



Department of Social Development and Housing

ANNUAL REPORT

2020-2021



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SOCIAL DEVELOPMENT AND HOUSING

Minister's Message

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 Social Development and Housing for the fiscal year ending March 31, 2021.

This report summarizes the achievements of the department for that year. Some highlights include:

- 742 of the 1,200 committed new affordable housing units were initiated;
- Significant COVID-19 related funding assistance to multiple non-governmental organizations (NGOs) for additional support needs during those challenging times;
- New Affordable Housing Program launched to provide incentives to private developers to create affordable housing units for Island residents;
- Significant investments in Social Programs including \$7.5 million to increase the AccessAbility Supports Program; and
- Launch of a Secure Income Pilot to assist high need Islanders with financial assistance.

As well as reporting on the activities of our department during that period, this report satisfies the requirements of Section 5 of the *Rehabilitation of Disabled Persons Act*, Section 10 of the *Social Assistance Act* and Section 20.1 of the *Supports for Persons with Disabilities Act*.

Respectfully Submitted,

A handwritten signature in black ink that reads "Barb Ramsay". The signature is written in a cursive, flowing style.

Barb Ramsay
Minister of Social Development and Seniors
September 1, 2023

SOCIAL DEVELOPMENT AND HOUSING

Message de la ministre

L'honorable Antoinette Perry
Lieutenant-gouverneure de l'Île-du-Prince-Édouard
C.P. 846
Charlottetown (Île-du-Prince-Édouard) 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 terminé le 31 mars 2021.

Le présent rapport résume les réalisations du Ministère au cours de l'exercice. Voici quelques points saillants :

- Création de 742 des 1 200 nouveaux logements abordables promis
- Versement à de multiples organisations non gouvernementales (ONG) d'un financement considérable en lien avec la COVID-19 pour assurer la prestation du soutien supplémentaire nécessaire en ces temps difficiles
- Lancement d'un nouveau programme de logement abordable afin d'offrir des incitatifs aux promoteurs privés pour la création de logements abordables destinés aux Insulaires
- Investissements considérables dans les programmes sociaux, y compris 7,5 millions de dollars afin d'élargir le Programme d'accessibilité
- Lancement d'un projet pilote de revenu garanti afin d'aider financièrement les Insulaires dans le besoin

En plus de rendre compte des activités de notre ministère pour cette période, le présent rapport satisfait aux exigences de l'article 5 de la *Rehabilitation of Disabled Persons Act* (loi sur la réadaptation des personnes handicapées), de l'article 10 de la *Social Assistance Act* (loi sur l'aide sociale) et de l'article 20.1 de la *Supports for Persons With Disabilities Act* (loi sur le soutien aux personnes ayant une incapacité).

Le tout respectueusement soumis,

A handwritten signature in black ink that reads "Barb Ramsay". The signature is fluid and cursive.

Barb Ramsay
Ministre du Développement social et des Aînés
Le 1^{er} septembre 2023

SOCIAL DEVELOPMENT AND HOUSING

Deputy's Message

Honourable Barb Ramsay
PO Box 2000
Charlottetown, PE C1A 7N8



Dear Minister Ramsay:

It is my pleasure to provide you with the 2020-2021 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 that 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.

The department accomplished several important milestones during the 2020-2021 year. I want to thank all Social Development and Housing employees for their hard work and commitment to delivering an excellent client experience. Moving forward, we will continue to demonstrate our passion and dedication to the residents of Prince Edward Island.

We have several accomplishments to highlight for 2020-2021 which are outlined in the highlights and accomplishments section of the report.

Sincerely,



Teresa Hennebery
Deputy Minister of Social Development and Seniors
September 1, 2023

SOCIAL DEVELOPMENT AND HOUSING

Message de la sous-ministre

Barb Ramsay
C.P. 2000
Charlottetown (Île-du-Prince-Édouard) C1A 7N8



Madame la Ministre,

C'est avec plaisir que je vous présente le rapport annuel de 2020-2021 du ministère du Développement social et du Logement, ainsi que son sommaire financier de fin d'exercice.

