



*Department of Social Development and Housing*

# ANNUAL REPORT

2021-2022



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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, 2022.

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

- 978 affordable housing units were initiated;
- Significant investments in Social Programs, including a \$4.5 million investment establishing a basic unit rate for Social Assistance;
- Enacting of the *Poverty Elimination Strategy Act* in the Spring of 2021;
- Launch of a Targeted Basic Income Pilot Program; and
- Hiring a Seniors Navigator to support and advocate for Island seniors.

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  
January 15, 2024

## 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 2022.

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

- Création de 978 logements abordables
- Investissements considérables dans les programmes sociaux, y compris 4,5 millions de dollars afin d'établir un taux unitaire de base pour l'aide sociale
- Promulgation de la *Poverty Elimination Strategy Act* (loi sur la stratégie d'élimination de la pauvreté) au printemps 2021
- Lancement d'un programme pilote de revenu de base ciblé
- Embauche d'une intervenante-pivot auprès des aînés afin de soutenir les aînées et aînés insulaires et de défendre leurs droits et intérêts

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,



Barb Ramsay  
Ministre du Développement social et des Aînés  
Le 15 janvier 2024

# SOCIAL DEVELOPMENT AND HOUSING

## Deputy's Message

Honourable Barb Ramsay  
Minister of Social Development and Seniors  
PO Box 2000  
Charlottetown, PE C1A 7N8



Dear Minister Ramsay:

It is my pleasure to provide you with the 2021-2022 Annual Report for the Department of Social Development and Housing along with the year-end financial summary.

This report serves to apprise the public of the Department's achievements and performance metrics 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.

Throughout the 2021-2022 period, the Department accomplished several important milestones and 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 considerable accomplishments to highlight for 2021-2022 which are outlined in the highlights and accomplishments section of the report.

Sincerely,

A handwritten signature in black ink that reads "Teresa Hennebery". The script is fluid and cursive, with the first name "Teresa" and last name "Hennebery" clearly distinguishable.

Teresa Hennebery  
Deputy Minister of Social Development and Seniors  
January 15, 2024



## Message de la sous-ministre

Barb Ramsay  
Ministre du Développement social et des Aînés  
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 2021-2022 du ministère du Développement social et du Logement, ainsi que son sommaire financier de fin d'exercice.

Le présent rapport vise à informer la population des réalisations et des indicateurs de rendement du Ministère 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 2021-2022, et 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 des réalisations considérables à souligner pour l'exercice 2021-2022; 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 15 janvier 2024

# 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. In fiscal 2021-22, the Department delivered 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 Island residents 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 2021-2022 to assist people most in need of support in Prince Edward Island.

- **Continued the creation of Affordable Housing Units:** During the period 2018-2023 the government committed to creating over 1,200 new affordable housing units to support households to move out of core housing need. As of February 2022, government initiated 978 affordable housing units:
  - created 686 rent based on income mobile rental vouchers;
  - initiated over 90% of the 100 new social housing units owned by the Prince Edward Island Housing Corporation, bringing the investment to \$23.5 million; and
  - the maximum grant available through the Affordable Housing Development Program to incentivize private developers to create affordable units was increased to \$55,000. Eleven projects have been approved for 103 housing units.
- **Implemented several initiatives to improve emergency and transitional shelter capacity for Islanders in need:**
  - purchased the property at 241 Euston Street and relocated the Community Outreach Centre;
  - in conjunction with Health PEI, relocated 8 beds from Deacon House to Smith Lodge in addition to the existing nine supportive housing beds;
  - reported on progress of the Community Needs Assessment on Emergency Shelters recommendations in June 2020; and
  - started to implement the recommendations outlined in the “Needs Analysis of Housing Supports in the Prince County Region of Prince Edward Island”.
- **Made significant investments in Financial Aid provided through Social Programs:**
  - announced increases for vision care, pregnancy, food allowance, funeral costs, the school age allowance, and personal communication allowance in August 2021; and
  - invested \$4.5 million to establish a basic unit rate for Social Assistance as of January 2022.

