



Canada –Prince Edward Island Labour Market Agreement for Persons With Disabilities

Prince Edward Island Annual Report 2016-2017

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Canada / Prince Edward Island Labour Market Agreement for Persons with Disabilities

2016 – 2017 Annual Report

Introduction

The Province of Prince Edward Island is pleased to present the 2016-2017 Annual Report under the Labour Market Agreement for Persons with Disabilities (LMAPD). The Province is committed to measuring and reporting program effectiveness through partnership and cooperation, transparency, a focus on results, stakeholder and public feedback, and a commitment to continual improvement of employment programs. Prince Edward Island is dedicated to enhancing program effectiveness and improving the employment situation of Islanders with disabilities.

On October 22, 2014, Prince Edward Island (PEI) and Canada signed the Labour Market Agreement for Persons with Disabilities. This Agreement exists to support persons with disabilities to enter and stay in the labour market. PEI's commitments to fulfill this agreement take place primarily within the Disability Support Program, through the Department of Family and Human Services.

The LMAPD is a cost-sharing agreement between the Government of Canada and the Province of Prince Edward Island. The Government of Canada contributes 50% of the annual costs incurred by the Province of Prince Edward Island for employment and vocational supports funded under the agreement, up to a maximum of \$1.375 million annually.

The Prince Edward Island Disability Support Program offers a person-centered approach for service delivery, connecting persons with disabilities with customized supports. Every Islander has a right to seek support to help overcome barriers, to attain a satisfactory quality of life, and to achieve financial independence without comprising values, dignity and respect.

Prince Edward Island Disability Support Program and Services

The Prince Edward Island Department of Family and Human Services delivers the Disability Support Program. Employment and vocational support is the component of the program that is cost-shared under this agreement, and meets one or more of the objectives of the agreement.

Refer to Appendix 1 for information regarding the Disability Support Program and the unique way in which the program helps to remove barriers to employment for persons with disabilities.

The Disability Support Program attempts to improve the labour market situation and independence of people with disabilities through employment related activities provided by front-line staff or third party service providers. The services include: Management and coordination, supportive casework and counseling, referral, service review and follow-up and preparation of employment plans. Case plans focus on the following:

- Planning – transition from school to work;
- Assessment, pre-employment and employment supports;
- Volunteer placement opportunities;
- Specialized employment planning.

To enhance awareness of persons with disabilities within the labour market, and to strengthen their knowledge of labour market opportunities, the Disability Support Program may also fund case plans including job coaching, job mentoring, and self-employment and entrepreneurship.

The employment and vocational component of the Disability Support Program strives to improve levels of work related skills for persons with disabilities by providing funding to purchase supports such as training, assessments, technical aids and assistive devices, note takers, and interpreters. The objective is to improve access to basic and post secondary education.

The Disability Support Program partners with community service providers who offer numerous employment and vocational supports. The person-centered approach moves clients toward greater levels of success. Examples of the types of employment and vocational expenses funded by this program are below.

Education and Training

Post-Secondary / Vocational Supports: The Disability Support program provides educational supports to encourage participation in post-secondary and/or vocational training programs. Supports may include, but are not limited to, training assessments, technical aids, assistive devices, note takers and interpreters.

Vocational Training Programs: The vocational training program service providers work with clients to discover full potential and provide opportunities to contribute and participate in a variety of work activities and teaching/training sessions. The focus is to case plan with clients as they develop the interpersonal and work skills required for effective involvement in supported work and/or future community based employment.

Youth Employment: The Disability Support Program continues to focus on youth employment initiatives. The EmployAbilities Development Officer continues to work with high school transition teams within the Department of Education, Early Learning, and Culture, the French and English Language School Boards, and service providers to ensure students not pursuing post-secondary education have the skills required to enter into paid employment directly upon graduation. Priority areas include, but are not limited to, paid summer employment programs, part-time employment, job coaching, and wage subsidy programs.

Employment Participation

Pre-Employment Supports: Service providers offer important pre-employment supports. Employment specialists work 1:1 with clients to assess job readiness and work skills, and provide counselling, training, and support. Clients develop or refine physical, social, and personal skills. Areas of concentration are:

- Time management, conflict resolution, money management;
- Strength, endurance, mobility and motor skills;
- Attention to task, discrimination, pace, quality;
- Communication skills such as accepting feedback and instruction;
- Punctuality, attendance, time awareness, and adapting to change.

Finding Employment: Service providers work with individuals with disabilities to overcome barriers to employment. Employment specialists conduct needs assessments to determine interests, strengths, and weaknesses. Staff work 1:1 with clients to explore careers, develop resume and cover letters, fill out applications, prepare for interviews, and conduct effective job searches. Clients receive assistance with transitional employment, supported employment, and independent employment.

