



*Family and Human Services*

# ANNUAL REPORT

2016-2017



*Department of Family and Human Services*

*Annual Report*

*For the Fiscal Year  
April 2016 to March 2017*



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## *Message from the Minister*



October 28, 2018

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

May It Please Your Honour:

It is my privilege to submit our annual report for the fiscal year ending March 31, 2017.

As Minister for the Department of Family and Human Services, it is my responsibility to be accountable to Islanders on the activities of the Department and to effectively and efficiently manage the Department's expenditures.

This report highlights some of the many accomplishments of my Department during the 2016-2017 fiscal year. A number of these achievements are associated with the Department's mandate including:

- Housing Services Division introduced 75 new housing rent supplements and Social Programs increased the number of adult group home beds. These actions will better align the supply of housing with the needs of Islanders;
- The *Child Protection Act* Review Advisory Committee conducted a review of *the Act*, which lead to six priority areas for action that will ensure government support is attuned to the needs of vulnerable children at risk; and
- Corporate Support Division initiated a comprehensive review of the Child Care Subsidy Program to improve the Program's effectiveness and to ensure the program will meet future anticipated needs.

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*.

Respectfully Submitted,

A handwritten signature in black ink, appearing to be 'Tina M. Mundy', with a large, stylized loop at the end.

Tina M. Mundy  
Minister of Family and Human Services

## *Message de la ministre*



Le 28 octobre 2018

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

Qu'il plaise à Votre Honneur,

J'ai le privilège de présenter notre rapport annuel pour l'exercice financier qui s'est terminé le 31 mars 2017.

En tant que ministre des Services à la famille et à la personne, c'est ma responsabilité de rendre des comptes aux Insulaires sur les activités du ministère et de gérer les dépenses ministérielles de manière efficace et efficiente.

Le présent rapport souligne certaines des nombreuses réalisations du ministère durant l'année financière 2016-2017. Bon nombre de ces réalisations sont associées au mandat du ministère, y compris les suivantes :

- La Division du service de logement a instauré 75 nouveaux suppléments au loyer et les programmes sociaux ont augmenté le nombre de lits pour adultes dans les foyers de groupe. Ces actions permettront de mieux aligner l'offre de logements avec les besoins des Insulaires;
- Le Conseil consultatif sur la *Child Protection Act* (loi sur la protection des enfants) a procédé à un examen de la *loi*, ce qui a donné lieu à six domaines d'action prioritaires qui permettront d'assurer que l'appui du gouvernement est adapté aux besoins des enfants vulnérables à risque; et



- La Division de l'appui administratif a entrepris un vaste examen du Programme de subvention pour la garde d'enfants afin d'améliorer l'efficacité du programme et d'assurer qu'il répond aux besoins éventuels prévus.

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).

Le tout respectueusement soumis,

A handwritten signature in black ink, appearing to be 'Tina M. Mundy', with a large, stylized loop at the end.

Tina M. Mundy  
Ministre des Services à la famille et à la personne

## *Message from the Deputy Minister*



October 25, 2018

Honourable Tina Mundy  
PO Box 2000  
Charlottetown, PE C1A 7N8

Dear Minister Mundy:

It is my pleasure to provide you with the 2016-2017 annual report for the Department of Family and Human Services 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 the fiscal and human resources to carry out its mandate of supporting Island families and individuals.

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

During the reporting period Ms. Teresa Hennebery served as Deputy Minister of Family and Human Services.

Sincerely,

A stylized, handwritten signature in black ink, consisting of a large, sweeping 'C' followed by a series of loops and a final vertical stroke.

Craig Dalton  
Deputy Minister of Family and Human Services

## *Department Overview*

The Department of Family and Human Services has the responsibility of supporting Island citizens at times in their lives when they need assistance.

The department consists of four divisions: Child and Family Services, Social Programs, Housing Services and Corporate Support and Seniors. These divisions provide supports including: Child Protection Services, Foster Care, Adoption Services, Family Violence Prevention, Social Assistance, Disability Supports, Seniors Housing and Family Housing, Home Renovation Programs and support for the Seniors Secretariat.

