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## **Canada - Newfoundland and Labrador Workforce Development Agreement (WDA)**

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Annual Performance Report  
2021-22

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## Introduction

The Department of Immigration, Population Growth and Skills (IPGS), on behalf of the province of Newfoundland and Labrador, is pleased to present the 2021-22 Canada – Newfoundland and Labrador Workforce Development Agreement (WDA) Annual Performance Report.

The WDA reinforces the common vision shared by Canada and Newfoundland and Labrador to create a strong, resilient and adaptable workforce with the skills needed to succeed in the province's economy. The goal of the agreement is to increase the participation of residents in the labour force and help them develop the skills necessary to find and maintain long-term, meaningful employment.

## Programs and Services

Investments made through the WDA enable the province to capitalize on a variety of economic and advanced educational opportunities and outcomes leading to job creation and growth. The WDA supports Newfoundland and Labrador's continued commitment, program supports, and flexibility in eligible programming as presented in IPGS's investment plans for programs.

Evidence demonstrates that clients develop skills, obtain, and maintain employment because of participation in employment and skills training programs. During 2021-22, the province delivered programs for:

- **Training:** Improve levels of literacy, essential and work related skills, and support upskilling for the employed and underemployed.
- **Supports:** Provide continuum of needs-based services to maximize potential impact of training, and continue to support persons with disabilities to enter and stay in the labour market.
- **Employment Partnerships:** Work in partnership with employers and other stakeholders to promote awareness and expand the availability, accessibility, and quality of employment opportunities.
- **Building Knowledge:** Inform priorities with labour market information to better meet skills needs and market demand; enhance the knowledge base to support continuous improvement of labour market policy and programs, and support new and innovative approaches to meet the diverse needs of clients, including underrepresented groups.

Details on the above programs are found in the [Program Investments, Activities and Outcomes](#) section of this report.

## 2021-22 Annual Plan Summary

The 2021-22 WDA Annual Plan outlined how Newfoundland and Labrador would work with Canada to support the employment and training needs of the Canadian labour market through an integrated, client-centered, and outcomes-driven employment and training model, which is responsive to the evolving needs of individuals, employers, and communities.

Objectives of the agreement include:

- Fostering inclusive labour market participation by helping individuals access labour market opportunities and supporting successful integration of individuals facing obstacles to finding and maintaining employment;
- Alignment of skills with labour market needs to help workers and employers access the skills required to adapt to the changing requirements of jobs, and encouraging employer involvement in training and continuous learning opportunities for workers; and
- Creation of efficient labour markets by supporting strong and responsive labour market infrastructure, to allow timely and effective labour market programming, which contributes to improved productivity and economic growth.

## Additional Funding

On September 24, 2020, the Federal Government introduced legislation to support Canadians through Recovery Benefits and extend access to funds for emergency measures. As part of this announcement, provinces and territories (P/Ts) were provided additional funding and temporary flexibilities under the labour market transfer agreements, as follows:

- Providing close to an additional \$1.5 billion to P/Ts in 2021-22 through the WDAs;
- Providing P/Ts with the flexibility to spend up to 20 per cent of the additional WDA funding in eligible administrative costs;
- Broadening eligible costs under the Labour Market Development Agreements (LMDAs); and
- Allowing P/Ts to carry forward up to 20 per cent in unspent funds from their total funding allocation from 2021-22 to 2022-23 for both the LMDAs and WDAs.

With the additional funding, Newfoundland and Labrador was provided with an additional \$18.9 million in funding under the WDA, which was invested to assist in key areas of the labour market. Impacts of this funding can be found under the Program Highlights and Successes section of this document: [Community Partnership Agreements](#) and [Labour Market Partnerships Agreements](#).

## Service Delivery

The sudden and unexpected onset of restrictions associated with COVID-19 resulted in many significant changes to the delivery of career and employment services in Newfoundland and Labrador, including an enforced pivot away from face-to-face service delivery. The need for remote and blended service delivery became apparent during the pandemic. The blended service delivery model has increased access to services, particularly in regions with rural and isolated communities. Community partners and post-secondary institutions have also been able to extend their reach, removing barriers such as transportation, and other incremental costs that are associated with training. With this blended service delivery model, Newfoundland and Labrador will be able to assist more unemployed individuals in attaching to the labour market.

## Purpose and Organization of the Report

This report provides a profile of the clients, employers and organizations who participated in employment and training programs under the WDA during the 2021-22 fiscal year. It summarizes aggregate individual and employer information, while providing program descriptions, investments, activities, and outcomes. The audited financial statement for the 2021-22 fiscal year is included in [Annex 1](#), as per the reporting requirements. Of note, this report represents program information available at the time of compilation.

## Program Investments, Activities, and Outcomes

For 2021-22, the Government of Newfoundland and Labrador was provided a funding allocation, as follows:

Base funding	\$9,771,095
Budget 2017 top-up	\$2,706,675
Carry forward from 2020-21	\$11,123,858
<b>Total</b>	<b>\$23,601,628</b>

This section will outline the various programs delivered under WDA, including the level of investment in the programs and measured outcomes. WDA funding allowed Newfoundland and Labrador to develop and implement labour market programs and services to meet the needs of a wide variety of clients, including Income Support recipients, non-Employment Insurance (EI)-eligible individuals, unemployed workers, and persons with disabilities. Details are provided on the myriad of programs supported under WDA. The number of clients who participated in the various programs and services reflect the positive impacts of this funding.

Program	Investment, Activities and Outcomes for 2021-22
<p><b>Adult Basic Education (ABE)</b></p> <p><b>Supports</b> provides eligible clients with support to participate in ABE or General Educational Development (GED) preparation. This program targets Income Support or non-El-eligible clients with low literacy and skills. Supports may include transportation, start-up allowance, and stipends.</p> <p>Note: Tuition for clients under ABE is paid directly by the department to the service provider, and is not part of the supports provided to the individual.</p>	<p><b>Investment and Activities</b></p> <p>In 2021-22, \$355,234 was expended to support eligible clients to participate in ABE.</p> <p><b>Outcomes</b></p> <p>In 2021-22, 427 clients participated and received benefits through ABE Supports. These supports were integral to client participation to work towards obtaining further post-secondary training.</p>
<p><b>Apprentice Wage Subsidy (AWS)</b></p> <p><b>Program</b> assists apprentices to gain work experience in a skilled trade, and progress to journeyperson certification by providing a wage subsidy to employers who hire apprentices. The program provides a wage subsidy of 75 per cent, to a maximum of \$14 an hour for all apprentices funded under the program and is paid directly to the employer.</p>	<p><b>Investment and Activities</b></p> <p>In 2021-22, \$290,035 was expended under this program activity.</p> <p><b>Outcomes</b></p> <p>In 2021-22, 37 employers received funding. This resulted in 37 non-El-eligible apprentices acquiring work experience towards journeyperson certification.</p>

Program	Investment, Activities and Outcomes for 2021-22
<p><b>Apprenticeship Supports</b> provides non-EI-eligible apprentices, who are directed by Newfoundland and Labrador to full-time in-school apprenticeship training, assistance with incremental costs of attending training, such as living allowance, dependent care and travel costs.</p> <p>The Apprenticeship and Trades Certification Division of the department issues tuition costs directly to training institutions.</p>	<p><b>Investment and Activities</b> In 2021-22, \$574 was expended to provide individual supports to Apprentices participating in the in-class portion of apprenticeship training.</p> <p><b>Outcomes</b> In 2021-22, two non-EI-eligible apprentices benefitted from this program, enabling them to work toward journeyperson certification.</p>
<p><b>The Canada - Newfoundland and Labrador Job Grant</b> program provides funding to eligible businesses and organizations to help offset the cost of training for existing and new employees.</p> <p>The program provides up to a maximum of \$10,000 per year towards training an existing employee and up to a maximum of \$15,000 for training an unemployed participant as a new hire. The employer contributes at least one-third of the training cost for existing employees.</p>	<p><b>Investment and Activities</b> In 2021-22, \$1,613,895 was expended to help employers and organizations provide their employees with training.</p> <p><b>Outcomes</b> In 2021-22, 374 employers were provided funding to train 3,949 existing employees.</p>

