



Community Services and Seniors

ANNUAL REPORT

2014-2015



Department of Community Services and Seniors

Annual Report

*For the Fiscal Year
April 2014 to March 2015*

For more information please contact
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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, 2015. 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 15, 2018

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

Dear Minister Mundy:

I am pleased to present the 2014-2015 annual report for the Department of Community Services and Seniors which summarizes the department's activities and highlights some successes during that period.

The Department of Community Services and Seniors supports and protects Islanders in need and works collaboratively to promote the development of healthy, self-reliant individuals and families.

Summary of highlights for 2014-2015 fiscal period include:

- Implemented the Triple P program in Prince Edward Island;
- Increased per diem rates for the Child Care Subsidy Program;
- Increased food rates for social assistance clients, an annual investment of \$854,000;
- Implemented the new Seniors Safe @ Home Program;
- Enhanced the Seniors Home Repair Program;
- Invested \$1.5 million in affordable housing;
- Invested \$100,000 in renovations for Seniors Housing units;
- Hosted Atlantic Deputy Ministers of Social Services meeting;
- Hosted Atlantic Ministers Responsible for the Status of Women meeting;
- Implemented public education campaign in the areas of elder abuse, preparing for life transitions, medication safety, emergency preparedness, healthy aging; and
- Recognized outstanding seniors with Senior Islander of the Year Award.

I would like to thank our staff and community partners for their contributions and dedication in providing services to Islanders across the province. I look forward to ongoing collaboration as we continue to support Islanders with programs that are timely, accessible and equitable.

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, cursive style.

Craig Dalton
Deputy Minister of Family and Human Services

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 \$96 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 stability for individuals, families and communities.

The Department of Community Services and Seniors 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 Community Services and Seniors 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.

Our Values

The Department of Community Services and Seniors values:

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

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:

- 1- Provincial Intake Assessment Unit, responsible for receiving and assessing all Child Protection reports.
- 4- Provincial Intake Investigation teams, responsible for investigating Child Protection reports.
- 3- Provincial Focused Intervention teams, responsible for providing ongoing Child Protection Services to children and families.
- 1- Provincial Family Service team, responsible for support services to children and families receiving services pursuant to the *Child Protection Act*.
- 2- Provincial Resource teams, responsible for Foster Parent and Adoptive family recruitment, assessment and approval for child placements.
- 1- 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	2012-2013	2013-2014	2014-2015
Number of Child Protection Reports Received	3,326	3,766	3,368
Number of Child Protection Investigations Opened	1,786	1,926	1,838
Number of Children who Received Child Protection Services in Their Own Homes	512	690	720
Number of Children who Received Child Protection Services in the Legal Custody and Guardianship of the Director of Child Protection	224	230	225
Focused Intervention Services	529	632	659

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	2012-2013	2013-2014	2014-2015
Average Number of Children in Care per Month	138	139	133

Foster Care Program

Working collaboratively with the PEI 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	2012-2013	2013-2014	2014-2015
Average Number of Foster Homes	111	98	91

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	2012-2013	2013-2014	2014-2015
Number of Adoptions	11	18	15
Number of Applications for Post Adoption Services	21	20	18
Post Adoption Services Provided	12	19	27

Child and Family Services 2014-2015 Achievements

- Led the implementation of the Triple P program in Prince Edward Island.
- Developed a process to implement compliance activities specific to the 16 recommendations of the Auditor General's Report.
- Enhanced clinical and administrative accountability within Child and Family Services.
- Implemented the Labour Management Committee within Child and Family Services.

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	2012-2013	2013-2014	2014-2015
Total Annual Cases	5,307	5,139	5,049
Total Annual Individuals	8,558	8,132	7,867
Cases ¹	3,807	3,734	3,758
Individuals	5,629	5,452	5,439
Children Under 18	1,589	1,511	1,471
Single Parents	646	648	572
Single Persons	2,717	2,686	2,738
Couples with Dependants	179	173	179
Couples with No Dependants	160	155	150
Percentage of Cases who are Seniors	10.2%	9.58%	11.30%
Percentage of Head of Household with Less than a Grade 10 Education	36.00%	33.00%	32.90%
Percentage of Cases Living in Rented Housing	57.90%	54.90%	46.40%
Percentage of Cases Living in Community Care Facilities	15.00%	14.00%	15.00%
Percentage of Cases Living in Owned Housing	6.70%	5.60%	5.24%
Percentage of Head of Household with a Disability	69.51%	68.61%	67.24%
Percentage of Caseload who are considered Permanently Exempt from Employment	41.80%	51.50%	46.20%
Percentage of Caseload who are considered Temporarily Exempt from Employment	10.75%	7.67%	7.90%
Percentage of Cases who are Employed Seasonally	1.92%	2.84%	1.10%
Percentage of Cases who are Self Employed	0.35%	0.31%	0.28%
Percentage of Cases who are Employed Part Time	5.05%	5.06%	5.53%
Percentage of Cases who are Employed Full Time	2.30%	2.47%	2.89%

