



Public Service Commission

2023-2024



ANNUAL REPORT

Respect ● Integrity ● Accountability ● Excellence

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Message from the Chief Executive Officer

On behalf of the Public Service Commission, I am pleased to present the Minister of Finance, Hon. Jill Burridge, Mr. Carl Lafford, Chair of the Public Service Commission, and Prince Edward Islanders, with the 2023-2024 Annual Report for the Public Service Commission (PSC) of Prince Edward Island. In its role as the corporate agency overseeing human resource leadership, management, and administration, the PSC team consistently displays steadfast dedication to public service and the provision of outstanding human resource services.



This year's annual report marks the first full fiscal year guided by the PSC's [People Strategy for 2023-2026](#). We have experienced such growth, change, and challenges during the past fiscal year, and we are ready for continued modernizations and innovation. PSC's management team has actively monitored progress against the plan which resulted in many tangible activities being started, in progress, or completed. We're committed to accountability and continuous improvement, and you'll see the evidence of our commitment throughout this report.

With exciting transformations of our services on the horizon, we are prepared to tackle new challenges and opportunities with greater agility and innovation. Additionally, the launch of our new JobsPEI website, alongside the new Applicant Tracking System and many other new initiatives, positions us for significant growth and progress in the coming years. We are excited about the future and the advancements we are making each year.

The public service is a diverse place; we want employees to be proud they work here and to feel included, respected, valued, and recognized. The work of the PSC aims to support environments where employees can explore their strengths, grow, and thrive in their careers. We're incredibly proud to have placed 6th on the Forbes list of Canada's Best Employers and see this as a recognition of our dedication to putting employee well-being at the forefront of every decision. We aim to continue supporting staff as they do the work that matters to Islanders.

Respectfully submitted,

A handwritten signature in blue ink that reads "Tanya Rowell". The signature is fluid and cursive.

Tanya Rowell

PEI Public Service Commission

PEI Public Service Commission Board Members



Mr. Carl Lafford (Chair) is a retired federal government employee. His work experience over the years spans from labourer, consultant to manager. He has been a volunteer and an active member of the Island community. His appointment to the PEI Public Service Commission Board was effective February 2013. Mr. Lafford is married with two adult children and resides in Charlottetown, PEI.



Mr. Bobby Kenny retired from the provincial civil service in 2011 after thirty-seven years of service. His experience included positions as a property assessor and staffing officer, along with management positions in tax administration and human resources. He is currently an active participant on a number of provincial and federal boards. His appointment to the Public Service Commission Board was effective October 2012. Mr. Kenny is married with one daughter and resides in Charlottetown, PEI.



Mrs. Judy Turpin began her career in government as a Licensed Practical Nurse working at Hillsborough Hospital, Dr. Eric Foulds Centre and the Queen Elizabeth Hospital. After completing Holland College Office Studies and UPEI Public Administration Program, she began to explore further government positions working in Hospital and Health Services and in the Department of Justice. For many years Mrs. Turpin was actively involved in many aspects of UPSE, including the position of First Vice President. Her appointment to the PEI Public Service Commission Board was effective October 2023. Mrs. Turpin lives in Cornwall with her husband, David.

PSC Overview and Mandate

The PEI Public Service Commission (PSC) is an independent and impartial agency established by the *Civil Service Act*. The purpose of the PSC is to:

- Maintain a professional, independent, ethical and efficient Civil Service
- Foster the development of a Public Service that is representative of the province's diversity
- Facilitate quality services to the public which are responsive and flexible to their needs
- Encourage accountability, innovation and professional development for employees
- Foster a constructive working relationship among government, its employees and their representatives

The PSC provides human resource leadership and services that support performance excellence and help build the capacity of the Civil Service to deliver government programs and services. Through the *Civil Service Act*, the PSC is mandated to provide advice, assistance, programs and services in the following areas:

- Human resource management and planning
- Employer/employee relations
- Employee and organization learning and development (including French language training and diversity and inclusion programs)
- Human resource processes and systems (including staffing, classification, and payroll administration)
- Human resource legislation, policies and collective agreements
- Employee health, safety and well-being

The PSC supports the growth of our province and promotes workplaces where employees are inspired to make a positive impact and proud to shape the future of our Island community. We fulfill this mandate by working with commitment to deliver services, which are effective and efficient for government departments and our Island community.

Civil Service Establishment as of March 31, 2024

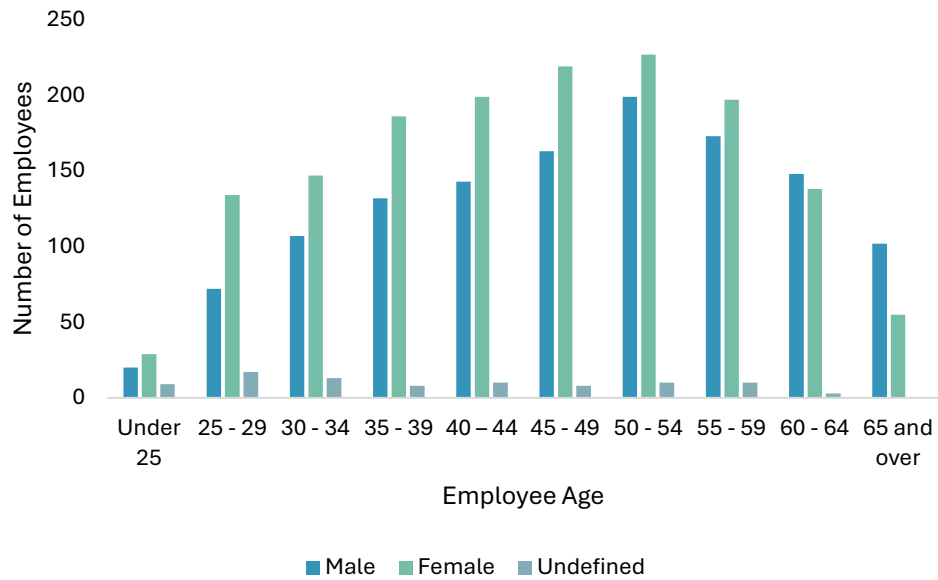
Department/Agency	Executive Division	Classified Division								Casual Division	All Divisions
		Employees					Vacant Positions				
	Total	FT	EXL FT	PT	EXL PT	Total	FT	PT	Total	Total	Total
Agriculture	2	75	8	7	0	90	12	4	16	17	125
Cannabis Management Corporation	0	38	2	13	0	53	2	10	12	22	87
Economic Development, Innovation, and Trade	1	8	2	0	0	10	5	0	5	5	21
Education and Early Years	3	126	13	20	0	159	12	2	14	41	217
Employment Development Agency	0	2	0	0	0	2	0	1	1	0	3
Environment, Energy and Climate Action	3	99	11	11	0	121	31	5	36	73	233
Executive Council	7	14	39	0	0	53	21	0	21	21	102
Finance	1	62	35	1	1	99	8	0	8	13	121
Fisheries, Tourism, Sport and Culture	1	40	6	8	0	54	11	1	12	16	83
Health and Wellness	5	60	22	1	0	83	18	0	18	37	143
Housing, Land and Communities	2	106	12	3	0	121	25	0	25	62	210
Justice and Public Safety	1	307	80	27	1	415	50	7	57	146	619
Liquor Control Commission	1	109	7	43	0	159	31	10	41	98	299
Public Service Commission	1	12	83	0	2	97	8	1	9	15	122
Social Development and Seniors	1	319	35	38	0	392	67	10	77	91	561
Tourism PEI	1	25	4	44	0	73	14	13	27	112	213
Transportation and Infrastructure	2	345	34	122	0	501	92	89	181	236	920
Treasury Board	1	263	57	0	0	320	53	0	53	49	423
Women's Secretariat	0	5	1	0	0	6	0	0	0	2	8
Workforce, Advanced Learning and Population	1	57	9	3	0	69	15	0	15	26	111
Total March 31, 2024	34	2072	460	341	4	2877	475	153	628	1082	4621
Total March 31, 2023	21	1906	421	318	5	2650	503	139	642	1067	4380
Difference	13	166	39	23	-1	227	-28	14	-14	15	241
* FT = Full-time EXL FT = Excluded Full-Time PT = Part-Time EXL PT = Excluded Part-Time											