# SOCIAL DEVELOPMENT AND HOUSING

- **Enacted the *Poverty Elimination Strategy Act* in Spring 2021:**
  - the Province committed to reducing poverty rates across the Island, led through Social Development and Housing, including decreasing food insecurity among children to 0% by January 2025, as mandated in the new *Poverty Elimination Strategy Act*.
- **Expanded the provincial 211 service:** Staff coordinated Government's work with the United Way to implement a 211 service in Prince Edward Island.
  - the first National 211 day was celebrated on February 11, 2021 with the rollout of a promotional video including government and community representatives;
  - from April 1, 2021 to March 31, 2022, over 8,500 phone calls and 105,000 website requests went through the 211 service.
  - during the COVID-19 pandemic response, 211 PEI was a critical service to Islanders.
- **Launched a Targeted Basic Income Guarantee Program Pilot ("T-BIG"):**
  - beginning in Fall 2021, T-BIG provided program clients with financial support to reach 85% of the Market Basket Measure (the nationally and provincially adopted measure of poverty).
  - this pilot program helped measure the need and benefits of a possible basic income guarantee program in the future.
- **Completed the *Child Protection Act* Review (2021):** The *Child Protection Act* Review Advisory Committee Report was released in September 2021.
  - based on what was heard through the engagement process, the Advisory Committee created 99 recommendations to enhance the *Child Protection Act* and service delivery. This led to a re-drafting of the *Child Protection Act* distributed for public consultation in the fall of 2021.
- **Continued Implementation of Recommendations from 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, 2022, 22 recommendations were completed;
  - nine other recommendations were in various stages of work or implementation.

# SOCIAL DEVELOPMENT AND HOUSING

- **Awarded Seniors Secretariat Grants:**
  - Government doubled its commitment to community-based programming for seniors, continuing to support community organizations that provided programming to seniors.
  - in 2021-22, 31 organizations from across PEI received funding that support the well-being and livelihood of Island seniors. Total funding provided to groups is approximately \$112,000.
- **Established the Seniors Navigator position:**
  - hired a Seniors Navigator to support and advocate for PEI seniors; and
  - coordinated planning for an engagement campaign to support and promote the work of the Navigator.

# SOCIAL DEVELOPMENT AND HOUSING

## Key Indicators

### Child and Family Services\*

Indicator	2019-2020	2020-2021	2021-2022
Number of Child Protection Reports Received	3,763	3,861	4,602
Number of Child Protection Investigations Opened	1,993	2,143	3,466
Number of Children who Received Child Protection Services in Their Own Homes	612	704	522
Number of Children who Received Child Protection Services in the Legal Custody and Guardianship of the Director of Child Protection	176	176	168
Focused Intervention Services	592	636	496
Average Number of Children in Care per Month	107	104	111
Average Number of Foster Homes	69	77	81
Number of Adoptions	9	12	14
Number of Applications for Post Adoption Services	47	120**	72
Post Adoption Services Provided	22	26	55

\*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	2019-2020	2020-2021	2021-2022
Monthly Average Social Assistance Cases <sup>1</sup>	3,597	3,178	2,809
Total People in Household receiving Social Assistance <sup>1</sup>	5,632	4,798	4,689
Children Under 18 receiving Social Assistance <sup>1</sup>	1,791	1,630	1,512
Single Parents receiving Social Assistance <sup>1</sup>	630	554	532
Single Persons receiving Social Assistance <sup>1</sup>	2,397	2,041	1,996
Monthly Average Clients Accessing AccessAbility Supports	1,761	1,888	2,095
Monthly Average Children Accessing Child Care Subsidy	1,699	1,572	1,441
Yearly Average Seniors Accessing the Seniors Independence Initiative	742	801	992

# SOCIAL DEVELOPMENT AND HOUSING

School Age Autism Program <sup>1</sup>	NA	155	208
Targeted Basic Income Guarantee (T-BIG)	NA	100	313

