



Department of Labour and  
Advanced Education

Annual  
Accountability  
Report for the  
Fiscal Year

2013-  
2014

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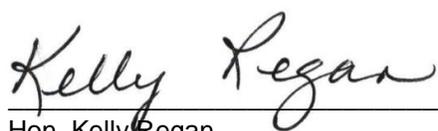
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## 1.0 Accountability Statement

The accountability report of the Department of Labour and Advanced Education for the year ended March 31, 2014 is prepared pursuant to the *Finance Act* and government policies and guidelines. These authorities require the reporting of outcomes against the Department of Labour and Advanced Education Statement of Mandate for the fiscal year just ended. The reporting of the department's outcomes necessarily includes estimates, judgments and opinions by Department of Labour and Advanced Education's management.

We acknowledge that this accountability report is the responsibility of the Department of Labour and Advanced Education management. The report is, to the extent possible, a complete and accurate representation of outcomes relative to the goals and priorities set out in the department's 2013-14 Statement of Mandate.



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Hon. Kelly Regan  
Minister



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Duff Montgomery  
Deputy Minister

## 2.0 Message from the Minister and Deputy Minister

We are very pleased to share with Nova Scotians the accomplishments of the Department of Labour and Advanced Education for 2013-14.

Over the past year, the Labour and Advanced Education management team and dedicated staff have worked hard to accomplish the goals set out in the department's Statement of Mandate, with a strong focus on safety, education, training, innovation and a stabilized labour environment.

To that note, we are continuing our efforts to improve workplace safety across the province. We recently celebrated the first anniversary of the Workplace Safety Strategy, which aims to make Nova Scotia the safest place to work in the country. As the first action item out of the strategy, legislative improvements were made to Administrative Penalties to make them more consistent and fair. Immediate action on that initiative saw funds from fines invested into safety initiatives and a streamlined appeals process.

Seventeen additional staff have been added to the Occupational Health and Safety team, including five additional inspectors and a division dedicated to education and compliance. Additionally, a new prosecutor will focus solely on Occupational Health and Safety offences and new regulations are working to increase safety around fall protection, scaffolding and temporary highway work.

We've also been working closely with our industry partners and the WCB to improve safety in the fisheries. We've launched several initiatives aimed at increasing the use of PFD's, and a "Safe at Sea Alliance" will focus on working with fishers and their families to change the safety culture in the fishing industry.

We are continuing our work to provide Nova Scotians with the education, training and support they need to prepare for the good jobs available now and in the future. Thousands of Nova Scotians have benefitted from literacy, training and support programs, like the START program, which helps connect unemployed Nova Scotians with the skills, training and mentorship they need to get a good job. The program focuses on underrepresented groups, apprentices and Nova Scotians living in rural areas and continues to be an extremely successful way to help people establish their careers.

Over the past year we've been working hard to protect federal training and employment supports for the provinces most vulnerable citizens. We've been working to negotiate the best possible deal for Nova Scotians that preserves funding for proven employment literacy and training programs while helping businesses invest in training for their employees in a way they can afford.

We've also continued our focus on strengthening the province's apprenticeship system. We've consulted closely with industry, apprentices and the Nova Scotia Community College to develop an apprenticeship structure that increases employer participation in the system in an effort to allow more apprentices to access and complete training. A Special Operating Agency will give industry more authority in decision making and will enhance apprenticeship opportunities.

We've continued to invest in students and the provinces post-secondary education system. As part of these efforts; universities, the Nova Scotia Community College, and the province have come together to create four sandboxes where students, innovators and industry can develop new ideas that could become businesses. Through 120 Graduate Scholarships, government will put money directly into the hands of smart, talented graduate students who are doing research that will help Nova Scotia innovate, grow and succeed. These scholarships will support graduate students as they do their research, and they'll also boost Nova Scotia's economy as that research turns into new products and more opportunity. We've also eliminated the interest on the provincial portion of student loans for Nova Scotia graduates, capped student debt and invested millions in the Innovation Fund that helps universities remain competitive.

During the past year, we moved several important pieces of legislation; most notably, Bills that protected the health and safety of sick and vulnerable Nova Scotians during health care strikes, and a Bill that creates a well-deserved holiday during February each year.