Civil Service Establishment – Breakdown of Demographics

Age Profile

Classified Division: Full-time and Part-time (As of March 31st, 2024)

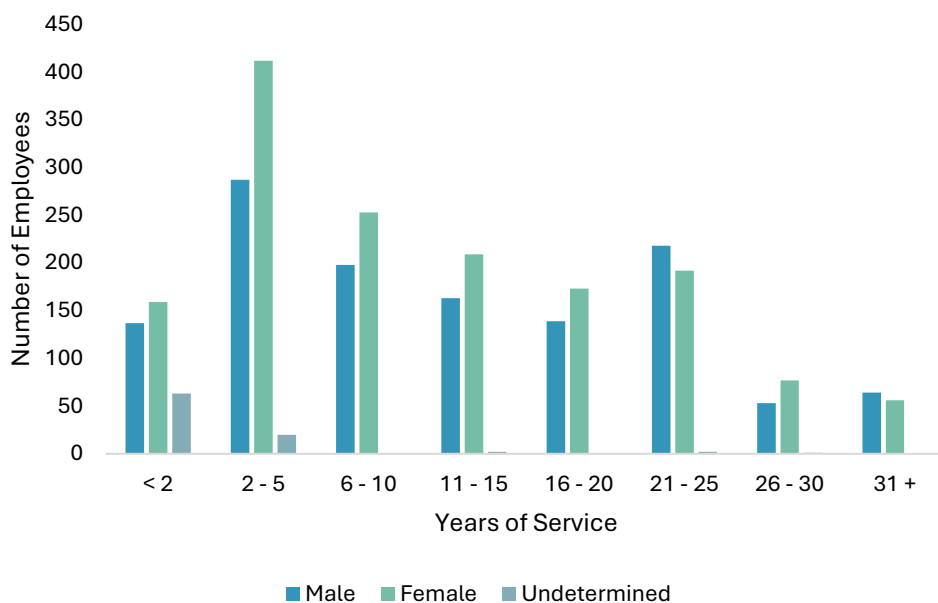
Average Age: (M) 48.7, (F) 46.1, (U) 39.7



Length of Service Profile

Classified Division: Full-time and Part-time (As of March 31st, 2024)

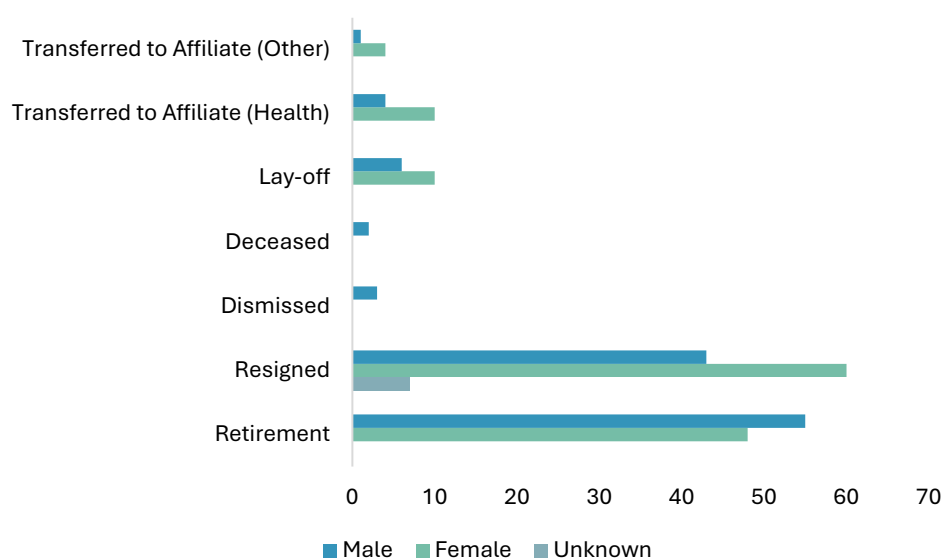
Average Length of Service: (M) 13.3, (F) 12.2, (U) 2.5



Separations

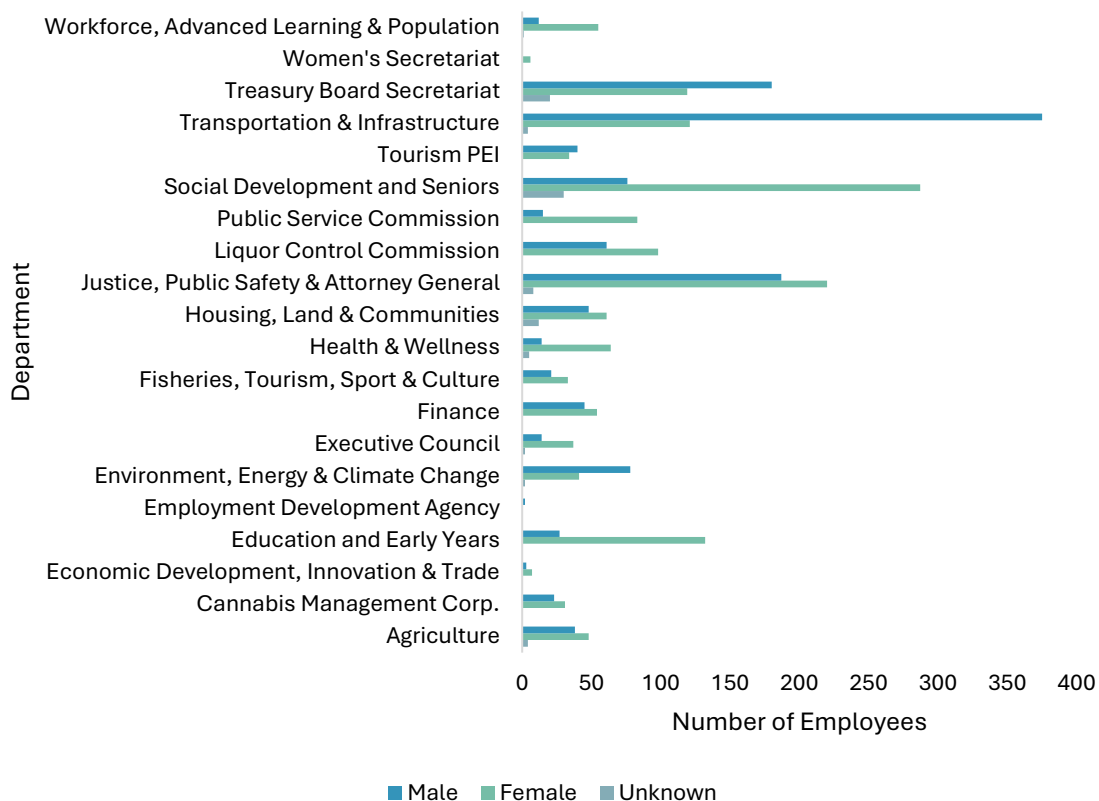
Classified Division: Full-time and Part-time (As of March 31st, 2024)

*Employees terminated while on LTD or WCB are included in lay-off category



Department Profile

Classified Division: Full-time and Part-time (As of March 31st, 2024)



Strategic Direction

Vision	<i>Human Resource Excellence in Public Service</i>			
Mission	<i>Working as professional and strategic human resources partner with the public service to provide safe, healthy, engaging, productive and inclusive work environments that promote learning, diversity, collaboration, innovation and responsiveness to successfully deliver excellence in human resources services benefitting our Island community.</i>			
Values	Respect <i>I practice acceptance, civility, fairness and inclusion</i>	Integrity <i>I do my work in a non-partisan, honest, open and fair way</i>	Excellence <i>I provide high levels of accuracy, proficiency, and knowledge in my work</i>	Accountability <i>I am responsible for performing quality work and decisions</i>
Goals	Employee Well-being – Create Healthy, Safe, Inclusive and Engaging Workplaces	Enhance Employee Experience Through Developing Our People and Inclusive Leaders	Lead Innovative Human Resource Planning and Talent Management	Drive Transformation in the Public Service Through Modernization and Innovations
Key Actions	Foster Safe Workplaces Support Employee Well-Being and Counseling Treatment Champion the Implementation of the Diversity and Inclusion Strategy Model Best Practices in Employee Engagement	Provide an Excellent Employee Experience in Learning and Development Accelerate Leadership Development Inspire Learning with a Focus on Equity, Diversity and Inclusion Champion Language Training Opportunities	Implement Consistent and Real-Time Human Resource Planning Position the Civil Service as an Employer of Choice Encourage, Grow and Manage Talent Pools Innovate Talent Acquisition Practices	Promote Client-Centric Processes and Use Digital by Design to Promote Efficiencies Automate Human Resource Processes to Generate Efficiencies Improve Policy, Practices, and Processes Ensure Accountability and Effective System and Resource Management

Values

Values are integral to our activities and relationships as civil servants with the Island community and one another in the workplace.