Program	Investment, Activities and Outcomes for 2021-22
<p><b>Educational Assessments</b> identify areas of strength and need with respect to academic and cognitive functioning. It can be used to identify a learning disability, an intellectual disability, or giftedness. An educational assessment can be considered when an individual is experiencing academic or workplace learning difficulties for which there is a need to obtain a greater understanding of the underlying cause, thus assisting the employment planning process.</p>	<p><b>Investment and Activities</b> In 2021-22, \$7,650 was expended under this activity.</p> <p><b>Outcomes</b> In 2021-22, four clients received funding for educational assessments as part of the employment plan development.</p>
<p><b>Labour Market Integration for Newcomers</b> provides funding to organizations to pilot initiatives that support integration of unemployed newcomers into the workforce. Initiatives are designed to enable service-providing organizations, groups and communities to develop or deliver programming that expedites newcomer attachment to the labour market, helps them advance to their professional fields, and achieve progress in their careers.</p>	<p><b>Investment and Activities</b> In 2021-22, \$2,490,263 was provided to three organizations with initiatives related to the labour market integration of newcomers.</p> <p><b>Outcomes</b> In 2021-22, the Association for New Canadians, the YMCA of Northeast Avalon Inc. and Memorial University were provided funding to support the economic integration of immigrants in Newfoundland and Labrador, including international students and temporary foreign workers.</p>

Program	Investment, Activities and Outcomes for 2021-22
<p><b>Jobs NL Wage Subsidy</b> is designed to support employer and employee connections providing funding to employers to create employment opportunities. The program promotes sustainable long-term or seasonal employment.</p> <p>There are two subsidy options available:</p> <ul style="list-style-type: none"> <li>• <b>Jobs NL-42</b> provides a wage subsidy for 28 weeks of a minimum 42-week period of employment. The subsidy is provided as follows: <ul style="list-style-type: none"> <li>○ First 14 weeks, 60 per cent wage subsidy, to a maximum of \$12 per hour.</li> <li>○ Second 14 weeks, no wage subsidy.</li> <li>○ Third 14 weeks, 80 per cent wage subsidy, to a maximum of \$12 per hour.</li> </ul> </li> <li>• <b>Jobs NL-28</b> provides a wage subsidy for a period of 10-28 weeks; this duration allows funding for seasonal or short-term employment. A 60 per cent subsidy is provided, to a maximum of \$12 per hour.</li> </ul> <p>A completion bonus of \$2,000 for the employer and \$1,000 for the employee may be paid, only if the employee remains employed for 10 weeks after the end of the subsidy.</p>	<p><b>Investment and Activities</b> In 2021-22, \$200,657 was expended for this activity.</p> <p><b>Outcomes</b> In 2021-22, 65 clients participated in this program and obtained work experience. In addition, 41 employees received completion bonuses due to remaining employed after their participation in the Jobs NL program.</p>

Program	Investment, Activities and Outcomes for 2021-22
<p><b>Labour Market Partnerships (LMP)</b> program provides funding to organizations to pilot initiatives to support integration of unemployed individuals into the workforce.</p>	<p><b>Investment and Activities</b> In 2021-22, \$1,234,562 was provided to four organizations under this activity.</p> <p><b>Outcomes</b> Further information on agreements contracted in 2021-22 is provided in the <a href="#">Program Highlights and Successes - Labour Market Partnerships Agreements</a> section.</p>
<p><b>Linkages</b> is a client-centered employment initiative delivered in partnership with community-based organizations, and provides unemployed youth (18-30 years of age) with 26 weeks of career-related, paid employment and an opportunity to participate in career planning sessions. Linkages is intended for participants who have not made a successful transition to the labour force.</p>	<p><b>Investment and Activities</b> In 2021-22, \$554,576 was expended on 56 agreements, as well as \$25,385 to provide supports to individuals to assist in removing barriers to participation (e.g., funding to cover transportation, stipend, and start-up allowance).</p> <p><b>Outcomes</b> In 2021-22, 139 clients engaged in career planning sessions and work experience placements.</p>
<p><b>Short-term Training</b> provides eligible clients with support to participate in job skills related short term training to help them with preparing, obtaining or maintaining employment. This program specifically targets Income Support or non-EI eligible clients who have low literacy or are low skilled. Training must be less than 12 weeks in duration, complement the client's employment plan.</p>	<p><b>Investments and Activities</b> In 2021-22, there was \$18,261 expended to support eligible clients in short-term training.</p> <p><b>Outcomes</b> In 2021, 22, there were 12 clients who participated in short-term training.</p>

Program	Investment, Activities and Outcomes for 2021-22
<p><b>Pre-employment Supports</b> provides eligible clients with support to participate in pre-employment training that may include personal life skills development, career planning, employment readiness, or job maintenance. This program specifically targets Income Support or non-EI-eligible clients who have low levels of literacy or skills. Training may include combinations of in-class and on-the-job segments. Supports may include start up allowance, transportation, stipends and childcare.</p>	<p><b>Investments and Activities</b> In 2021-22, \$101,482 was expended to provide clients with supports to participate in pre-employment training</p> <p><b>Outcomes</b> In 2021-22, 272 clients received financial supports to participate in pre-employment training.</p>
<p><b>Service Agreements for Youth and Students</b> provides funding to non-profit youth-serving organizations (including post-secondary institutions) to assist with the design and delivery of programs and services for youth and students related to furthering their education, employment and career development. Services range from education support to employment initiatives.</p>	<p><b>Investments and Activities</b> In 2021-22, \$299,959 was provided to the Community Sector Council Newfoundland and Labrador to deliver Assisting My Potential - Labour Initiative for Youth (AMPLIFY), a year round project aimed at providing employment opportunities for targeted youth in different regions of the province. The program provides work experience and opportunities for career and personal development learning. The emphasis is on connecting with youth who have not had any, or much, exposure to the world of work and who may need support to find employment.</p> <p><b>Outcomes</b> In 2021-22, 175 youth participated in the AMPLIFY program.</p>

<b>Program</b>	<b>Investment, Activities and Outcomes for 2021-22</b>
<p><b>Students Supporting Communities Program</b> provides a grant to assist private sector, municipalities, and not-for-profit organizations create summer jobs for students to assist with vulnerable populations, particularly related to the social isolation of seniors during COVID-19.</p>	<p><b>Investments and Activities</b> In 2021-22, \$361,346 was expended to assist students with securing summer employment.</p> <p><b>Outcomes</b> In 2021-22, 72 organizations received funding to provide 109 students with summer employment.</p>
<p><b>Student Mentorship Program</b> provides a wage subsidy to employers to create mentoring opportunities for post-secondary students. Employers match the student with an industry professional in the student's field of interest/ study with the expectation that the student will have learning opportunities to develop their knowledge and skills in their chosen field, learn more about the workplace and importance of work/life balance.</p>	<p><b>Investment and Activities</b> In 2021-22, \$110,158 was expended to assist post-secondary students with opportunities for summer employment.</p> <p><b>Outcomes</b> In 2020-21, 20 organizations were funded to provide 37 post-secondary students summer employment opportunities related to their field of study.</p>
<p><b>Student Summer Employment</b> provides funding to support organizations and employers in creating summer employment opportunities for students. Through this program, students benefit by gaining valuable work experience, which will facilitate future labour market participation.</p>	<p><b>Investment and Activities</b> In 2021-22, \$1,088,978 was provided to help students secure summer employment.</p> <p><b>Outcomes</b> In 2021-22, 189 employers were funded to assist 279 students in summer employment.</p>

