



MINISTRY OF LABOUR AND SOCIAL SECURITY

Annual Performance Report

2018/2019

**ANNUAL
PERFORMANCE REPORT
2018/19**

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GLOSSARY OF TERMS

CARICOM SINGLE MARKET AND ECONOMY (CSME)

CARICOM Single Market & Economy:	This refers to the creation of a single market economic space among 12 Caribbean nations as opposed to 12 separate and distinct markets and economies; each governed by its own rules and separated by difficult barriers. It allows for free movement of CARICOM goods, services, people and capital in the participating Member States through the removal of monetary, legal, physical, technical and administrative barriers which have historically prevented such activities from taking place. It is a structure that ought to facilitate harmonisation of economic, monetary and fiscal policies and measures in the participating States.
Free Movement:	This means that provisions have been or are being put in place to allow for the movement of goods, services, capital and people across Participating States of the Caribbean Community, without restrictions. This is to facilitate a more efficient and competitive production of goods and services for both regional and international markets.
Free Movement of Skilled Persons:	The free movement of skill/labour entails the right of a CARICOM National labour: to seek work or engage in gainful employment in participating CARICOM Member States as either a wage-earner or non-wage earner, without the need to obtain a work permit in the Member State in which he/she desires to work. At this time the “free movement of skilled persons” allows for the removal of work permits for University graduates, media workers, sports persons, musicians, artists, managers, supervisors, and other service providers. Workers in these categories can now move freely to another Member State and enjoy the same benefits, rights and conditions of work and employment as those given to nationals of the host country.

CONCILIATION

Essential Services:	The Essential Services Regulations were established under the first schedule to the Labour Relations and Industrial Disputes Act (LRIDA). Under the Essential Services Regulations certain services are debarred from taking strike actions. These include hospitals, fire fighting services and correctional services as well as services connected with the loading and unloading of ships.
Industrial Disputes:	<p>An industrial dispute is a dispute between one or more employer or organisations representing employers and one or more worker or organisations representing workers, where such dispute relates wholly or partly to:-</p> <ol style="list-style-type: none">terms and conditions of employment, or the physical conditions in which workers are required to work; orengagement or non-engagement, or termination or suspension of employment, of one or more worker; orallocation of work as between workers or groups of workers; orany matter affecting the privileges, rights and duties of any employer or organisation representing employers or of any worker or organisation representing workers.

Industrial Disputes Tribunal:	The Industrial Disputes Tribunal (IDT) was established under Section 7 (1) of the Labour Relations and Industrial Disputes Act (LRIDA) of 1975. It is the final arbiter of disputes.
Local level:	This is the first step in the dispute process and should take place at the Plant or Organisational level.
Man-Days Lost:	Man-Days Lost are work days during which workers take industrial action and are therefore not performing normal duties as required under their contract of employment.
Petered out:	This term refers to a dispute that is no longer being pursued.
Representational Rights Poll:	A Representational Rights Poll is a ballot, which is taken by Ministry personnel in order to determine if a union has a majority of the eligible votes in respect of the category or categories of workers claimed for. If this is obtained the union is then recognised by the company as the Representative of these workers.
Sick Out:	An organised absence from work by a group of workers purporting to be ill in furtherance of an industrial dispute.
Strike	A concerted stoppage of work by a group of workers in contemplation or furtherance of an industrial dispute whether those workers are parties to the dispute or not and whether it is carried out during or on termination of their employment.
Work Stoppage:	A work stoppage means a concerted stoppage of work by a group of workers in contemplation or furtherance of an industrial dispute, whether those workers are parties to the dispute or not and whether it is carried out during or on the termination of their employment.

GOVERNMENT LOCAL EMPLOYMENT SERVICE

Electronic Labour Exchange:	This section operates both a manual and an electronic system which seeks to facilitate the efficient matching of jobseekers and employers.
Notified Vacancies:	A notified vacancy refers to an employer informing the Ministry of job vacancies.
Placements:	This refers to the number of persons placed in jobs.
Registration:	Registration refers to persons applying for jobs through the Ministry.

WORK PERMIT

Work Permit:	A work permit is a document which gives foreigners permission to work in Jamaica.
Work Permit Exemption:	This applies to certain categories of persons who are not required to obtain work permits. These categories include: <ul style="list-style-type: none"> - Ministers of Religion - Foreign spouses of Jamaicans - Persons employed by Statutory Organisations - Persons covered by (14) or (30) days clause - Registered full-time students at U.W.I.

- Wives of registered full-time students at U.W.I.
- Employees at U.W.I.
- Employees at U.H.W.I.
- CARICOM nationals who are graduates of selected
- CARICOM universities with degrees, diplomas and/or certificates;
- CARICOM nationals who are musicians, media personnel, artists and sports persons.

OCCUPATIONAL SAFETY AND HEALTH

Inspection: An Inspection is the examination of a work place or establishment to determine if its safety, health and welfare conditions are of the required standards.

Investigations: This is a visit by labour inspectors to investigate accidents or other occurrences and to make recommendations or give advice on preventative measures.

NATIONAL INSURANCE SCHEME

Employment Injury Benefit: Employment Injury Benefits become payable to all employed persons 18-70 years old (men) and 18-65 (women) if they sustain injury in insurable employment.

Employment injury benefits include:

- Medical Treatment
- Benefit for Temporary Incapacity
- Disablement Pension
- Death Benefit

Funeral Grant: A Funeral Grant is payable on the death of:

- an insured person
- an insured person's spouse
- a National Insurance Pensioner (except Special Anniversary Pensioners).

Invalidity Benefit: An Invalidity Benefit pension or grant is payable to:

- a man who is under 65 years; or a woman who is under 60 years but who can no longer work because of mental or physical illness.

Maternity Benefit: A maternity benefit is payable only to domestic workers in a private household who have satisfied the contribution conditions.

NIGold: A health care programme for pensioners under the National Insurance Scheme (NIS). It came into effect December 2003. Benefits include:

- Doctors visits
- Diagnostic services
- Dental/ Optical services
- Surgeons' fees
- Hospital room and board.