Respect – Integrity – Accountability – Excellence

Respect – The attitude of acceptance, civility and inclusion.

As an employee of the Prince Edward Island Civil Service, I respect the citizens of my province and my Civil Service colleagues. I show respect for others in how I do my work every day by being considerate, civil, and inclusive.

Integrity – The quality of being non-partisan, honest, open and fair.

As an employee of the Prince Edward Island Civil Service, I am committed to doing my work in a non-partisan, honest, open and fair way.

Accountability – The practice of being responsible, transparent, and willing to accept responsibility or to account for one's actions.

As an employee of the Prince Edward Island Civil Service, I am responsible for my decisions and the quality of my work every day. I am able and willing to explain my work decisions, behavior and performance.

Excellence – The aspiration to provide high levels of accuracy, proficiency and knowledge in performing our work and in delivering services to the public.

As an employee of the Prince Edward Island Civil Service, I am committed to using my knowledge and experience to provide high quality service and products to the citizens of our province as well as my colleagues within the Public Service.

Year in Review

This section highlights the work towards accomplishing strategic goals outlined in the People Strategy. Accomplishments for each goal area and stories from clients about their experiences are showcased in various sections of the Annual Report, highlighting how the Public Service is working together to deliver solutions and shape communities to benefit our citizens.

Despite the challenges, the PSC accomplished much, and continued to exceed expectations and topping record years in several services, including:

- Corporate HRMS and Payroll remain committed to improving business processes and are implementing new technologies and automation to promote more efficient workplaces.
- Pathways to Learning courses and opportunities continued to see increased interest in professional development and increase in uptake by 50% over last FY 22-23.
- Employee Assistance Program services continued to see steady demand over the past year and continued to be an integral service for employees.
- In Fall 2023, the “You Matter” awareness campaign continued with an Employee Mental Health and Wellbeing Passport Challenge
- The Classification team achieved record reviews, with an 18% increase in the civil sector and 14% in the health sector, completing 1373 reviews over the past three fiscal years.
- Strong recruitment efforts led to an increased number of applicants, with a 28% rise in the civil sector and a 10% increase in health sector applicants.
- Staffing competitions increased by 5% in the health sector and remained steady in the civil sector, which has seen a 78% rise since 2020-2021.
- The Human Resource and Labour Relations team worked with departments and partners on union issues, finalizing two Public Service agreements and continuing negotiations in two other sectors (Health and Education).
- The collection of Equity, Diversity and Inclusion (EDI) data and first annual report began preparation in 2023-2024, and service demand increased for the diversity program.

Goals

Each strategic goal is aligned with indicators showing progress or areas where enhancements may be required. Indicators are monitored consistently and measured for performance against the four strategic goals.

Goal #1 - Retention

Employee Well-being – Create Healthy, Safe, Inclusive and Engaging Workplaces

- Foster Safe Workplaces
- Support Employee Well-Being and Counseling Treatment
- Champion the Implementation of the Diversity and Inclusion Strategy
- Model Best Practices in Employee Engagement

Goal #2 – Development

Enhance Employee Experience Through Developing Our People and Inclusive Leaders

- Provide an Excellent Employee Experience in Learning and Development
- Accelerate Leadership Development
- Inspire Learning with a Focus on Equity, Diversity and Inclusion
- Champion Language Training Opportunities

Goal #3 – Talent Acquisition

Lead Innovative Human Resource Planning and Talent Management

- Implement Consistent and Real-Time Human Resource Planning
- Position the Civil Service as an Employer of Choice
- Encourage, Grow and Manage Talent Pools
- Innovate Talent Acquisition Practices

Goal #4 – Modernization

Drive Transformation in the Public Service Through Modernization and Innovation

- Promote Client-Centric Processes and Use Digital by Design to Promote Efficiencies
- Automate Human Resource Processes to Generate Efficiencies
- Improve Policy, Practices, and Processes
- Ensure Accountability and Effective System and Resource Management

Goal 1: Employee Well-being – Create Healthy, Safe, Inclusive and Engaging Workplaces

Strategic Priorities: Highlights of Accomplishments

Foster Safe Workplaces

- Supplemented the Employee Wellness and Safety Training calendar to include Workplace Hazardous Materials Information Systems and Supervisor Safety Data Sheet training. The 13 training calendar sessions were offered virtually and in person to 222 participants. Customized training sessions were conducted in 12 work sections with 571 participants and included the development of new sessions for Hearing Conservation and Silica Dust Safety. A total of 793 employees participated in safety orientated educational sessions.
- Continued exploration with IT Shared Services (ITSS) Business Systems for modification of the Human Resource Management System (HRMS) electronic employee incident/accident reporting module for improved reporting, review, follow-up, and analytics.
- Collaborated with departments on violence prevention reporting and enhanced safety practices.
- Implemented monthly group email to occupational health and safety committees with information on safety related topics, educational opportunities, and resources.
- Reviewed Departmental Occupational Health and Safety program policies updating wording to reflect current department names and gender-neutral terminology.
- Continued the implementation of formal remote work arrangements to encourage flexible work and work-life balance. As of January 2024, 51% of eligible provincial public service employees work remotely part-time or full-time.

Support Employee Well-Being and Counseling Treatment

- Continued the [You Matter](#) awareness campaign into the fall of 2023, with an Employee Mental Health and Wellbeing Passport Challenge.
- The Employee Assistance Program (EAP) team served 1183 clients and completed 2106 counselling hours. Both increases demonstrate approximately 3.8% growth from the previous fiscal.
- Developed and offered a new session on “Understanding Burnout” through the Pathways to Learning Calendar.
- Posted a new EAP Newsletter on the website quarterly including links to helpful resources, information, and wellness strategies.

Champion the Implementation of the Diversity and Inclusion Strategy

- Improved the measurement and data collection for the [Diversity and Inclusion Strategy 2022-2025](#) with the development of a feedback mechanism for annual reporting.
- Continued to enhance equity, diversity and inclusion data collection and management practices for the Civil Service.
- Provided employees with opportunities to provide feedback on innovative ways to foster welcoming, inclusive, supportive workplace environments.

Model Best Practices in Employee Engagement

- Delivered the third [Employee Engagement Pulse Survey](#) which focused on leadership and flexibility and communicated feedback corporately and to departments.
- Departments initiated action plans to address high priority areas in employee engagement.
- Presented five awards during Public Service Week to recognize the outstanding accomplishments of a number of public servants.

IEAT Establishment and Engagement Model Review:

The Inter-jurisdictional Engagement Analytics Team (IEAT) was established through the PSC Commissioners. IEAT began work on the engagement survey model review, including alignment with OECD engagement definitions across 21 countries.

Prince Edward Island Employee Engagement Survey History:

The PEI Employee Engagement (EE) Survey was administered in 2008, 2010, 2012, 2015, and 2018. In 2020, GPEI set out to conduct three pulse surveys over the next years focusing on:

- Mental Health and Wellness (June 2021)
- Equity, Diversity and Inclusion (June 2022)
- Leadership and Flexibility (February 2023)

The combined results of these surveys create the Employee Engagement Index for PEI. Results were shared with departments and each department is implementing actions to respond to their own individual results.