Program	Investment, Activities and Outcomes for 2021-22
<p><b>Transitions to Work</b> program is designed to provide individuals with barriers to employment, the opportunity to participate in employment readiness training and access supports to obtain employment.</p> <p>The program consists of nine weeks of pre-employment supports and services, including in-class sessions focused on life skills management, career planning, occupational goal development, and job readiness certificates (e.g., First Aid, WHIMIS).</p>	<p><b>Investment and Activities</b> In 2021-22, \$311,581 was expended under this activity.</p> <p><b>Outcomes</b> In 2021-22, nine community organizations delivered the Transitions to Work program, with 85 clients participating.</p>
<p><b>Work Supports</b> provides eligible clients with work-related supports to assist them with seeking, obtaining or maintaining employment. This program specifically targets Income Support or non-EI-eligible clients who have low levels of literacy or skills.</p> <p>Supports include specific work clothing, job-required tools, and assistance with personal needs to prepare for and participate in job search activities or interviews. Various forms of client assessments, such as diagnostic and prior learning assessments, may be paid under this program.</p>	<p><b>Investments and Activities</b> In 2021-22, \$49,496 was expended to provide work-related supports to clients.</p> <p><b>Outcomes</b> In 2021-22, 125 clients received work-related supports.</p>

Program	Investment, Activities and Outcomes for 2021-22
<p><b>Office to Advance Women Apprentices (OAWA) - Wage Subsidy Community Coordinator</b></p> <p>receives a contribution to support the costs of a project designed to encourage employers to hire female apprentices by offering a wage subsidy to the employer to hire an apprentice, and providing them with work experience to support their progression to become a journeyperson.</p> <p>The program targets female apprentices who are non-EI-eligible.</p>	<p><b>Investment and Activities</b></p> <p>In 2021-22, \$102,429 was expended to support the use of wage subsidies for non-EI-eligible females seeking employment in apprenticeship trades.</p> <p><b>Outcomes</b></p> <p>In 2021-22, eight participants entered into wage subsidy agreements.</p>
<p><b>Disability Programs and Agreements</b></p>	
	<p><b>Investment and Activities</b></p> <p>In 2021-22, \$1,013,784 was provided to organizations to support programs and services for persons with disabilities.</p> <p><b>Outcomes</b></p> <p>Further information on agreements contracted in 2021-22 can be found in the <a href="#">Program Highlights and Successes – Community Partnership Agreements</a> section.</p>

Program	Investment, Activities and Outcomes for 2021-22
<p><b>High Needs Grant for Students with Permanent Disabilities</b> provides assistance to cover education-related costs associated with a permanent disability over the amount available from the Canada Student Grant for Services and Equipment for Students with Permanent Disabilities.</p>	<p><b>Investment and Activities</b> In 2021-22, \$42,098 was invested to support students with permanent disabilities to participate in post-secondary education</p> <p><b>Outcomes</b> In 2021-22, six students received grants to support them to participate in post-secondary studies.</p>
<p><b>Office of Employment Equity for Persons with Disabilities (OEEPD)</b> provides support to the Opening Doors program, which comprises full-time, permanent positions for persons with disabilities in the Provincial Government throughout the province.</p> <p>Opening Doors provides information, advice and training on issues related to the employment of individuals with disabilities to directors of human resources, managers, supervisors and executive within the public service. Career support services are also available to provide practical job search and career counselling assistance to persons with disabilities registered with the Office's Client Registry.</p>	<p><b>Investment and Activities</b> In 2021-22, \$3,598,727 was provided to the Office of Employment Equity for Persons with Disabilities.</p> <p><b>Outcomes</b> In 2021-22, 96 positions for persons with disabilities was supported across the province through the Opening Doors Program. In addition, 186 career and employment counselling sessions were held with participants.</p>

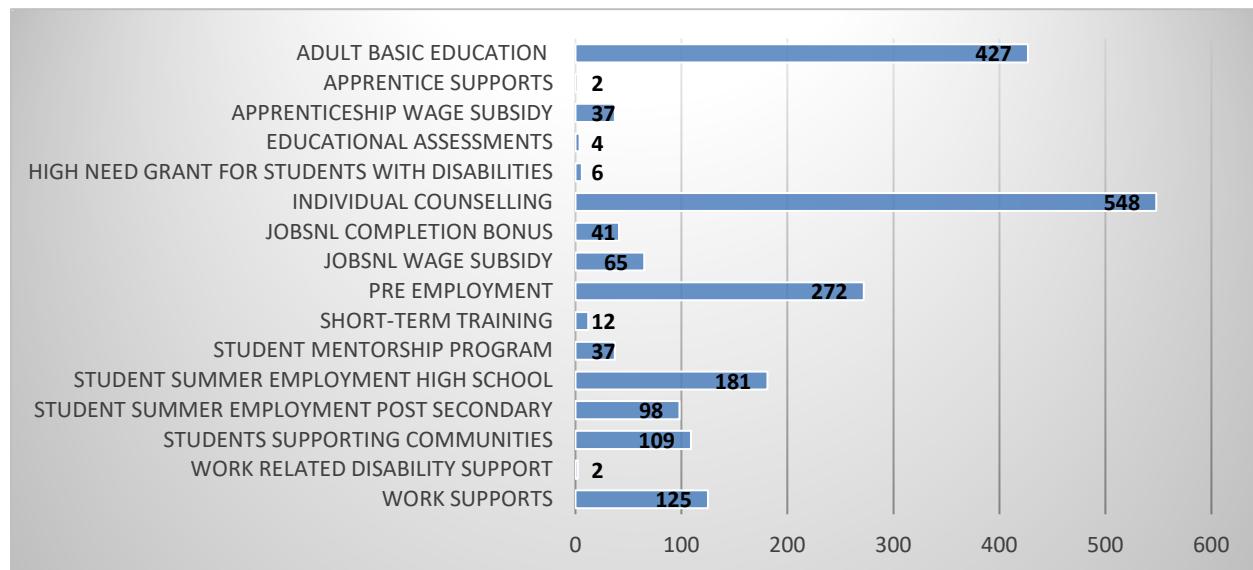
<b>Program</b>	<b>Investment, Activities and Outcomes for 2021-22</b>
<p><b>Supported Employment</b> program is delivered in partnership with community organizations to develop employment opportunities for people who have an intellectual disability. The program provides the necessary support to allow eligible individuals to participate in meaningful integrated employment in the community. Supports range from orientation and work analysis, to full-time support from a job trainer to ensure that the required duties of the job are completed to the satisfaction of the employer.</p>	<p><b>Investment and Activities</b> In 2021-22, \$8,870,964 was invested to support individuals with intellectual disabilities in employment, with the assistance of job trainers to help them perform the required duties of the job.</p> <p><b>Outcomes</b> In 2021-22, 1,274 individuals participated in Supported Employment. Of these, 633 gained employment with the services provided.</p>
<p><b>School to Work Transitions</b> <b>Program</b> provides high school students with developmental (intellectual) disabilities the support necessary to assist with making the transition from school to work by providing access to after school or summer work opportunities, with the assistance of a job trainer.</p>	<p><b>Investments and Activities</b> In 2021-22, \$269,901 was invested in the School to Work Transitions program.</p> <p><b>Outcomes</b> In 2021-22, 61 students were supported in this program.</p>
<p><b>Work Related Disability Supports</b> provides persons with disabilities work-related supports to assist with seeking or maintaining employment. Eligible benefits may include workplace accommodations, workplace adaptations, assistive devices, and assistive technology.</p>	<p><b>Investments and Activities</b> In 2021-22, \$5,047 was allocated to provide work-related disability supports to persons with disabilities.</p> <p><b>Outcomes</b> In 2021-22, two individuals received work-related disability supports.</p>

## Program Highlights and Successes

### Individual Client Summary

During 2021-22, 1,966 clients availed directly of programs or services delivered under WDA. This does not include programs and services delivered through community organizations or employers.

