



Community Services and Seniors

ANNUAL REPORT

2013-2014



Department of Community Services and Seniors

Annual Report

*For the Fiscal Year
April 2013 to March 2014*

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
902-620-3777

Table of Contents

Message from the Minister	1
Message from the Deputy Minister	3
Message du sous-ministre.....	5
Statutes.....	7
The Department of Community Services and Seniors	8
Mission, Vision and Values	9
Child and Family Services	10
Social Programs.....	13
Housing, Seniors and Corporate Support	16
Interministerial Women's Secretariat.....	20
Year-End Financial Summary	21
Organization Chart.....	26

Message from the Minister



October 25, 2018

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

May It Please Your Honour:

As the Minister for Family and Human Services, it is my privilege to submit our annual report for the fiscal year ending March 31, 2014. 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 Valerie E. Docherty served as Minister of the Department of Community Services and Seniors.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read 'Tina M. Mundy', written in a cursive style.

Tina M. Mundy
Minister of Family and Human Services

Message from the Deputy Minister



October 25, 2018

Tina M. Mundy
Minister of Family and Human Services
P.O. Box 2000
Charlottetown, PE C1A 7N8

Minister Mundy:

I am pleased to present the 2013-2014 annual report for the Department of Community Services and Seniors including the year-end financial summary.

Highlights from this fiscal year include:

- Continued progress on Social Action Plan – a collaborative initiative among government departments, individuals and groups to help strengthen social opportunities for low income individuals and families;
- Invested in affordable housing, including the addition of 20 new rent supplements; 16 for family housing, four allocated to clients identified by the Canadian Mental Health Association;
- Introduced PEI Home Renovation Programs - comprised of three sub programs, including the Home Renovation Program, Persons with Disabilities Home Renovation Program, and Emergency Home Repair Program;
- Increased investments to Child Care Subsidy Program by \$170,000
- Partnered with the Department of Fisheries, Aquaculture and Rural Development and the Department of Innovation and Advanced Learning through the Job Creation Program to find long-term employment for more than 100 Islanders who had been receiving social assistance;
- Increased Disability Support Program investments by \$1.5 million;

- Increased Social Assistance Program food and shelter rates, and committed to a multi-year food rate increase strategy starting in 2014-15;
- Continued collaboration with Prince Edward Island Federation of Foster Families and developed a new website to help with recruitment of foster parents www.gov.pe.ca/beafosterparent;
- Hosted events for seniors through the Seniors' Secretariat including the Learning and Caring for Ourselves conferences, the Intergeneration Week Contest and Senior Islanders of the Year Awards; and
- Provided grants to community groups that help develop programs and services to benefit Island women and girls through the Interministerial Women's Secretariat.

As always I would like to thank our staff and community partners for the service provided to Islanders. I look forward to our continued and shared contributions in the future.

During the reporting period Ms. Carol Anne Duffy served as Deputy Minister of Community Services and Seniors.

Sincerely,

A handwritten signature in black ink, appearing to be 'Craig Dalton', with a stylized flourish at the end.

Craig Dalton

Deputy Minister of Family and Human Services

Message du sous-ministre



Le 25 octobre 2018

L'honorable Tina M. Mundy
Ministre des Services à la famille et à la personne
C.P. 2000
Charlottetown (Î.-P.-É.) C1A 7N8

Madame la Ministre,

J'ai le plaisir de présenter le rapport annuel de 2013-2014 pour le ministère des Services communautaires et des Aînés ainsi que son résumé financier de fin d'année.

Voici certains points saillants de cet exercice financier :

Progrès continus sur le Plan d'action sociale, une initiative de collaboration rassemblant ministères, citoyens et groupes dans le but de renforcer les occasions sociales pour les personnes et les familles à faible revenu.

Investissement dans les logements abordables, y compris l'ajout de 20 suppléments au loyer (16 liés à des logements pour familles et quatre accordés à des clients cernés par l'Association canadienne pour la santé mentale).