The next survey is anticipated to be conducted in 2025-2026.

Corporate Highlights from 2023 Survey:

- Highest ever response rate at 70%.
- PEI Employee Engagement Index at 68%, 3% higher than national average.
- Organizational engagement is slightly higher than national average.
- Insights into organizational engagement, age and years of service demographics, impact of diversity, and flexibility on engagement levels.

Strategic Performance / Progress Indicators

Progress Indicators		2019-2020	2020-2021	2021-2022	2022-2023	2023-2024
1. Percentage of employees who agree that they have support at work to balance work and personal life.		===	===	71%	===	===
2. Average Leave Utilization Rates (Days)		8.54	7.28	9.15	9.42	8.64
a. Sick Leave – Unpaid		0.11	0.1	0.13	0.16	0.22
b. Sick Leave – Paid (including Medical Appointments)		7.21	6.27	7.99	8.22	7.35
Special Leave	c. Serious Illness in Family (Art. 24.14b)	0.06	0.03	0.04	0.03	0.04
	d. Illness in Family (Doctor's Statement)	0.01	0.01	0.01	0.01	0.01
	e. Illness in Family (Art. 24.13 (a)(1))	0.8	0.59	0.67	0.69	0.69
	f. Travel Family Medical (Art. 24.13(a)(2))	0.34	0.28	0.31	0.30	0.33
3. Usage of the Employee Assistance Program		12%	13%	14%	11%	12%
4. Number of Days Lost to Workers Compensation Board Claims		6,301	6,927	5,296	4,866	5,439
5. Number of Workers Compensation Board Claims		200	160	126	146	246
* Numbers are based on 3392 employees who were enrolled in a sick leave plan on March 31, 2024, with a total of 29,333.65 sick days (unpaid and paid sick and special leave)						

2024 Douglas MacMaster Memorial Occupational Health and Safety Award

PEI Liquor Control Commission and PEI Cannabis Management Corporation Occupational Health & Safety Committee



(Left to right) Colin MacDonald, Kristen Lawless, Wendell MacMaster, Lynda MacMaster, PSC CEO Tanya Rowell

The Douglas MacMaster Memorial Occupational Health and Safety (OHS) Award is designed to celebrate individual or team achievements by government employees in promoting and developing health and safety. The award honours the work of Doug MacMaster, a long-serving employee of the provincial forestry program. Doug was a Forest Safety Supervisor who taught safety courses and made great strides to improve worker safety in our forest industry. Sadly, Doug passed away in 2004, and in his memory, we honour others who also contribute significantly to developing safer workplaces on PEI.

This year's award was presented to the PEI Liquor Control Commission and PEI Cannabis Management Corporation Occupational Health & Safety Committee. Committee members include Richard Blacquiere, Rhonda Arsenault, Kristen Lawless, Maggie Green, Helena Garnhum, Colin MacDonald, and Maria MacKinnon.

Since establishing an OHS Committee, several initiatives have significantly enhanced workplace safety. The committee has promoted team safety awareness through regular meetings and advocacy, updated practices to reduce hazards, and improved safety inspections, including assessments of indoor air quality and noise levels. They developed comprehensive OHS training materials, managed First Aid/CPR training, supported remote locations, and collaborated with the Charlottetown Fire Department on fire safety. Additionally, they introduced an injury prevention incentive for new and young workers, job shadowing, mentorship programs, and thorough training in fall arrest safety and equipment operation.

Goal #2: Enhance Employee Experience Through Developing Our People and Inclusive Leaders

Strategic Priorities: Highlights of Accomplishments

Provide an Excellent Employee Experience in Learning and Development

- Commenced research to develop a learning and development framework that reflects 21st century learning models, experiential learning, and modernized just in time training.
- Completed the evaluation and recommended a vendor for an enterprise-wide Learning Management System (LMS) to train, develop, and engage employees in compliance, certifications, onboarding, talent development, upskilling, collaboration, coaching and mentoring, partner education, and other training.
- Increased registrations by 50% for the [Pathways to Learning](#) program by releasing the session dates in two phases; fall and winter.
- Continued to see strong usage of both unionized and excluded [Development and Training Funds](#).
- Supported collaboration and communication of departments and divisions through the use and promotion of the Insights Discovery program. In the 22/23 FY there was a 122% increase in the number of profiles processed.

Accelerate Leadership Development

- The third cohort of the Leaders in Action program graduated in December 2023 and presented their corporate projects during a celebratory learning session; and evaluation on this will begin in the spring.
- Started research and work on the revision of the [Public Service Leadership Competencies](#) using an indigenous lens and will continue in on an EDI and antiracism lens in the spring.
- The Mid-Level Leaders' program graduated a sixth cohort in December 2023 and was rebranded/ renamed into the Insights Transformational Leadership program, which will be available for supervisors or managers.

Inspire Learning with a Focus on Equity, Diversity and Inclusion

- Delivered EDI training courses and workshops to 249 employees this fiscal year, with 198 employees enrolled in the Unconscious Bias webinar.
- Partnered with the Indigenous Relations Secretariat to launch an online reconciliation learning series, educating 541 public servants on Indigenous awareness and reconciliation through two online courses.
- Promoted cultural competency training opportunities such as UPEI's "Be an Ally! Equity, Diversity, and Inclusion in the Workplace", Missing and Murdered Indigenous Woman/Truth & Reconciliation training offered by IRS, and training on Valuing EDI and Human Rights in the Workplace.

Champion Language Training Opportunities

- Launched French Language Training Incentive Program in which employees received a financial incentive upon course completion. This led to a direct increase in completion rates with an overall completion rate of 91% in 2023-2024 for term courses compared to 57% in 2022-2023.
- Launched a French Maintenance Program as part of the French Language Training Incentive Program in which employees received a financial incentive upon completion of a set number of virtual conversation groups and half-day French workshops.
- Introduced half-day French workshops. Five workshops were offered in 2023-2024 year with a variety of topics including: The Art of Communication: Making the Difference in Client\Customer Service, Inclusive Communication in French, and Writing effectively in French.



“Incentives matter. The French Language Training Incentive Program shows that the PEI Public Service Commission values bilingual capacity and is prepared to support employees in developing and maintaining their French language proficiency. As a former French Immersion student who has worked in bilingual roles, this learning opportunity has been a fun, effective way to maintain and improve my French proficiency”.

Shawn Martin
Harm Reduction Coordinator
Health and Wellness

Strategic Performance/ Progress Indicators

Progress Indicators	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024
1. Percentage of employees who have discussed a learning plan with their immediate supervisor *	===	===	===	===	62%
2. Number of employees who have completed (cohort) Leadership/ Manager programs that are provided through the PSC	58	55	53	42	40
3. Percentage of employees who agree their manager provides regular feedback on their performance *	===	===	===	===	62%
4. Number of registrations for PSC funded learning opportunities for all learning areas (e.g. French language training**, labour relations training, cultural diversity training, OHS, EAP, etc.)	5,746	3,710	4,389	6,766	7,128
5. Number and percentage of applications approved for funding from Employee Training and Development Funds	738	598	486	629	522
	89%	93%	91%	92%	88%
* The data source for these indicators is the Employee Engagement survey which were completed through several pulse surveys in 2021, 2022, and 2023. ** This number does not include Babel or conversation groups that were part of the French language program.					

2024 Premier's Excellence in Leadership Award

Neil MacNair



(Left to Right) Neil MacNair and Premier Dennis King

This award recognizes a contribution to the government and citizens of PEI, resulting in a positive impact while demonstrating excellence in leadership that embodies the overarching [Public Service Leadership Competencies](#): Influence and Self Awareness, Building Relationships, Leading Others, and Focusing on Results.

Neil has made a significant impact on both government and Island communities. Starting as a Shellfish Biologist and advancing to Director of the Aquaculture Division, he has demonstrated commitment, empathy, and integrity. Neil's leadership is marked by modesty, kindness, and thoughtfulness, fostering open communication and celebrating team achievements while advocating for work-life balance.

