

Alberta Human Resources and Employment

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Building Alberta's Workforce

# 2005 *highlights* 2006





**Minister Mike Cardinal**  
**Human Resources**  
**and Employment**

## Message from the Minister

Last year, the Department of Alberta Human Resources and Employment (AHRE) met or exceeded the majority of its performance measure targets and invested almost \$727 million to ensure Albertans had the programs, services and support they needed.

The Department developed a policy to increase the number of immigrants to Alberta, and supported their needs through settlement services and language training programs.

AHRE co-developed government's long-term labour force development strategy, *Building and Educating Tomorrow's Workforce*. It outlines strategies to address Alberta's labour shortages.

The Department also helped people get the skills and labour market information they needed to find and keep jobs, and provided financial help, health benefits and child support services to Albertans with low incomes.

AHRE's activities are based on five goals. The following pages provide some examples of how the work done by department staff continued to make Alberta a better place to live and work.

*Original signed by:*

Honourable Mike Cardinal  
Minister, Human Resources and Employment

[www.hre.gov.ab.ca](http://www.hre.gov.ab.ca)

## Goal 1:



Albertans are referred to training before applying for income support and can be helped to get and keep jobs.

Eligible Income Support clients received an extra \$100 per month.  
[www.hre.gov.ab.ca/isp](http://www.hre.gov.ab.ca/isp)

Child Support Services helps families get legal agreements for child support.  
[www.hre.gov.ab.ca/css](http://www.hre.gov.ab.ca/css)

Adult Health Benefit  
[www.hre.gov.ab.ca/ahb](http://www.hre.gov.ab.ca/ahb)  
Child Health Benefit  
[www.hre.gov.ab.ca/achb](http://www.hre.gov.ab.ca/achb)

### Low-income Albertans can meet their basic needs

Through Alberta Works, we provided Employment and Training Services, Income Support, Health Benefits, and Child Support Services. [www.hre.gov.ab.ca/albertaworks](http://www.hre.gov.ab.ca/albertaworks)

We partnered on the **Families First Edmonton** research project to determine if the co-ordinated delivery of services provides better outcomes for families with low income.

With Alberta Justice, we implemented the *Family Law Act*, which focuses on the best interests of children and encourages mediation to settle family law disputes.

We assisted eligible Albertans to access the **Alberta Adult Health Benefit**, which promoted self reliance and attachment to the workforce. The number of **Alberta Child Health Benefit** clients increased by 6% to more than 70,600 children.

## Goal 2:



### Albertans have the skills, supports and information they need to succeed in the labour market

There were more than **3-million visits** to the Alberta Learning Information Service (ALIS) website.  
[www.alis.gov.ab.ca](http://www.alis.gov.ab.ca)

More than **1.4 million services** were accessed through Labour Market Information Centres.  
[www.hre.gov.ab.ca/lmic](http://www.hre.gov.ab.ca/lmic)

AHRE clients were successful in achieving their **training and employment goals**.

**Ninety-seven per cent (97%)** of Career Information Hotline clients were satisfied.  
**1-800-661-3753 toll-free**  
**422-4266** in Edmonton.  
[www.hre.gov.ab.ca/cih](http://www.hre.gov.ab.ca/cih)

**AHRE provided programs and services** to help youth, immigrants, Aboriginal people, older workers, people with disabilities and income support and employment insurance clients to develop skills to increase their **labour force participation**.

There was a **48% increase** in the number of jobs posted on the **Canada-Alberta Job Order Bank Service**. The “Job Match” feature on the website gave employers and job seekers the chance to connect with each other.  
[www.hre.gov.ab.ca/jobs](http://www.hre.gov.ab.ca/jobs)

**Eighty-two per cent (82%) of clients** felt their training prepared them for employment. Of people who participated in training programs, **80% got jobs and 75% of First Nations Training to Employment Program participants were employed** after completing their program.

More than **41,000 client assessment sessions**, almost 1,490,000 information services and **727,600 information resources** were provided to Albertans. Clients were satisfied with **Work Foundations (95%)** and **Training for Work (87%)** programs.

## Goal 3:



### Alberta has a productive workforce that meets the needs of the economy today and in the future

We co-lead development of Alberta's 10-year labour force strategy, **Building and Educating Tomorrow's Workforce**.

AHRE supported the needs of immigrants through settlement services and language training programs.

AHRE released several publications on Alberta's labour market trends and issues.