Old Age Benefit: An Old Age Benefit is paid to a person, who has reached retirement age, i.e.:

- A man aged 65 or over who has made the required National insurance

contributions and has actually retired.

Orphan's Benefit:	Any adult who has the care of a child under 18 years whose parents were married and are both dead. This benefit is payable from the date on which the child became an orphan until he/she is 18 years old.
"Shadow" Expense:	This is a person who provides assistance to persons with moderate and severe disabilities to enable them to function in the classroom.
Special Anniversary Pension:	Effective September 30, 1991, a new category of benefit was introduced to commemorate the 25th anniversary of the National Insurance Scheme. The only criterion for eligibility is age. A person applying should be born on or before January 1906.
Special Child's Benefit:	Any adult who is caring for a child under 18 years old, of unmarried parents whose mother is dead and whose father is either dead or cannot be identified.
Vision 2030:	National Development Plan for Jamaica which aims to put the country in a position to achieve developed country status by 2030
Widows/Widower's Benefit:	<p>A Widow's Benefit is paid to a:</p> <ul style="list-style-type: none">- spouse whose partner is dead; or- person who lived in a common-law union whose partner is dead. <p>Thus the following may also claim a:</p> <ul style="list-style-type: none">- single woman/man who was living with a single man/woman- single woman/man who was living with a widower/widow- widow/widower who was living with a widower/widow

ACRONYMS

ADHD	-	Attention Deficit Hyperactivity Disorder
AF	-	Abilities Foundation
AGC	-	Attorney General's Chambers
AWOL	-	Absent Without Official Leave
BITU	-	Bustamante Industrial Trade Union
BOWEC	-	Building Operation & Works of Engineering Construction
CARICOM	-	Caribbean Community and Common Market
CCPA	-	Child Care Protection Act
CDA	-	Child Development Agency
CES	-	Community Engagement Series
CMI	-	Caribbean Maritime Institute
CRPD	-	Conventions on the Rights of Persons with Disabilities
CPC	-	Chief Parliamentary Counsel
CSEC	-	Caribbean Secondary Examination Certificate
CSM	-	CARICOM Single Market
CSME	-	CARICOM Single Market and Economy
CTD	-	Chief Technical Director
CwDs	-	Children with Disabilities
DCOA	-	Dominica Council on Ageing
E&EG	-	Education and Entrepreneurship Grant
EARA	-	Employment Agencies Regulation Act
EAU	-	Employment Agency Unit
ECLAC	-	Economic Commission for Latin America and the Caribbean
EEG	-	Economic Empowerment Grant
ELE	-	Electronic Labour Exchange
ESCO	-	Energy Service Company
ESI	-	Education and Social Intervention
ESP	-	Early Stimulation Programme
ESS	-	Employee Suggestion Schemes
ETRP	-	Employment Termination and Redundancy Payments
ETRPA	-	Employment (Termination and Redundancy Payments) Act
EU	-	European Union
FSC	-	Financial Services Commission
FSU	-	Family Services Unit
FY	-	Financial Year
GAH	-	Golden Age Home
GDP	-	Gross Domestic Product
GOJ	-	Government of Jamaica
HEART Trust/NTA-	-	Human Employment and Resource Training/National Training Agency
HRD	-	Human Resource Development
HRM&A	-	Human Resources Management and Administration
HRMAJ	-	Human Resources Management Association of Jamaica
IADB	-	Inter-American Development Bank
ID	-	Industrial Disputes
IDT	-	Industrial Disputes Tribunal

IEP	-	Individualized Education Plans
IH	-	Industrial Hygiene
ILA&I	-	International Labour Agencies and Information
ILO	-	International Labour Organization
IMF	-	International Monetary Fund
ISPL	-	Integrated Social Protection and Labour
IR	-	Industrial Relations
ITC	-	International Training Centre
JADEP	-	Jamaica Drug for the Elderly Programme
JAID	-	Jamaica Association on Intellectual Disabilities
JAMPRO	-	Jamaica Promotions
JBDC	-	Jamaica Business Development Centre
JCC	-	Jamaica Chamber of Commerce
JCF	-	Jamaica Constabulary Force
JCPD	-	Jamaica Council for Persons with Disabilities
JCTU	-	Jamaica Confederation of Trade Unions
JEA	-	The Jamaica Exporter's Association
JEF	-	Jamaica Employers' Federation
JFLL	-	Jamaica Foundation for Lifelong Learning
JICA	-	Japan International Cooperation Agency
JIS	-	Jamaica Information Service
JLS	-	Jamaica Library Service
JMEA	-	Jamaica Manufacturers and Exporters Association
JNISS	-	Jamaica National Insurance Software System
JPC	-	Jamaica Productivity Centre
JSB	-	Jamaica Society for the Blind
JSDF	-	Japan Social Development Fund
JUTC	-	Jamaica Urban Transit Company
KSA	-	Kingston and St. Andrew
KSAC	-	Kingston and St. Andrew Corporation
LAC	-	Labour Advisory Committee
LMIA	-	Labour Market Impact Assessment
LMI	-	Labour Market Intelligence
LMIS	-	Labour Market Information System
LMRC	-	Labour Market Reform Commission
LOPA	-	Labour Officers (Powers) Act
LRIDA	-	Labour Relations and Industrial Disputes Act
MD&As	-	Ministries, Departments and Agencies
MICO	-	The MICO University College
MIS	-	Management Information System
MIPAA	-	Madrid International Plan of Action and Association
MLC	-	Maritime Labour Convention
MLSS	-	Ministry of Labour and Social Security
MOCA	-	Major Organised Crime and Anti-Corruption Agency
MOEYI	-	Ministry of Education, Youth and Information
MOFP	-	Ministry of Finance and Planning
MOU	-	Memorandum of Understanding
MSME	-	Micro, Small and Medium Enterprises