Le présent rapport fournit au public de l'information sur les réalisations de notre ministère et des indicateurs de nos activités pour cet exercice. Il donne un aperçu de l'utilisation des ressources fiscales et humaines du Ministère dans la concrétisation de son mandat de soutien aux familles et aux résidentes et résidents de l'Île-du-Prince-Édouard.

Le Ministère a franchi des jalons importants au cours de l'exercice 2020-2021. J'aimerais remercier tout le personnel du ministère du Développement social et du Logement pour son travail acharné et son engagement à offrir une excellente expérience à notre clientèle. Nous avons l'intention de continuer d'exprimer notre passion et notre dévouement envers les résidentes et résidents de l'Île-du-Prince-Édouard.

Nous avons bien des réalisations à souligner pour l'exercice 2020-2021; pour en savoir plus, consultez la section des faits saillants et des réalisations du présent rapport.

Veuillez agréer, Madame la Ministre, l'expression de mes sentiments distingués.



Teresa Hennebery
Sous-ministre du Développement social et des Aînés
Le 1^{er} septembre 2023

SOCIAL DEVELOPMENT AND HOUSING

Department Overview

With approximately 400 employees and expenditures of more than \$160 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 upcoming 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.

SOCIAL DEVELOPMENT AND HOUSING

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, including child protection services, group homes, foster care, adoption and parental and family supports.

Social Programs

The Social Programs Division provides services 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 to 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 supports 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 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.

SOCIAL DEVELOPMENT AND HOUSING

Highlights and Accomplishments

The following improvements were made to programs and services during 2020-2021 to assist people most in need of support in Prince Edward Island.

- **Progress update on the 1,200 Affordable Housing Units:** During the period 2018-2023 the government will create over 1,200 new affordable housing units to support households to move out of core housing need. As of February 2021, government initiated 742 affordable housing units, including:
 - 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; and
 - the construction of 42 of the Affordable Housing Development Program to incentivize private developers to create affordable units.
- **Implemented several initiatives to improve emergency and transitional shelter capacity for Islanders in need including:**
 - reported on progress of the Community Needs Assessment on Emergency Shelters recommendations in June 2020;
 - purchased the property at 241 Euston Street and opened the Community Outreach Centre;
 - purchased the former Smith Lodge and opened it as transitional housing for persons with multiple, complex needs in December 2020, and
 - in partnership with the Canadian Mental Health Association, completed a “Needs Analysis of Housing Supports in the Prince County Region of Prince Edward Island”.
- **Announced significant investments in Social Programs:** An additional \$7.5 million was allocated to increase the AccessAbility Supports Program to enhance benefits and supports and increase assistance to Islanders living with disabilities including physical, intellectual, neurological, sensory and mental disabilities.
- **New funding model and expansion of facilities for community-based residential service providers:** The department invested \$1 million into a new funding model to provide consistent funding to non-government organizations (NGOs) providing residential supports. Additionally, \$1.6 million was invested to assist residential NGOs to expand their facilities and support services.

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- **Implementation of a provincial 211 service:** Staff coordinated Government's work with the United Way to implement a 211 service in Prince Edward Island. During the first year of operation, 211 supported approximately 31,600 Islanders through the multiplatform navigation services, with 3,200 callers being provided with 3,600 referrals. During the COVID-19 pandemic response, 211 PEI was a critical service to Islanders.
- **Launch of a secure income pilot:** In order to examine workable solutions to address poverty challenges experienced by some PEI residents, this pilot program provides financial assistance up to (80%) of Market Basket Measure (MBM) to people with severe limitations to entering the workforce. The pilot program is designed as a basic income model for vulnerable populations and is means tested. As of March 31, 2021, there were 100 clients in the program. The 2020-21 budget provided an additional \$2.3 million in funding to expand this pilot program.
- **Responses to COVID-19:** The pandemic responses included temporary moratoriums on evictions on provincially owned social housing and providing \$1.5 million in new funding for Temporary Rental Assistance Benefits. The Department ensured day-to-day operations remained consistent to deliver payments and services for Islanders in need.
- **Foster Care Review 2019:** This comprehensive review facilitated by a committee including: departmental staff, foster families and representatives from First Nations identified 32 recommendations. As of March 31, 2021, seven recommendations were implemented, including a compensation review resulting in increased funding to foster parents effective March 1, 2021.
- **Seniors Independence Initiative:** During the year, a review was undertaken to enhance the program to better address the needs of Island seniors. As a result of this review several changes were implemented including:
 - increasing the income thresholds and benefit caps;
 - improving access to services with more flexibility for seniors; and
 - including family members as eligible service providers as long as they don't live in the same household.