**Youth Connections** provides Albertans aged 16 to 24 with career and employment assistance.  
[www.hre.gov.ab.ca/youthconnections](http://www.hre.gov.ab.ca/youthconnections)

We implemented the **Skills Shortages Strategy**, hosted the **Developing a World Class Labour Force** forum, and published the *Alberta Occupational Supply and Demand Outlook 2005-2015* and *2005 Alberta Wage and Salary Survey*.

AHRE developed the government policy, *Supporting Immigrants and Immigration to Alberta*, to attract, retain and increase the number of immigrants to Alberta.  
[www.hre.gov.ab.ca/immigration](http://www.hre.gov.ab.ca/immigration)

Alberta had the **highest labour productivity**, the **highest labour force participation rate** (72.6%) and the **lowest unemployment rate** (3.9%) in Canada.

**Pilot projects were developed for Alberta youth** who are not attending school, are unemployed or are underemployed to provide opportunities to enter trades.

## Goal 4:



### Alberta has a fair, safe and healthy work environment

Workplace Health and Safety Contact Centre  
1-866-415-8690,  
415-8690 in Edmonton.  
[www.hre.gov.ab.ca/whs](http://www.hre.gov.ab.ca/whs)

The **workplace injury rate dropped to 2.4**, the lowest in over a decade. This means there were **over 14,000 prevented lost-time injuries** for workers and over \$220 million in annual direct WCB claims cost savings each year since 2000.

Employment Standards Contact Centre  
(780) 427-3731 toll-free  
via 310-0000

We initiated the **Employment Standards Review** by holding public and stakeholder consultations and **increased the minimum wage to \$7.00** per hour from \$5.90 per hour.  
[www.hre.gov.ab.ca/employmentstandards](http://www.hre.gov.ab.ca/employmentstandards)



More than **340 employers were acknowledged as Alberta's Best Safety Performers**. Work Safe Alberta was awarded the silver 2005 Institute of Public Administration of Canada Award for innovative management.

[www.worksafely.org](http://www.worksafely.org)

Alberta continued to have one of the **most stable labour relations climates in Canada**.

**Ninety-eight per cent (98%)** of expired collective bargaining agreements were settled **without a work stoppage**.

## Goal 5:



Partnering ministries were **92% satisfied with our collaboration on cross-ministry initiatives.**

Our **Commitment to Service Excellence principles** are practised throughout the department.

Our continuous improvement and innovative efforts were recognized with **Premier's Awards of Excellence.**

AHRE introduced **debit cards for clients who don't have bank accounts**, to enhance the delivery of benefits.

## Albertans receive effective and efficient programs and services

AHRE successfully completed its strategies in support of the Government's cross-ministry priorities: **Leading in Learning and Skilled Workforce**; Economic Development and Innovation; **Health Innovation and Wellness**; Aboriginal Policy, and Children and Youth.

We implemented the Common Service Standards Project to adopt a continuous improvement approach to the delivery of counter and contact centre services. **Clients recognized us for being courteous (94%) and knowledgeable (92%).**

**The Premier's Award of Excellence** was awarded to: **Gold:** Work Safe Alberta; **Silver:** Strategic Information Environment; **Bronze:** City Centre Area: Centred on Service; Team Up; and Centralized Student Funding Contact Centre: Support for Learner Success - Just One Call Away.

We initiated a pilot project to test **debit cards** for students and income support clients who do not have bank accounts. The card is designed to get students out of long cheque lines and **save income support clients trouble and delay**, which would occur if they had to cash cheques instead.



**Deputy Minister  
Ulysses Currie**  
**Alberta Human  
Resources and  
Employment**

## Message from the Deputy Minister

AHRE will continue to provide supports to those in need, and ensure workplaces are fair, safe and healthy. However, our focus must also be to help those who can work, find work, to prepare for a growing global economy.

It is forecast that in 10 years Alberta could face a shortfall of more than 86,000 workers. AHRE and Advanced Education, working with other government departments, have developed a 10-year plan to sustain Alberta's long-term economic prosperity.

***Building and Educating Tomorrow's Workforce: Alberta's 10-Year Strategy*** answers Alberta's current and future labour needs, and prepares us for our growing global economy. The strategy is available online at [www.hre.gov.ab.ca/betw](http://www.hre.gov.ab.ca/betw).

Our partners and industry acknowledge that they have a major role to play, but they are looking to us for leadership.

*Building and Educating Tomorrow's Workforce* will keep Alberta at the head of the pack in developing a labour force that is prepared for today and tomorrow. With all of us working together, we can meet this challenge head on.

*Original signed by:*

Ulysses Currie

Deputy Minister, Alberta Human Resources and Employment