MSET	-	Ministry of Science, Energy, Technology
NABD	-	National Advisory Board on Disabilities
NCC	-	National Contracts Commission
NCSC	-	National Council for Senior Citizens
NEO	-	New Employment Opportunities
NEP	-	National Employment Policy
NGOs	-	Non-Governmental Organisations
NHT	-	National Housing Trust
NI	-	National Insurance
NI Act	-	National Insurance (Amendment) Act
NIGOLD	-	National Insurance Scheme Health Plan for Pensioners
NIF	-	National Insurance Fund
NIS	-	National Insurance Scheme
NLMS	-	National Labour Market Survey
NPJC	-	National Partnership for Jamaica Council
NVQ-J	-	National Vocational Qualification Jamaica
NVRS	-	National Vocational Rehabilitation Service
NWP	-	National Workplace Policy
NWU	-	National Workers Union
NYS	-	National Youth Service
OAS	-	Organisation of American State
OCA	-	Office of the Children Advocate
OCR	-	Office of the Children's Registry
ODPEM	-	Office of Disaster Preparedness and Emergency Management
OJT	-	On-the-Job Training
OSH	-	Occupational Safety and Health
OSHA	-	Occupational Safety and Health Act
OSHD	-	Occupational Safety and Health Department
PAD	-	Public Assistance Department
PATH	-	Programme of Advancement Through Health and Education
PCEB	-	Pay and Conditions of Employment Branch
PEAs	-	Private Employment Agencies
PICA	-	Passport, Immigration and Citizenship Agency
PIOJ	-	Planning Institute of Jamaica
PLCS	-	Productivity Linked Compensation Systems
PRD	-	Poor Relief Department
PRMU	-	Planning, Research and Monitoring Unit
PSE	-	Public Sector Efficiency
PSP	-	Public Sector Performance
PSTU	-	Public Sector Transformation Unit
PwDs	-	Persons with Disabilities
RADA	-	Rural Agricultural Development Authority
SAWP	-	Seasonal Agriculture Workers Programme
SBA	-	School Based Assessment
SDC	-	Social Development Commission
SEP	-	Special Employment Programme
SID	-	Sustainability Index and Dashboard
SIP	-	Social Intervention Programmes

SRC	-	Scientific Research Council
STATIN	-	Statistical Institute of Jamaica
STW	-	Steps-To-Work Project
TAAD	-	Taxpayer Audit and Assessment Department
TAJ	-	Tax Administration of Jamaica
TASU	-	Technical Assistance Service Unit
TFWP	-	Temporary Foreign Worker Programme
TIP	-	Trafficking in Persons
TVET	-	Technical and Vocational Education and Training
UAWU	-	University and Allied Workers Union
UCASE	-	Union of Clerical, Administrative and Supervisory Employees
UHWI	-	University Hospital of the West Indies
UNCRPD	-	United Nations Conventions on the Rights of Persons with Disabilities
UNDP	-	United Nations Development Programme
UNIDO	-	United Nations Industrial Development Organization's
UPPE	-	Union of Public & Private Employees
USAID	-	United States Agency for International Development
UTECH	-	University of Technology, Jamaica
UWI	-	University of the West Indies
VCP	-	Voluntary Compliance Programme

MESSAGE FROM THE MINISTER



I am pleased to present the Annual Performance Report of the Ministry of Labour and Social Security, highlighting the activities and achievements for the Financial Year 2018/19. In light of the many challenges, we were able to deliver quality services and surpassed our targets in some cases.

The year 2018/19 was particularly special to us as it marked the 80th anniversary of the establishment of the Labour department. I am proud to say that in 2018/19, the Ministry delivered on all fronts, we were able to maintain a stable industrial relations climate, responded to the needs of the labour market and *delivered an effective social safety net for the most vulnerable groups in our society*. The Programme of Advancement

Through Health and Education (PATH), Steps To Work and the Social Intervention Programmes (SIPs) continue to play a critical role in assisting and empowering the less fortunate. These programmes have been integral in assisting the government in alleviating poverty in Jamaica.

As we grapple with the challenge of unemployment in rural Jamaica, the Ministry continues to look overseas for opportunities for our farmers and hospitality workers in Canada and the United States. In our drive to maintain a stable and harmonious industrial relations climate, we conducted several sensitization sessions with our social partners and stakeholders. This has resulted in employers and employees being more knowledgeable of the Labour laws and are now making more informed labour related decisions. We also hosted “Road Shows” in an effort to enlighten and educate the public on the roles and functions of the Ministry.

The Ministry continues to champion the cause for the new Occupational Safety and Health Bill. Currently, this Bill is being reviewed and discussed before a Joint Select Committee before Parliament. The objective of the OSH Act is to address many of the shortcomings and limitations in the old Factories Act.

As Minister, I am firmly against any mistreatment or marginalization of our children, elderly, persons with disability and any other vulnerable groups. This is why we are continuously working on new policies and laws to address some of the needs of these groups.

Steps are on the way to have the Disabilities Act implemented in the next financial year; simultaneously we are having public consultations on the National Policy for Senior Citizens. The ensuing year will see the Government offering improved services to our seniors within a structured framework.

A handwritten signature in black ink, appearing to read 'Shahine Robinson', written over a light blue horizontal line.

Honourable Shahine Robinson, MP.
Minister of Labour and Social Security
July 2019

MESSAGE FROM THE MINISTER OF STATE



The Fiscal year 2018/19 was an eventful and hectic one for the Ministry of Labour and Social Security. However, despite the heavy workload, we were able to play our part in nation-building through our efficient and effective labour and social security services.

