



*Family and Human Services*  
**ANNUAL REPORT**  
2018-2019



**Table of Contents**

Message from the Minister ..... 1

Message from the Deputy Minister ..... 3

Department Overview..... 4

Functional Organization Chart and Employee Profile ..... 5

Achievements..... 6

Key Indicators for the 2018-2019 Fiscal Year ..... 8

Financial Overview for the 2018-2019 Fiscal Year ..... 10

## Message from the Minister



February 20, 2020

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

May It Please Your Honour:

I am pleased to submit the annual report for the Department of Family and Human Services for the fiscal year ending March 31, 2019.

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

- The development of a Housing Action Plan and Poverty Reduction Action plan to guide government's direction over the next five years on these important issues for Islanders;
- The transformation of the province's Disability Support Program to the new AccessAbility Supports program which offers new and enhanced supports and more personalized care for individuals and their families. The program is also more inclusive of other disabilities, including mental health;
- Increases to the Social Assistance Program's food and shelter rates and modernization of the program to reduce barriers to employment for individuals who receive social assistance; and
- Public engagement and consultation on the opening of Prince Edward Island's adoption records.

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 Tina Mundy served as Minister of the Department of Family and Human Services.

A handwritten signature in black ink that reads "Ernie Hudson". The signature is written in a cursive style with a long, sweeping underline.

Ernie Hudson Minister of Social Development and Housing

## Message du ministre



Le 20 février 2020

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 des Services à la famille et à la personne pour l'exercice financier se terminant le 31 mars 2019.

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

- L'élaboration d'un plan d'action sur le logement et d'un plan d'action de réduction de la pauvreté pour orienter le gouvernement pendant les cinq prochaines années sur ces questions importantes pour les Insulaires;
- La transformation du programme provincial de soutien aux personnes handicapées en programme d'accessibilité qui offre du soutien nouveau et amélioré et des soins plus personnalisés pour les personnes et leurs familles. Le programme est aussi plus inclusif pour les autres handicaps, y compris en santé mentale;
- L'augmentation des taux d'allocation pour l'alimentation et l'hébergement dans le cadre du Programme d'aide sociale et la modernisation du programme pour réduire les obstacles à l'emploi pour les personnes recevant de l'aide sociale;
- La consultation et la mobilisation du public concernant l'ouverture des dossiers d'adoption 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).

Pendant la période visée par le rapport, l'honorable Tina Mundy était ministre des Services à la famille et à la personne.

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

Ernie Hudson, ministre du Développement social et du Logement

## Message from the Deputy Minister



February 13, 2020

Honourable Ernie Hudson  
PO Box 2000  
Charlottetown, PE C1A 7N8

Dear Minister Hudson:

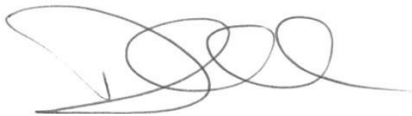
It is my pleasure to provide you with the 2018-2019 annual report for the Department of Family and Human Services along with the year-end financial summary.

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 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.

During the reporting period Mark Spidel served as Deputy Minister of Family and Human Services.

Sincerely,

A handwritten signature in black ink, consisting of a series of loops and a long horizontal stroke at the end, identifying the sender as David Keedwell.

David Keedwell  
Deputy Minister of Social Development and Housing

## **Department Overview**

With approximately 400 employees and expenditures of more than \$125 million, the Department of Family and Human Services is a significant provider of services to the citizens of Prince Edward Island. The department delivers programs and services from its 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 including the Department of Finance, Communications and Public Engagement and the Public Service Commission.

