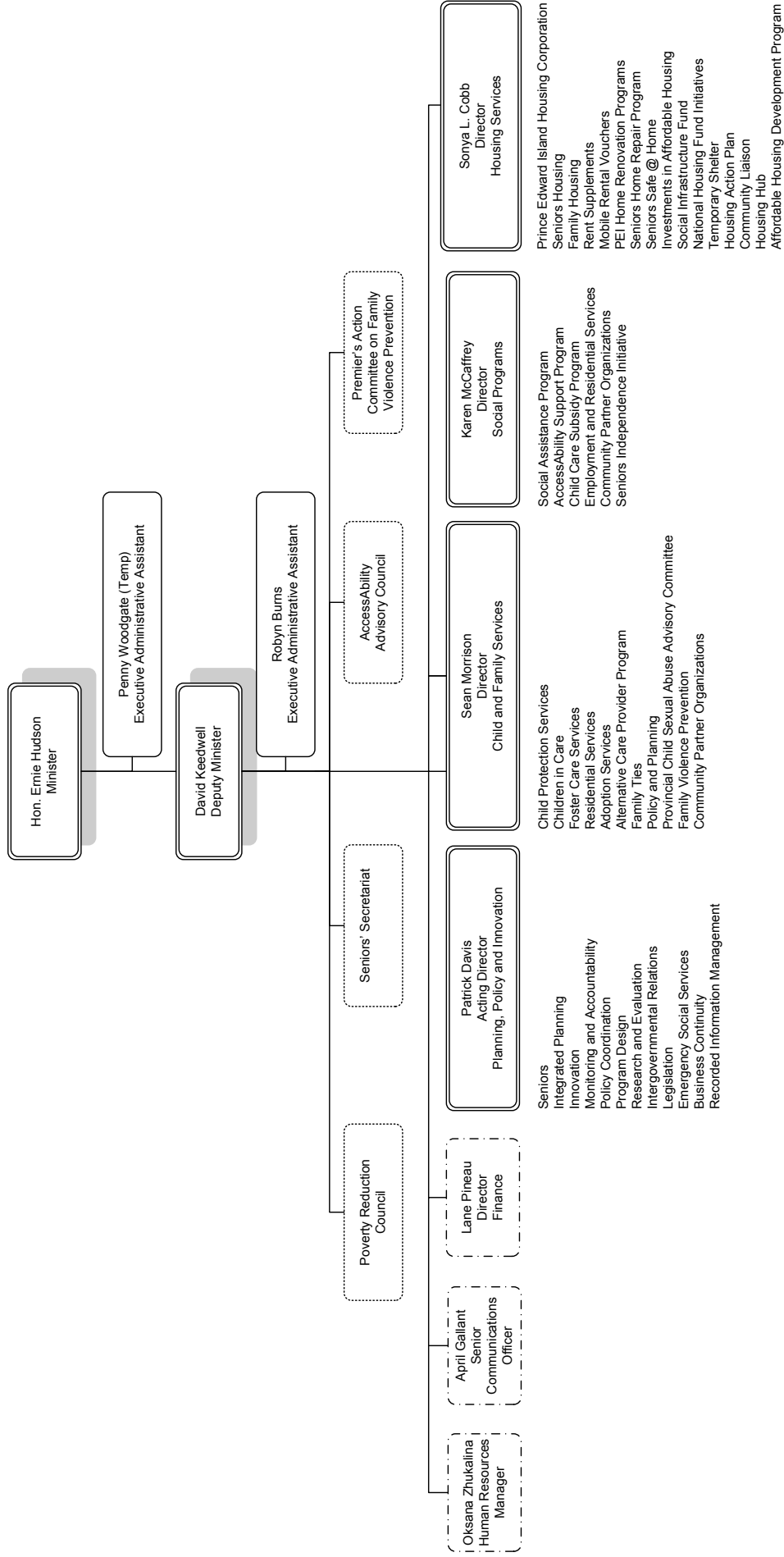
INDICATOR	2017-2018	2018-2019	2019-2020
Seniors Housing Program			
Number of Units	1,117	1,117	1,117
Placements	153	123	111
New Applications	455	656	768
Registry	662	476	438
Number of Rent Supplements	104	104	187
Mobile Rental Vouchers	25	370	442
Family Housing Program			
Number of Units	480	480	482
Placements	29	45	37
New Applications	517	897	861
Registry	587	486	623
Number of Rent Supplements	25	25	35
Mobile Rental Vouchers	103	166	285
Home Renovation Programs			
Clients Served - Seniors Home Repair Program	130	112	364
Grants Approved - Seniors Home Repair Program	\$144,600	\$101,500	\$284,800
Clients Served - Seniors Safe @ Home	72	70	126
Grants Approved - Seniors Safe @ Home	\$248,200	\$210,200	\$270,300
Clients Served - PEI Home Renovation Program	289	279	901
PEI Home Renovation Program Grant Approved	\$1,316,700	\$972,100	\$3,029,000