¹ Cases as at March 31, 2015

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	2012-2013	2013-2014	2014-2015
Total Number of Clients Accessing Disability Supports	1,269	1,264	1,294

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	2012-2013	2013-2014	2014-2015
Total Number of Children Accessing the Subsidy	1,738	1,624	1,538
Total Number of Families Accessing the Subsidy	1,170	1,111	1,050

Social Programs 2014-2015 Achievements

- Increased the investment in Salvation Army’s Fuel Program to an annual investment of \$151,200.
- Increased the per diem rates for the Child Care Subsidy Program by \$1 per day, an annual investment of \$130,800.
- Increased the food rates for social assistance clients, an annual investment of \$854,000.
- Employment Support Services providing enhanced case management for social assistance clients who require assistance to develop appropriate connection to employment services. More than 500 clients referred to this service this year.

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
- Seniors Safe @ Home Program

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	2012-2013	2013-2014	2014-2015
Number of Units	1,118	1,118	1,117
Placements	198	181	170
New Applications	484	380	396
Wait List	725	801	895
Turnover Rates	17.7%	16.2%	15.2%
Number of Rent Supplements for Seniors	104	104	104
New Rent Supplements for Seniors	24	0	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	2012-2013	2013-2014	2014-2015
Number of Units	481	481	481
Placements	90	78	70
New Applications	380	295	286
Wait List	383	308	290
Turnover Rates	19.5%	16.9%	15.2%
Number of Rent Supplements for Families	38	58	78
New Rent Supplements for Families	20	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 \$2,000 life-time grant.

Key Indicators:

Indicator	2012-2013	2013-2014	2014-2015
Clients Served	314	226	234
Kings County	64	40	42
Prince County	138	96	79
Queens County	112	90	113
Average Household Grant	\$1,057	\$975	\$1,081
Average Household Income	\$23,205	\$23,558	\$24,410
Average Client Age	73	74	74
Applications on Wait List	107	45	56
Grants Approved	\$332,200	\$220,300	\$253,100
Total Value of the Work	\$1,101,900	\$812,700	\$704,300

Seniors Safe @ Home Program

The Seniors Safe @ Home Program (SS@H) allows seniors to access a lifetime grant of up to \$5,000 to undertake home modifications that support individuals aged 60 and older in their daily living activities, enhancing accessibility, and maintaining health and safety to permit them to remain in their home longer.

Grants are based on income thresholds with a sliding scale which begins at \$35,000 and ends at \$50,000.

The SS@H Program was launched on February 10, 2015.

Indicator	2012-2013	2013-2014	2014-2015
Clients Served	N/A	N/A	59
Kings County	N/A	N/A	16
Prince County	N/A	N/A	17
Queens County	N/A	N/A	26
Average Household Grant	N/A	N/A	\$3,724
Average Household Income	N/A	N/A	\$26,700
Average Client Age	N/A	N/A	75
Applications on Wait List	N/A	N/A	0
Grants Approved	N/A	N/A	\$219,700

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	2012-2013	2013-2014	*2014-2015
Home Renovation Program Budget	N/A	\$800,000	\$751,500
Persons with a Disability Program Budget	N/A	\$180,000	\$180,000
Emergency Renovation Program Budget	N/A	\$180,000	\$180,000
Total Budget	N/A	\$1,160,000	\$1,115,000
Applications Budgeted	N/A	75	75
Applications Received	N/A	412	639
Applications Processed	N/A	127	172
Average Household Income	N/A	\$27,000	\$27,700
Average Loan	N/A	\$15,100	\$10,900
Total Loans Issued	N/A	\$1,057,700	\$1,251,400