I look forward to the year ahead where we will continue to ensure workers remain safe on the job, Nova Scotians have access to training, employment and literacy programs that are helping them build their life and career in Nova Scotia and our post-secondary education system remains sustainable and strong.

Finally, as part of government's ongoing efforts to better align departmental operations, a number of changes to Labour and Advanced Education's mandate have been introduced:

- Responsibility for the Nova Scotia Advisory Council on the Status of Women was transferred to the Minister of the Department of Community Services in March 2014.
- The Office of Immigration was transferred to the Department of Intergovernmental Affairs, effective April 2014.
- The Office of the Fire Marshal, including responsibility for the Building Code, was transferred to a new Department of Municipal Affairs, effective April 2014.
- Responsibility for the Voluntary Sector was transferred to the Minister of Labour and Advanced Education, effective April 2014.

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Hon. Kelly Regan  
Minister

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Duff Montgomerie  
Deputy Minister

### 3.0 Financial Results

<b>Labour and Advanced Education</b>			
	2013-14 Estimates	2013-14 Actual	2013-14 Variance
Program & Service Area	(\$thousands)	(\$thousands)	(\$thousands)
<b>Gross Department Expenses:</b>	353,412	367,571	14,159
1,026	1,026	1,136	110
Policy, Planning and Professional Services	6,031	5,591	(440)
Safety	13,135	13,477	342
Labour Services	7,290	6,636	(354)
Skills and Learning	128,512	127,852	(660)
Higher Education	55,939	71,791	15,852
School Cap Amortization	5,850	5,850	0
Community College Grants	128,834	128,864	30
Office of Immigration	6,050	5,239	(811)
NS Advisory Council Status of Women	745	835	90
<b>Total Gross Departmental Expenses</b>	353,412	367,571	14,159
<b>Additional Information:</b>			
<b>Ordinary Revenues, Fees and Recoveries</b>	134,532	137,796	3,264
<b>TCA Purchase Requirements</b>	1,050	0	(1,050)
<b>Provincial Funded Staff (FTEs)</b>	327	292.8	(34.2)

#### **Explanatory Note:**

The Department of Labour and Advanced Education worked very hard to deliver its programs within its budget allocation. The Department's expenses were \$14.2m or 4% higher than its estimate primarily due to the accounting treatment of the 0% interest program on the existing student loans.

## Assistance to Universities

	2013-14 Estimates	2013-14 Actual	2013-14 Variance
Program & Service Area	(\$thousands)	(\$thousands)	(\$thousands)
<b>Gross Department Expenses:</b>	337,152	336,749	(403)
Operating	283,762	283,754	(8)
Atlantic Veterinary College	5,893	5,872	(21)
Targeted Funding	7,518	7,715	197
Special Payment	39,979	39,408	(571)
<b>Total Gross Departmental Expenses</b>	337,152	336,749	(403)
<b>Additional Information:</b>			
<b>Ordinary Revenues, Fees and Recoveries</b>	12,200	12,284	84
<b>TCA Purchase Requirements</b>	0	0	0
<b>Provincial Funded Staff (FTEs)</b>	0	0	0

## 4.0 Measuring Our Performance

1. **EDUCATE: Build a more responsive system of learning and training through partnerships with businesses, labour, institutions and service providers, preparing Nova Scotians for a prosperous future.**

**OUTCOME (immediate or intermediate)  
Collaborative partnerships with businesses, labour, educational institutions and service providers that support responsive education,**

### 1.1. Participation in LAE employer-sponsored training and work experience programs

#### What does this measure tell us?

This measure compiles participant numbers, both in terms of clients served and organizations, in LAE employer-sponsored training and work experience programs. This includes: START, One Journey, SkillsOnlineNS, Workplace Innovation & Productivity Skills Incentive. It does not include co-operative education programs. The programs included in this measure require the employer to be an active partner in the training of individuals who are either already in the workforce or entering the workforce through experiential learning and skills upgrading.

#### Where are we now?

LAE has increased greatly the number of clients trained and business partners engaged over the past three years. New methods of delivering training, such as the [www.skillsonlinens.ca](http://www.skillsonlinens.ca) online training, have given these programs increased reach.