### **Our Mission**

#### **To support social and economic stability for individuals, families and communities**

The Department of Family and Human Services contributes to the well being of individuals, families and communities by working collaboratively to promote the development of healthy, self-reliant individuals and to support and protect vulnerable members of the community.

### **Our Vision**

#### **“Individuals, families and communities reaching full potential.”**

The Department of Family and Human Services envisions a future where children, youth, adults and seniors are healthy, safe, secure and connected with communities. Professional and caring staff deliver programs and services that recognize each person’s worth, dignity and responsibility to themselves, their families, communities and society.

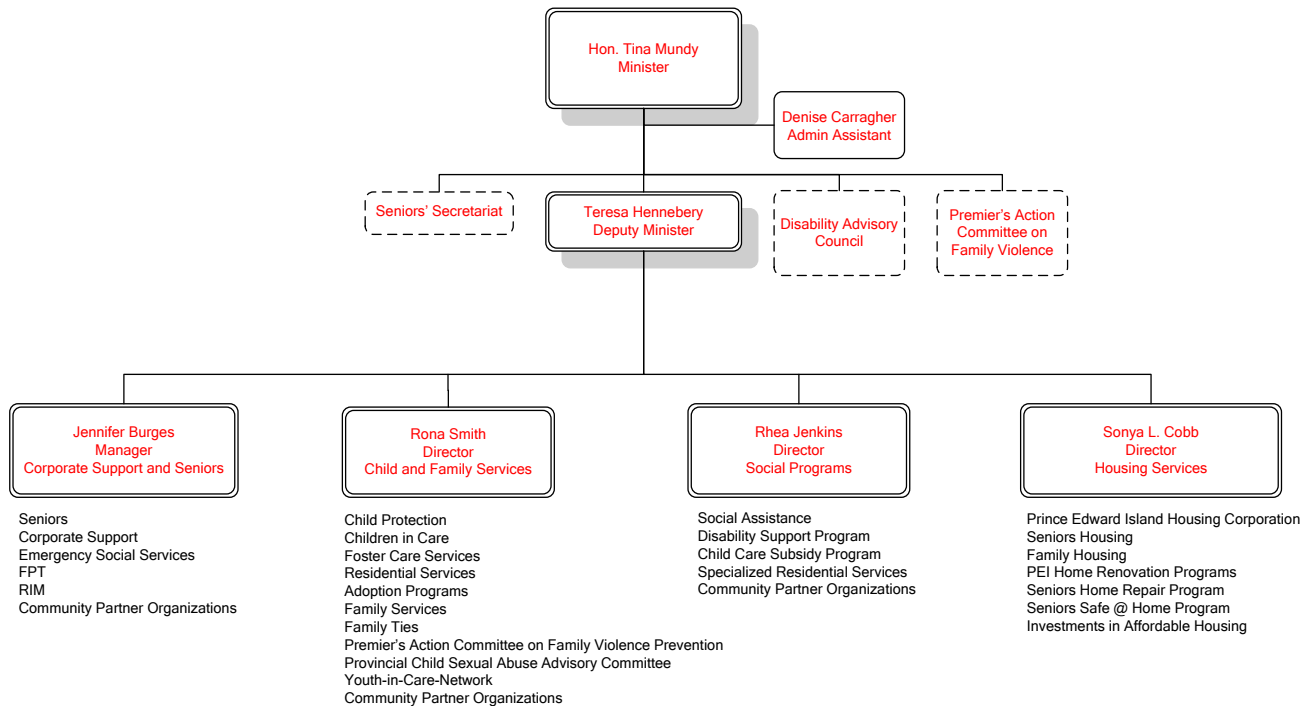
### **The Department of Family and Human Services values:**

- treating people with respect, care and fairness;
- person-centered programs that are timely, accessible and equitable;
- integrity and diversity of our employees; and
- working collaboratively through open, honest, respectful communication.