He excels in building relationships, valuing diverse opinions and cultures. During the COVID-19 pandemic, he led the creation of the Oyster Enhancement Fund, addressing the oyster industry crisis and benefiting the broader PEI community. His collaborative approach exemplifies his commitment to fairness and non-partisanship. Neil's leadership has driven growth and innovation in aquaculture, fostering a learning environment and promoting research and development with industry and government.

His advocacy for new techniques, such as floating bag oyster culture, has revolutionized the industry. Neil's innovative thinking and stakeholder engagement have led to continuous improvements, inspiring his team to strive for excellence. After post-tropical storm Fiona, Neil's decisive actions in assessing damages and advocating for disaster relief inclusion for aquaculture were crucial. His thorough consultation process and unwavering support for his team highlight his responsibility and focus on positive outcomes for the industry and community.

2024 Engagement and Collaboration Award

Primary Care Renewal Project



(Left to right) Kelly Trainor, Kelley Rayner, Clerk Jamie Aiken, Zachary Rowsell, Tamara Vessey

This award recognizes a contribution to the government and citizens of PEI through meaningful engagement with the public and cross-departmental collaboration with relevant stakeholders and partners, resulting in a positive impact.

The Primary Care Renewal Project aims to improve the quality, equity, and patient-focus of care by introducing Patient Medical Homes (PMH) and Patient Medical Neighborhoods (PMN). These models promote team-based care, integrating multiple providers and services for coordinated healthcare delivery. The project's achievements include extensive efforts to inform and educate stakeholders through presentations and discussions, introducing the concepts and progress of PMHs and PMNs while emphasizing inter-departmental and community partnerships. The Primary Care Renewal (PCR) team organized engagement meetings and surveys to gather stakeholder feedback, which influenced the development priorities for PMNs, such as expanding navigational services and communication tools. The project also established collaborative initiatives with various sectors, including Health PEI, the Provincial Library Service, and the Department of Social Development and Seniors. These partnerships led to practical improvements, such as virtual care workshops and better administrative services at Access PEI locations, making healthcare more accessible. Education sessions helped healthcare providers navigate social programs, supporting patients more effectively.

The PCR Project has significantly improved communication and coordination among healthcare providers and community services by fostering a collaborative environment. The project exemplifies meaningful public engagement and inter-departmental collaboration, positively impacting Islanders' health and well-being.

Goal #3 Lead Innovative Human Resource Planning and Talent Management

Strategic Priorities: Highlights of Accomplishments

Implement Consistent and Real-Time Human Resource Planning

- Identified 499 employees that were eligible to retire from the Civil Service as of March 31, 2024; each department and HR Managers initiated work to create/update their strategic human resource plans. A total of 103 employees retired across the Government of Prince Edward Island (GPEI) this fiscal.
- Partnered with ITSS to create an automated dashboard for human resource data and analytics.
- Collaborated and actively participate with interjurisdictional working groups and communities of practice. These groups concentrate on topics including but are not limited to Compensation, Classification and Labour Relations (CCLRWG), Engagement and Analytics (IEAT), Future of Work (FOW), Recruitment and Development (RDWG), Workplace Health Safety and Wellness (WHSW).
- Continued to experience high volume of jurisdictional scan requests (125).

Position the Civil Service as an Employer of Choice

- Targeted recruitment continued to utilize social media to clearly communicate and promote GPEI's employee value proposition: competitive compensation, benefits plans, flexible working options, Development and Training Fund(s), etc.
- An Invitation for Proposal/Quotations was issued for a consultant to conduct a review on the classification tool and process and to conduct research and provide qualitative and quantitative evidence-based recommendations on job evaluation system transformation and modernization.
- Attracted youth through various pathways to the public service and as a result saw a 4% increase.

Encourage, Grow and Manage Talent Pools

- Designed and launched the GPEI Internship Program in the summer of 2023 to support a centralized, cohort approach to onboarding and professional development. There were 340 applications in the first cohort, and 23 participants/ new graduates were hired. They had extensive training and professional development opportunities; access to peer guidance and career support; opportunity to network with others in the public service; connection and engagement with a cohort of professionals; and will have the ability to apply for internal job competitions after 1 year of continuous service. The hiring process had begun for cohort 2 at fiscal year-end.
- Encouraged departments and agencies to utilize the Diversity Talent Pool and Diversity Employment Program; continued to encourage departments/agencies to review language and graphics used in communication, policies and programs to ensure simple, plain language, gender-neutral, culturally respectful and inclusive.

Innovate Talent Acquisition Practices

- The volume of staffing competitions (total) for the health sector has increased by 5% from the previous fiscal year while in the civil sector it remained steady from the previous fiscal year but a 78% rise since 2020-2021.
- Through strong recruitment efforts both the civil and health sectors experienced an increase in the number of applicants. In the civil sector there has been a 28% (3861) increase from the previous fiscal year and in the health sector there has been a 10% (2533) increase from the previous fiscal year.
- Civil appointments continue to increase with a 27% (295) increase from the previous fiscal year while in the health sector they have decreased. Over the past three fiscal years, there have been 3362 appointments in the civil sector and 11094 appointments in the health sector.
- Switched to posting both internally and externally at the same time for civil postings as this has been a long-standing practice in the health sector. This action looked to try and reduce the time to hire by assessing all candidates at once.
- Expanded in-person outreach to include job fairs, high schools, colleges, universities, and community partners. Concurrently, social media recruitment strategies saw substantial engagement growth year-over-year: GovPEI Jobs' Facebook reach rose by 24%, Instagram saw an overwhelming 548% increase, and LinkedIn direct messaging response rate improved by 37%.
- Streamlined and modernized the interview process by increasing virtual interviews, reducing travel and schedule interruptions, conducting Mass Mini Interviews (MMIs) for large candidate groups, implementing a faster electronic reference check form, using a single position questionnaire for similar roles, and creating centralized candidate pools.
- Launched an online External Registered Nurse Application Portal, making it easier and faster for qualified registered nurses to apply to multiple vacant external HPEI nursing positions through a single application process.
- Modernized the JobsPEI website in July 2023, offering a faster, more user-friendly application process. Updates include a shortened application process, the ability to apply from any device, job filtering, and the option to send posting links to potential candidates.
- Started to review "open to the public" competition files daily for high priority positions and contact applicants within 48 hours to discuss opportunities and arrange interviews.
- Work is underway to implement an advanced Applicant Tracking System to complement JobsPEI. This system will streamline and automate staffing with features like resume parsing, automated interview scheduling, electronic reference checks, and video interview submissions, reducing scheduling delays.



"My current job offers a supportive, inclusive environment with flexible work options and provides opportunities for professional growth. I'm excited to contribute ideas towards innovative initiatives, and I'm proud to be part of positive change"

Kerri Cole
Human Resource and Corporate Services Officer
Public Service Commission

Strategic Performance/ Progress Indicators

Progress Indicators		2019-2020	2020-2021	2021-2022	2022-2023	2023-2024
1. Percentage of employee survey respondents who self-identify with the four designated diversity groups*	Indigenous People	===	===	===	1.28%	===
	Person with a Disability	===	===	===	12.50%	===
	Member of a Visible Minority	===	===	===	6.4%	===
	Non-traditional Occupation for Gender	===	===	===	10.30%	===
2. Percentage of employees that have been assessed as being bilingual		7.60%	7.30%	7.30%	7.20%	6.64%
3. Number and percentage of designated bilingual positions in the Civil Service		94	87	91	100	96
		3.90%	3.50%	3.60%	3.80%	3.30%
4. Percentage of employees who access bilingual training and development opportunities		6.30%	7.50%	8.80%	9.70%	19.50%
5. Percentage of external hires		8.50%	9.90%	20.30%	28.00%	22%
6. Percentage of permanent employees under the age of 35 years		13.80%	13.90%	14.50%	15.20%	19.00%
7. Percentage of employees who agree they have opportunities for career growth*		===	===	===	===	===
8. Percentage of new permanent employees that stay over five years or over two years with the Civil Service		79%	85%	83%	85%	83%
		93%	94%	92%	94%	91%
9. Percentage of appointments to senior management positions (director level and higher) from within the Civil Service		5.40%	3.10%	2.90%	1.60%	1.50%
10. Percentage of employees who report that they have completed a Performance Management Plan within the past two fiscal years		34%	25%	38%	41%	41%
11. Overall employee engagement index for the Civil Service		===	===	===	=====	===
* The data source for these indicators is the Employee Survey, which is self-report data and may not as accurately reflect the diversity of the civil service.						