### LAE Employer-Sponsored Training

	2012-13		2013-14	
	Clients served	Businesses	Clients served	Businesses
START (part year from Oct in 2012)	201	115	617	568
ONE Journey	133	36	135	36
SkillsOnline NS (part year in 2012 )	2,741	347	15,168	4,994
WIPSI	4,140	95	5,432	187
<b>TOTAL</b>	<b>7,215</b>	<b>593</b>	<b>21,352</b>	<b>5,785</b>



**Where do we want to be?**

Continue to increase participation in employer-sponsored training and work experience programs via new delivery channels and partnership methods.

**1.2. Percentage of employees sponsored or supported by an employer to take education or training**

**What does this measure tell us?**

Participation of employers in training their employees is important in developing a culture of continuous learning in Nova Scotia. This result gives LAE an indication on how well they are doing in encouraging employers to provide education and training to their employees.

This measure reports the percentage of working 18-64 year olds who indicated that over the past 12 months, they have been sponsored or supported by an employer to take education or training. This measure relates to the responses to the survey question in LAE’s Labour Market Activity and Intentions Survey (LMAIS), a household survey undertaken annually since 2011.

**Where are we now?**

Less than half of the employees contacted in this survey indicated their employer had sponsored training for them in the past year. LAE is working with employers to promote their role in workplace training, for example, through the Workforce of the Future table and direct employer contact.

**Employees Supported to Take Training**

	2012-13	2013-14
Nova Scotia employees supported for training by employer	39%	40%

**Where do we want to be?**

Increase to 45% over 2 years (by 2015).

**1.3. Implementation of memoranda of understanding with universities and NSCC and implementation of innovation sandboxes**

**What does this measure tell us?**

This is a completion measure with qualitative information on the progress of partnerships LAE has with post-secondary education institutions. The memoranda of understanding (MOUs) outline a number of partnership initiatives and include the Excellence and Innovation Program. One of the aims of the MOUs is to strengthen our partnerships with training institutions and to encourage stability and sustainability through 3 year agreements.

**Where are we now?**

Excellence and Innovation Program (Round 3) is complete and was announced in May 2014. Work has begun on the development of the next MOU. The current MOU expires on March 31, 2015. The first MOU with Nova Scotia Community College was signed in September 2013.

Four Sandboxes have been selected and were announced at an event in March 2014. The four sandboxes are: the Island Sandbox - Cape Breton University and NSCC Marconi Campus; the Community Sandbox - Saint Mary’s University, the Nova Scotia College of Art and Design, and Mount Saint Vincent University; the Nova Scotia Agriculture Sandbox – Dalhousie University and Acadia University; and the ICT Sandbox - Dalhousie University, Saint Mary’s University, Nova Scotia College of Art and Design and Volta Labs.

**Progress on Partnerships with Post-Secondary Institutions**

	<b>Completed</b>	<b>Notes</b>
University MOUs	<input checked="" type="checkbox"/>	A new MOU with Universities will be negotiated in 14-15
NSCC MOU	<input checked="" type="checkbox"/>	Signed September 2013
Sandboxes	<input checked="" type="checkbox"/>	Launched March 2014

**Where do we want to be?**

Accomplish goals by the MOU end date. At end of three year pilot, sandboxes should be sustainable and successful.

## 2. INVEST: Invest in the required skills and knowledge to build the workforce we need now and in the future.

**OUTCOME (immediate or intermediate)**  
**Accessible employment supports, training programs and information services that help Nova Scotians seize and create opportunities for employment.**

### 2.1. Number of people trained through LAE skill development programs

#### What does this measure tell us?

This measures the number of people trained through LAE skill development and employment support programs (including Skills Development, active Apprentices, Workplace Education, and students registered in the Nova Scotia School for Adult Learning). These are training programs for persons looking to enter or remain in the workforce.

#### Where are we now?

Participation in skill development programs has increased in the past 3 years. The number of active apprentices in particular has grown rapidly in the past 5 years. The increased number in 2009 for the Skills Development program was due to the effect of additional funding available that year. The uptake of these programs is encouraging in that it shows people are participating in continual learning and skills upgrading, a practice necessary for Nova Scotia to remain relevant in an environment of rapidly changing work environments.