SOCIAL DEVELOPMENT AND HOUSING

Key Indicators

Child and Family Services*

Indicator	2018-2019	2019-2020	2020-2021
Number of Child Protection Reports Received	3,801	3,763	3,861
Number of Child Protection Investigations Opened	1,969	1,993	2,143
Number of Children who Received Child Protection Services in Their Own Homes	631	612	704
Number of Children who Received Child Protection Services in the Legal Custody and Guardianship of the Director of Child Protection	177	176	176
Focused Intervention Services	579	592	636
Average Number of Children in Care per Month	99	107	104
Average Number of Foster Homes	104	69	77
Number of Adoptions	15	9	12
Number of Applications for Post Adoption Services	23	47	120**
Post Adoption Services Provided	29	22	26

*Some figures have been revised from previous annual reports

** In Fall 2019, Government amended the *Adoption Act* to allow for open records. PEI's adoption records were opened on January 31, 2021.

Social Programs

Indicator	2018-2019	2019-2020	2020-2021
Yearly Average Social Assistance Cases ¹	3,872	3,597	3,178
Individuals receiving Social Assistance ¹	6,011	5,632	4,798
Children Under 18 receiving Social Assistance ¹	1,703	1,791	1,630
Single Parents receiving Social Assistance ¹	619	630	554
Single Persons receiving Social Assistance ¹	2,916	2,397	2,041
Yearly Average Clients Accessing AccessAbility Supports	1,495	1,761	1,888
Yearly Average Children Accessing Child Care Subsidy	1,059	1,699	1,572
Yearly Average Seniors Accessing the Seniors Independence Initiative	544	742	801
School Age Autism Program ¹	NA	NA	155
Secure Income Pilot (New)	NA	NA	100

¹ as at Feb. 28.

Note: These figures use a new reporting method from previous annual reports.