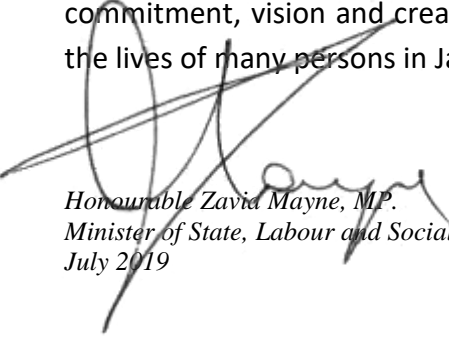
As State Minister, I am proud of the work we did throughout the year, as we were able to touch and change the lives of many persons across the island through our numerous programmes. Our Programme of Advancement Through Health and Education (PATH) continues to invest heavily in the lives of the most vulnerable in our society. This investment continues to pay rich dividend as some of our beneficiaries who were below the poverty line when they started out on PATH have become self-reliant and are now able to fully take care of themselves and their loved ones. Students on the programme continue to perform at very high standards. Last year's Rhode Scholar and the champion girl for this year's Spelling Bee competition are both products of PATH.

Child labour remains an area of focus for us at the Ministry. Child labour not only exposes our children to health hazard and sexual exploitation, but also interferes with their schooling in some cases. We are totally against this practice and we will be working overtime to ensure that proper programmes and policies are put in place so we can eliminate child labour by 2025. The existing Legislation is now under review and we are working to finalise the National Policy on Child Labour in order to address this serious problem.

Another important area which the Ministry is working to address is the discrimination against Persons with Disabilities (PWDs). It is critical that new policies are formed to prevent PWDs from being discriminated against. For years, they have been marginalized and are not given opportunities as able-bodied persons in the work place.

Clearly, more needs to be done to combat this kind of injustice as it not only stifles the growth and development of PWDs but also creates a level of inequality in our country. It is full time we begin to see PWDs for their capabilities instead of focusing on their disabilities. A Code of Practice is currently being drafted for review which will provide minimum standards by which the public should treat PWDs.

I would like to thank the entire staff of the Ministry of Labour and Social Security for their commitment, vision and creativity. Your dedication to duty has played a significant role in changing the lives of many persons in Jamaica.


*Honourable Zavia Mayne, MP.
Minister of State, Labour and Social Security
July 2019*

MESSAGE FROM THE PERMANENT SECRETARY



The Ministry of Labour and Social Security continues to play a pivotal role in improving the country's macro-economic conditions. In the 2018/19 fiscal year, we fulfilled our mission by providing effective and efficient services to aid in the stabilisation of the industrial relations climate, securing greater opportunities for both local and overseas employment, as well, as strengthening the social protection mechanisms to the most vulnerable Jamaicans.

This year the Ministry adopted a tagline ***"Providing Opportunity, Stability and Social Security"*** and we are committed to fulfilling that mandate. The

Ministry continued its efforts to provide assistance for children, elderly, persons with disabilities, unemployed and at-risk youths. This Ministry's flagship public assistance programme PATH implemented a back to school grant that saw over \$563,745M being spent.

Jamaica was the first country to ratify the United Nations Convention on the Rights of Persons with Disabilities in March 2007 and in October 2014, the Disabilities Act was enacted. We are therefore guided by the principle of protecting the rights of persons with disabilities, with the aim of promoting their quality of life and independence. The Codes of Practice and attendant Regulations are currently being prepared to effect the Act.

The Ministry is committed to enhancing labour market efficiency and productivity through information studies to identify the gaps in our labour market and creating the nexus between employers and those seeking employment. Through our Overseas Employment Programmes, we were able to place approximately 17, 000 Jamaicans in employment in Canada and the United States.

In keeping with the mandate of modernising government, we continue to undertake major works at improving our operational plant with the opening of our new office in Hanover and a soon to be completed office in St Ann. Additionally, we are upgrading our IT infrastructure, which will enable us to move more of our services online, expand digitisation of files in parishes and reduce the use of paper.

I take this opportunity to express appreciation to the hardworking and dedicated staff of the Ministry of Labour and Social Security. Let us continue to work diligently and creatively towards our objective of enhancing the quality of life for all Jamaicans.

A handwritten signature in black ink, reading "Colette Roberts Risdan".

Colette Roberts Risdan
Permanent Secretary

Ministry of Labour and Social Security
July 2019

1.0 BRIEF HISTORY, AIMS AND RESPONSIBILITIES OF THE MINISTRY OF LABOUR AND SOCIAL SECURITY

The Ministry of Labour and Social Security (MLSS) is concerned with matters affecting individuals in their capacity as workers, employers, members of the country's labour force, National Insurance Scheme (NIS) pensioners, Persons with Disabilities (PwDs), Senior Citizens and beneficiaries of Public Assistance/Programme of Advancement Through Health and Education (PATH).

The responsibilities of the Labour Division are administered through the Industrial Relations, Manpower Services and Occupational Safety & Health (OSH) Departments. The work of the Social Security Division is carried out through the NIS, Public Assistance programmes, as well as programmes for PwDs and senior citizens.

The Labour Division of the Ministry commenced operation in 1938 as an Employment Bureau. It was the first official response to growing unemployment, which was widespread throughout Jamaica at the time. The relationship between employer and employee then, was one of master and servant. This gave rise to grave economic disparities, as most persons were recipients of low wages and lived and worked in substandard conditions. With this, there was a need for the development of an agency to monitor the working conditions that existed in the labour market.

In response to a need for social programmes which catered to all sections of the population, a planning team was established in the Ministry, to develop a social security scheme. This gave rise to the NIS, which is a compulsory contributory social security scheme. It offers financial protection to the worker and his family, against loss of income arising from injury on the job, incapacity, retirement or death of the contributor.

The Ministry obtained technical assistance from the International Labour Organization (ILO) to develop proposals for this Scheme. The National Insurance (NI) Act was passed in 1965 and became effective April 4, 1966. The Scheme was established under the liabilities of the Sugar Workers' Pension Scheme.

The Social Security Division of the Ministry seeks to provide a social safety net through the efficient administration of the contributory NIS and non-contributory Public Assistance Programmes.

MANDATE

- Promote industrial harmony, decent work and maintain an efficient and effective labour market
- Provide effective social security services
- Provide leadership to facilitate growth in productivity

VISION

To be the premiere Ministry, contributing to national development, through the provision of efficient and effective labour and social security services, within the context of a globalized economy.