#### Participants in Skill Development Programs

	2009-10	2010-11	2011-12	2012-13	2013-14
Skills Development (including Feepayer program) + Skills Up! program	3,917	3,691	2,998	2,469 +143	1,839 +173
Apprenticeship	5,039	5,045	5,653	5,916	6,023
Workplace Education	1,767	1,300	3,400	4,639	4,242
NSSAL	1,500	3,220	4,506	4,461	Not available*
<b>TOTAL</b>	<b>12,223</b>	<b>13,256</b>	<b>19,535</b>	<b>21,142</b>	<b>N/A</b>

\*Nova Scotia School for Adult Learning data is collected by school year, not fiscal year.

#### Where do we want to be?

Maintain number of clients in skill development training programs.

## 2.2. Percentage of NSCC graduates working in a related field

### What does this measure tell us?

The percentage of NSCC graduates working in a related field is taken from the NSCC graduate follow-up survey. This allows us to gauge the fit of training to workforce requirements. A high relevancy allows us to be able to better predict labour supply in certain areas.

### Where are we now?

NSCC graduate employment rate is relatively consistent with the current employment situation in the province and the unemployment rate. The employment relatedness level has been constant over the last few years. This compares favorably to a survey LAE conducted in 2012 that indicated 25 percent of those without a university education are employed in a field directly related to their educational training and only 58 percent of university graduates are employed in a field related to their training.

### NSCC Grads Working in Related Field

	2009-10	2010-11	2011-12	2012-13	2013-14
NSCC Grads with employment relatedness	83%	80%	83%	83%	83%

### Where do we want to be?

Maintain or increase employment in a related occupation for NSCC graduates.

## 2.3. Percentage of those in career transition who had sufficient information to make career decisions

### What does this measure tell us?

This measure captures the percentage of 18-64 year olds who went through career transition in the last 2 years who agreed that they had sufficient information and advice to make career decisions. This captures respondents that agreed to this statement at a level of 8 or higher on a 1-10 scale. This measure relates to the responses to the survey question in LAE's Labour Market Activity and Intentions Survey (LMAIS), a household survey undertaken annually since 2011. When those who are undergoing or considering a transition are well-informed about their options and opportunities, they will be more likely to choose careers in areas that are in demand and experience more job satisfaction and less job transition.

### Where are we now?

This is the first year this question was asked in the household survey and produced a lower level of positive response than was hoped for. We are continuing to administer the survey on an annual basis.

### Informed career transitioners

	2013-14
Informed career transitioners	48%

### Where do we want to be?

We would like to see an increase in the percentage of survey respondents who recently underwent a career transition indicating that they felt well-informed (at least 50 percent by 2015).

## 2.4. Ratio of loans to grants in student assistance

### What does this measure tell us?

Consistent with Nova Scotia Student Assistance's mission to make post-secondary education accessible to all academically qualified Nova Scotians, we continue to try and balance student needs with good stewardship of public funds by striking a fair ratio between repayable (loan) and non-repayable (grant) student assistance.

### Where are we now?

Since 2010, the percentage of grants has increased relative to the percentage of loans, making Nova Scotia comparable to other jurisdictions in terms of financial support for students.

### Loans to Grants Ratio

	2009-10	2010-11	2011-12	2012-13	2013-14
Loans	80%	80%	70%	65%	60%
Grants	20%	20%	30%	35%	40%
Ratio of Loans to Grants	4:1	4:1	7:3	13:7	3:2

### Where do we want to be?

Our goal is to maintain 40 percent grants in student assistance.

### 3. SAFEGUARD: Make a safe, fair, and equitable work environment a priority for all employers and employees.

**OUTCOME (immediate or intermediate)**  
**LAE is leading the building of a culture of safety in Nova Scotia through education, enforcement and strong partnerships in workplace and technical safety.**

#### 3.1. LAE as a safe workplace leader

##### What does this measure tell us?

This measure is a comparison with other departments of the percentage of staff in LAE who expressed that “The department creates a safe work environment for its employees” in the Public Service Commission’s “How’s Work Going?” survey.

LAE should be a provincial government leader in workplace safety. Departments where work is done in office settings and there is little or no contact with the public have higher scores on this question than do departments that interact with the public regularly. As LAE does have frequent public contact in compliance roles, where there is a potential for conflict (for example during safety inspections), it will be challenging to meet this target.