## Functional Organization Chart and Employee Profile

### Department of Family and Human Services

#### Functional Organizational Chart



### Family and Human Services Employee Profile – Full Time Equivalent Positions by Division

| Division                                    | 2014-2015    | 2015-2016    | 2016-2017     |
|---|--------------|--------------|---------------|
| Child and Family Services                   | 169.1        | 169.1        | 169.1         |
| Social Programs                             | 102.0        | 102.0        | 102.0         |
| Housing Services                            | 28.7         | 32.7         | 32.7          |
| Corporate Support and Seniors               | 11.5         | 10.5         | 10.5          |
| <b>Total Full Time Equivalent Positions</b> | <b>311.3</b> | <b>314.3</b> | <b>314.30</b> |

## Achievements

In 2016-2017 each division within Family and Human Services made improvements to programs and services that saw the department grow in its ability to assist vulnerable persons in Prince Edward Island. These included:

- **Increasing Access to Federal and Provincial Benefits – “Be Aware and Get Your Share” initiative** – The PEI Government began a campaign, in collaboration with the Canada Revenue Agency, to raise awareness that Islanders may be eligible for federal and provincial benefits that they are not receiving.
- **Increases to Social Assistance Food Rates** – 2016-2017 was year three of a five year plan to increase social assistance food rates, a total investment of \$2.8 million.
- **Personal Comfort Allowance** – Personal comfort allowance for social assistance clients increased from \$71 to \$91 per month. This funding supports social assistance clients to help meet their personal needs.
- **One Time Funding Support to Community Partner Organizations** – Over \$100,000 in funding investments were made to support Community Partner Organizations, specifically those providing residential and transportation services.
- **Increases in Adult Group Home Beds** – Through partnerships with Community Partner Organizations, the number of adult group home beds for young adults with residential needs was increased from 220 to 249.
- **PEI Home Renovation Programs** – An additional \$400,000 was invested in the programs for 2016-2017.
- **Housing Rent Supplements** – Introduction of 75 housing rent supplements to support low income Islanders to obtain affordable housing.
- **Child Protection Act Review** – The *Child Protection Act* Review Advisory Committee conducted a review of *the Act*. The final report and recommendations were accepted and released in January 2017, to include six priority areas for action:
  - strengthen the voices of children (includes a children’s lawyer, public education about the rights of children, as examples);
  - increase supports for grandparents as primary caregivers;
  - improve data collection, analysis and reporting processes related to outcomes for children;
  - address legislative changes required to better protect the best interest of the child;
  - implement an evidence-based decision making model to support the delivery of consistent and thorough child protection services; and
  - develop a social policy framework for better accountability and integrated collaboration.

## *Key Indicators for the 2016-2017 Fiscal Year*

### **Child and Family Services**

| <b>Indicator</b>  | <b>2014-2015</b> | <b>2015-2016</b> | <b>2016-2017</b> |
|---|------------------|------------------|------------------|
| Number of Child Protection Reports Received   | 3,368            | 3,443            | 3,449            |
| Number of Child Protection Investigations Opened  | 1,838            | 1,954            | 2,028            |
| Number of Children who Received Child Protection Services in Their Own Homes  | 720              | 734              | 696              |
| Number of Children who Received Child Protection Services in the Legal Custody and Guardianship of the Director of Child Protection | 225              | 196              | 193              |
| Focused Intervention Services   | 659              | 636              | 608              |
| Average Number of Children in Care per Month  | 133              | 121              | 125              |
| Average Number of Foster Homes  | 91               | 115              | 94               |
| Number of Adoptions   | 15               | 16               | 20               |
| Number of Applications for Post Adoption Services   | 18               | 15               | 15               |
| Post Adoption Services Provided   | 27               | 37               | 44               |