*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 2014-2015 Achievements

- Implemented the Seniors Safe @ Home Program.
- Enhanced the Seniors Home Repair Program.
- Invested \$1,480,000 in affordable housing for Prince Edward Island.
- Invested \$100,000 in renovations for Seniors Housing units.
- Invested \$138,500 for repairs and maintenance for Seniors Housing units.
- Provided \$50,000 to Habitat for Humanity for home ownership units through the Investments in Affordable Housing Agreement.
- Provided \$20,000 to PEI Family Violence Prevention Services for improvements to the provincial family violence shelter.
- Rebuilt a family housing duplex in Alberton which was destroyed by fire.
- Policy and program advice provided on the provincial wellness strategy, policies to reduce the risk of senior on senior violence in facilities, proposed personal health information legislation and provincial housing policies.
- Public education and awareness was provided in the areas of elder abuse, preparing for life transitions, medication safety, emergency preparedness, caregiving and healthy active aging.
- Research was undertaken on injury prevention, elder abuse awareness, caregiving and older adults, and healthy active aging.
- Senior Islander of the Year Award - 4 seniors recognized.
- Recognition of Intergeneration Week.
- Supported consultation and implementation of a multi-year food rate increase for Social Assistance recipients.
- Coordinated negotiations to a renewed Canada-PEI Labour Market Agreement for Persons with Disabilities.
- Hosted Atlantic Deputy Ministers of Social Services meeting.

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 2014-2015 Achievements

- Development and launch of hypersexualization section for Cybersafe Girl website.
- Provided funding to community organizations through the Interministerial Women's Secretariat Grants.
- Hosted Atlantic Ministers Responsible for the Status of Women meeting in Charlottetown, PEI.
- Partnered in *A Bold Vision*, a national women's leadership conference held in Brudenell, PEI.

Year-End Financial Summary

Community Organizations Funded by Community Services and Seniors

Indicator	2012-2013	2013-2014	2014-2015
Number of Community Organizations Funded ³	31	32	33

Type of Community Organization	Number	2014-2015 Funding
Residential and/or Training Services for Intellectually Challenged	8	\$6,329,000
Family Violence Services and Support Programs	2	944,000
Programs for Individuals with Physical and/or Intellectual Challenges	6	620,000
Support Programs for Island Families and Youth	12	699,000
Seniors Programs	5	156,000
Total	33	\$8,748,000

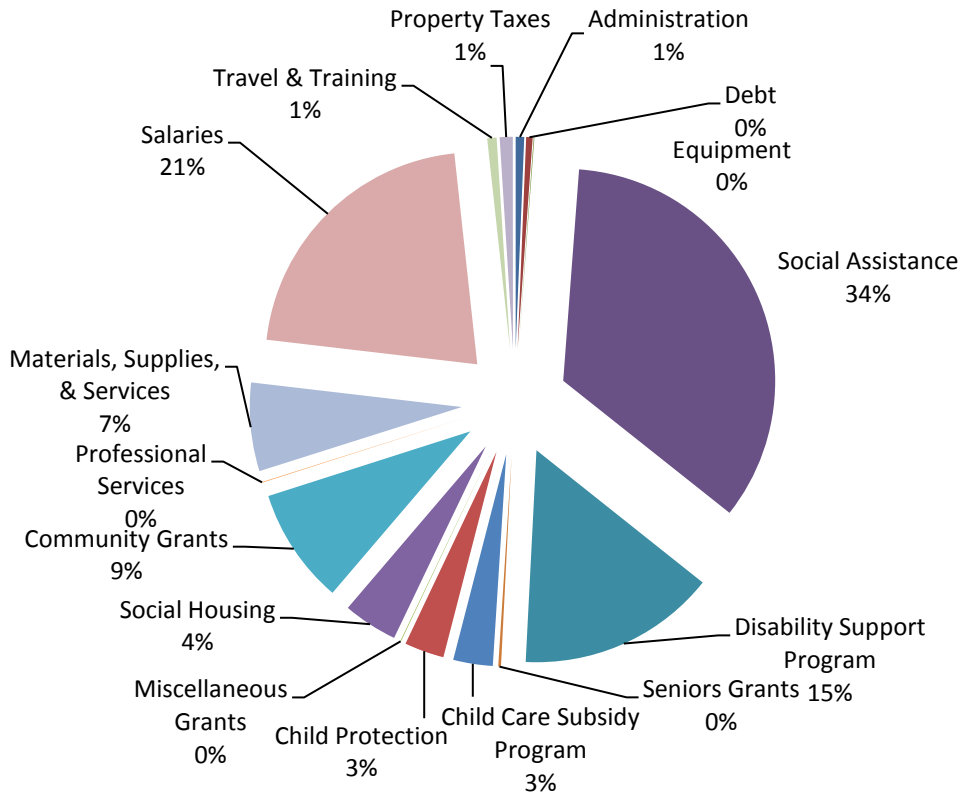
³. Previous Annual Reports included Seniors Secretariat Grants in Community Organizations Funded.