##### Where are we now?

LAE has scored higher than the government average on this question over the past few cycles of the survey. In 2013, LAE scored the sixth highest among provincial departments. In 2013, the highest departmental score was 94 percent and LAE’s score was 84 percent.

#### Perception of LAE Providing a Safe Work Environment for Staff

	2004	2005	2006	2009	2011	2013
LAE staff in agreement	67%	82%	74%	83%	84%	84%
Highest Score				94%	89%	94%
Government Average	69%	83%	81%	82%	73%	75%

##### Where do we want to be?

LAE aspires to have the highest score on safety across all departments.

#### 3.2. Employee perception of safety in the workplace

##### What does this measure tell us?

This measure relates to the percentage of 18-64 year old Nova Scotians who agree that their work environment is safe and healthy. This measure relates to the responses to the survey question in LAE’s Labour Market Activity and Intentions Survey (LMAIS), a household survey undertaken annually since 2011. The score represents the number of respondents that scored this question 8 or higher on 1-10 scale. The employee perception of safety gives us an indicator of safety culture and practice in Nova Scotian workplaces.

**Where are we now?**

The Workplace Safety Strategy, a partnership with the Workers Compensation Board (WCB) and LAE, is working on strengthening workplace safety culture. The percentage of employees who perceive their workplaces as safe is similar to that found by the WCB in their survey with a similar question. This number has been increasing slowly in Nova Scotia.

**Perception of Safety in the Workplace**

	<b>2012-13</b>	<b>2013-14</b>
% of 18-64 year old Nova Scotians who agree that their work environment is safe and healthy	67%	69%

**Where do we want to be?**

We would like to increase the perception of safety in workplaces by 5 percent by the end of the Workplace Safety Strategy implementation in 2017.

**3.3. Compliance with the Occupational Health & Safety (OHS) Act and regulations by outside organizations (through an Internal Responsibility System)**

**What does this measure tell us?**

This measure looks at one central aspect of the OHS Act, the application of an Internal Responsibility System (IRS). Occupational Health and Safety inspectors report against an IRS checklist at each inspection and a percent compliance is calculated annually. Compliance with the IRS is an indicator of safety culture within a workplace.

**Where are we now?**

Inspectors report a good level of compliance to the IRS checklist in the past 4 years.

**Compliance with IRS**

	<b>2008-09</b>	<b>2009-10</b>	<b>2010-11</b>	<b>2011-12</b>	<b>2012-13</b>	<b>2013-14</b>
IRS Checklist Compliance	71%	79%	84%	82%	86%	81%

**Where do we want to be?**

We aim to maintain over 80 percent compliance to the IRS.

#### 4. GROW: Better meet labour market demands by retaining our youth, engaging under-represented groups.

##### **OUTCOME (immediate or intermediate)**

**Young Nova Scotians see more career opportunities in the province and under-represented communities are engaged in education and employment.**

##### 4.1. Confidence in meeting long-term career objectives while living and working in Nova Scotia

###### **What does this measure tell us?**

This measure looks at the percentage of 18-44 year olds who indicated they are fairly to very confident in meeting their long-term career objectives while living and working in Nova Scotia. This measure relates to the responses to the survey question in LAE's Labour Market Activity and Intentions Survey (LMAIS), a household survey undertaken annually since 2011.

Confidence of young working age Nova Scotians in meeting their career goals while living in Nova Scotia is an intermediate outcome goal for LAE. This measure is highly influenced by many factors beyond LAE's control, such as the global economy and federal policies which influence people's confidence in the labour market.

###### **Where are we now?**

This question has been asked for the past two years, and the results show a slight drop in confidence between the years 2012 and 2013. Some actions to increase confidence will be undertaken by LAE in this next year as part of the youth strategy and population strategy.

##### **Confidence in Meeting Long-Term Career Objectives in Nova Scotia**

	2012-13	2013-14
% of 18-44 year olds who are fairly to very confident in meeting their long-term career objectives in Nova Scotia	57%	50%

###### **Where do we want to be?**

We would like to increase this number over the next few years, understanding that LAE is a small contributor to overall confidence.