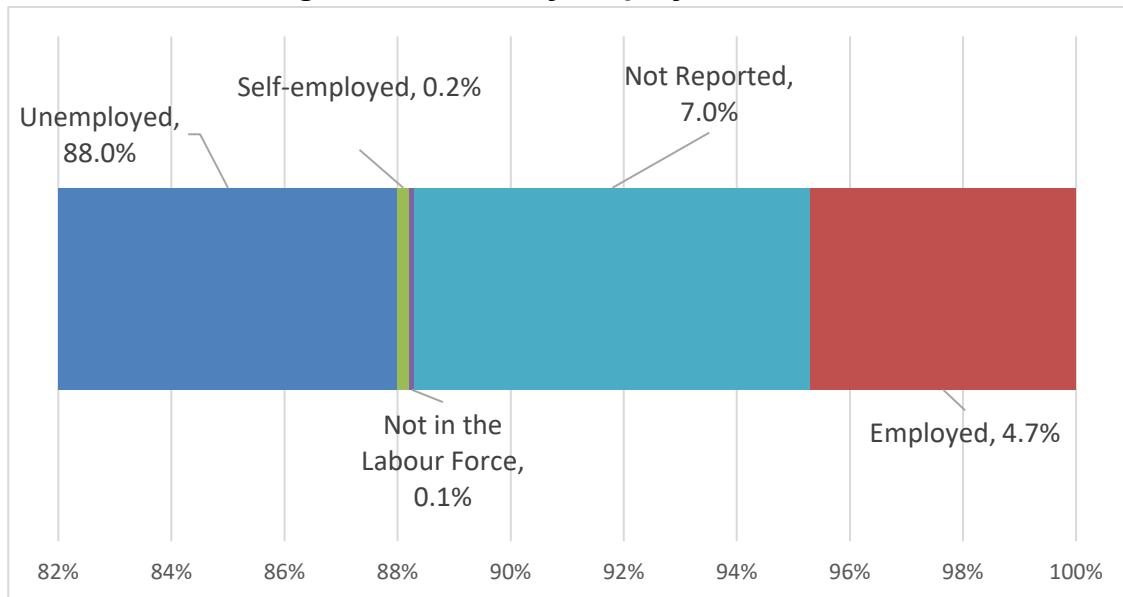
**Figure 1: Distribution of Clients by Program**



As shown in Figure 1, programs with the highest level of participation included individual counselling (548, or 27.9 per cent of the total), Adult Basic Education (ABE) supports (427, or 21.7 per cent), pre-employment supports (272, or 13.8 per cent) and Student Summer Employment - High School program (181, or 9.2 per cent).

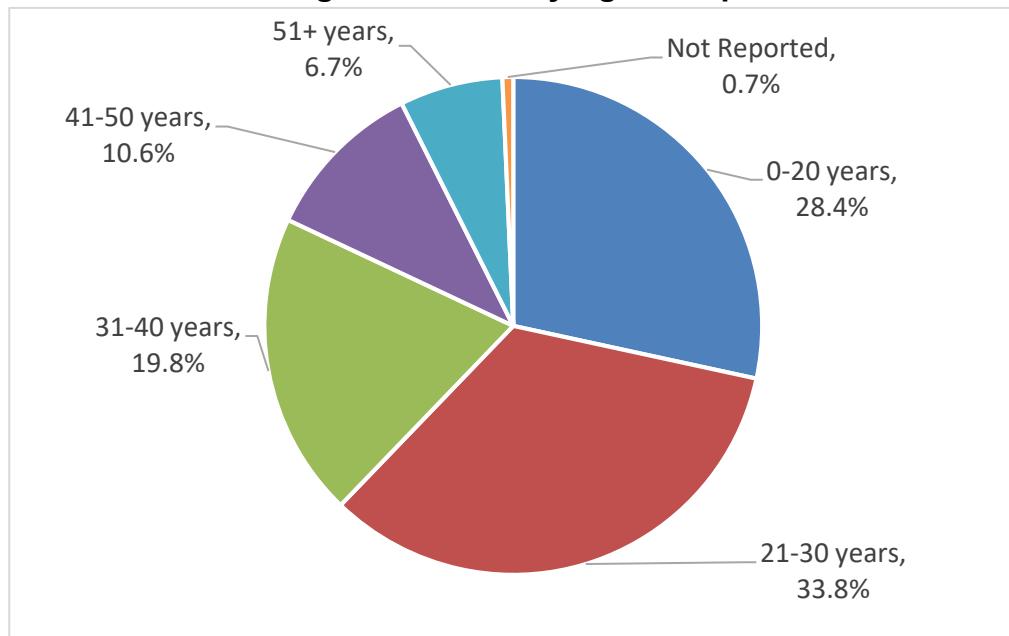
Figure 2 shows the distribution of clients by their pre-intervention employment status. The vast majority of clients were unemployed at the time of accessing services (1,731, or 88.0 per cent).

**Figure 2: Clients by Employment Status**



Approximately 20.1 per cent of all clients (394) identified as having a disability, while 4.2 per cent (83) identified as Indigenous, and 4.2 per cent (83) identified as being an immigrant.

**Figure 3: Client by Age Group**



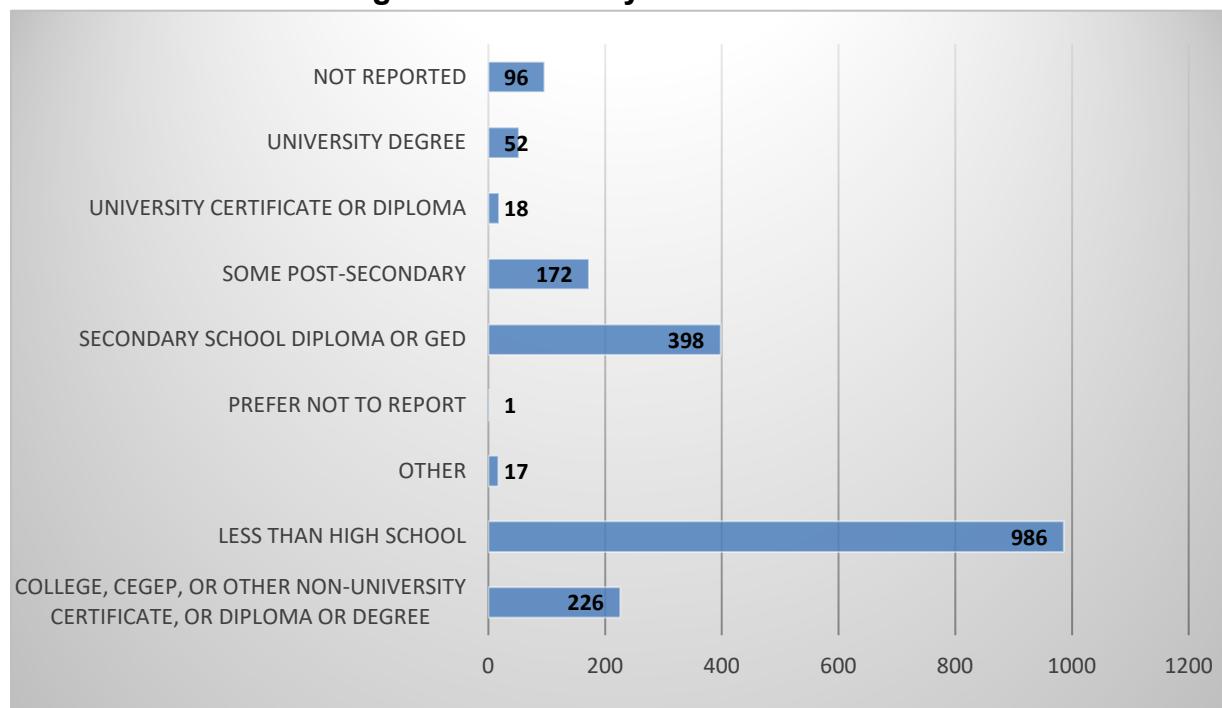
As outlined in Figure 3, over half of all distinct clients were 30 years of age or below, with 664 being ages 21-30 years (33.8 per cent) and 559 being under 20 years of age (28.4 per cent). Older age groups tended to avail of services less than younger groups,

with clients 51 years of age and above being the smallest group with 131 (6.7 per cent).