## **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 Family and Human Services for the next five years.

### **Vision:**

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

### **Mission:**

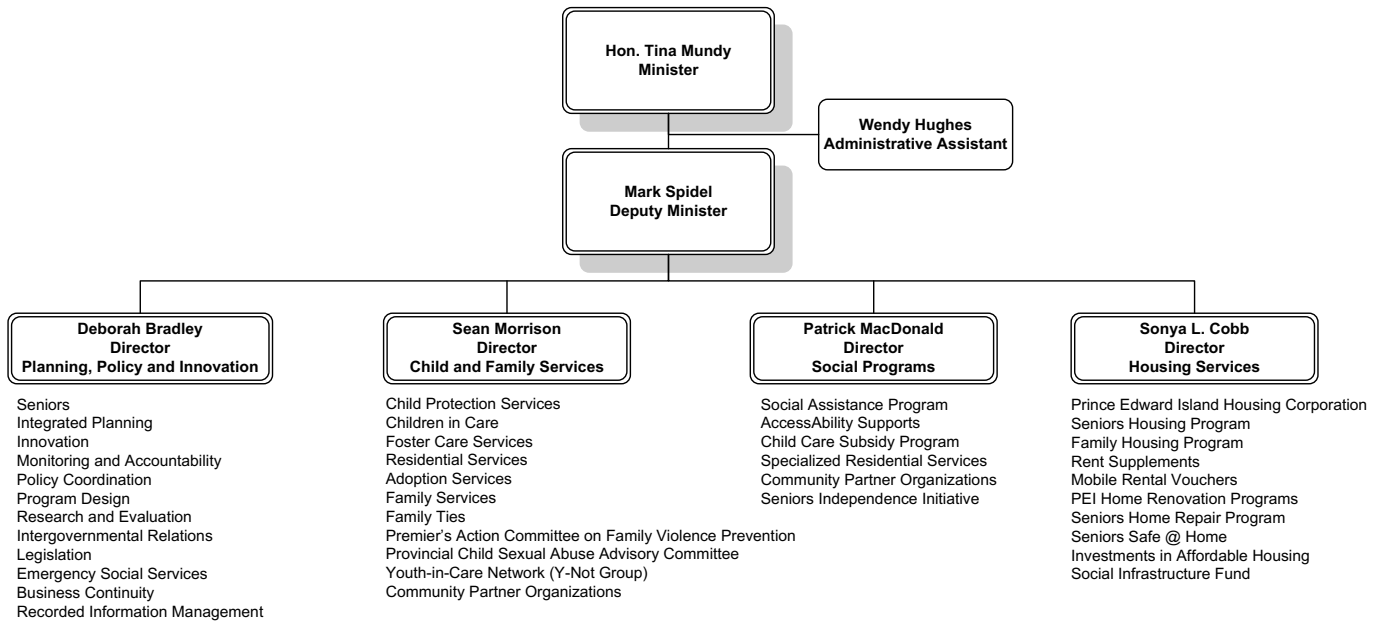
We contribute to the well-being of individuals, families and communities by working collaboratively, in an innovative manner, to promote the development of healthy, self-reliant individuals.

### **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.

# 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	2016-2017	2017-2018	2018-2019
Child and Family Services	169.1	170.1	181.9
Social Programs	102.0	102.0	107.5
Housing Services	32.7	32.7	32.7
Planning, Policy and Innovation & Seniors	10.5	9.5	11.5
<b>Total Full Time Equivalent Positions</b>	<b>314.30</b>	<b>314.30</b>	<b>333.60</b>

## Achievements

In 2018-2019 Family and Human Service's divisions made improvements to programs and services that saw the department grow in its ability to assist vulnerable persons in Prince Edward Island. These included:

- **Adoption Act – Opening Records** – In 2018 the government of Prince Edward Island facilitated a public discussion on whether or not the PEI Adoption Act should be amended to allow for the opening of sealed records, as has been done in the majority of Canadian provinces. An Advisory Committee was tasked with facilitating the public engagement process and the final report of the Advisory Committee was released in November 2018.
- **Implementation of AccessAbility Supports Program:** The AccessAbility Supports (AAS) program became operational in July 2018, with a vision of social inclusion and economic participation for Islanders experiencing disabilities to achieve full citizenship. An expansion of the Disability Support Program, AAS offers new and enhanced supports that are more personalized and focus on empowering individuals and their families. The program is also more inclusive of other disabilities, including mental health.
- **Significant investments in the Social Assistance Program:** In July 2018, Government implemented extensive modernization changes to the Social Assistance Program, including significant increases to liquid asset and wage exemptions; extended benefits for clients transitioning to full-time employment (in the areas of medical, dental and optical coverage) and additional funding for clients to assist in reducing barriers to employment. Additionally, food rates were increased in both November 2018, and January 2019. Shelter rates were also increased by 3% in June 2018, and an additional 6% in December 2018.
- **Increases to the Child Care Subsidy Program:** Additional investments to the Child Care Subsidy Program were made in October 2018, and benefitted more than 200 Island children. Private sitter rate changes included the daily rate for infants increasing from \$20 to \$30 and the daily rate for children two years of age and older increasing from \$20 to \$25. Before and after-school child care rates increased as well with the half-day rate increasing from \$10 to \$15 and the full day rate increasing from \$20 to \$30. There was also an increase in the number of Island families receiving full subsidization.