##### 4.2. Number of international students in universities in Nova Scotia

**What does this measure tell us?** Number of international students in universities in Nova Scotia relates to our recruitment success and quality of our universities. This is part of our international student strategy to attract and retain international students to support enrolment at Nova Scotia's universities and Provincial population goals.

###### **Where are we now?**

Both the absolute number and percentage of international students in Nova Scotia's universities has been increasing over the past five years.

## Number and Percentage of International Students in Nova Scotia Universities

	2008	2009	2010	2011	2012	2013
Number of International Students	3,822	4,398	5,066	5,863	6,605	Not available*
Percentage of total students	9%	11%	12%	14%	15%	Not available*

\*Data from the Maritime Provinces Higher Education Commission is not yet available for 2013.

### Where do we want to be?

Maintain the number and percentage of international students in Nova Scotia universities.

### 4.3. Number of new immigrant landings in Nova Scotia

**What does this measure tell us?** This measure refers to the number of new immigrants whose first point of settlement in Canada is Nova Scotia.

**Where are we now?** Although landings increased from 1,474 in 2003 to 2,651 in 2008, they dipped over a three-year period before beginning to rise again in 2012, when they reached 2,342. In 2013, landings surpassed 2,500 for the first time since 2007 and the trend is once again in a positive direction.

These increases in landings are likely a reflection of the historically high number of nomination certificates issued in the three-year period 2010 through 2012. Landings lag nominations by many months and there were 1,750 nominations in that three-year period versus 1,784 nominations in the five-year period from 2005 through 2009.

### Number of New Immigrant Landings in Nova Scotia

	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013
Number of New Immigrant Landings	1,474	1,771	1,929	2,586	2,523	2,651	2,424	2,408	2,138	2,342	2,529

**Where do we want to be?** Nova Scotia continues to work to maximize landings from all immigration pathways and to increase overall landings year over year. Achieving this goal is contingent on ongoing discussions with Citizenship and Immigration Canada (CIC).

### 4.4. Percentage of immigrants staying in Nova Scotia

**What does this measure tell us?** This measure refers to the percentage of immigrants whose first point of settlement in Canada over a five-year period is Nova Scotia and who remain here in the sixth year.

**Where are we now?** This measure was originally created using a baseline of 37% from the 2001 national census. The figure rose to 63% by the 2006 census. However, the discontinuation of the long-form census in 2011 means it is no longer possible to track retention with census data.

Similar calculations can be done using tax filer data available in the Longitudinal Immigration Database (IMDB). Based on tax filer data from 2012, the latest available year, the retention rate for immigrants arriving in Nova Scotia from 2007 through 2012 is 71%.

**Where do we want to be?** Our goal is continuous improvement in immigrant retention.

## 5. INFORM: Provide ease of navigation and access to enable Nova Scotians to get information about programs, services, and offerings.

**OUTCOME (immediate or intermediate)**  
**Improved awareness of and access to LAE's programs and services.**

### 5.1. Number of visitors to the [www.careers.novascotia.ca](http://www.careers.novascotia.ca) website

#### What does this measure tell us?

This metric represents the number of unique visitors (recorded as unique IP addresses) to the careers.novascotia.ca website, via web analytics. This lets us know how many people are accessing career and labour market information provided by LAE through its main career information portal. Our research indicates that 43 percent of working age Nova Scotians would access information about jobs on the internet. The same 2012 survey indicated that 26 percent of respondents were aware of [www.careers.novascotia.ca](http://www.careers.novascotia.ca) website.

This does not count the multiple users from a single terminal, such as those at career resource centres. 2013-14 is the first full year of data on [www.careers.novascotia.ca](http://www.careers.novascotia.ca) traffic. Prior to 2011, the site was called 'Career Options.'

Popularity of the career information site allows us to gauge if we are providing accessible information on careers and labour market information to persons within and without of the province.

#### Where are we now?

Traffic on the site is at a good level and shows both information and program pages being accessed.

#### Unique Visitors to careers.novascotia.ca

	2012-13	2013-14
Unique Visits	N/A	130,602
Notes	Full year statistics not available Total website visits over Apr 1 2013 - Mar 31 2014	

#### Where do we want to be?

Maintain growth in use of the site.