Goal #4 Drive Transformation in the Public Service Through Modernization and Innovation

Strategic Priorities: Highlights of Accomplishments

Promote Client-Centric Processes and Use Digital by Design to Promote Efficiencies

- Collaborated with ITSS to develop a new and modern database for housing both Unionized and Excluded Development and Training Funds applications and data.
- Completed an evaluation on the RFP for GPEI's enterprise-wide Learning Management System and a recommendation was made on the vendor.
- Completed the RFP for GPEI's enterprise-wide Applicant Tracking System.

Automate Human Resource Processes to Generate Efficiencies

- Implemented the automation of the Diversity Employment Program registration process and ensured its utilization by departments.
- Provided Timekeeper Training for Health PEI in December 2023.
- Assisted Health PEI with a number of their HR service requests in the HRMS to provide new functionality and efficiencies in their business processes.
- Provided development and new functionality in the HRMS for Health PEI and Civil human resource initiatives.

Improve Policy, Practices, and Processes

- The Classification team completed a record number of reviews across all areas. There was a 18% (58) increase in the civil sector and a 14% (16) increase in the health sector from the previous fiscal year.
- The number of classification reviews received remained steady from the previous fiscal year as the team continued to meet the needs of departments. A total of 1373 reviews have been completed over the past three fiscal years.
- Classification turnaround times (total) experienced slight increases this fiscal year. Continued updates and modernization to the [Human Resource Policy & Procedures Manual](#) to reflect best practices.
- Supported many position-management changes in the HRMS, such as reclassifications and labour market adjustments.

Ensure Accountability and Effective System and Resource Management

- Processed payroll biweekly – 14,540 cheques produced for the pay period ending March 30th, 2024.
- Completed across-the-board pay increases for UPSE Civil, Excluded, IUOE, PEINU, CUPE 3260, and Physicians (April and October 2023) and PEITF (September 2023 and February 2024).
- Completed several retro pays (e.g. UPSE Civil, Excluded, Senior Comp, PEINU, CUPE 3260 and IUOE).

Strategic Performance/ Progress Indicators

Progress Indicators			2019-2020		2020-2021		2021-2022		2022 - 2023		2023 - 2024	
1. Average time to hire (days)	Civil		I	62	I	55	I	52	I	47	I	44
			E	69	E	75	E	72	E	67	E	66
	Health PEI		I	38	I	40	I	32	I	23	I	23
			E	63	E	55	E	54	E	56	E	41
2. Average classification file turnaround time (working days)	Civil	Vacant Positions	54		38		35		37		31	
		Encumbered Positions	164		115		80		45		71	
	Health PEI	Vacant Positions	83		50		80		31		54	
		Encumbered Positions	165		168		152		78		114	
	Total	Vacant Positions	58		41		39		35		37	
		Encumbered Positions	165		159		114		61		77	
3. Total number of pay cheques produced			12,772		13,436		13,975		15,037		14,540	
4. Total number and percentage of “off cycles” produced (pays outside of normal pay schedule)			43		28		37		61		63	
			0.30%		0.20%		0.30%		0.40%		0.43%	
5. Total number of overpayments for total cheques produced			72		80		83		100		110	
6. Average level of client satisfaction* with PSC services		In 2018, another client satisfaction survey was implemented, and average level of satisfaction is indicated on a Likert scale of 1-7 (1 being lowest satisfaction and 6 being highest – and 7 being no answer at this time).										
		Staffing	===		===		===		===		===	
		Classification	5.4		===		===		===		===	
		HR Management, Labour Relations, Occupational Health and Safety	===		===		===		===		===	
		Organizational Development (HR Planning, Diversity, French Language Services)	===		===		===		===		===	
* I = Internal E = External												

2024 Departmental Innovation Award

Health Innovation Team and Pharmaceutical Services Team



(Left to right) Assistant Deputy Minister Laurae Kloschinsky, Marsha Cusack, Premier Dennis King, Karthika Ramanan, and CEO Tanya Rowell

This award is given to the department that best demonstrates an innovative approach to solving a need that benefits a section, division, department, government, or the general public.

Pharmacy Plus PEI, launched by Health Innovation Team and Pharmaceutical Services Team within the Department of Health and Wellness, is a pioneering initiative in community healthcare services on Prince Edward Island.

Starting as a pilot program in October 2022, it quickly became a permanent fixture, significantly improving healthcare access across the Island. The program addresses the need for accessible healthcare by expanding the role of community pharmacists, enabling them to deliver essential services without out-of-pocket costs for residents. In January 2023, it expanded to include COVID-19 therapy (Paxlovid) assessments and, by July 2023, pharmacists began assessing and prescribing for conditions like impetigo, shingles, and contraception, completing over 800 assessments for these new conditions.

This innovative program not only improves healthcare outcomes but also sets a sustainable model for community-based healthcare.

Divisional Highlights

Staffing, Classification and Organizational Development

Staffing provides staffing services to government departments and Health PEI in accordance with hiring practices outlined in legislation, various collective agreements, and policy. Staffing Consultants assist employers in the selection of qualified employees using a process of candidate screening, testing (if required), interviewing, referencing and appointment to a position (civil). They are also available to provide career advice and post-interview feedback to employees. This fiscal year saw a continued high volume of staffing activities with a number of new programs and services in the Public and Health Sectors.

Classification provides for the development, maintenance and administration of the job evaluation process, and the classification plan, which establishes the framework for pay plans, and advice on organizational design and compensation. The purpose of a job classification is to determine the relative worth of jobs, based on the described duties and responsibilities of one position compared to the next position within the organization. The Willis Position Evaluation System is used, which was adopted by the PSC through a joint committee of union and management representatives. This process is fundamental to the employer's commitment to compensate employees fairly and equitably for the work they do. The Classification section provides services to all departments of government in accordance with the *Civil Service Act*. Classification services are also provided to Health PEI, school boards, and other crown corporations and agencies, including the PEI Liquor Control Commission.

Organizational Development provides services in relation to human resource planning (Succession Planning and Workforce Monitoring, Internship Program), Employee Recognition (e.g. Annual Awards), Employee Engagement (bi-annual surveys), Learning and Leadership Development (Pathways to Learning, Policy Hackathon, Leadership programs (e.g. Leaders in Action and Employee Training and Development Funds), Federal/Provincial/Territorial (Inter-Jurisdictional) representation, French Language training, and Equity, Diversity and Inclusion management (developing and implementing policies and programs ensuring a diverse and inclusive Civil Service that is representative of the diverse population we serve).

Employee Assistance Program (EAP) provides services to Civil, Health and Education Sectors. The mandate of EAP is to assist employees, immediate family members and retirees in dealing with personal or work-related issues which affect their work life; early identification and intervention promote a healthier and happier workforce. The program also supports managers and directors for consultation and collaboration around balancing employees' and employer's needs. The program operates under the direction of the EAP Advisory Committee with representation from both management and unions. The committee meets yearly to discuss program delivery, emerging trends and themes for service and any areas for improvement or enhancement of the program.

Staffing Statistics 2023-2024

Staffing Process Information		Civil	Health	Total
Competitions	Internal Competitions	442	1,740	2,182
	External Competitions	69	54	123
	Internal and External Competitions	349	1,275	1,624
	Total	860	3,069	3,929
Applicants*	Total	17,674	28,585	46,259
Appointments	Permanent Appointments	931	2,119	3,050
	Temporary and Casual Appointments	476	1,450	1,926
	Total	1,407	3,569	4,976
* Due to changes in reporting, applications total for 2018/19 – 2022/23 have been adjusted and updated values will be used moving forward.				