<sup>1</sup> as of Feb. 28, 2022

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

## Housing Services\*

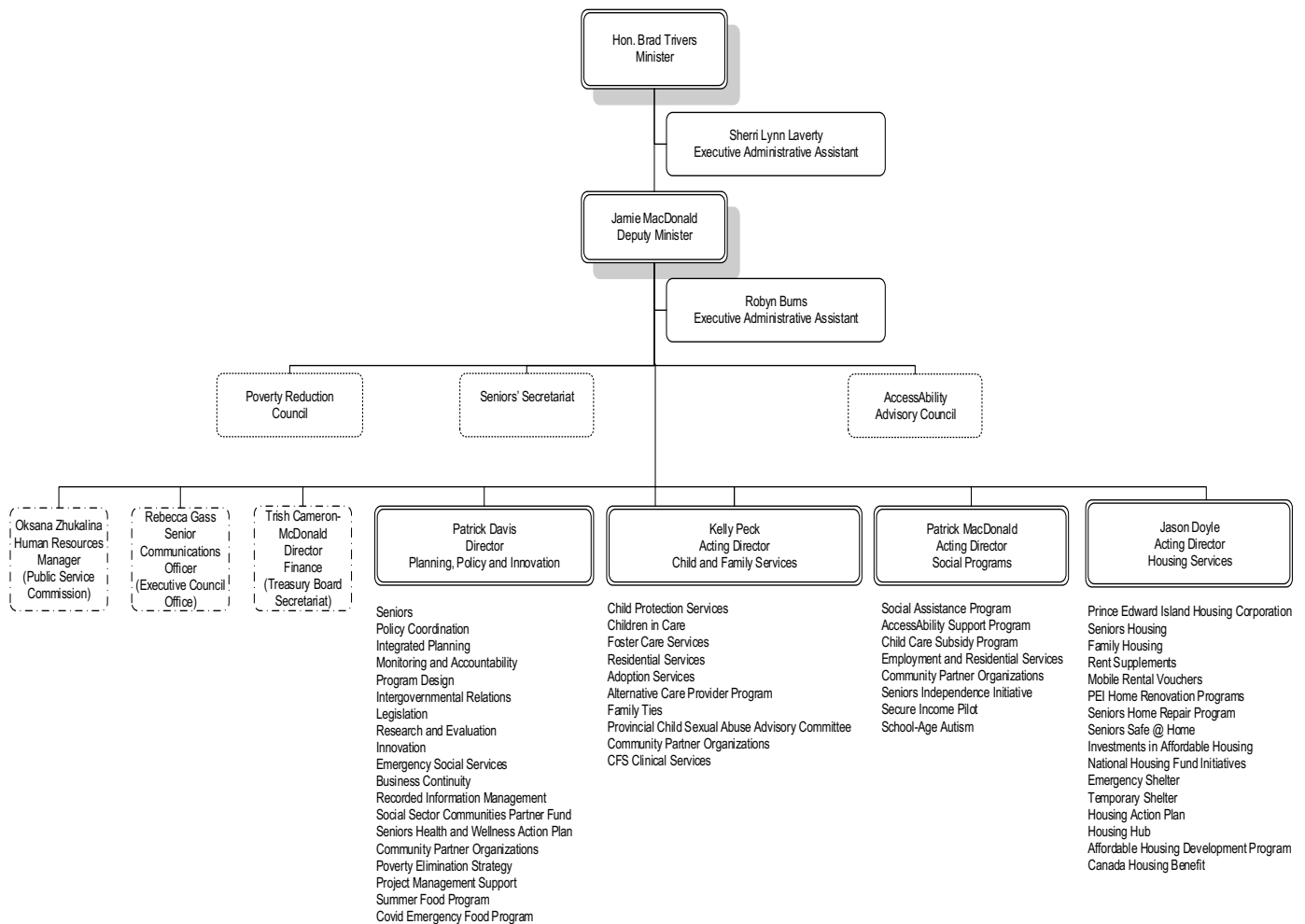
Indicator	2019-2020	2020-2021	2021-2022
<b>Seniors Housing Program</b>			
Number of Units	1,117	1,154	1186
Placements	111	201	219
New Applications	768	635	645
Registry	438	141	134
Number of Rent Supplements	187	274	285
Mobile Rental Vouchers	442	628	686
<b>Family Housing Program</b>			
Number of Units	482	487	499
Placements	37	42	55
New Applications	861	819	1066
Registry	623	319	329
Number of Rent Supplements	35	146	185
Mobile Rental Vouchers	285	424	461

\*Some figures have been revised from previous annual reports

# SOCIAL DEVELOPMENT AND HOUSING

## Organizational Structure

### Department of Social Development and Housing Functional Organizational Chart





# SOCIAL DEVELOPMENT AND HOUSING

## Employee Profile

### Social Development and Housing – Full Time Equivalent Positions by Division

Division	2019-2020	2020-2021	2021-2022
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	12.5	11.5
Seniors			1.0
<b>Total Full Time Equivalent Positions</b>	<b>333.60</b>	<b>334.60</b>	<b>334.60</b>