As shown in Figure 4, the majority of clients supported under WDA have limited education. There were 986 individuals supported who had less than high school education (50.2 per cent). Most of these individuals were participating in ABE to upgrade their credentials. A further 398 (20.2 per cent) reported a high school credential in the form of a secondary school diploma or the General Educational Development (GED) test as their highest level of educational attainment, which indicates that nearly three quarters of WDA clients have an educational attainment level at or below the high school level.

There were 226 clients (11.5 per cent) who indicated they have obtained some form of college or non-university level of post-secondary education, whereas there were only 52 clients with a university degree (2.6 per cent).

**Figure 4: Clients by Education Level**



## Community Partnership Agreements

**The Autism Society of Newfoundland and Labrador (ASNL) Transitions Program** provides relevant and effective job skills training to individuals with Autism Spectrum Disorder (ASD) in an environment that is conducive to their unique learning styles and their varying emotional, social, and communication needs. ASNL assists these individuals in finding the 'right fit', aligning strengths of individuals with ASD and their

interests with the needs of employers to establish sustainable employment. Participants in the Transitions Program undergo formal and informal assessment to develop individualized learning goals to determine interests and abilities as they relate to employment. This program aims to identify the strengths and interests of individual participants and provide a full year of an enriching classroom environment.

In 2021-22, ASNL was provided \$143,000 to administer the Transitions Program with eight participants. Volunteer opportunities were also provided to allow participants to further develop social and communication skills in new situations.

**The Calypso Foundation** assists individuals with intellectual disabilities to acquire the skills, experience and support necessary to successfully prepare for, enter, and remain in the workforce. In 2021- 22, the Calypso Foundation was provided with \$205,751 for their Work Oriented Rehabilitation Centre (WORC) program, providing employment supports to 19 clients. In addition to continuing education components, the training provides clients with experience both in community settings and with work placements in business and industry.

**The Newfoundland Coordinating Council on Deafness** (NCCD) received \$22,295 to assist the organization in completing close-out costs, including final audit, as the organization was ceasing operations. The NCCD provided **Educational Support Services for People who are Deaf and/or Hard of Hearing**. The organization also provided clients with vocational counselling, assistance in gaining access to post-secondary education/transitional support, orientation and in-service of faculty or instructional personnel (including orientation and in-service to students), personal Assistive Listening Devices and accessories, maintenance of Assistance Listening Devices, tutorial services (arranging and monitoring), note-taking services (arranging and monitoring), as well as supportive documentation for adaptive technologies and accommodations for students.

**Vera Perlin Society** assists individuals with intellectual disabilities to acquire the skills, experience and support necessary to successfully prepare for, enter, and remain in the workforce. In 2021-22, the Vera Perlin Society was provided with \$172,900 for their Work Oriented Rehabilitation Centre (WORC) program. This is an employment program which provides opportunities for individuals with a developmental disability to work independently in the business community in St. John's and surrounding areas, including the Button Shop - owned and operated by the Vera Perlin Society. This funding provided 87 individuals with employment.

**Empower – The Disability Resource Centre** assists people with disabilities to prepare for, attain, and maintain employment. The Adaptive Technology component promotes

inclusion for people with disabilities through technology. Program activities are geared towards informing everyone about the benefits of Adaptive Technology, demystifying technology, connecting people with resources, and increasing the technological capacity of people so they can become more active participants in their communities and employment. In 2021-22, Empower received \$409,427 for the Internship and Adaptive Technology Program. There were 139 training sessions provided to individuals for adaptive technology solutions and 86 referrals made for further assessment and training.

**Empower – The Full Steam Ahead (FSA) Program** is designed to assist people with disabilities gain attachment to the labour force. The program operates under the principles of independent living and consumer empowerment. The coordinator provides information, support, and skill-building opportunities as consumers find solutions to disability-related barriers that have prevented them from attaining their career goals. In 2021-22, \$53,227 was provided to administer the FSA program. Activities included pre-employment skills and job search; disability disclosure and disability-related accommodations in the workplace; education and training opportunities; entrepreneurial development; and volunteerism. There were 250 individual services provided to clients of the FSA program.

**Newfoundland and Labrador Association for the Deaf (NLAD)** works to ensure that deaf clients have full access to career and employment services that enable them to seek, obtain and maintain employment. The association provides enhanced employment readiness for individuals who are deaf so that these clients achieve increased self-reliance. This program focuses exclusively on people with language barriers, who are deaf, using American Sign Language (ASL), and are ready to play an active role in the workforce. In 2021-22, NLAD was provided with \$7,184.16 to enhance employment readiness for individuals who are culturally deaf.

### **Labour Market Partnerships Agreements**

**Tech Talent Strategy**, implemented through techNL, will help address the talent gap in the tech sector. The four-year strategy will create a talent office and provide employment related supports to drive awareness, make connections, and combine efforts of multiple companies in pursuing talent initiatives and immigration. The project will:

- Help employers navigate the system and choose programs to source tech talent;
- Improve alignment between local and international talent needs with that of the employer;
- Help communicate and emphasize the pull factors (benefits of the provincial tech sector) to attract tech talent;

- Improve retention by developing, supplying and tracking toolkits and best practices for onboarding new international tech talent;
- Improve settlement and integration services for international tech talent by working with community-based organizations;
- Facilitate the matching of local skilled labour to jobs in the tech sector; and,
- Develop a needed talent pipeline through initiatives in the K to 12 school system.

techNL have been awarded \$1.87 million over four years (\$617,750 in 2020-21, \$305,700 in 2021-22, \$620,125 in 2022-23, and \$325,875 in 2023-24) to implement the Tech Talent Strategy. Initial results of the strategy will be available in 2022-23.

**Heritage Foundation of Newfoundland and Labrador** will provide training to build local conservation knowledge and skills, reducing the need to bring in expensive expertise from outside the province. This includes critical aspects of heritage conservation, such as restoring historic masonry and plasterwork, lime-based mortars and historic wooden windows, and millwork.

The training will also help preserve many of the traditional life and work skills once common throughout Newfoundland and Labrador. While some of these skills such as knitting continue to flourish, others are at risk of disappearing and reviving them could present unique cultural and economic opportunities.

The Heritage Foundation of Newfoundland and Labrador was approved for \$433,500 over three years (\$177,200 in 2020-21, \$127,000 in 2021-22 and \$128,800 in 2022-23) to complete this work. Project activities are continuing into 2022-23.

**The Newfoundland and Labrador Environmental Industry Association** (NEIA) led a project that encouraged businesses in the province to become designated under the Atlantic Canada Immigration Program (AIP). The intent of the project was for NEIA to act as the host of project activities that would serve to be a resource for and benefit a number of key industry groups in the province to help address human resources gaps through immigration. A project was initiated, called TeamGrowNL, with support from the provincial government and the Atlantic Canada Opportunities Agency (ACOA).

This project evolved to include a focus on attracting expatriate Newfoundland and Labradorians to help address industry human resources gaps. The initiative was intended to act as a pilot project to inform future efforts to align the immigration priorities of province with the labour needs of industry. NEIA was provided \$125,895 over the course of the project (with \$26,693 being expended in 2021-22). A final report has been submitted detailing project success and recommendations.