“The PSC really values fostering strong relationships with its partners including Health PEI and the Civil Service. We are here to guide all hiring managers through the process whether it be their first or hundredth hire”

Amber James
BIL Staffing Consultant
Public Service Commission

Classification Statistics 2023 - 2024

Classification Review Process Information		Total
Reviews Completed	Civil Sector	377
	Health Sector	129
	Education Sector (PSB, CSLF)	20
	Other (IRAC and other external agencies)	0
	Total (350 vacant positions and 176 encumbered positions)	526
Review Requests Received	Civil Sector	342
	Health Sector	132
	Education Sector (PSB, CSLF)	16
	Other (IRAC and other external agencies)	0
	Total	490
Average Turnaround Time for Vacant Positions (Working Days)	Civil Sector	31
	Health Sector	54
	Total	37
Average Turnaround Time for Encumbered Positions (Working Days)	Civil Sector	71
	Health Sector	114
	Total	77
Due to the small number of reviews received and completed for the Education Sector and other agencies, average turnaround time is not calculated separately, however it is included within the totals for all sectors.		

Learning and Development Statistics 2023-2024

Learning and Development Opportunity		2019-2020	2020-2021	2021-2022	2022-2023	2023-2024
Pathways to Learning	Internal Subject Matter Experts/Learning Facilitators	42	23	42	42	42
	External Subject Matter Experts/Learning Facilitators	23	19	15	10	11
	Sessions Pathways to Learning	111	103	114	92	98
	Topics for Sessions for Pathways to Learning	49	47	53	44	44
	Registrations processed	2373	2074	2638	2444	3668
Insights Discovery	Insights Profiles Processed (Internal facilitators)	285	173	107	170	378
	Insights Transformational Leadership Programs (e.g. MLL)	58	55	53	45	52
Customized Training	Departments Funded for Customized Training	13	13	13	13	13
	Departmental Customized Training Sessions Delivered	13	13	13	13	13
	Corporate Specialized Training Opportunities	4	4	4	4	4
Occupational Health and Safety	Participants	720	132	154	769	793
	Formal Training Sessions	21	10	20	30	30
Employee Assistance Program	Sessions Delivered on Request	23	19	11	16	14
Diversity and Cultural Training	Participants	172	384	537	482	447
Labour Relations Training	Registrations (Civil only)	168	312	249	351	382
	Courses Offered (Civil only)	2	4	4	4	4
Specialized Programs	Leaders in Action Program	24	===	24	26	24
	Collaborative Leadership and Facilitation Skills Certificate (UPEI)	5	4	3	8	3
	New or Aspiring Managers/ Supervisors Program (UPEI)	41	31	45	28	34
	Administrative Professionals/ Executive Administration Certificate (UPEI)	===	40	48	8	12
	Case Management Certificate (UPEI)	25	24	43	30	111
	Other (UPEI)*	===	===	===	180	144
* Project Management, Workplace Wellbeing, Social Media Marketing, Indigenous Culture Awareness, Qualitative Data, Interpersonal Communications						

Employee Training and Development Fund Applications 2023-2024

Application Status	Unionized Fund	Excluded Fund	Total
Approved	344	178	522
Denied	19	12	31
Withdrawn	37	41	78
Ineligible/Not Eligible	21	0	21
Pending Proof of Completion	105	32	137
Lack of Funds	0	16	16
Revoked	11	4	15
Maximum Obtained (\$2500)	64	28	92
Total Applications	390	204	594



“Since I started working with the PSC one year ago, I have taken 12 courses to further my education! I am thrilled to be a part of a workplace that values learning”

Jill Hatton
EAP Administrative Intake Screener
Public Service Commission

Employee Assistance Program Statistics 2023-2024

EAP Statistics		2019-2020	2020-2021	2021-2022	2022-2023	2023-2024
Number of Clients Served		1038	919	1397	1139	1183
Number of Counseling Hours		2128	1815	2399	2028	2106
Files	New Counseling Files	872	818	1054	881	908
	Closed Counseling Files	738	775	1137	797	621
Referrals	Percentage of Self-Referrals	69%	71.90%	77.60%	77.09%	70.63%
	Percentage of Employer Referrals	8.90%	8.20%	6.94%	7.28%	7.50%
	Percentage of Family Referrals	11.20%	10.80%	9.52%	9.04%	8.19%
	Percentage of Colleague (Friend Referrals)	5.60%	1.50%	1.50%	2.11%	4.22%
	Percentage of Physician & Outside Agency	4.10%	3.00%	2.21%	2.37%	5.23%
	Percentage of Union & Other	1.20%	1.00%	2.22%	2.11%	4.21%
Client Gender	Percentage Female	78%	78%	78%	78%	79%
	Percentage Male	22%	22%	19%*	19%*	17%*
Group Sessions	Sessions Offered	23	19	11	16	14
	Participants	1881	308	409**	2002	1736
* 4% indicated as “other” for gender. ** PEITF session was held virtually due to COVID-19 restrictions so the number participants is significantly lower for the 2021-2022 year.						



Equity, Diversity and Inclusion Training

Equity, Diversity and Inclusion Courses
(April 1st, 2023 – March 31st, 2024)



“The most important value is that we are a public service organization. We have to be representative of the increasing diversity in our province. We also have to provide services to meet the diversity needs of our Islanders. We implement programs, support community groups and identify diversity needs in our community. I am extremely proud of my work and my organization. One of the most important things I have experienced is being able to work with such a talented and professional group of people. My work has been highly recognized which is very inspiring and an encouraging experience”

Thilak Tennekone
Diversity and Inclusion Consultant
Public Service Commission

2024 Premier's Leadership Award for Equity, Diversity and Inclusion in the Public Service

IT Shared Services Team and Department of Transportation and Infrastructure's Building Maintenance & Accommodations Team



(Left to right) Melissa MacDonald, Holly Hinds, Thilak Tennekone, Premier Dennis King, Mike Wynne, Betty MacLean

This award recognizes individuals, teams or departments who have demonstrated leadership in the promotion of equity, diversity and advancement of inclusive best practices in the workplace and in the community. It recognizes the value of creating bias-free, inclusive workplaces and the positive impact of advancing fairness and equity to build healthier workplaces and stronger communities.

This recognition celebrates the recipient's exemplary efforts in creating a workspace as a model for inclusive planning and implementation within government. The ITSS Team and Department of Transportation and Infrastructure's Building Maintenance and Accommodations Team have revolutionized workspace planning through extensive feedback and active participation from all 300 ITSS members. The initiative began with a series of virtual sessions, including an introductory meeting, consultant feedback, layout reviews, progress updates, and a welcome open house. This inclusive approach ensured every voice was heard and valued. The resulting workspace, the ITSS Activity Hive on the 5th floor of the Sullivan Building, exemplifies their collaborative effort. It integrates individual and collaborative spaces to support both focused work and spontaneous interactions, featuring 12 collaborative spaces, 40 individual open spaces, 13 individual focused spaces, and 22 quiet spaces. The layout incorporates ergonomic furniture, gender-neutral bathrooms, and advanced technology to enhance productivity and flexibility.

Human Resource Management, Labour Relations, and Employee Wellness and Safety

Human Resource Management provides senior level direction, leadership, coordination and advice in the areas of human resource (HR) management services, labour relations (LR) and occupational health and safety (OHS) to all government departments. It is responsible for building harmonious and mutually beneficial working relationships that promote the well-being and productivity of all employees through the advice, support, and assistance that HR Managers and their teams provide. HR Managers, HR Officers, HR Assistants, and Payroll and Benefits Coordinators are centralized within the PSC, with assigned client department portfolios. The staff of this section provides human resource management and payroll services to government departments in the Civil Service in accordance with legislation, various collective agreements, and policies.

Labour Relations provides advice and guidance with respect to human resource and labour relations issues in the Public Service, including collective bargaining within the Public Sector; and aiding with the administration and interpretation of the collective agreement between the government and the Union of Public Sector Employees. The division also develops and implements, with the assistance of government departments, policies and programs consistent with organizational needs. They also administer the cross-sectoral labour relations contracts with the external service providers. The team makes it a priority to have open and ongoing dialogue with union, departmental and external representatives on issues and policies that affect Public Sector labour relations. This ongoing communication has been effective in resolving situations as early as possible. A strategic and forward-looking approach has contributed to the development of human resource practices, policies and guidelines that meet the needs of both the employer and employee. During this fiscal year, two Public Service collective agreements were finalized (one in the Education Sector and one in the Civil Service, and two bargaining tables were ongoing (one in the Health Sector and one in the Education Sector).