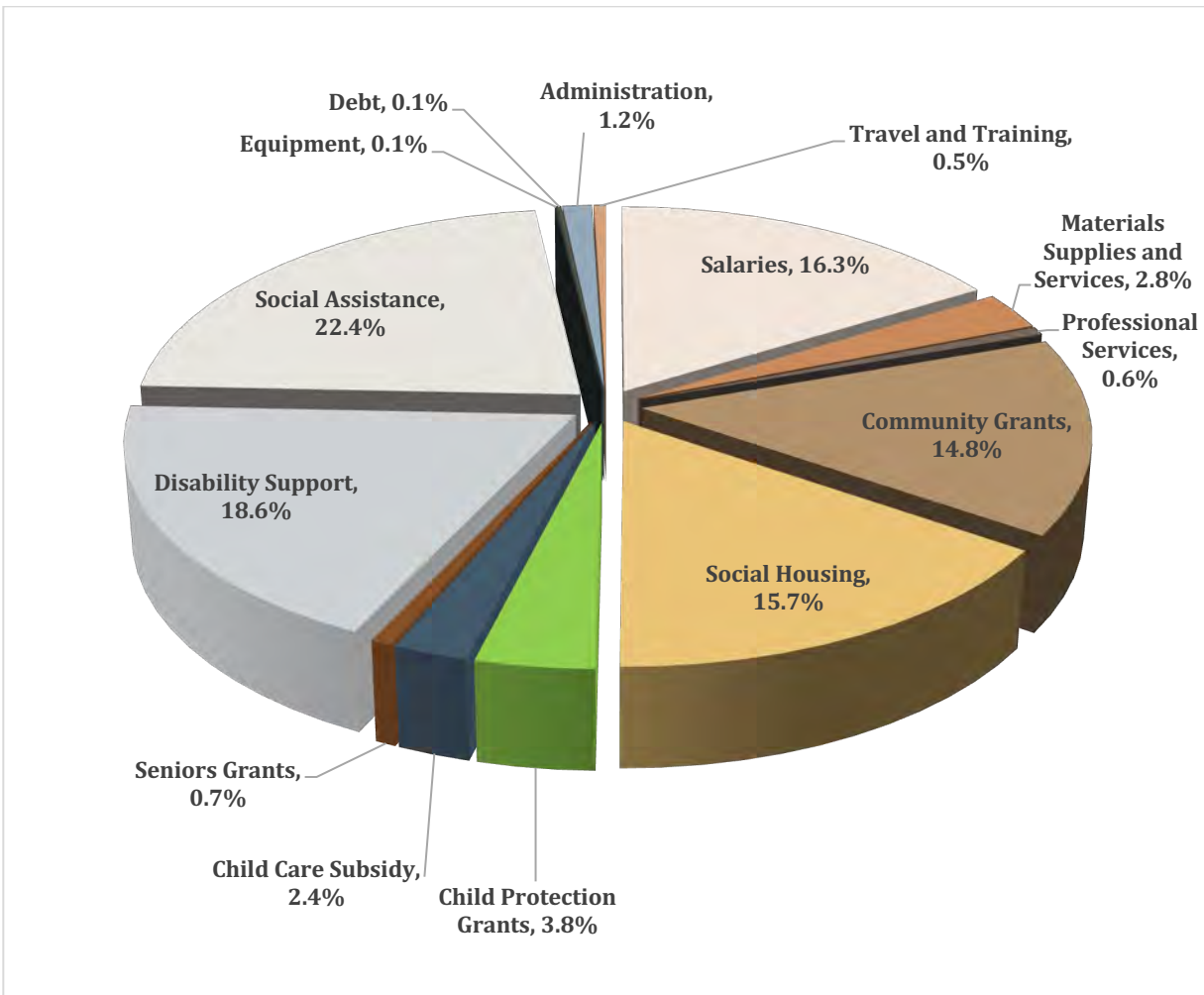
# SOCIAL DEVELOPMENT AND HOUSING

## Financial Statements – Public Accounts

Program	Budget 2021 - 2022	Actuals 2021 - 2022
<b>EXPENDITURES</b>		
Housing Services	\$32,443,400	\$41,496,900
Seniors Programs	423,100	495,200
Planning, Policy and Innovation	3,011,800	3,895,000
Child and Family Services	25,768,400	26,845,800
Social Programs	111,321,000	112,862,000
<b>Total</b>	<b>\$172,967,700</b>	<b>\$185,594,900</b>
<b>REVENUES</b>		
Housing Services	15,542,800	26,544,500
Planning, Policy and Innovation	-	86,000
Child and Family Services	1,465,500	859,600
Social Programs	1,459,600	1,414,300
<b>Total</b>	<b>\$18,377,900</b>	<b>\$28,904,400</b>
<b>TOTAL NET</b>	<b>\$154,589,800</b>	<b>\$156,690,500</b>

# SOCIAL DEVELOPMENT AND HOUSING

## 2021-2022 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-seniors>



DPCEC-4580