Mise en place des programmes de rénovation de logements du gouvernement provincial : le Programme de rénovation de logements, le Programme de rénovation de logements pour personnes handicapées, et le Programme de rénovations domiciliaires urgentes.

Ajout de 170 000 \$ aux investissements à l'appui du Programme de subvention pour la garde d'enfants.

- Ajout de 1,5 million de dollars aux investissements à l'appui du Programme de soutien aux personnes handicapées.

- Augmentation des taux d'allocation pour l'alimentation et l'hébergement dans le cadre du Programme d'aide sociale et engagement envers une stratégie visant à augmenter les taux d'allocation alimentaire sur plusieurs années à compter de 2014-2015.
- Collaboration continue avec la Fédération des familles d'accueil de l'Î.-P.-É. et création d'un nouveau site Web pour appuyer le recrutement des familles d'accueil (www.gov.pe.ca/beafosterparent).
- Organisation d'activités pour les aînés en collaboration avec le Secrétariat aux aînés, dont les conférences *Apprendre et prendre soin de soi-même*, le concours de la Semaine du rapprochement entre les générations, et le Prix des aînés et aînées de l'année à l'Î.-P.-É.
- Par le biais du Secrétariat interministériel aux affaires féminines, remise de subventions à des groupes communautaires pour aider à développer des programmes et services qui soutiennent les femmes et les filles.

Comme toujours, j'aimerais remercier notre personnel et nos partenaires communautaires pour les services qu'ils ont offerts aux Insulaires. J'ai hâte de poursuivre notre contribution commune à l'avenir.

Au cours de la période du rapport, madame Carol Anne Duffy était sous-ministre des Services communautaires et des Aînés.

Le tout respectueusement soumis,



Craig Dalton

Sous-ministre des Services à la famille et à la personne

Statutes

The Department of Community Services and Seniors is responsible for the following provincial statutes:

- *The Adoption Act*
- *The Advisory Council on the Status of Women Act*
- *The Child Protection Act*
- *The Housing Corporation Act*
- *The Intercountry Adoption (Hague Convention) Act*
- *The Rehabilitation of Disabled Persons Act*
- *The Social Assistance Act*
- *The Social Work Act*

The Department of Community Services and Seniors

With approximately 400 employees and expenditures of over \$90 million, the Department of Community Services and Seniors is one of the largest departments within the provincial government. The department consists of four divisions: Child and Family Services, Social Programs, Housing, Seniors and Corporate Support and the Interministerial Women's Secretariat. The department is supported with finance, communications, human resources and information technology through other departments and agencies of the Government of Prince Edward Island.

The Department of Community Services and Seniors provides leadership in the creation and delivery of programs and services to achieve results in the following areas:

- protection for individuals who cannot protect themselves
- social and economic stability
- a work environment conducive to employee engagement
- service provision to a diverse population

Mission, Vision and Values

Our Mission

To support social and economic prosperity for individuals, families and communities.

Our Vision

Healthy individuals, families and communities reaching their full potential.

Our Values

The Department of Community Services and Seniors values:

- treating people with dignity, respect, care and fairness
- working collaboratively with individuals, families and communities
- a service delivery system that is equitable, sustainable, progressive, informed by research and evidence
- open, honest, respectful communication
- accountability
- our employees and working together
- public service

Child and Family Services

The mandate of Child and Family Services is to provide a wide range of programs, services and resources to children, families and communities across the province to include Child Protection Services, Residential Services, Foster Care, Adoption Services, Family Ties and Family Violence Prevention.