Employee Wellness and Safety provides a variety of services including timely and proactive advice and guidance, training, corporate policy development and implementation, hearing acuity testing, accident investigations, workplace inspections, assistance with return-to-work planning, and works collaboratively with all government departments to ensure a safe workplace.

Occupational Health and Safety Statistics 2023-2024

Department / Agency	Training	Workplace Inspections	Indoor Air Quality Tests	Noise Level Testing	Hearing Tests	Ergonomic Assessments	WCB Claims	LTD Claims Approved
Agriculture	18	2	1	0	27	3	7	0
Economic Development, Innovation & Trade	4	0	0	0	0	1	12	0
Education and Early Years	44	1	0	0	0	2	5	0
Environment, Energy and Climate Action	16	0	0	0	97	1	7	0
Executive Council	6	0	0	0	0	1	1	0
Finance	186	1	0	0	0	3	4	1
Fisheries, Tourism, Sport & Culture	5	0	0	0	201	1	7	1
Health & Wellness	15	0	0	0	0	2	0	0
Housing, Land and Communities	3	3	0	0	10	1	5	1
Justice & Public Safety	68	2	0	0	8	2	27	3
Social Development & Seniors	27	1	0	0	0	9	27	0
Transportation & Infrastructure	261	3	1	3	647	14	120	1
Liquor Control Commission	29	4	1	1	1	0	22	2
Public Service Commission	15	4	1	0	0	6	1	1
Workforce, Advance Learning and Population	3	0	0	0	0	1	1	0
Others	93	3	0	1	0	1	0	0
Total	793	24	4	5	991	48	246	10

Administration, Corporate Human Resource Management System (HRMS) and Payroll

Administration section provides support to the various divisions of the Public Service Commission and departments in the management of the PSC budget and financial administration; human resource administrative duties (payroll and personnel transactions); support the development of PSC's IT plan; business continuity plan, corporate gym membership program, PSC website; and records management.

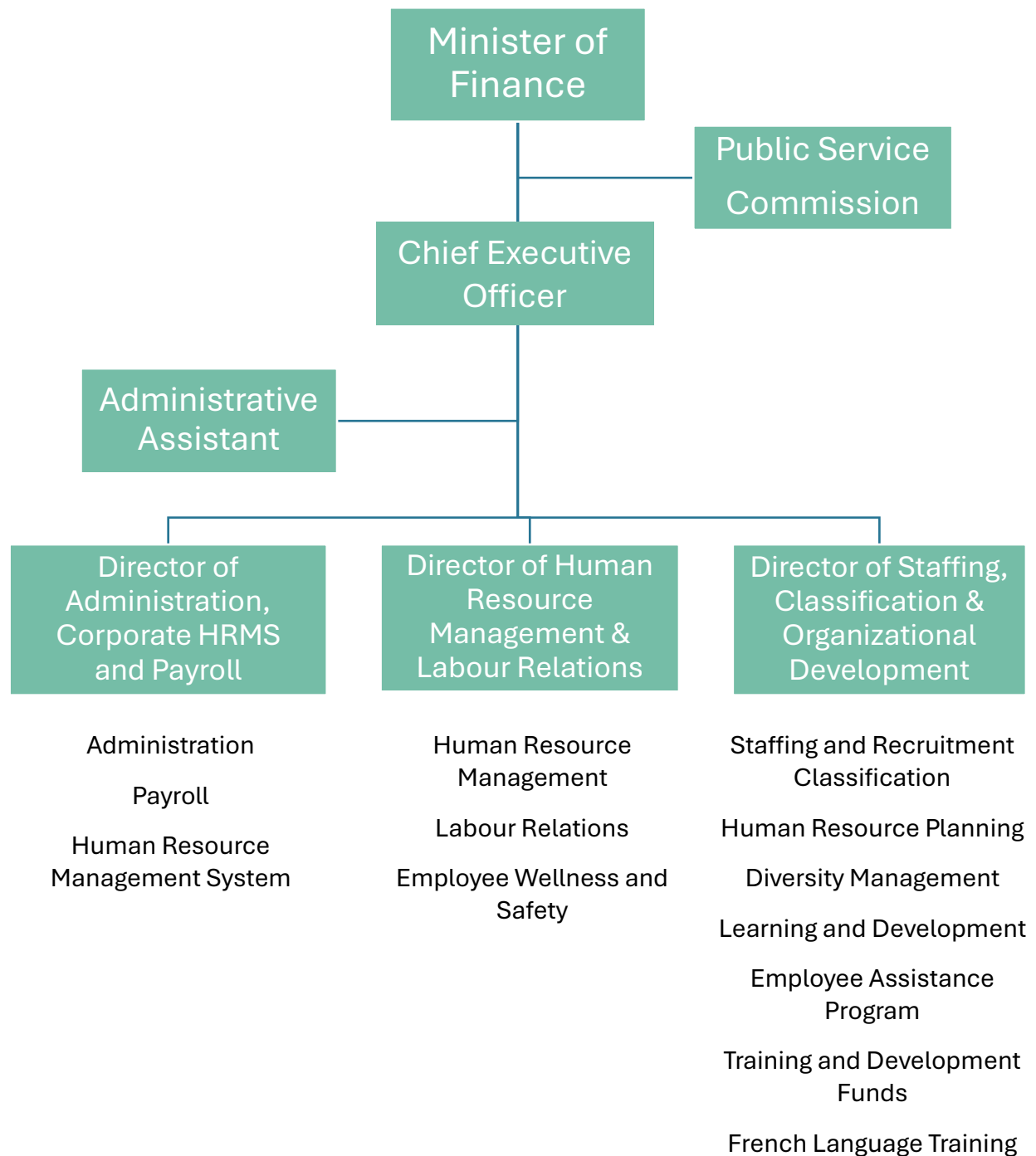
Corporate HRMS and Payroll section provides a variety of services to the Civil Service, Education and Health Sectors and to the internal staff of the Public Service Commission. Services include management of Corporate Payroll and the Human Resource Management System (including WCB, Finance PEI, Innovation PEI, IIDI and BioFoodTech). Bi-weekly gross remuneration of 30 million for approximately 14,500 employees and issuing T4's slips for approximately 18,000 while working within the provisions the collective agreements, standard employment terms, and conditions determined by CRA legislation; advice and assistance on human resource technology initiatives, advice on the administration of the collective agreements between government and the various nine Union Collective Agreements, the Physician Master Agreement and Excluded Terms and Conditions.



"I have seen a significant change in the Public Service Commission in probably the last three to four years as they've understood the challenges that are in front of themselves and in front of government and they have been very open. I would also say they've been excellent in being a partner to communicate to the union"

John Brennan
Director
Business Infrastructure Services
Information Technology Shared Services

Organizational Structure



PSC Budget

PSC Expenditures and Revenue			
Division	Unaudited Actual 2023/24	Budget Forecast 3 rd Quarter 2023/24	Budget Estimate 2023/24
Expenditure Budget			
Management	350,652	353,500	335,400
HR Management and Labour Relations	4,078,459	4,195,800	4,178,300
Staffing, Classification, and Organizational Development	4,857,750	4,909,200	5,103,500
Administration, Corporate HRMS, and Payroll	1,580,884	1,713,800	1,855,900
Total PSC Expenditures	10,867,744	11,172,300	11,473,100
Revenue Budget			
Management	0	0	0
HR Management and Labour Relations	0	0	0
Staffing, Classification, and Organizational Development	767,400	751,300	751,300
Administration, Corporate HRMS, and Payroll	10,012*	3,700	3,700
Total PSC Revenue	777,412	755,000	755,000
*This number for 22/23 has since been corrected due to timing of when final end of year data was updated. The updated value for 22/23 is \$16,139 making the 22/23 Unaudited Actual Total PSC Revenue \$780,039.			

Contact Information



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