Community Services and Seniors
2014 - 2015 Expenditures and Revenues

(Rounded to the nearest \$000)

Program	Budget	Actuals
EXPENDITURES		
Housing Programs	\$ 13,725,000	\$ 13,585,000
Seniors Programs	352,000	313,000
Corporate Support	954,000	906,000
Child and Family Services	18,744,000	18,313,000
Social Programs	62,512,000	64,289,000
Total	\$ 96,287,000	\$ 97,406,000
REVENUES		
Housing Programs	\$ 10,307,000	\$ 10,796,000
Seniors Programs	-	-
Corporate Support	-	-
Child and Family Services	671,000	799,000
Social Programs	1,376,000	1,376,000
Total	\$ 12,354,000	\$ 12,971,000
TOTAL NET	\$ 83,933,000	\$ 84,435,000

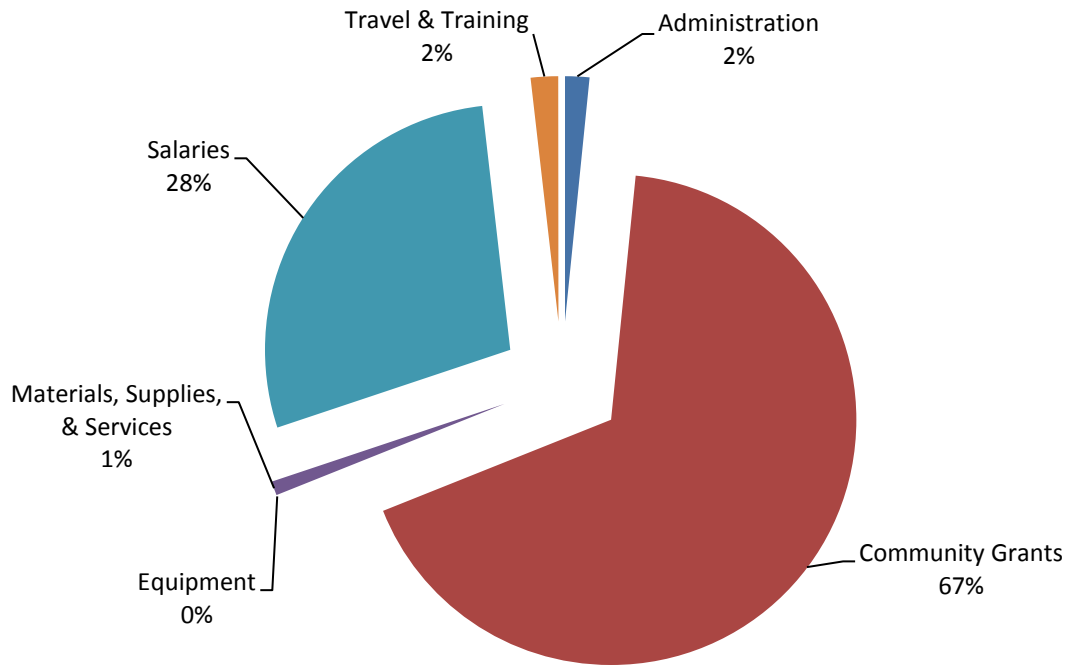
***Community Services and Seniors
2014 – 2015 Expenditures by Expense Type***



***Interministerial Women's Secretariat
2014-2015 Expenditures and Revenues***
(Rounded to the nearest \$000)

Program	Budget	Actuals
EXPENDITURES		
Interministerial Women's Secretariat	\$ 439,000	\$ 438,000
Total	\$ 439,000	\$ 438,000
REVENUES		
Interministerial Women's Secretariat	\$ -	\$ -
Total	\$ -	\$ -
TOTAL NET	\$ 439,000	\$ 438,000

*Interministerial Women's Secretariat
2014 – 2015 Expenditures by Expense Type*



Organization Chart

Department of Community Services and Seniors

Functional Organizational Chart