### **Social Programs**

| <b>Indicator</b>   | <b>2014-2015</b> | <b>2015-2016</b> | <b>2016-2017</b> |
|--|------------------|------------------|------------------|
| Social Assistance Total Annual Cases                                   | 5,049            | 5,220            | 5,064            |
| Social Assistance Total Annual Individuals                             | 7,867            | 8,076            | 7,809            |
| Social Assistance Cases <sup>1</sup>                                   | 3,758            | 3,835            | 3,723            |
| Individuals on Social Assistance <sup>3</sup>                          | 5,439            | 5,538            | 5,332            |
| Children Under 18 on Social Assistance <sup>3</sup>                    | 1,471            | 1,503            | 1,412            |
| Single Parents on Social Assistance <sup>3</sup>                       | 572              | 577              | 524              |
| Single Persons on Social Assistance <sup>3</sup>                       | 2,738            | 2,826            | 2,774            |
| Percentage of Head of Household with a Disability on Social Assistance | 67.24%           | 70.00%           | 66.00%           |
| Total Number of Clients Accessing Disability Supports <sup>2</sup>     | 1,294            | 1,330            | 1,365            |
| Total Number of Children Accessing Child Care Subsidy                  | 1,538            | 1,440            | 1,543            |
| Total Number of Families Accessing Child Care Subsidy                  | 1,050            | 965              | 1,017            |

<sup>1,2</sup> Cases as at March 31, 2017

<sup>3</sup> as at Feb. 28, 2017

## Housing Services

| Indicator                                     | 2014-2015   | 2015-2016   | 2016-2017   |
|---|-------------|-------------|-------------|
| Number of Units in Seniors Housing            | 1,117       | 1,117       | 1,117       |
| Placements in Seniors Housing                 | 170         | 168         | 175         |
| New Applications in Seniors Housing           | 396         | 448         | 384         |
| Seniors Housing Registry                      | 895         | 1,026       | 918         |
| Number of Rent Supplements for Seniors        | 104         | 104         | 129         |
| Number of Units in Family Housing             | 481         | 481         | 481         |
| Placements in Family Housing                  | 70          | 72          | 54          |
| New Applications in Family Housing            | 286         | 275         | 455         |
| Family Housing Registry                       | 290         | 340         | 425         |
| Number of Rent Supplements for Families       | 78          | 78          | 128         |
| Clients Served - Seniors Home Repair Program  | 234         | 274         | 277         |
| Grants Approved – Seniors Home Repair Program | \$253,100   | \$317,000   | \$201,200   |
| Clients Served – Seniors Safe @ Home          | 59          | 178         | 100         |
| Grants Approved - Seniors Safe @ Home         | \$219,700   | \$344,000   | \$330,300   |
| PEI Home Renovation Program Total Budget      | \$1,111,500 | \$1,111,500 | \$1,361,500 |
| Applications Budgeted                         | 75          | 175         | 230         |
| Applications Received                         | 639         | 630         | 532         |
| Applications Processed                        | 172         | 171         | 230         |

## *Financial Overview for the 2016-2017 Fiscal Year*

The Department of Family and Human Services saw increases in benefits provided across numerous programs in 2016-2017, which, along with modest increases in utilization, led to a budget deficit for the fiscal year.