Key Programs:

- Child Protection Services
- Residential Services
- Foster Care Program
- Adoption

Child Protection Services

Child Protection Services are delivered from 5 locations across the province: O’Leary, Summerside, Charlottetown, Montague and Souris. Programs are delivered through specialized teams consisting of:

- Provincial Intake Assessment Unit, responsible for receiving and assessing all Child Protection reports.
- 4- Provincial Intake Investigation teams, responsible for investigating Child Protection reports.
- Provincial Focused Intervention teams, responsible for providing ongoing Child Protection Services to children and families.
- Provincial Family Service team, responsible for support services to children and families receiving services pursuant to the *Child Protection Act*.
- Provincial Resource teams, responsible for Foster Parent and Adoptive family recruitment, assessment and approval for child placements.
- Provincial Permanent Ward team, Responsible for providing service to all children in the permanent custody and guardianship of the Director of Child Protection and support to all young persons receiving Extended Services.

Key Indicators:

Indicator	2011-2012	2012-2013	2013-2014
Number of Child Protection Reports Received	3,103	3,326	3,766
Number of Child Protection Investigations Opened	2,122	1,786	1,926
Number of Children who Received Child Protection Services in Their Own Homes	564	512	690
Number of Children who Received Child Protection Services in the Legal Custody and	277	224	230

Guardianship of the Director of Child Protection			
Focused Intervention Services	596	529	632

Residential Services

Child Protection Services, as a mandated program, must provide approved foster care and residential placement resources for all children deemed to be in need of protection and in the legal custody and guardianship of the Director of Child Protection. Residential Services must be available for children in care requiring residential placement. Residential staff work in partnership with Child Protection Services, Family Ties and community partners to promote the best interests of child and youth residents.

Key Indicators:

Indicator	2011-2012	2012-2013	2013-2014
Average Number of Children in Care per Month	155	138	139

Foster Care Program

Working collaboratively with the Prince Edward Island Federation of Foster Families, the Foster Care Program recruits, approves, supports, and supervises families who provide out of home care for children who are in the legal custody and guardianship of the Director of Child Protection.

Key Indicators:

Indicator	2011-2012	2012-2013	2013-2014
Average Number of Foster Homes	117	111	98

Adoption Services

Adoption Services monitors all private sector adoptions within the province and inter-provincially to ensure compliance with legislated standards. It also assists with international adoptions.

The objective of the Adoption Program is to recruit adoptive families to meet the permanency care needs of children in the permanent legal custody and guardianship of the Director of Child Protection. Adoption Services consults with local office staff regarding the movement and placement of children to adoption and supervision of all adoption placements.

Post-Adoption Services provides a direct client service to adult adoptees, birth family members, and adoptive families who seek information and/or contact with each other.

Key Indicators:

Indicator	2011-2012	2012-2013	2013-2014
Total Number of Adoptions	21	11	18
Number of Applications for Post Adoption Services	31	21	20
Post Adoption Services Provided	15	12	19

Child and Family Services Division 2013-2014 Achievements

- Developed and implemented a new protocol in partnership with Mi'kmaq Confederacy of PEI: A Collaborative Approach for Child Protection Services to PEI First Nation Children and Families to ensure that Child Protection Services provided to PEI's First Nations children and families are delivered in a manner that preserves and promotes the Aboriginal cultural identity of children and families.
- The Children in Care room and board and clothing rates were increased by five per cent in October, 2013 an investment of \$24,000.
- The Provincial Child Sexual Abuse Advisory Committee updated the publication *Children's Sexual Behaviour: A Parent's Guide*.
- The Prince Edward Island Human Trafficking Response Guide was created to help Islanders identify and assist in cases where they suspect human trafficking.
- Family Violence Prevention Week was marked with a number of activities across Prince Edward Island aimed at raising awareness and preventing family violence in Prince Edward Island.
- Launched a new information website to assist in the recruitment of Foster Parents.
- Implemented a Labour Management Committee within Child and Family Services division to promote employee engagement and enhance communication.
- Received the 2013 Premier's Award for Diversity Leadership for Child and Family Services implementation of translation services to assist clients whose first language is one other than English or French.