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Housing Services*

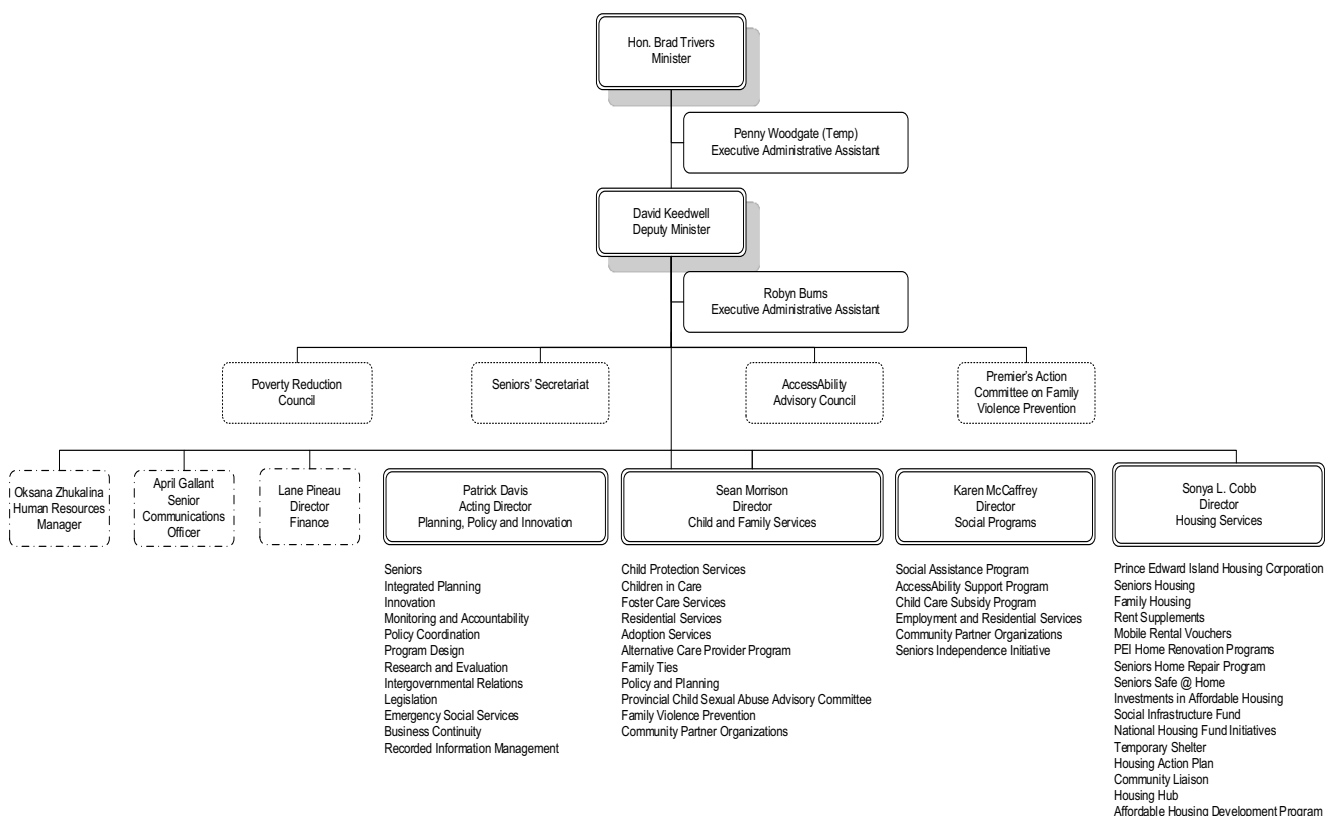
Indicator	2018-2019	2019-2020	2020-2021
Seniors Housing Program			
Number of Units	1,117	1,117	1,117
Placements	123	111	136
New Applications	656	768	480
Registry	476	438	263
Number of Rent Supplements	104	187	252
Mobile Rental Vouchers	370	442	669
Family Housing Program			
Number of Units	480	482	488
Placements	45	37	31
New Applications	897	861	539
Registry	486	623	372
Number of Rent Supplements	25	35	146
Mobile Rental Vouchers	166	285	365
Home Renovation Programs			
Clients Served - Seniors Home Repair Program	112	364	368
Grants Approved - Seniors Home Repair Program	\$101,500	\$284,800	\$197,200
Clients Served - Seniors Safe @ Home	70	126	39
Grants Approved - Seniors Safe @ Home	\$210,200	\$270,300	\$101,300
Clients Served - PEI Home Renovation Program	279	901	211
PEI Home Renovation Program Grant Approved	\$972,100	\$3,029,000	\$787,100

*Some figures have been revised from previous annual reports

SOCIAL DEVELOPMENT AND HOUSING

Organizational Structure

Department of Social Development and Housing Functional Organizational Chart



Employee Profile

Social Development and Housing – Full Time Equivalent Positions by Division

Division	2018-2019	2019-2020	2020-2021
Child and Family Services	181.9	181.9	181.9
Social Programs	107.5	107.5	107.5
Housing Services	32.7	32.7	32.7
Planning, Policy and Innovation	11.5	11.5	12.5
Total Full Time Equivalent Positions	333.60	333.60	334.60