- **Seniors Health and Wellness Action Plan** – A provincial action plan for seniors, near seniors, and care givers living on PEI was released in spring 2018. The development and implementation of the plan was co-led by the Department of Health and Wellness and the Department of Family and Human Services. The three-year plan aims to create an age friendly health and social system that promotes wellness and preserves health.
- **Poverty Reduction Action Plan** – *Belonging and Thriving: A Poverty Reduction Action Plan for Prince Edward Island* was released in November 2018. The action plan built on the good work underway across the province and was developed collaboratively with Islanders and guided by the Poverty Reduction Advisory Council.
- **Provincial Housing Action Plan** – Government released the *Housing Action Plan for Prince Edward Island 2018-2023* (the Plan) in July 2018. The Plan includes initiatives which concretely identify how the province, working with partners, will expand Prince Edward Island's affordable housing capacity, protect our existing stock, and help those Islanders facing housing insecurities. As a part of this Plan, government has committed to multiple new housing projects to meet the Plan's goal of 1,175 new affordable housing units.
- **PEI Home Renovation Programs** – Enhancements made in January 2019, will ensure more Islanders benefit from this program annually. Enhancements included revising the qualifying criteria and accepting applications year-round so that more Islanders can access the program.
- **Seniors Home Repair Program** – In March 2019, government expanded program eligibility so that more Island seniors can benefit from this program, including increasing the income range up to \$50,000 and eliminating the client co-pay for the program.
- **The CMHC-Prince Edward Island Bilateral Agreement under the 2017 National Housing Strategy** - Signed in January 2019, this agreement provides a joint investment of approximately \$15 million over 10 years to expand affordable housing capacity, protect existing affordable housing stock, and to help those Islanders facing housing insecurities.
- **Increase One-Time Funding Support to Community Partner Organizations (CPO)** – One time investments of more than \$1,090,000 were made in March 2019, to support community partner organizations, specifically those providing residential and transportation services.

## Key Indicators for the 2018-2019 Fiscal Year

### Child and Family Services

Indicator	2016-2017	2017-2018	2018-2019
Number of Child Protection Reports Received	3,449	3,227	3,796
Number of Child Protection Investigations Opened	2,028	1,811	2,331
Number of Children who Received Child Protection Services in Their Own Homes	696	675	642
Number of Children who Received Child Protection Services in the Legal Custody and Guardianship of the Director of Child Protection	193	192	198
Focused Intervention Services	608	615	640
Average Number of Children in Care per Month	125	111	105
Average Number of Foster Homes	94	127	104
Number of Adoptions	20	20	15
Number of Applications for Post Adoption Services	15	27	23
Post Adoption Services Provided	44	49	29

### Social Programs

Indicator	2016-2017	2017-2018	2018-2019
Social Assistance Cases <sup>1</sup>	3,723	3,745	3,942
Individuals receiving Social Assistance <sup>3</sup>	5,332	5,407	5,110
Children Under 18 receiving Social Assistance <sup>3</sup>	1,412	1,461	1,703
Single Parents receiving Social Assistance <sup>3</sup>	524	503	580
Single Persons receiving Social Assistance <sup>3</sup>	2,774	2,807	3,141
Total Number of Clients receiving AccessAbility Supports <sup>2</sup>	1,365	1,399	1,495
Total Number of Children Accessing Child Care Subsidy	1,543	1,481	1,845
Total Number of Families Accessing Child Care Subsidy	1,017	986	1,264

<sup>1, 2</sup> Cases as at March 31, 2019

<sup>3</sup> as at Feb. 28, 2019

## Housing Services

Indicator	2016-2017	2017-2018	2018-2019
<b>Seniors Housing Program</b>			
Owned Units	1,117	1,117	1,117
Rent Supplements	104	104	104
Mobile Rental Vouchers	25	25	329
Unit Turnover	175	153	123
New Applications	384	455	656
Registry	918	662	476
<b>Family Housing Program</b>			
Owned Units	481	480	480
Rent Supplements	25	25	25
Mobile Rental Vouchers	103	103	309
Unit Turnover	54	29	45
New Applications	455	517	897
Registry	425	587	486
<b>Home Renovation Programs</b>			
Clients Served - Seniors Home Repair Program	277	130	114
Grants Approved - Seniors Home Repair Program	\$201,200	\$144,600	\$101,500
Clients Served - Seniors Safe @ Home	100	72	67
Grants Approved - Seniors Safe @ Home	\$330,300	\$248,200	\$210,200
Clients Served – PEI Home Renovation Program	230	289	308
PEI Home Renovation Program Grant Approved	\$1,215,700	\$1,316,700	\$972,000

## Financial Overview for the 2018-2019 Fiscal Year

The Department of Family and Human Services invested in numerous programs in 2018-2019, resulting in increased program utilization as Islanders benefited from program enhancements.