Social Programs

The Social Programs Division provides services in areas such as social assistance, child care subsidies and disability supports. The Division also provides administrative supports to the Disability Advisory Council which provides policy and program advice, promotes public awareness, and fosters the development of partnerships among persons with disabilities, government and community. The Social Programs Division provides funding grants to community organizations to provide residential services for persons with intellectual and physical disabilities.

Key Programs:

- Social Assistance Program
- Disability Support Program
- Child Care Subsidy Program

Social Assistance Program

The Social Assistance Program helps Islanders meet their basic needs when they are unable to provide for themselves. The program provides benefits on a case-by-case basis to Islanders who meet the program eligibility requirements.

Islanders can apply for assistance to meet their basic needs. These may include food, shelter, personal expenses, home rehabilitation, medical, dental and optical care and assistance with funeral costs.

Key Indicators:

Indicator	2011-2012	2012-2013	2013-2014
Total Annual Cases	5,604	5,307	5,139
Total Annual Individuals	9,133	8,558	8,132
Cases ¹	3,988	3,807	3,734
Individuals	5,859	5,629	5,452
Children Under 18	1,641	1,589	1,511
Single Parents	669	646	648
Single Persons	2,783	2,717	2,686
Couples with Dependants	189	179	173
Couples with No Dependants	194	160	155
Percentage of Cases who are Seniors	12.00%	10.20%	9.58%
Percentage of Head of Household with Less than a Grade 10 Education	36.00%	36.00%	33.00%
Percentage of Cases Living in Rented Housing	57.50%	57.90%	54.90%
Percentage of Cases Living in Community Care Facilities	14.50%	15.00%	14.00%
Percentage of Cases Living in Owned Housing	7.60%	6.70%	5.60%

Percentage of Head of Household with a Disability	68.31%	69.51%	68.61%
Percentage of Caseload who are considered Permanently Exempt from Employment	40.00%	41.80%	51.50%
Percentage of Caseload who are considered Temporarily Exempt from Employment	11.16%	10.75%	7.67%
Percentage of Cases who are Employed Seasonally	3.03%	1.92%	2.84%
Percentage of Cases who are Self Employed	0.36%	0.35%	0.31%
Percentage of Cases who are Employed Part Time	4.84%	5.05%	5.06%
Percentage of Cases who are Employed Full Time	2.64%	2.30%	2.47%

¹ Cases as at March 31, 2014

Disability Support Program

The Disability Support Program (DSP) is the first program in Canada to distinguish disability-specific support from income support. The purpose of DSP is to assist with personal planning and to help meet the needs related to an individual's disability. These supports are needs-based, and they are not intended to provide income.

Supports are provided in three main areas: child disability supports, adult disability supports, and employment and vocational supports.

Supports can take a number of different forms, including support for respite care, community living and community participation supports, technical aids and other devices and family support programs.

Key Indicators:

Indicator	2011-2012	2012-2013	2013-2014
Total Number of Clients Accessing Disability Supports	1,232	1,269	1,264

Child Care Subsidy Program

The Child Care Subsidy Program provides assistance to parents for the cost of licensed child care. Subsidies assist with paying tuition costs for early childhood programs licensed by the Child Care Facilities Board. Programs include: daycare centres, nursery programs, family day care homes, and before and after school programs.

Key Indicators:

Indicator	2011-2012	2012-2013	2013-2014
Total Number of Children Accessing the Subsidy	1,835	1,738	1,624
Total Number of Families Accessing the Subsidy	1,235	1,170	1,111

Social Programs Division 2013-2014 Achievements

- The Disability Supports Program increased its budget by almost \$1.5 million to better assist Islanders with Disabilities.
- The Child Care Subsidy Program invested \$170,000 annually to increase subsidies for over 1,600 children.
- The shelter rate for clients was increased by three per cent in November, 2013, an annual investment of \$550,000.
- The food rate for single clients was increased by five per cent in January, 2014, an annual investment of \$150,000.