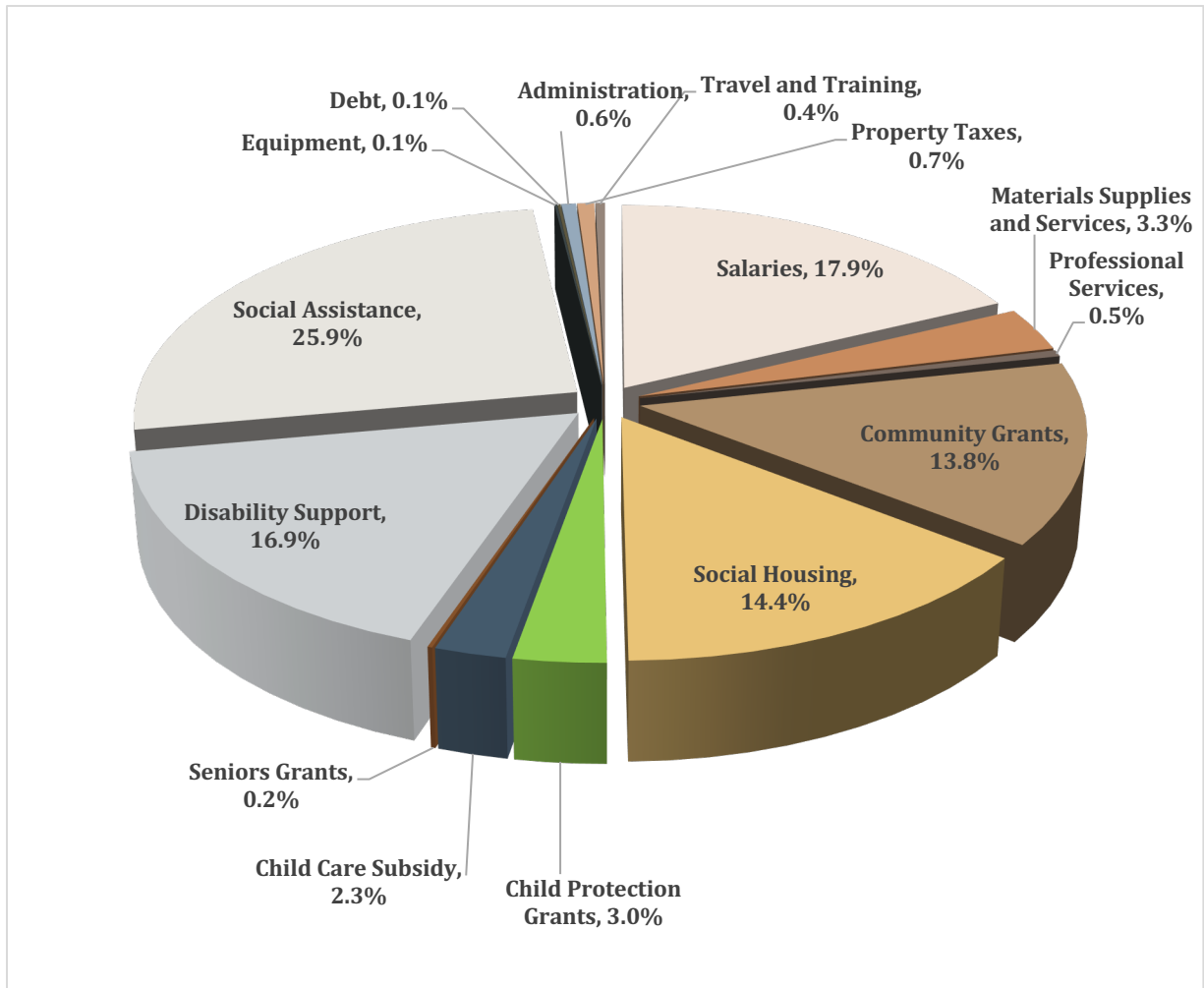
SOCIAL DEVELOPMENT AND HOUSING

Financial Statements – Public Accounts

Program	Budget 2020 - 2021	Actuals 2020 - 2021
EXPENDITURES		
Housing Services	\$31,796,000	\$32,668,000
Seniors Programs	364,000	353,000
Planning, Policy and Innovation	5,890,000	3,367,000
Child and Family Services	24,861,000	25,963,000
Social Programs	105,462,000	100,405,000
Total	\$168,373,000	\$162,756,000
REVENUES		
Housing Services	16,096,000	21,137,000
Planning, Policy and Innovation	-	209,000
Child and Family Services	916,000	1,101,000
Social Programs	1,460,000	2,489,000
Total	18,472,000	24,936,000
TOTAL NET	\$149,901,000	\$137,820,000

SOCIAL DEVELOPMENT AND HOUSING

2020-2021 Expenditures by Expense Type



Contact Information

Department of Social Development and Housing

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<https://www.princeedwardisland.ca/en/topic/social-development-and-housing>