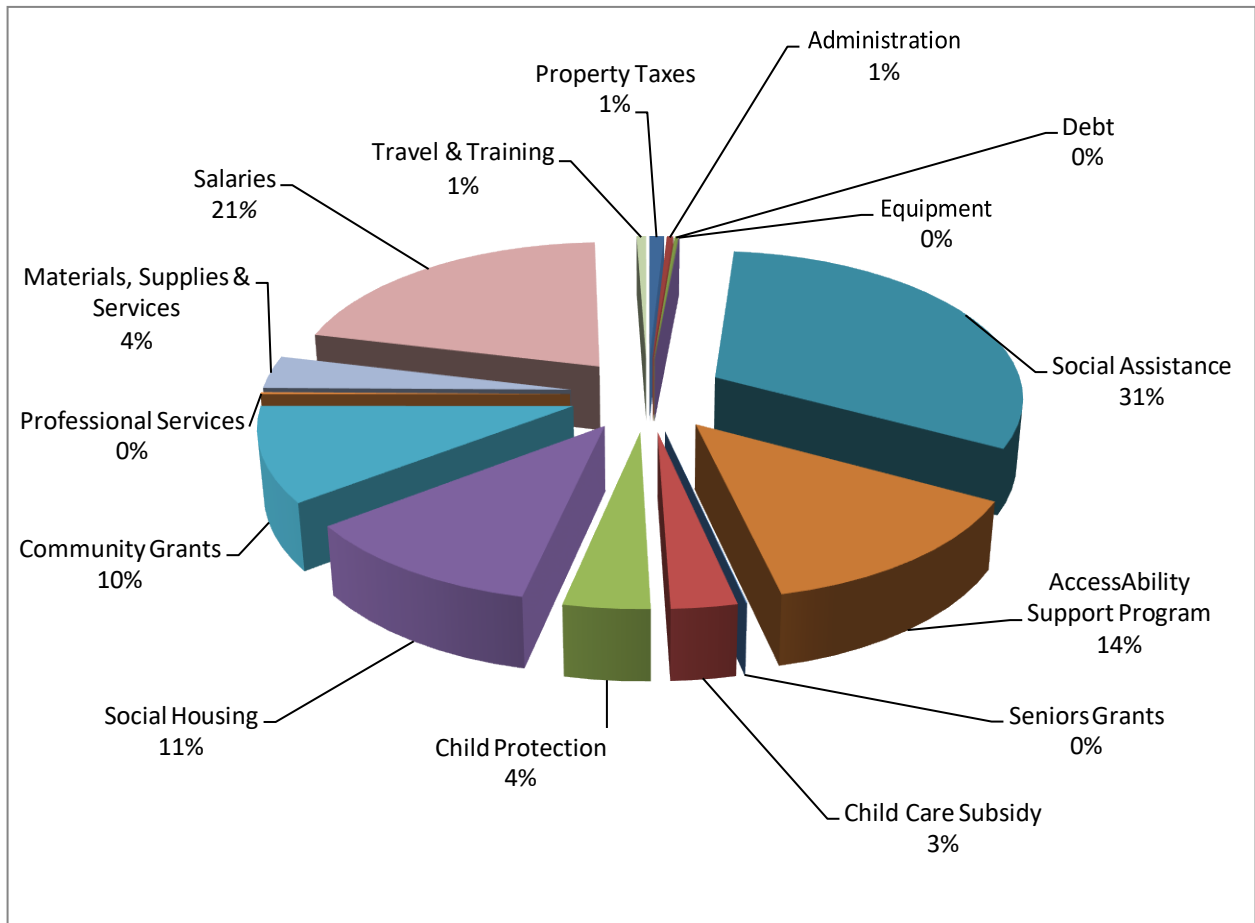
Examples of investments included:

- Disability Support Program Transformation Project (New AccessAbilitySupports Program);
- Social Assistance Program reform including increased income exemptions and increases to food and shelter rates;
- Increases to income thresholds and private sitter rates associated with the ChildCare Subsidy Program;
- 510 additional mobile rental vouchers;
- The launch of the Grandparent and Care Provider Program and the Seniors Independence Initiative;
- Additional funding provided to non-governmental organizations (NGOs) to support operations and expansion of services; and
- Increases in the number of Adult Group Home beds for young adults.

Program	Budget	Actuals
<b>EXPENDITURES</b>		
Housing Services	\$21,186,000	\$17,408,000
Seniors	354,000	343,000
Planning, Policy and Innovation	926,000	1,285,000
Child and Family Services	22,330,000	22,805,000
Social Programs	76,630,000	85,168,000
<b>Total</b>	<b>\$121,426,000</b>	<b>\$127,009,000</b>
<b>REVENUES</b>		
Housing Services *	16,688,000	12,249,000
Seniors	-	-
Planning, Policy and Innovation	-	-
Child and Family Services	916,000	615,000
Social Programs	1,376,000	1,460,000
<b>Total</b>	<b>18,980,000</b>	<b>14,323,000</b>
<b>TOTAL NET</b>	<b>\$102,446,000</b>	<b>\$112,686,000</b>

\*The variance between Housing Services Budget and Actual is due to a timing delay in the roll out of the Social Infrastructure Funding.

## 2018-2019 Expenditures by Expense Type





For more information please contact  
The Department of Social Development and Housing  
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(902) 620-3777