MISSION

To foster a responsive labour market and deliver effective social protection services that empowers individuals and their families, while promoting a culture of productivity and decent work.

CORE VALUES

Integrity, Client Focused, Results Oriented, Efficiency, Accountability, Transparency, Excellence **(ICREATE)**.

THE PRIORITY PROGRAMMES AND PROJECTS OF THE MINISTRY

- Social Protection
- Labour Market Reform
- Industrial Relations
- Employment

STRATEGIC OBJECTIVES

The Ministry's strategic objectives are to:

1. Continuously promote industrial relations harmony
2. Increase local and overseas employment opportunities
3. Ensure prudent financial management of budgetary allocation, as well as real growth in the Fund's Net Assets
4. Advance technology and innovation through the improvement and implementation of new systems
5. Increase accessibility to the Ministry's services and benefits through re-engineered business processes for major programmes
6. Improve customer service delivery, through increased adherence to service standards
7. Train/develop staff/individuals

STRATEGIC OUTCOMES

The strategic outcomes of the Ministry are:

1. A harmonious industrial relations climate
2. A responsive and adaptable labour market
3. Increased opportunities to access employment, both locally and overseas
4. A well managed and fiscally prudent Fund
5. Increased access to services through innovation and technological advancement
6. Satisfied customers, staff, stakeholders and partners
7. Motivated, trained, skilled and equipped staff

PORTFOLIO AREAS

The main responsibilities of the Labour Division of the Ministry are administered through:

1. Industrial Relations

- Conciliation and Pre-conciliation
- Pay and Conditions of Employment Branch (PCEB)
- 2. Industrial Disputes Tribunal (IDT)
- 3. Child Labour
- 4. Manpower Services
 - Overseas Employment
 - Local Employment/Electronic Labour Exchange (ELE)
 - Employment Agencies
- 5. Work Permit
- 6. Occupational Safety and Health (OSH)
- 7. The Jamaica Productivity Centre (JPC)

The work of the Social Security Division is carried out through the following Programmes:

1. National Insurance
2. National Insurance Fund (NIF)
3. Public Assistance/Programme of Advancement Through Health and Education (PATH)
4. Social Intervention Programme (SIP)
5. Jamaica Council for Persons with Disabilities (JCPD)
6. Early Stimulation Programme (ESP)
7. Abilities Foundation
8. National Council for Senior Citizens (NCSC)

BUDGET SUMMARY

TOTAL FUNDING REQUIREMENT	Actual Expenditure	Estimates of Expenditure
	2018/19	2019/2020
	(J\$ 000)	(J\$ 000)
Total Recurrent	2,907,536	1,671,075
Total Capital A	-	-
Total Capital B	6,630,927	5,182,796
Total Appropriations in Aid	<u>813,000</u>	<u>813,000</u>
Total Funding Requirement	<u>10,351,463</u>	<u>7,666,871</u>

2.0

THE NATIONAL INSURANCE SCHEME



The National Insurance Scheme (NIS) is a compulsory contributory funded social security scheme which requires contributions from persons 18-65 years, who are employed. It was designed to meet International Labour Organization (ILO) social security standards and thus provides a minimum guarantee of social security coverage for all workers.

Benefits are available under the Scheme which is administered under the NI Act, through a network of thirteen (13) parish offices and five (5) specialised units. These units are Contributions and Records, Compliance, Claims/Benefits, Fund Accounts and International Social Security. Their main functions are to register persons; monitor and enforce the contributions provisions of the law to ensure payment of contributions; and determine eligibility and award benefits. These benefits include Retirement/Old Age, Widows'/Widowers', Invalidity, Special Child, Orphan, Special Anniversary, Employment Injury, Employment Injury Death, Employment Injury Disablement, Dependent Spouse Allowance, Maternity Allowance, Funeral Grant, Retirement Pension and NIGOLD (health insurance). They are paid in the form of a pension or a grant and are payable on a long or short-term basis. In order to be eligible for these benefits, persons between the ages of 18 and 70 years who are gainfully occupied in insurable employment are required to be registered with the NIS. The insurable population includes employed and self-employed persons, as well as voluntary contributors. These persons must register and contribute under the Scheme.

2.1 TARGETS 2018/19

1. Increase public awareness:

- Conduct 696 public education sessions

2. Increase the number of persons registered:

- Register 57,384 new NIS contributors; an increase of 15 per cent from 49,899
- Register 99,820 NI Gold Pensioners; an increase of 8.5 per cent from 92,000

3. Fulfil NIS benefit obligations by disbursing:

- J\$25B in NIS and \$562.74M in NIGOLD benefits

4. Increase contributions collected by 40 per cent:

- Collect J\$19.59B in contributions
- Collect J\$849.9M in outstanding contributions from delinquent employers

5. Improve operational efficiency in the processing of benefits

- Change the payment method for overseas based pensioners
- Automate the application and approval process for Funeral Grants
- Digitize NIS records

2.2 PERFORMANCE 2018/19

1. Increase public awareness by conducting at least 696 public education sessions

- In an effort to provide continuous awareness about the NIS, Officers of the Ministry participated in 599 public education fora. This reflects an achievement of 86.1 per cent of the year's target. The number of public education fora declined by 97 or 16 per cent, in comparison to the corresponding period in 2017/18.

2. Increase the number of new NIS contributors registered by 15 per cent, from 49,899 to 57,384

- The number of new NIS beneficiaries registered as at March 31, 2019, was 52,419. This reflects a 5 per cent increase of 2,520, when compared to the previous year. The target for FY 2018/19 was 91.3 per cent achieved.
- At the end of the 2018/19 FY, there were 120,428 total active NIS beneficiaries who received payments totalling J\$16.4B.

Increase the number of NI Gold Pensioners registered by 8.5 per cent from 92,000 to 99,820

- As at March 31, 2019, 112,270 NI Gold Pensioners were registered; an increase of 20,270 or 22.0 per cent, when compared to the 2017/18 FY. The data shows that the year's target was surpassed by 12,450 or 12.5 per cent. This increase was due to the development and use of the Jamaica National Insurance Software System (JNISS).