**College of the North Atlantic** will develop, pilot and evaluate specialized training to ensure the province's workforce has the skills and training needed to support an increase in electric vehicles in Newfoundland and Labrador. Four specialized training tracks will be developed:

- Training for current Automotive Service Technician Journeypersons to gain an understanding of electric vehicle maintenance.
- Training for electricians to gain skills in installing and maintaining electric vehicle charging stations (residential and commercial).
- Training on appropriate disposal methods (recycling) of related materials.
- Electric Vehicle – First Responder Training.

Upon successful completion of the four specialized training tracks, graduates will be able to:

- Diagnose and provide repairs to electric vehicles as required.
- Install and maintain residential and commercial electric vehicle charging stations.
- Troubleshoot and repair problems with residential and commercial electric vehicles charging units.
- Identify instances where motor vehicle accidents require specialized protocols prior to engagement.
- Identify and follow the steps required to safely prepare and make an electric vehicle safe for first responder access.
- Follow safety protocols required to engage in or support the safe extraction of accident victims from electric motor vehicle accidents.

Program Advisory Committees (PACs) for each module comprised of key industry stakeholders (e.g., Newfoundland Power, NL Hydro, fire departments and environmental advocacy groups) to advise on matters related to both the present and future state of the program.

The College of the North Atlantic was provided \$974,003 over three years (\$166,153 in 2020-21, \$775,169 in 2021-22 and \$32,681 in 2022-23) to develop Electric Vehicle Specialized Training. Project activities are continuing into 2022-23.

## **Canada - Newfoundland and Labrador Job Grant Summary**

### **Service Delivery Information**

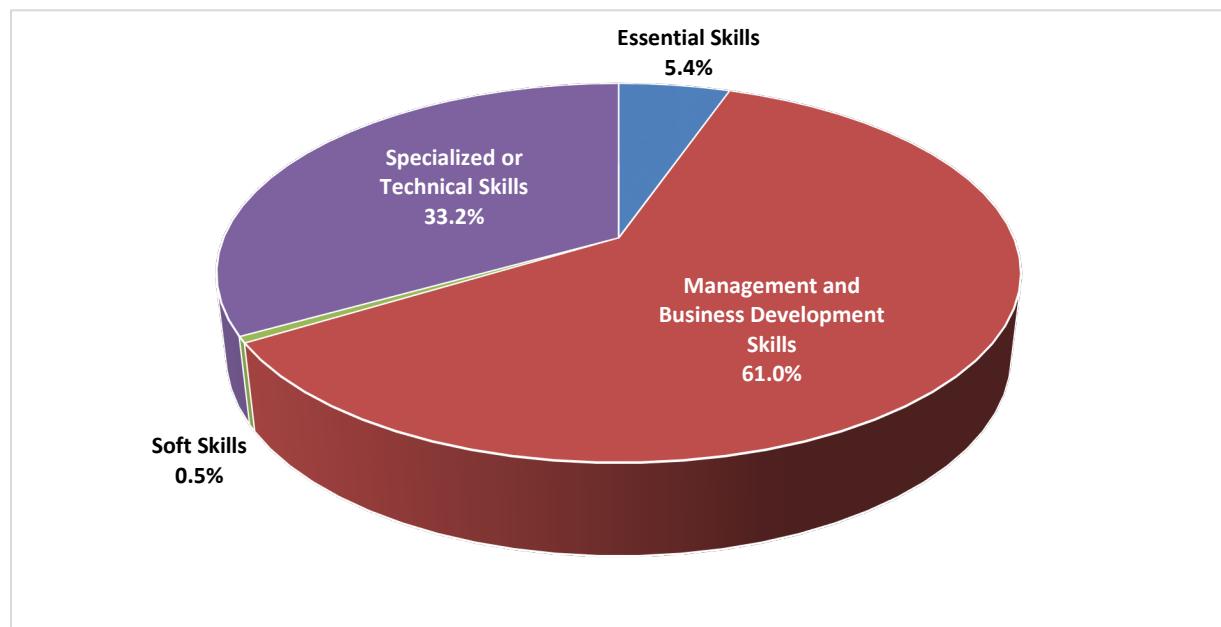
The goals of the Canada-Newfoundland and Labrador Job Grant (CNLJG) program are to increase labour force participation, help develop the skills necessary to find and

maintain meaningful, long-term employment, and to encourage employer involvement in training to ensure that skills are aligned to job opportunities. In 2021-22, 374 employers and organizations were funded to provide training to 3,949 employees.

Private training providers were the most utilized type of trainer (46.5 per cent) with many of them industry experts (as opposed to registered private training institutions), followed by universities (44.9 per cent) and colleges (4.3 per cent).

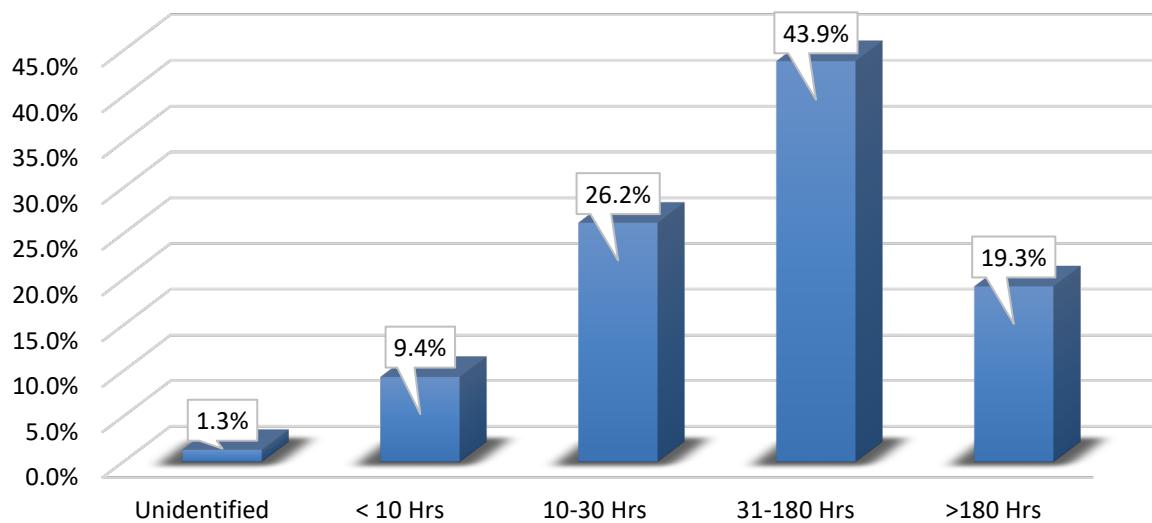
Most of the training activities for participants involved the development of management skills (61.0 per cent). This was followed by training in specialized or technical skills (33.2 per cent), training in essential skills (5.4 per cent), and training in soft skills (0.5 per cent).

**Figure 5: Canada – Newfoundland and Labrador Job Grant by Training Activity**



Ninety-eight CNLJG agreements were for training of 10 to 30 hours (26.2 per cent), 164 agreements were for 30 to 180 hours (43.9 per cent), and 72 agreements were for more than 180 hours (19.3 per cent). This was followed by 35 agreements for training of less than 10 hours (9.4 per cent) and five agreements (1.3 per cent) where the training hours were not identified.