### 5.2. Awareness and accessibility of core LAE programs and services

#### What does this measure tell us?

This measure looks at various methods LAE uses to connect with the public. It includes the use of some of our toll-free contact lines, career centres and some results from public polling done intermittently in the department.

Although an increase in the use of toll-free lines can be an indication of the public's awareness of and willingness to connect with the LAE, it can also be an indication of a greater incidence of regulatory violations. Conversely, a decrease in number of calls may indicate a migration to other channels of communication. For example in labour standards, more enquiries are coming in via email than in the past.

An in depth exploration of the results of any variations in the number of contacts seen are needed in order to understand the context and significance of any changes.

**Where are we now?**

The results show that there is a good usership of the toll-free phone lines for safety and labour standards compliance. Drops in these numbers may indicate a migration away from the phone lines to other means of communication. Visits to the career centres which include an appointment with a career counsellor are increasing. There are additional self-serve users who are not able to be captured by the system as they are ‘drop in’ clients. Results from point in time surveys indicate that awareness of LAE’s career services is low amongst the general population.

**Public Contact**

	<b>2010-11</b>	<b>2011-12</b>	<b>2012-13</b>	<b>2013-14</b>
# Calls to (Labour Standards Line)	20,826	19,512	19,188	19,064
Estimate of number of people using ENS Careers Nova Scotia Centres (formerly EAS)	Data not reported.	Data not reported.	21,262	26,591

**Where do we want to be?**

Maintain high usership of the main points of contact for some of our core programs and increase awareness of career services.

## 6. ACCOUNT: Improve investment outcomes through informed decision-making and accountability measurement and evaluation.

**OUTCOME (immediate or intermediate)**  
**Meaningful evaluation and performance measures enable the reporting of progress and impact of LAE's work to Nova Scotians.**

### 6.1. Infrastructure to support departmental evaluation and measurement

#### What does this measure tell us?

This measure relates to our effort at LAE to build human and capital infrastructure to support the development and collection of departmental measures and updates. This includes the development of an IT system for monitoring and reporting, as well as building the evaluation culture and capacity to value ongoing collection of information and its use in evidence-based decision-making.

#### Where are we now?

LAE's new IT system for monitoring and reporting, IMPACT, was launched in October 2013. Training sessions on evaluation have been conducted with over 40 department staff having successfully completed an evaluation training session over the last three years.

#### Building Evaluative Culture at LAE

	2012	2013
Monitoring and Reporting IT System	Project start	Phase 1 launched, phase 2 in progress
Departmental Metrics	N/A	Project start, recommendations developed for 6 areas of collection and reporting department wide
Evaluation Training	28 people trained (4 day program workshop)	9 people trained (4 day program workshop) 14 people attended (senior management workshop)
Sustaining Evaluative Culture	N/A	Departmental Evaluation committees created for START evaluation and Sector Council Program evaluation.

#### Where do we want to be?

Actions have been proposed in the 14-15 LAE business plan in order to grow and maintain evaluative culture at LAE.

### 6.2. Public reporting on Departmental activities

#### What does this measure tell us?

LAE releases various public reports on departmental activities and impact. LAE is aiming to increase transparency in funding decisions and performance reporting.

**Where are we now?**

Actions have been proposed in the 14-15 LAE business plan in order to increase the number and types of information publicly available on a proactive basis. As this is a new measure, there is no data currently available.

**Where do we want to be?**

LAE would like to increase its transparency to the public in terms of funding and results.

## 5.0 Disclosure of Wrongdoing Report

The *Public Interest Disclosure of Wrongdoing Act* was proclaimed into law on December 20, 2011. The Act provides for government employees to be able to come forward if they reasonably believe that a wrongdoing has been committed or is about to be committed and they are acting in good faith. The Act also protects employees who do disclose from reprisals by enabling them to lay a complaint of reprisal with the Labour Board.

The following table identifies all such disclosures reported to the Deputy Minister of Labour and Advanced Education.

Information required under Section 18 of the Act	Fiscal Year 2013-14
The number of disclosures received	0
The number of findings of wrongdoing	0
Details of each wrongdoing	0
Recommendations and actions taken on each wrongdoing	0