Housing, Seniors and Corporate Support

Housing Services

Housing Services programs range from subsidized affordable housing units that are made available to seniors, families and persons with disabilities to home renovation programs that allow seniors and low income families to make repairs to make their home safer.

Key Programs:

- Seniors Housing
- Family Housing
- Seniors Home Repair Program
- PEI Home Renovation Programs
- Office of Seniors
- Corporate Support

Seniors Housing

Located across the province, Seniors Housing provides apartment style, self-contained rental units to low and moderate income seniors who are unable to meet their housing needs independently. Rent for seniors housing is 25 per cent of the senior's income.

Key Indicators:

Indicator	2011-2012	2012-2013	2013-2014
Number of Units	1,118	1,118	1,118
Placements	178	198	181
New Applications	566	484	380
Wait List	638	725	801
Turnover Rates	16.2%	17.7%	16.2%
Number of Rent Supplements for Seniors	80	104	104
New Rent Supplements for Seniors	80	24	0

Family Housing

This program provides subsidized housing to low and moderate income families who are unable to obtain adequate and affordable accommodation in the private marketplace. The units, with rents based on 25 percent of income, are situated in communities across the province.

Key Indicators:

Indicator	2011-2012	2012-2013	2013-2014
Number of Units	481	481	481
Placements	90	90	78
New Applications	348	380	295
Wait List	316	383	308
Turnover Rates	19.4%	19.5%	16.9%
Number of Rent Supplements for Families	18	38	58
New Rent Supplements for Families	0	20	20

Seniors Home Repair Program

This program assists individuals, 60 years of age or older, with income less than \$35,000, to remain in their own homes by cost-sharing minor, non-cosmetic repairs. The program provides 50% of the repair cost up to a \$1,500 life-time grant.

Key Indicators:

Indicator	2011-2012	2012-2013	2013-2014
Clients Served	408	314	226
Kings County	71	64	40
Prince County	183	138	96
Queens County	154	112	90
Average Household Grant	\$1,110	\$1,057	\$975
Average Household Income	\$23,116	\$23,205	\$23,558
Average Client Age	73	73	74
Applications on Wait List	180	107	45
Grants Approved	\$453,000	\$332,200	\$220,300
Total Value of the Work	\$1,485,500	\$1,101,900	\$812,700

PEI Home Renovation Programs

The PEI Home Renovation Programs (PEIHRP) assist low income homeowners to stay in their homes. The PEI Home Renovation Programs provide a forgivable loan of up to \$16,000 for persons with disabilities, up to \$12,000 for seniors and families, and up to \$8,000 for homeowners in need of emergency repairs to complete eligible renovations.

Program criteria includes:

- The home must be in need of major renovations (e.g., heating, electrical, structural, plumbing, and/or fire safety).
- The home has been owned by the applicant for at least five years.
- The home must be valued at, or below, \$175,000 non-commercial residential as per Taxation and Property Records taxable value assessment.
- The home must be the homeowner's primary residence.
- Property tax payments should be current, but must be no more than one year in arrears.
- Mortgage payments are not outstanding more than two months from the application date.
- You have current home insurance.
- Loan amounts are determined by the number of people in the household and the household income with program access ending at household incomes of \$50,000.

Key Indicators:

Indicator	2011-2012	2012-2013	*2013-2014
Home Renovation Program Budget	N/A	N/A	\$800,000
Persons with a Disability Program Budget	N/A	N/A	\$180,000
Emergency Renovation Program Budget	N/A	N/A	\$180,000
Total Budget	N/A	N/A	\$1,160,000
Applications Budgeted	N/A	N/A	75
Applications Received	N/A	N/A	412
Applications Processed	N/A	N/A	70
Average Household Income	N/A	N/A	\$27,000
Average Loan	N/A	N/A	\$15,100
Total Loans Issued	N/A	N/A	\$1,057,700

*Program initiated December 2013 (fiscal year 2013-2014).