Connecting Employers and Persons with Disabilities

Employer Support: Service providers work with employers to determine employment opportunities, conduct compatibility assessments and offer ongoing support. On the job training and wage subsidies may also be considered under Employer Support programs.

Financial Component Summary 2016-2017

		LMAPD Plan - Financial Component Summary - 2016-2017	
			2016/17 Budget
Skills Development (SD)			
	Disability Support Program provides supports for 1:1 support, summer learning programs, training, assessments, technical aids and assistive devices, note takers and interpreters, etc.		\$470,000
Employment Services (ES)			
	Disability Support Program provides supports for planning (transition from schools to work), assessment, pre-employment and employment supports, assistance with planning and volunteer placement opportunities, specialized employment planning.		\$4,215,000
	Human resources such as front-line staff to delivery Disability Support Program.		\$336,000
Connecting Employers and Persons with Disabilities			
	Disability Support Program provides funding and coordination of services for job coaching, mentoring and disability supports for self employment and entrepreneurship.		\$23,000
Administration			
	Program Coordination		\$171,000
	Audit Fee		\$5,000
Total			\$5,220,000

Client Profile Indicators

From April 1, 2016 to March 31, 2017, the Prince Edward Island Disability Support Program provided, on average, funding for 1,365 individuals. Of those clients, 452 individuals received assistance under the Employment / Vocational component of the program that is cost-shared under the Canada-Prince Edward Island LMAPD Agreement. The priority areas of Education and Training served approximately 78 clients, the vast majority of whom were under 30 years of age, Employment Participation served approximately 452 clients, and the Connecting Employers and Persons with Disabilities priority area served fewer than 20 clients.

Prince Edward Island has been collecting performance indicator data since April 1, 2015, following the 2014 – 2015 transition period. All indicator information, including progress against targets, is included in this report and will be made widely available to the public.

Targets for Clients Served

Priority Area	Target of Clients Served 2016-2017	Actual Clients Served 2016-2017	Target of Clients Served 2017-2018
Education and Training	90	78	78
Employment Participation	412	452	452
Connecting With Employers	Now included in Employment Participation	Now included in Employment Participation	Now included in Employment Participation

Performance Indicator Tables

Table #1 Clients Served by Intervention Type

Intervention	Number of Clients Served
Employment Services	452
Skills Development and Upgrading	78
Work Experience	0
Skills Development and Work Experience	0
Workplace Based Skills Development and Training	0
Healthcare-Related Interventions	0
Total	530

Table #2 Clients by Gender

Gender	Number of Clients Employed Pre Intervention	Number of Clients Not Employed Pre Intervention	Totals
Male	109	212	321
Female	64	134	198
Other Gender Identity	0	0	0
Unknown/ Unanswered	11	0	11
Total	184	346	530

Table #3 Clients by Age

Age	Number of Clients Employed Pre Intervention	Number of Clients Not Employed Pre Intervention	Totals
15-29	74	189	263
30-54	85	123	208
55+	14	34	48
Unknown	11	0	11
Did not Answer	0	0	0
Total	184	346	530

Table #4 Clients by Education Level

Education Level	Number of Clients Employed Pre Intervention	Number of Clients Not Employed Pre Intervention	Totals
Less Than High School	79	213	292
High School	42	76	118
Some Post Secondary	6	12	18
Post Secondary Degree / Diploma	12	12	24
Trades Certificate	0	0	0
Unknown	32	42	74
Did not Answer	2	2	4
Total	173	357	530

Table #5 Clients by Pre-intervention Employment Status and Hours Worked

Employment Status	Number of Clients Served
Employed Full Time	37
Employed Part Time	136
Not Employed	346
Unknown	11
Did not Answer	0
Total	530

Table #6 Clients by Pre-Intervention Hourly Earnings

Hourly Earnings (\$)	Number of Clients Served
Less than \$10	35
\$10.01 - \$12.00	113
\$12.01 - \$15.00	8
\$15.01 - \$18.00	5
\$18.01 and over	8
Wage Unknown	15
N/A	346
Total	530

Enhanced Employability Outcomes

The majority of clients in the Prince Edward Island Disability Support Employment / Vocational programs have "ongoing" interventions lasting more than one fiscal year. As a result, the "end of intervention" three and twelve month follow up surveys will not provide a good representation of the success of our programs. Typically, there are fewer than 20 clients with specific end dates within a fiscal year to survey.

Each Prince Edward Island disability support client meets with his or her worker at least once per year to conduct an annual review. During that time, functional assessments are updated, program progress reports (if applicable) are reviewed, equipment needs are assessed, and income information and work history is collected.