3. Fulfil NIS benefit obligations by disbursing J\$25B in NIS and \$562.74M in NIGOLD benefits

- During the period under review, J\$19.36B was disbursed to 120,428 NI pensioners, an achievement of 77.4 per cent of the year's target. In addition, J\$370.1M was disbursed for NI Gold which was 65.7 per cent achieved.



Hon. Zavia Mayne (C), Minister of State MLSS and Pensioner, Mrs. Hyacinth Johnson Brown (L) look on as Ms Portia Magnus (R), Director of National Insurance, lights the candles in celebration of the 53rd Anniversary of the NIS at the National Church Service, held at the Mandeville New Testament Church.

- There were 4,664 beneficiaries of Funeral Grants for the FY 2018/19, a decline of 197 or 4.1 per cent when compared to 2017/18. Disbursements totalled J\$385.2M for the period under review

4. Increase contributions collected by 40 per cent

Collect J\$19.59B in contributions

- A total of J\$17.9B was collected in revenue for FY 2018/19. This represents a 10.5 per cent increase over the J\$16.2B in the previous year. The year's target was 91.3 per cent.

Collect J\$849.9M in outstanding contributions from delinquent employers

- The MLSS continues to experience delinquency in the payment of NIS contributions by employers on behalf of their employees. As a result of the Ministry's effort, a total of J\$609M in outstanding contribution was collected in the FY 2018/19. The year's target was achieved by 71.6 per cent.

5. Improve operational efficiency in the processing of benefits

- During the FY, a new electronic document management system, JNISS, was implemented to improve the operational efficiency in the processing of benefits. Additionally, over 66,000 NIS benefit files were digitized.

3. THE NATIONAL INSURANCE FUND

The National Insurance Fund (NIF) Secretariat is responsible for managing the assets of the NIS, to ensure that growth is realized over time. These funds are used for periodic increases in NIS benefits.

The NIF'S primary focus is to maximise returns within acceptable risk limits, whilst maintaining a level of liquidity to facilitate the timely payment of NIS benefits; bearing in mind that the Scheme's operations continue to experience a deficit on an annual basis. With this in mind, the NIF continues to assess the asset allocation with a view to ensure that there is appropriate diversification given the ever changing dynamics of the investment environment in which the Fund operates.

3.1 TARGETS 2018/19

Attain growth rate in net assets to provide the means for periodic increases in NIS benefits

- Achieve growth in net assets of the Fund of approximately J\$3.69B
- Achieve Investment Income of J\$7.17B
- Renovate and/or expand the buildings i.e. the buildings housing the existing Ministry offices
 - Redevelopment of the St. Ann Parish Office
 - Purchase a new office building for Hanover

3.2 PERFORMANCE 2018/19

1. Attain growth rate in net assets to provide the means for periodic increases in NIS benefits

Statement of Financial Position¹

- As at March 2019, the total net assets i.e. value of the Fund stood at J\$120.7B, compared with \$106.2B in 2017/18. This represents an increase of J\$14.5B or 13.6 per cent. The growth rate in the Fund's net assets value for the fiscal year was driven primarily by the performance of the equity portfolio which grew by 31.3 per cent over the year. This growth was however tempered by the revaluation of the Jamaican Dollar by 5.98 per cent in March 2019.
- For the period under review, Investment in Securities increased by J\$12.4B or 15.2 per cent, moving from J\$81.6B in the previous year to J\$94B in FY 2018/19. Investments in Properties increased by J\$405.5M or 2.7 per cent.

Statement of changes in Net Assets

Statement of Comprehensive Income (Unaudited)

- For the year ended March 2019, Total Investment Income including unrealised gains was J\$12.3B, reflecting a decline of J\$1.9B or 18.2 per cent.
- Net Contributions ending March 2019, registered a negative balance of J\$2.1M.

¹ See Appendix 3 for details.

- For the period, total pension benefits paid amounted to J\$19.5B, representing an increase of J\$3.5B or 22 per cent, over March 2018.

2. Renovate and/or expand the existing Ministry Offices

- The renovation of the Hanover office was completed and the offices were opened on February 28, 2019.



Hon. Shahine Robinson (3rd L), Minister of Labour & Social Security, cuts the ribbon at the new Hanover Parish Office. Observing are Mrs Colette Roberts Ridden (2nd L), Permanent Secretary, Reverend Glenroy Clarke (R), United Church in Jamaica and the Cayman Islands and other Ministry officials.

- Following the start of construction of the office in St. Ann's Bay in January 2018, work has been progressing as per schedule.

4. PUBLIC ASSISTANCE PROGRAMMES

The Public Assistance Department (PAD) has responsibility for the administration of several non-contributory social assistance programmes, including PATH. These programmes provide financial assistance and social support to the most vulnerable groups in the society, with the aim of meeting the immediate needs of the individual or the family.

Under the PAD, assistance is provided to persons who fall below the poverty line, including the unemployed or underemployed, the elderly, persons with disabilities, pregnant and lactating women and victims of disasters, whether man-made or natural. An active case management support to clients is also provided to ensure their social needs are met in a sustainable way.

Assistance can be accessed through the Rehabilitation Programme and PATH. The Programmes of the Department are administered through the Ministry's network of 13 parish offices. Assessment and social intervention services are provided by PADs cadre of Social Workers.

4.1 THE PROGRAMME OF ADVANCEMENT THROUGH HEALTH AND EDUCATION (PATH)



As part of the Government's strategy to reduce poverty, ongoing assistance is provided under PATH. This is to help the poorest and most vulnerable populations who are identified through a systematic, transparent and objective Beneficiary Identification System. The main objectives of PATH are to:

- increase educational attainment and improve health outcomes of the poor
- alleviate poverty by increasing the value of transfer to the poor
- reduce child labour by requiring children to have a minimum attendance in school
- serve as a safety net by preventing families from falling further into poverty in the event of adverse shock

PATH therefore targets poor families and provides benefits for children (0 – 18 years or up to the age of leaving secondary school), the elderly (persons 60 years and above), persons with disabilities, pregnant and lactating women and adult poor persons between 18 – 59 years. It is a conditional cash transfer programme i.e. benefits are delivered by way of cash grants, based on satisfaction of specific health and educational conditions. Since its implementation in 2002, PATH has expanded its reach and has provided benefits to over 360,000 persons.