*Some figures have been revised from previous annual reports

**In 2019-20, the department introduced year-round program intake for the PEI Home Renovation Program.

Organizational Structure

Department of Social Development and Housing Functional Organizational Chart



Employee Profile

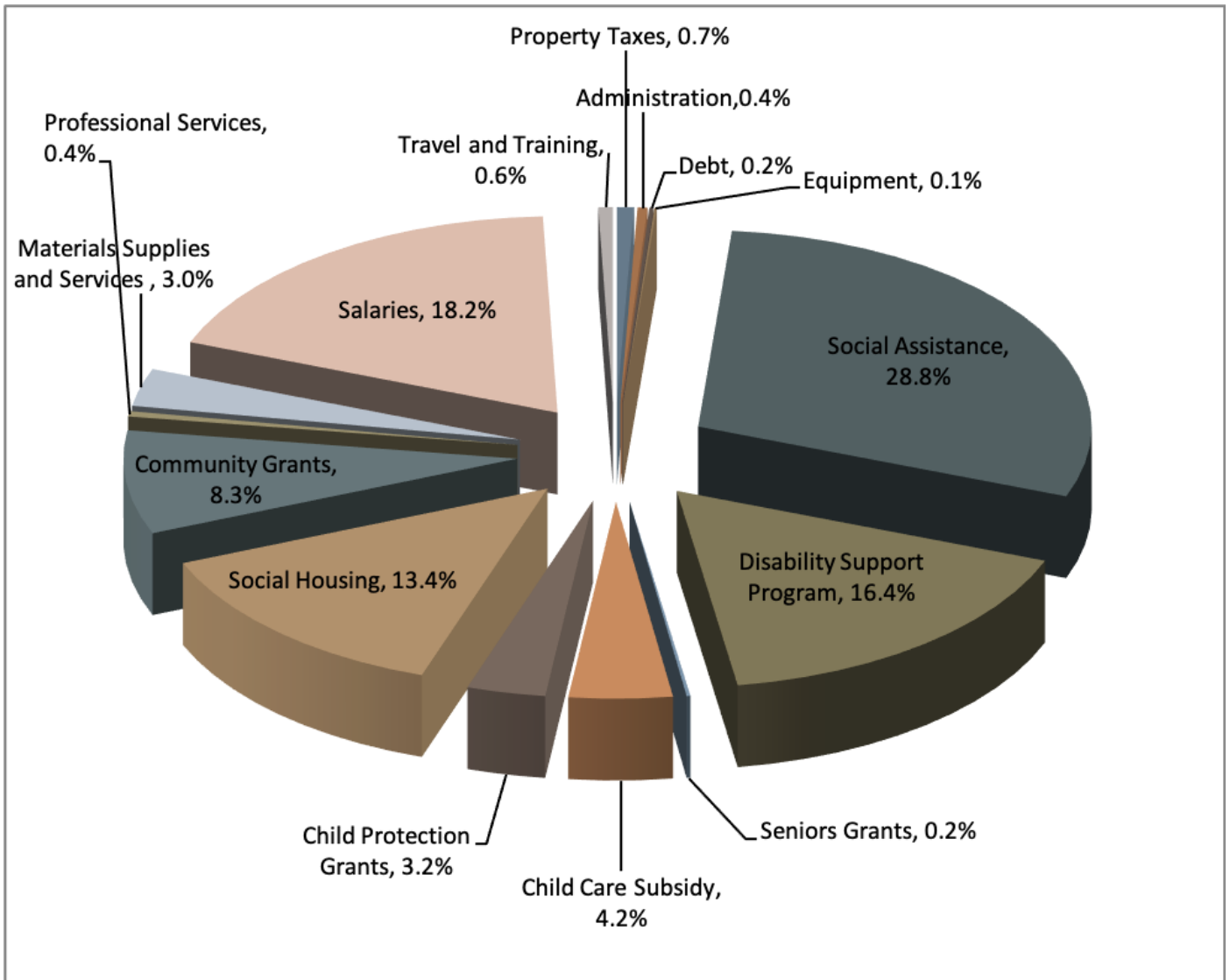
Social Development and Housing – Full Time Equivalent Positions by Division

DIVISION	2017-2018	2018-2019	2019-2020
Child and Family Services	170.1	181.9	181.9
Social Programs	102.0	107.5	107.5
Housing Services	32.7	32.7	32.7
Planning, Policy and Innovation	9.5	11.5	11.5
Total Full Time Equivalent Positions	314.30	333.60	333.60

Financial Statements

PROGRAM	BUDGET	ACTUALS
EXPENDITURES		
Housing Services	\$22,738,000	\$28,840,000
Seniors Programs	358,000	354,000
Planning, Policy and Innovation	1,667,000	1,990,000
Child and Family Services	23,413,000	24,320,000
Social Programs	85,152,000	97,802,000
Total	\$133,328,000	\$153,306,000
REVENUES		
Housing Services	19,728,000	27,567,000
Planning, Policy and Innovation	-	154,000
Child and Family Services	916,000	767,000
Social Programs	1,460,000	1,844,000
Total	22,104,000	30,332,000
TOTAL NET	\$111,224,000	\$122,974,000

2019-2020 Expenditures by Expense Type





Contact Information

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www.PrinceEdwardIsland.ca/en/topic/social-development-and-housing