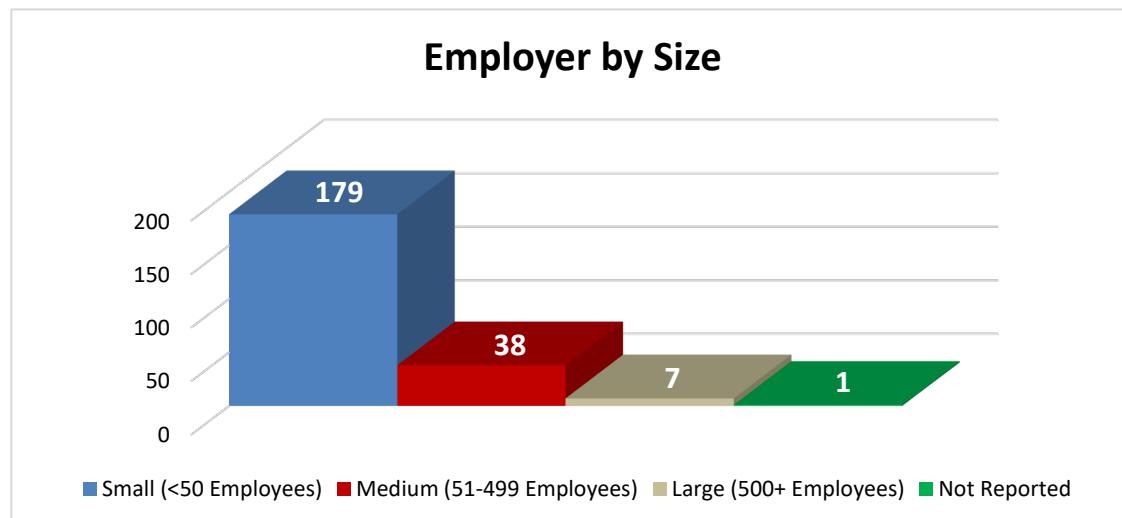
**Figure 6: Canada – Newfoundland and Labrador Job Grant by Duration of Training**



### **Employer Information**

A total of 225 unique employers or organizations had agreements for 2021-22. Of these, 179 (79.6 per cent) were classified as small (having 50 or fewer employees), 38 (16.9 per cent) were classified as medium (between 51 and 499 employees), and seven (3.1 per cent) were classified as large employers (500 employees or more).

**Figure 7: Canada – Newfoundland and Labrador Job Grant by Employer Size**



The most common industry (classified by the North American Industry Classification System, 2017 - NAICS) of the 374 agreements was professional, scientific and technical services, with 95 agreements (25.4 per cent of the total). This was followed by 25 agreements (6.7 per cent) in the religious, grant making, civic, and professional and similar organizations. The top 20 industries funded under CNLJG are provided in Table 1.

**Table 1: Top 20 Industries Funded Under Canada – Newfoundland and Labrador Job Grant**

NAICS	Industry	#	%
541	Professional, scientific and technical services	95	25.4%
813	Religious, grant-making, civic, and professional and similar organizations	25	6.7%
441	Motor vehicle and parts dealers	24	6.4%
611	Educational services	18	4.8%
333	Machinery manufacturing	17	4.5%
236	Construction of buildings	16	4.3%
213	Support activities for mining, and oil and gas extraction	14	3.7%
561	Administrative and support services	12	3.2%
624	Social assistance	12	3.2%
621	Ambulatory health care services	10	2.7%
713	Amusement, gambling and recreation industries	8	2.1%
334	Computer and electronic product manufacturing	8	2.1%
483	Water transportation	8	2.1%
551	Management of companies and enterprises	7	1.9%
711	Performing arts, spectator sports and related industries	7	1.9%
238	Specialty trade contractors	7	1.9%
488	Support activities for transportation	7	1.9%
339	Miscellaneous manufacturing	6	1.6%
112	Animal production and aquaculture	5	1.3%
445	Food and beverage stores	5	1.3%

### **Canada – Newfoundland and Labrador Job Grant in Action**

**Jim Penney Ltd.** is a family-owned car dealership that has been in operation for over 57 years, with locations in both Gander and Grand Falls-Windsor. In 2021, the company applied for funding to offer telephone communications training to twenty of their staff in both business locations. The training was completed throughout the 2021 calendar year. The objective in offering telephone communications training was to better equip staff to help customers over the phone, resolve issues and increase customer satisfaction to ultimately lead to increased sales, increased commissions for staff and an increase in business overall.

Since this training was administered, the company's internal dealer Customer Service Ratings (CSR) have increased. The dealerships are now ranked as number one in their divisions and their CSR scores are at an all-time high. Of the staff that received the telephone training, only three have left the company. Two have taken on roles with the Provincial and Federal Governments and the other has leveraged their experience to find other employment opportunities. The remaining staff continue to utilize the skills learned throughout the training and are now using these techniques to train new hires.

## **Stakeholder Engagement**

The department regularly engages with industry, labour, community, and education stakeholders to inform policy and budget priorities and to ensure programs and services are effective and relevant.

In addition, through IPGS' regional employment services offices and affiliated community partners delivering labour market programs, IPGS regularly obtains information from service delivery staff and management to gain a better understanding of client and employer needs. This provides important insight into current and future government-supported programming.

The province's Workforce Innovation Centre (WIC) recently hosted engagement sessions with underrepresented groups, exploring labour market challenges and opportunities, as well as research projects to support improved employment outcomes. Sessions were held with a number of organizations, including those representing: Indigenous people, persons with disabilities, youth, older workers, women, and newcomers to the province. Findings and feedback from these sessions are helping to inform program and policy development.

As an initiative under the Workforce Development Plan, WIC established Regional Workforce Development Committees in 10 regions of the province. These committees are creating regular opportunities for stakeholders to share information and collaborate on regionally-tailored workforce development action plans to address workforce trends and challenges, and to increase regional capacity for planning, partnerships and investments. The department's support of and regular interaction with WIC allows a unique opportunity to gather ground-level intelligence from ongoing WIC-directed projects and workforce related issues and opportunities.

A number of key themes have emerged from these engagement activities, including:

- Increased collaboration and partnerships;
- Continued emphasis on immigration and attracting talent;

- Improved access to labour market information;
- Closing skills gaps through skills development and mentorship opportunities;
- Enhanced awareness and access to programs and services; and
- Promotion of inclusive and diverse workplaces.

As the province's economy rebounds, employers are facing acute labour shortages. With the shifting nature of work, it is critical that the Provincial Government's employment and training programs and services continue to evolve. Given that the responses envisioned by Newfoundland and Labrador are as multidimensional as the challenges themselves, continued engagement and collaboration with stakeholders and partners will be instrumental in allowing the province to promote new economic growth as well as address existing and future labour market challenges.

<b>List of stakeholders (Examples)</b>	
Employers	Employers such as Verafin, Anaconda Mining, DF Barnes Fabrication, Corner Brook Pulp and Paper, Newco Metals, and small- to medium-sized enterprises
Community Groups	Community groups such as Community Sector Council, Vera Perlin, Stella's Circle, Choices for Youth, Heritage Foundation of NL, Sharing our Culture, Association for New Canadians, and Supported Employment Newfoundland and Labrador
Indigenous Partners	Indigenous partners such as Labrador Aboriginal Training Partnership, First Light (St. John's Native Friendship Centre), and Nunatukavut Community Council
Business and Industry Associations	Business and industry associations such as Newfoundland and Labrador Construction Association, Community Business Development Corporations, Newfoundland and Labrador Employers Council, Canadian Federation of Independent Businesses, Hospitality NL, NL Forestry Industry Association, techNL, Newfoundland and Labrador Federation of Agriculture, Oceans Advance, Canadian Manufacturers and Exporters – Newfoundland and Labrador, Newfoundland Environmental Industry Association, and Newfoundland Aquaculture Industry Association