Seniors

The Seniors section serves as an entry point to information about provincial government programs and services for seniors, and also provides support to the Seniors' Secretariat. The Secretariat provides advice to guide the development of policy, programs and services that will improve the quality of life of Island seniors.

Corporate Support

The Corporate Support Section is responsible for program analysis, reporting, federal/provincial-territorial relations, evaluation and emergency social services.

Housing, Seniors and Corporate Support 2013-2014 Achievements

- Introduced the PEI Home Renovation Programs, a \$1.1 million annual investment in funding to clients.
- Created 20 new Rent Supplements to improve housing opportunities for families and persons with disabilities, an annual investment of \$100,000.
- The second “Learning and Caring for Ourselves” conference was held in Summerside. This conference focused on understanding the risk factors and treatment of addictions in later life, steps to healthy active aging and mental wellness.
- World Elder Abuse Awareness Day was marked with the event *Recognizing and Preventing Financial Abuse*. This event highlighted the fact that financial abuse is the most common type of elder abuse and provided education on how to recognize and prevent elder financial abuse.
- The Seniors’ Secretariat launched a story telling, poetry and song writing contest to highlight relations between generations. Winners were announced during Intergeneration Week.
- The Senior Islanders of the Year Award went to five island seniors to recognize their important contributions made to Prince Edward Island.
- Implemented an inclusive policy development process to involve employees more directly in developing and revising policy.
- The Interministerial Disability Forum was created with membership from all government departments.
- Developed a departmental policies web site for staff and clients.

Interministerial Women's Secretariat

The Interministerial Women's Secretariat assists the Minister and government in the promotion and protection of gender equality. The Secretariat provides assistance to the provincial government to promote the legal, health, social and economic equality of women. The Secretariat is mandated to partner with the community on projects to promote the status of women and works in partnership with Island women's organizations to develop projects, programs and services that benefit women from Prince Edward Island. The Secretariat funds the Advisory Council on the Status of Women, an arms-length from government advisory agency.

The Interministerial Women's Secretariat provides assistance to government and community boards and committees to provide a gender lens in policy decisions and discussion.

Interministerial Women's Secretariat 2013-2014 Achievements

- The 2013 Federal Provincial and Territorial Ministers Responsible for the Status of Women Forum meetings were hosted on Prince Edward Island.
- The Prince Edward Island Human Trafficking Response Guide was created to help Islanders identify and assist in cases where they suspect human trafficking.
- Minister participated in the Commission on the Status of Women at United Nations Headquarters in New York (March 2014). On behalf of the Atlantic Ministers Forum, Minister Docherty delivered a presentation on the hypersexualization of young girls.
- Provided project funding to community organizations in the province to increase cybersafety for girls, to promote gender equality in Island youth, and to support women leaders.

Year-End Financial Summary

Community Organizations Funded by Community Services and Seniors

Indicator	2011-2012	2012-2013	2013-2014
Number of Community Organizations Funded ³	31	31	32

Type of Community Organization	Number	2013-2014 Funding
Residential and/or Training Services for Intellectually Challenged	8	\$5,529,000
Family Violence Services and Support Programs	2	866,200
Programs for Individuals with Physical and/or Intellectual Challenges	6	578,000
Support Programs for Island Families and Youth	12	607,000
Seniors Programs	4	123,000
Total	32	\$7,703,200