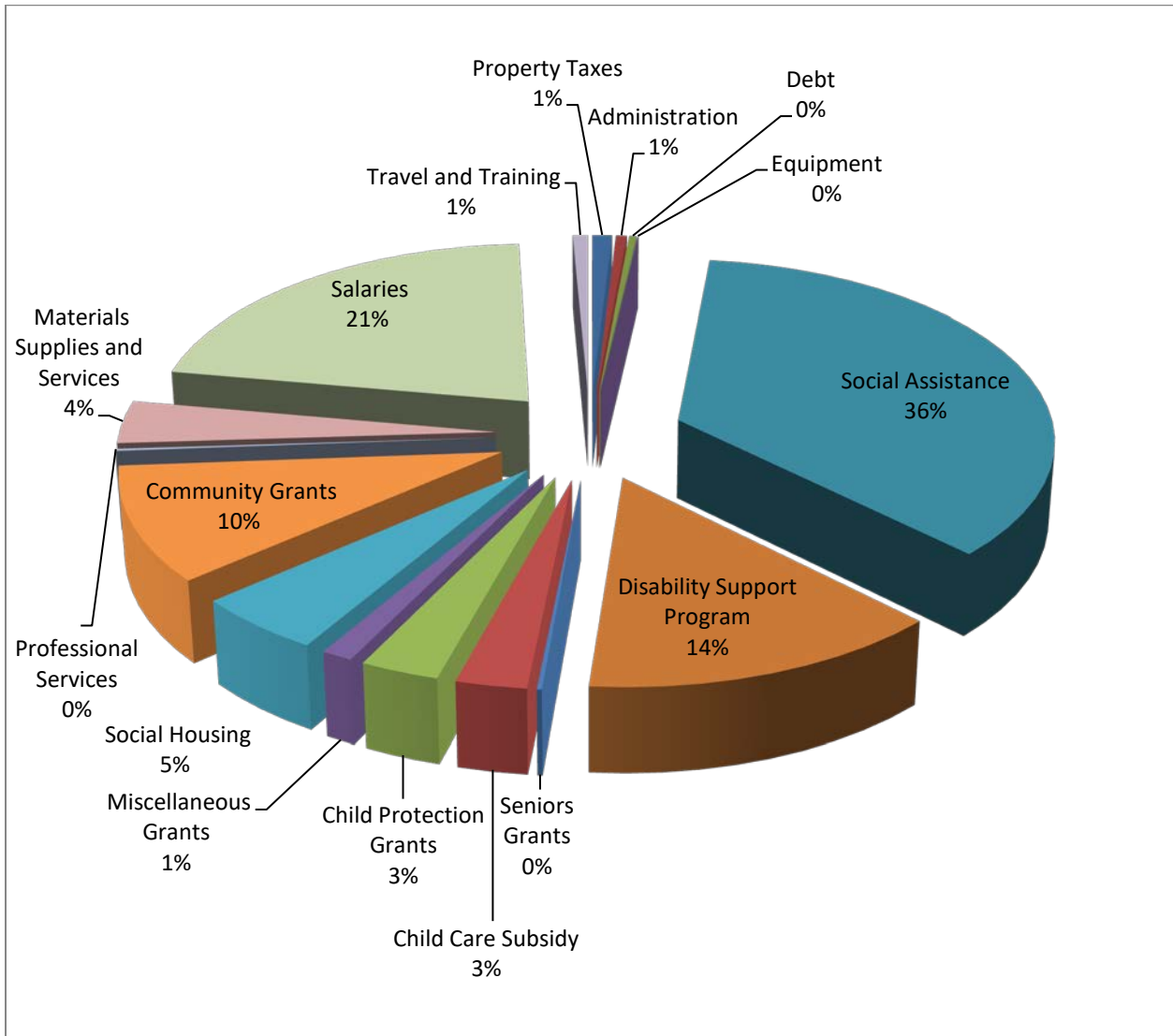
Some examples of the increases include:

- Increases to Social Assistance Food and Personal Comfort rates;
- Increases in the number of Adult Group Home beds for young adults; and
- Increased utilization of the Disability Support Program and the Child Care Subsidy.

| Program                   | Budget              | Actuals              |
|---------------------------|---------------------|----------------------|
| <b>EXPENDITURES</b>       |                     |                      |
| Housing Programs          | \$12,678,000        | \$12,448,000         |
| Seniors Programs          | 350,000             | 314,000              |
| Corporate Support         | 926,000             | 842,000              |
| Child and Family Services | 18,762,000          | 20,911,000           |
| Social Programs           | 64,093,000          | 72,651,000           |
| <b>Total</b>              | <b>\$96,809,000</b> | <b>\$107,166,000</b> |
| <b>REVENUES</b>           |                     |                      |
| Housing Programs          | 10,352,000          | 11,555,000           |
| Seniors Programs          | -                   | -                    |
| Corporate Support         | -                   | -                    |
| Child and Family Services | 807,000             | 910,000              |
| Social Programs           | 1,376,000           | 1,376,000            |
| <b>Total</b>              | <b>12,535,000</b>   | <b>13,841,000</b>    |
| <b>TOTAL NET</b>          | <b>\$84,274,000</b> | <b>\$93,325,000</b>  |



## 2016-2017 Expenditures by Expense Type



For more information please contact  
The Department of Family and Human Services  
P.O. Box 2000, Charlottetown PE C1A 7N8  
902-620-3777

Information supplémentaire :  
Ministère des Services à la famille et à la personne  
C.P. 2000, Charlottetown (Î.-P.-É.) C1A 7N8  
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