<b>List of stakeholders (Examples)</b>	
Provincial Government Departments	Other Provincial Government departments such as Departments of: Education; Fisheries, Forestry and Agriculture; Health and Community Services; Industry, Energy and Technology; Children, Seniors and Social Development; and Executive Council
Official Language Minority Communities (OLMC) stakeholders	Official language minority representatives such as Réseau de développement économique et d'employabilité de Terre-Neuve-et-Labrador (RDÉE TNL), and La Fédération des francophones de Terre-Neuve et du Labrador (FFTNL)
Labour Organizations	Labour organizations such as Newfoundland and Labrador Federation of Labour, Fish, Food and Allied Workers, and International Brotherhood of Electrical Workers
Educational Institutions	Educational institutions and organizations representing them, such as Memorial University, Marine Institute, College of the North Atlantic, Newfoundland and Labrador Association of Career Colleges, Association of Building Trades Educational Colleges, and private training institutions
Youth Groups	Youth groups such as Premier's Youth Council, Conservation Corps, and St. John's Boys and Girls Club
Municipal Government	Municipalities Newfoundland and Labrador, towns, cities, and local service districts
Federal Government Departments	Employment and Social Development Canada, Atlantic Canada Opportunities Agency, and Agriculture and Agri-Food Canada

## Annex 1: Audited Financial Statements



Auditors' Report

Canada-Newfoundland and Labrador Workforce  
Development Agreement

March 31, 2022

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Statement of Revenues and Expenses	3-4



## Independent auditors' report

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To the Deputy Minister of the Department of Immigration, Population Growth and Skills;

**Opinion**

We have audited the accompanying Statement of Revenues and Expenses for the Province of Newfoundland and Labrador for the year ended March 31, 2022 ("the statement").

In our opinion, the financial information in the statement for the year ended March 31, 2022 is prepared, in all material respects, in accordance with the financial reporting provisions in Article 26 of the Canada-Newfoundland and Labrador Workforce Development Agreement ("the Agreement").

**Basis for Opinion**

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Statement section of our report. We are independent of the Agreement in accordance with the ethical requirements that are relevant to our audit of the statement in Canada, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

**Basis of accounting and restriction on distribution**

The statement is prepared to assist the Province of Newfoundland and Labrador to meet the requirements of Article 26 of the Agreement. As a result, the statement may not be suitable for another purpose. Our report is intended solely for the Province of Newfoundland and Labrador and the Department of Immigration, Population Growth and Skills and should not be distributed to parties other than the Province of Newfoundland and Labrador and Employment and Social Development Canada. Our opinion is not modified in respect of this matter.

**Management's responsibility**

Management is responsible for the preparation of the statement in accordance with the financial reporting provisions in Article 26 of the Agreement, and for such internal control as management determines is necessary to enable the preparation of the statement that is free from material misstatement, whether due to fraud or error.

**Auditor's responsibilities for the Audit of the Statement**

Our objectives are to obtain reasonable assurance about whether the statement is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this statement.

As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the statement, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Agreement's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates, if any, and related disclosures made by management.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.



St. John's, Canada  
October 19, 2022

Chartered Professional Accountants



Canada - Newfoundland and Labrador Workforce Development Agreement  
 Statement of Revenues and Expenses  
 Fiscal Year Ending March 31, 2022

**SUMMARY**

<b>1 REVENUE</b>		<b>Amount</b>
Annual contribution from Canada under the Canada-Province WDA		9,771,095
Additional Funding		2,706,675
Carry forward from previous fiscal year		11,123,858
<b>Total Revenue</b>		<b>\$23,601,628</b>

<b>2 EXPENSES</b>		<b>Amount</b>	<b>Sub-Total</b>
Program Costs incurred			
Programming targeting Persons with Disabilities (PWD)			
Eligible Programming excluding programming for PWDs			
Supports for Individuals attending Adult Basic Education	355,234		\$16,783,036
Supports for individuals attend Apprenticeship training	574		\$7,440,608
Apprenticeship Wage Subsidy Program	290,035		\$9,342,428
Canada-NL Job Grant Funding	1,613,895		
Community Partnerships Funding	311,581		
Educational Assessment	7,650		
JobsNL Completion Bonus	41,000		
Labour Market Integration for Newcomers	2,490,263		
Labour Market Partnerships Funding	1,234,562		
Student Mentorship Program	110,158		
Linkages - Individual Supports	25,385		
Pre-employment Supports	101,482		
Short-term Training	18,261		
Students Supporting Communities	361,346		
Work Supports	49,496		
WORC - Vera Berlin	125,909		
Linkages - Organizations	554,576		
JobsNL Wage Subsidy - NL Works	159,657		
Wage Subsidy Coordinator	102,429		
Student Summer Employment Program - Post Secondary	694,153		
Student Summer Employment Program - High School	394,825		
Service Agreements for Youth	299,959		
Administration Costs incurred			
a) Maximum eligible amount of Administration Costs (10% of budget)	977,110		
b) Actual Administration Costs incurred	615,744		
Eligible Administration Costs (the lesser of a) and b))			\$615,744
<b>Total Expense</b>			<b>\$17,398,780</b>

<b>3 EXCESS AMOUNT OF CONTRIBUTION PAID OR PAYABLE</b>	<b>\$6,202,848</b>
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<b>4 CARRY FORWARD</b>		<b>Amount</b>	<b>615,744</b>
The lesser of i) or ii):			
i) 20% of contribution paid or payable by Canada	2,495,554		
ii) Excess amount of contribution paid or payable by Canada, less PWD debts owed to Canada (not eligible for carry forward)	6,202,848		
<b>Total carry forward amount</b>			<b>\$2,495,554</b>

<b>5 DEBTS OWED TO CANADA</b>		<b>Amount</b>
PWD debts owed to Canada (not eligible for carry forward)		-
Plus: Additional excess amount of contribution (not including unspent contribution amounts for PWD programming from Canada-Province WDA sources)*		6,202,848
Less: Carry forward amount		2,495,554
<b>Total debts owed to Canada</b>		<b>\$3,707,294</b>

\*These amounts are removed to prevent double counting.

**Canada - Newfoundland and Labrador Workforce Development Agreement**  
**Statement of Revenues and Expenses**  
**Fiscal Year Ending March 31, 2022**

**PROGRAM COSTS FOR PWDs**

<b>1</b> Government Program Costs incurred for PWDs		<b>Amount</b>
From WDA sources		\$7,440,608
From Province sources		\$6,359,914
		<b>\$13,800,522</b>

<b>2</b> Targeted Program Costs for PWDs		<b>Amount</b>	<b>Sub-Total</b>
From WDA sources			0
Identified Target A amount under the <i>Financial Provision</i> section		\$4,120,531	
Identified Target B amount under the <i>Financial Provision</i> section		-\$76,884	
Targeted Program Costs for PWDs Original Allocation		\$4,043,647	
Less: actual investments		\$6,359,914	
Amount below identified target			\$0
Additional PWD Funding			
2 year target (\$6,146,170 of additional \$18,970,000)		\$1,080,693	
Less: actual investments		\$1,080,693	
Amount below identified target			\$0
From Province sources			
Identified Target A amount under the <i>Financial Provision</i> section		\$4,120,531	
Less: actual investments		\$6,359,914	
Amount below identified target			\$0
<b>Total PWD investments below targets</b>			<b>\$0</b>

<b>3</b> Eligible health-related expenses incurred as Program Costs		<b>Amount</b>	<b>Sub-Total</b>
a) Maximum eligible amount of health-related expenses*		\$2,041,045	
b) Actual health-related expenses incurred		\$0	
Eligible health-related expenses (the lesser of a) and b))			\$0
<b>Total eligible health-related expenses</b>			<b>\$0</b>

\*The lesser of 25% of target spending and 25% of actual spending

<b>5</b> PWD Program Costs Breakdown		<b>Amount</b>
Programming targeting Persons with Disabilities (PWD)		
Supported Employment		8,870,964
Grant for High Need Students with Permanent Disabilities		42,098
School to Work Transitions		269,901
Work Related Disability Supports		5,047
Community Partnerships		1,013,784
Opening Doors		3,598,727
<b>Total PWD Program Costs</b>		<b>\$13,800,522</b>