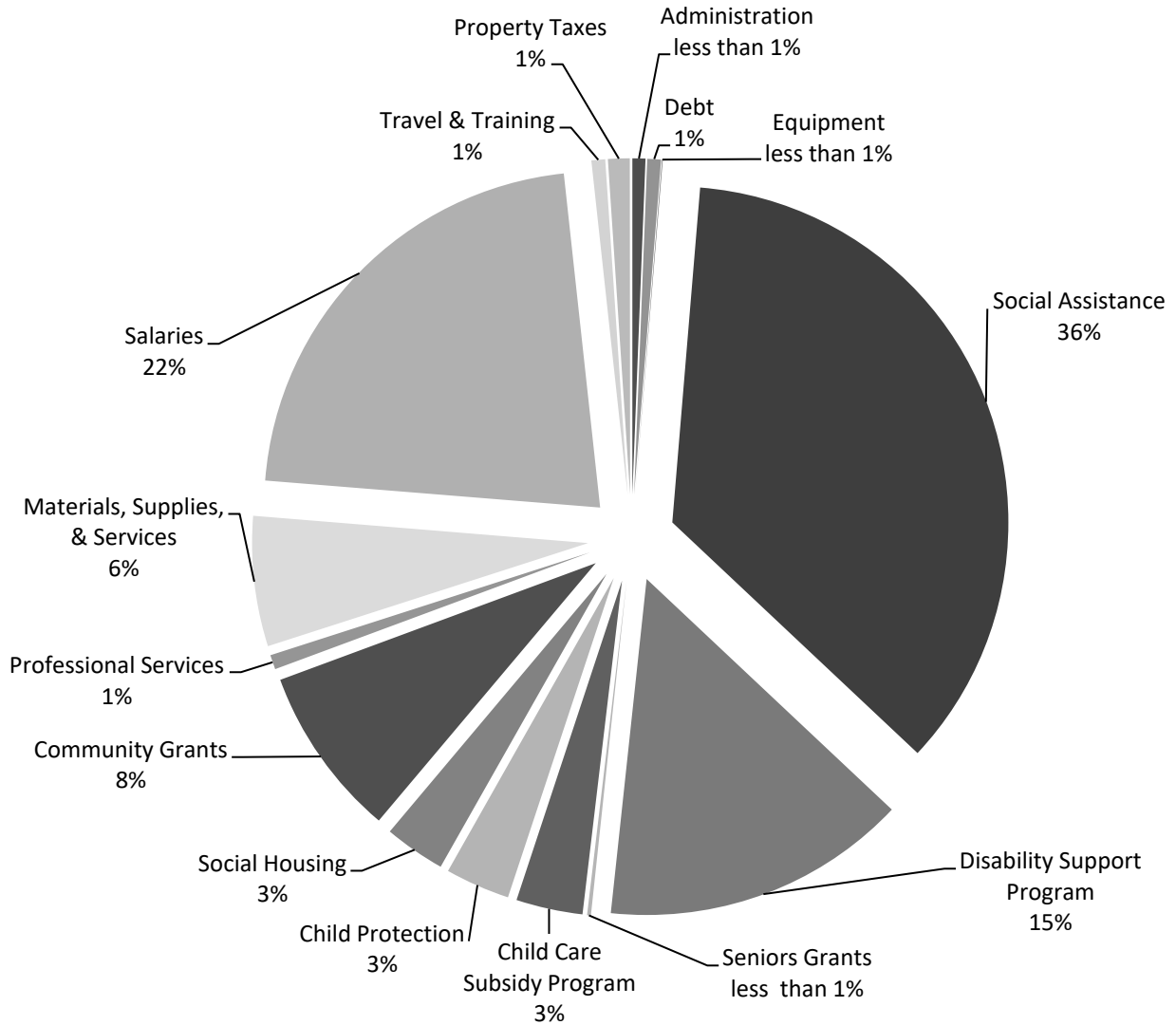
³. Previous Annual Reports included Seniors Secretariat Grants in Community Organizations Funded.