On April 8, 2016 Prince Edward Island asked for, and received an exception with respect to reporting Enhanced Employability Outcomes at three and twelve month post intervention. It was jointly agreed by Prince Edward Island and Canada as per Appendix A: Accountability and Performance Measurement in The Canada Prince Edward Island Labour Market Agreement for Persons with Disabilities that Prince Edward Island would collect follow up survey information on every client, each year.

Conducting yearly follow up surveys will coincide with the client's annual review date and will replace the three and twelve month follow up surveys. Doing so will allow Prince Edward Island and Canada to accurately determine client outcomes and impact indicators that are more suited to the programs funded by the Prince Edward Island Disability Support Program.

Table # 7 Number of Clients Prepared for New or Better Employment

	Intervention Type	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Unknown	Did not Answer	Review Not Complete	Total
Prepared for New or Better Employment	Employment Services	14	141	0	106	4	7	73	107	452
	Skills Development	1	27	0	8	0	3	15	24	78
	Work Experience									
	Skills Dev and Work Exp									
	Workplace Skills Dev									
	Healthcare Related									
	Total	15	168	0	114	4	10	88	131	530

Table #8 Number of Clients Who Earned Credentials / Certification

	Intervention Type	High School or Post Secondary	Industry Occupation Less than 10 hours	Industry Occupation More than 10 hours	Firm Issued	Other	No Credential Earned	Unknown	Review not Completed	Did not Answer	Total
Earned Credential or Certification	Employment Services	39	1	0	0	14	278	3	109	8	452
	Skills Development	8	1	0	0	4	39	2	24	0	78
	Work Experience										
	Skills Dev and Work Exp										
	Workplace Skills Dev										
	Healthcare Related										
	Total	47	2	0	0	18	317	5	133	8	530

Table #9 Number of Clients Who Experienced Career Advancement

	Intervention Type	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Unknown	Review Not Completed	Did not Answer	Total
Experienced Career Advancement	Employment Services	9	74	0	128	10	5	107	119	452
	Skills Development	0	10	0	10	0	4	24	30	78
	Work Experience									
	Skills Dev and Work Exp									
	Workplace Skills Dev									
	Healthcare Related									
	Total	9	84	0	138	10	9	131	149	530

Table #10 Employment is Closely Related to Educational Background or Work Undertaken During Intervention

	Intervention Type	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Unknown	Review Not Completed	Did not Answer	Total
Employment is closely related to educational background or work undertaken	Employment Services	5	143	0	24	5	8	107	160	452
	Skills Development	0	12	0	2	1	4	24	35	78
	Work Experience									
	Skills Dev and Work Exp									
	Workplace Skills Dev									
	Healthcare Related									
	Total	5	155	0	26	6	12	131	195	530

Table #11 Number of Clients Satisfied with Intervention

	Intervention Type	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Unknown	Review Not Completed	Did not Answer	Total
Satisfied with quality of program or service	Employment Services	27	295	0	6	2	3	107	12	452
	Skills Development	2	45	0	0	1	5	24	1	78
	Work Experience									
	Skills Dev and Work Exp									
	Workplace Skills Dev									
	Healthcare Related									
	Total	29	340	0	6	3	8	131	13	530

Table #12 Employment Status 12 Months Post Intervention

Pre-Intervention Status	12 Month Follow Up	Post Intervention Status	Employment Services	Skills Dev	Work Exp	Skills Dev and Work Exp	Workplace Skills Dev	Health Related	Total
Employed	12 Months	Employed Part Time	104	4					108
		Employed Full Time	25	4					29
		Not Employed	7	0					7
		Unknown	0	0					0
		Did Not Answer	0	0					0
		Review Not Completed	28	1					29

Not Employed	12 Months	Employed Part Time	14	2					16
		Employed Full Time	3	0					3
		Not Employed	185	41					226
		Unknown	13	0					13
		Did Not Answer	3	3					6
		Review Not Completed	70	23					93

Total	452	78						530
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Table #13 Hourly Earnings at 12 Months Post Intervention

Pre-Intervention Status	Follow Up	Hourly Earnings	Employment Services	Skills Dev	Work Exp	Skills Dev and Work Exp	Workplace Skills Dev	Health Related	Total
Employed	12 Months	Less than \$10	35	0					35
		\$10.01 - \$12.00	79	8					87
		\$12.01 - \$15.00	7	1					8
		\$15.01 - \$18.00	4	0					4
		\$18.01 and over	1	0					1
		Unknown	0	0					0
		N/A - No longer employed	9	0					9
		Did Not Answer	1	0					1
		Review Not Completed	28	0					28

Not Employed	12 Months	Less than \$10	12	1					13
		\$10.01 - \$12.00	4	0					4
		\$12.01 - \$15.00	0	0					0
		\$15.01 - \$18.00	1	0					1
		\$18.01 and over	0	0					0
		Unknown	16	0					16
		Did Not Answer	3	3					6
		Review Not Completed	77	26					103
		N/A – Still Not Employed	175	39					214