Recertification of PATH beneficiaries

A significant feature of PATH is the recertification of families who have been on the Programme for at least four (4) years. After 15 years of implementation, the need to re-assess families, to ascertain their progress and continued participation in the Programme became paramount. The Recertification process is designed to re-assess the current socio-economic status of these families against their status at the point of selection. This assessment determines whether these families continue to be eligible for assistance under PATH, or whether improvement in their socio-economic conditions enables referral to other social assistance or labour market services.

The re-assessment of PATH families commenced in September 2017, for approximately 11,000 families who were on PATH since 2002 and 2003.

PATH Graduation Strategy

In an effort to improve the lives of these families and prevent them from falling further into poverty, the Government developed a Graduation Strategy to systematically transition them from state public assistance to an independent and sustainable livelihood. The Graduation Strategy is a major part of the larger Social Protection Strategy of the GoJ, which promotes “Self Help within a Supportive Framework”.

Families who have been recertified above the registration cut-off (the score for acceptance to PATH) but below the recertification cut-off, are prepared for graduation from the Programme. Recertified families who are to be graduated are case managed and provided with a maximum of two (2) years of targeted interventions and social assistance. These Interventions are designed to support the socio-economic resilience of the family and it is anticipated that after the period of intervention, they will be sufficiently prepared for graduation from PATH.

Post-secondary and Tertiary Grants

PATH provides tertiary grants to beneficiaries to enable them to continue further studies. Post-secondary grants are also disbursed to beneficiaries who wish to continue studies, after completing their Caribbean Secondary Examination Council (CSEC) examinations.

Community Engagement Series (CES)

The Community Engagement Series was launched in 2018. This programme aims to bring the services of PATH to Jamaican families in remote communities who due, to their physical distance from Town centres and scarce financial resources, cannot afford transportation to access the Public Assistance services.

Continuing Education Programme

The MLSS, through the Steps to Work Project, has developed the Continuing Education Programme, also known as the “Second Chance” Programme, which targets PATH student beneficiaries who have dropped out or completed secondary school. The Continuing Education Programme affords PATH student beneficiaries with no more than two (2) subjects at the Caribbean Secondary Education

Certificate (CSEC) Level the opportunity to gain up to five (5) CSEC subjects, a marketable vocational skill as well as personal development coaching. Currently, the MLSS has partnered with ten (10) Institutions island-wide to facilitate tutorial support to 323 participants. These Institutions include Community Colleges as well as Day/Evening Institutes.

Following their application, students are interviewed to determine their level of interest and commitment to completing the programme and are placed in one (1) of the ten Institutions where the programme is offered. Additionally, the “Second Chance Programme” is delivered over a one (1) year period and requires students at the end of the programme to sit examinations in Mathematics, English and any other CSEC course(s) of their choosing, as well as a vocational skill to be assessed and certified by the NCTVET. Field Officers from the Ministry routinely visit the Institutions to monitor the progress of the programme and manage the relationship between the partners and the MLSS. The Institutions are also required to provide the MLSS with reports on the progress of the students on a quarterly basis.

The Social Protection Projects (SPP) unit in the Ministry has responsibility for implementing projects which support PATH. The unit is currently implementing The Integrated Support to Jamaica Social Protection Strategy Project where loan financing of US\$50M was received from the Inter-American Development Bank (IDB). Of this amount, US\$45M is for the support of the PATH cash grants and US\$5M is for strengthening the social protection programmes of the Government. The Project is for four (4) years (November 2015 – November 2019).

4.1.1 TARGETS 2018/19

1. Provide PATH benefits to the most vulnerable groups of Jamaicans

- Make six (6) payments to 320,000 registered PATH beneficiaries each payment cycle (every two (2) months)

2. Ensure education and health compliance of PATH beneficiaries

- Education compliance: Primary schools (Boys 76 per cent and Girls 82 per cent) and secondary schools (Boys 81.5 per cent and Girls 87.5 per cent)
- Health compliance: Pregnant women - visit health centres once every two (2) months, lactating mothers - visit health centres, six (6) weeks after giving birth and once every two (2) months and after; children (0-1 year) - visit health centres once every two months; children (1-6 months) - visit health centres once every six months

3. Support the provision of social welfare to eligible PATH beneficiaries

- Continue implementation of the Graduation Strategy

4. The Steps to Work (STW) Project

- Continue implementation of the STW project through on the job training
- Disburse entrepreneurial grants to 800 recipients
- Provide skills training and certification to working age members of poor households at NCTVET certification (Level II)
- Continuing Education Programme: of least 170 youths from poor households to complete

training in 1-5 CSEC subjects

- Continue the pilot parenting intervention for PATH families with children 2-6 years old

4.1.2 PERFORMANCE 2018/19

1. Make six (6) payments to 320,000 registered beneficiaries each payment cycle

- Three hundred and forty two thousand, seven hundred and ten (342,710) individuals were registered with PATH for the period ended February 2019. This shows a marginal increase of 4,481 or 1.3 per cent, when compared to the previous year. Eight thousand seven hundred and ninety eight (8,798) new beneficiaries were added to the programme.
- Sixty six (66) per cent of PATH beneficiaries are children, while 23 per cent are elderly.
- Cash transfers were provided for the 342,710 registered beneficiaries, totalling J\$5.38B.
- PATH continued to pay a minimum benefit of J\$600 for non-compliant beneficiaries, in order to ensure a minimum social protection floor for families.
- A new PATH benefit, “Back to school allowance”, was introduced for student beneficiaries for the 2018 academic year. This initiative is to assist with back to school expenses. Approximately J\$564M was disbursed, and 161,070 students benefitted.