Community Services and Seniors
2013 - 2014 Expenditures and Revenues

(Rounded to the nearest \$000)

Program	Budget	Actuals
EXPENDITURES		
Housing Programs	\$ 13,039,000	\$ 11,982,000
Seniors Programs	302,000	277,000
Corporate Support	956,000	900,000
Child and Family Services	18,946,000	17,668,000
Social Programs	64,298,000	61,510,000
Total	\$ 97,541,000	\$ 92,337,000
REVENUES		
Housing Program	\$ 10,487,000	\$ 9,927,000
Seniors Programs	-	-
Corporate Support	-	-
Child and Family Services	1,123,000	888,000
Social Programs	1,376,000	1,376,000
Total	\$ 12,986,000	\$ 12,191,000
TOTAL NET	\$ 84,555,000	\$ 80,146,000

Community Services and Seniors 2013 – 2014 Expenditures by Expense Type

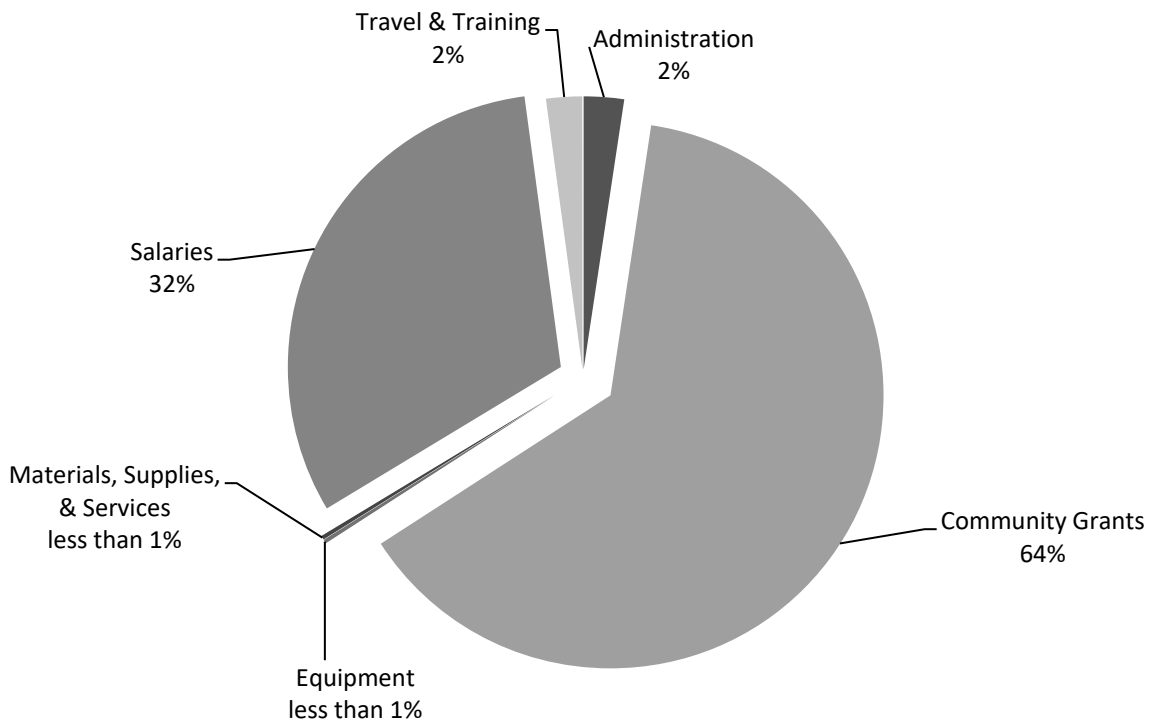


*Interministerial Women's Secretariat
2013-2014 Expenditures and Revenues*

(Rounded to the nearest \$000)

Program	Budget	Actuals
EXPENDITURES		
Interministerial Women's Secretariat	\$ 426,000	\$ 422,000
Total	\$ 426,000	\$ 422,000
REVENUES		
Interministerial Women's Secretariat	\$ -	\$ -
Total	\$ -	\$ -
TOTAL NET	\$ 426,000	\$ 422,000

*Interministerial Women's Secretariat
2013 – 2014 Expenditures by Expense Type*



Organization Chart

Department of Community Services and Seniors Functional Organizational Chart