Total	452	78						530
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Engagement with Community Partners

The Department of Family and Human Services experiences on-going engagement with its community partners around service delivery for persons with disabilities. The Department provides grant funding to 31 organizations, and actively partners with many more organizations in a variety of ways in addressing its mandates. In the 2016/17 fiscal year, some examples of this engagement include participation in three regional Steering Committees on employment for persons with disabilities, participation in the Community Access and Inclusion Expo and two Eastern Prince Edward Island Employer Expos, hosting a Community Partners Annual Meeting, as well as regular, one to one contact with individual organizations. The EmployAbilities Development Officer for the Department sits on the *F/P/T Persons with Disabilities Advisory Committee*, a *Growth Strategy through Workforce Committee*, and a *High School Transition- to-Work* working group.

The Community Partners Annual Meeting provides an opportunity to respond to priorities identified with community organizations to which we provide grant funding. At the request of community organizations, the Department of Family and Human Services provided information sessions on Emergency Preparedness by Emergency Measures Organization, and Skills PEI Programs for Training and Employment.

The Steering Committees also provide an opportunity for responding to community-identified priorities. Participation in these committees has identified that families and caregivers would like further information about the variety of programs, supports and services which are available to young people with disabilities, including those which focus on supporting education and training, and preparation for the work force. The Department of Family and Human Services worked with community partners to make this information more readily available to young people with disabilities, their families and their caregivers.

As part of the Prince Edward Island Disability Support Program Transformation process, a stakeholder engagement framework was developed. Using multiple approaches to gather input from staff and the public, ongoing stakeholder consultations will be conducted so all Islanders with a disability can overcome barriers that prevent full participation as citizens on our Island.

Evaluation

The Prince Edward Island Disability Support Program was created in 2001 to meet the unmet needs for children and adults with intellectual and physical disabilities. The Province of Prince Edward Island recognizes the importance of evaluating programs and services supported under the Agreement to help determine impacts and outcomes. Prince Edward Island is committed to completing an evaluation of key programs and services which are funded under the agreement over the next five years. Programs to be evaluated will be agreed upon jointly by Canada and Prince Edward Island to ensure that the proportion of programs is sufficient to draw meaningful conclusions. Evaluations will use commonly accepted research designs and methodologies and will focus on how programs are being implemented and how well they are achieving their stated objectives.

In January, 2016, Tina Mundy, Minister of the Department of Family and Human Services was sent a mandate letter which placed priority on “Reviewing all support programs to improve effectiveness and efficiency in meeting the needs of the communities they are intended to serve, are modern and innovative in design and delivery, and are sustainable to meet future anticipated needs.” In March, 2017, Minister Mundy announced an expansion of the Disability Support Program, moving it to model inclusive of all disabilities with a new functional assessment tool that is not diagnosis specific. Building on the good things the program already does, the new model will:

- Open eligibility to people experiencing disabilities including those related to mental illness.
- Meet the combined needs for Islands with disabilities and financial assistance needs through a single worker and case management plan.
- Implement new assessment tools to better support the broader program and new service delivery model.
- Continuously utilize program data and other information to guide new and ongoing policy and program development.
- Current policies will be updated and others will be developed to support the new model.
- Provide skills development and training opportunities for staff throughout the transformation process, including program implementation, transitioning to operations and ongoing quality improvement.

Appendix 1

PEI Disability Support Program

Why is the Disability Support Program unique in removing disincentives to employment for people with disabilities?

Prince Edward Island was the first jurisdiction in Canada to fully separate disability supports from social assistance funding. This separation effectively removed the primary disincentive that has historically prevented many individuals with disabilities from seeking a long-term attachment to the labour force. People with disabilities, in particular those with more severe limitations, are often dependent on receiving disability specific financial supports for such needs as supervision or personal care. If these supports are attached to eligibility criteria for social assistance benefits, then the applicant could have his or her supports affected. The Disability Support Program is an income tested program for its adult applicants. An income test looks only at adjusted net income, based on information from the most recent Notice of Assessment from Canada Revenue Agency. It does not consider individual or family assets.

The Disability Support Program is designed to support Islanders with a disability to overcome barriers. It is a social program with a financial component. The program offers case planning for the determination and development of required supports. The program may also provide referrals to other agencies.

The separation of disability support services from the Social Assistance Program in October, 2001 resulted in a twenty percent increase in the number of individuals with disabilities to receive financial benefits. Many new recipients were people with disabilities who did not qualify for social assistance and were therefore not eligible for supports before the introduction of the Disability Support Program.

To contact the Prince Edward Island Disability Support Program please visit:

<https://www.princeedwardisland.ca/en/information/family-and-human-services/disability-support-program>