2. Ensure Education compliance: Primary school (Boys 76 per cent and Girls 82 per cent) and secondary school (Boys 81.5 per cent and Girls 87.5 per cent)

- The average compliance rates for males in primary and secondary schools were 81 and 77 per cent, respectively (See Table 1). The education compliance target rate for primary boys was surpassed by 5 per cent, whilst at the secondary level it fell short by 4.5 per cent.
- The target rate for girls in primary schools was surpassed by 3 per cent, but declined by 1.5 per cent for secondary schools.

**EDUCATION COMPLIANCE RATE (%):
2017/18 AND 2018/19**

TABLE 1

Compliance period		Grades 1-6		Grades 7-9		Grades 10-13		Average compliance for all grades	
		M	F	M	F	M	F	M	F
Jan-Feb	2017/18	79	82	80	87	78	84	79	84
	2018/19	81	85	82	88	76	85	80	85
Mar-Apr	2017/18	75	80	69	79	66	73	70	77
	2018/19	72	77	66	74	62	70	75	74
May-Jun	2017/18	71	76	73	81	82	87	75	81
	2018/19	75	81	76	84	84	89	78	85
Sept-Oct	2017/18	90	92	88	92	78	86	85	90
	2018/19	94	95	89	93	79	87	87	92
Nov-Dec	2017/18	76	80	80	87	74	82	77	83
	2018/19	81	85	82	88	76	82	80	85
AVERAGE COMPLIANCE	2017/18	78	82	78	85	76	82	77	83
	2018/19	81	85	79	85	75	82	80	84

Ensure Health compliance: pregnant and lactating women and children 0-1 year - 85 per cent

- As a requirement of PATH, children between 0-1 year are required to visit their health centres once every two months. They were compliant with an average of 81 per cent for the FY 2018/19. When compared to the 2017/18 period, this group was 2.5 per cent more compliant (See Table 2).
- For the 2018/19 period, lactating mothers were 80 per cent compliant in visiting their health care providers. The year's target for lactating mothers was surpassed by 5 per cent.
- The highest compliance rate as it relates to visits to health clinics was recorded for pregnant beneficiaries, with an average of 94 per cent for the fiscal year. The year's target for this group was surpassed by 9 per cent.

HEALTH COMPLIANCE RATE (%): 2017/18 AND 2018/19

TABLE 2

Compliance period		Child 0-1	Pregnant	Lactating	Average compliance for all categories
Jan-Feb	2017/18	77	92	75	81
	2018/19	86	97	81	88
Mar-Apr	2017/18	80	93	74	82
	2018/19	79	92	77	81
May-Jun	2017/18	78	91	79	83
	2018/19	80	93	78	84
July-Aug	2017/18	79	93	84	85
	2018/19	82	92	84	86
Sept-Oct.	2017/18	79	91	86	85
	2018/19	74	94	84	84
Nov-Dec	2017/18	79	88	78	82
	2018/19	86	97	81	88
Total average compliance	2017/18	79	91	79	83
	2018/19	81	94	80	85

3. Support the provision of social welfare to eligible PATH beneficiaries:

Continue implementation of the Graduation Strategy

- Following the launch of the Graduation Strategy in 2017, the process continues to determine how many families will require referral to Steps to Work and any other labour market intervention. Families who were admitted to the programme for four (4) or more years were invited to re-apply. For the period under review, over 11,000 PATH households were invited to re-apply.

Disburse PATH Tertiary Bursary and Post-Secondary Grants

- A total of J\$90.5M was disbursed to assist 3,848 post secondary students to transition from secondary to tertiary institutions, while J\$132.5M was disbursed to 1,325 student beneficiaries attending tertiary institutions.

4. Continue the implementation of the STW project through On the Job and Business Development Training and Employment

- Approximately 566 PATH beneficiaries were placed in jobs through the On-the-Job Training (OJT) intervention for the period ended March 2019. Closer examination of the data reveals a 13.1 per cent decline, when compared to the previous period.

Disburse entrepreneurial grants to 800 recipients

- For the period ended March 2019, 651 entrepreneurial grants were approved, totalling J\$45.7M. The year's target was 81.3 per cent achieved.

Provide skills training and certification to working age members of poor households at NCTVET certification level

- Seven hundred and forty seven (747) individuals benefitted from the skills training intervention, by being enrolled in the HEART Trust/NTA intervention. The skills training programme was dominated by males, accounting for 375 or 50.2 per cent of enrollees.

Continuing Education Programme for at least 170 youths from poor households to complete training and attain in 1-5 CSEC subjects

- The first Secondary Education Completion (SEC) cohort ended their course of studies and CSEC examinations in June 2018. Through this initiative, 332 students were placed. In September 2018, a second cohort was organized and classes commenced for students in six (6) parishes. Additionally, a total of 138 clients have been placed in five (5) Institutions. Five (5) Institutions were contracted to provide CSEC instructions namely: Excelsior Community College, Portmore Community College, Institute of Career Choice, Business College and Smart Skills.

Pilot parenting intervention for PATH families with children 2-6 years old

- In Phase II of the pilot parenting intervention, 60 communities have benefitted through workshops hosted at community and health centres, churches and schools where 10 topics were discussed on parenting. The project engaged 617 households, in which 451 participants received awards such as "Most Involved Father".
- Since the inception of the intervention, 955 families have been engaged under the programme.



Hon. Shahine Robinson (R) presents the Trail Blazer Award to the 2018/19 Rhode Scholar & PATH Youth Ambassador Mr. Chevano Baker, at the PATH Top Achievers Awards Ceremony.

Community Engagement Services (CES)

- Between October and December 2018, 65 communities were visited and over 5,000 individuals were able to apply to the various Programmes of the Ministry, including PATH. In FY 2019/20, an additional 25 communities will benefit from this initiative.

4.2

THE REHABILITATION PROGRAMME

Established by a Cabinet Decision in 1972, the Rehabilitation Programme provides assistance to individuals in need of social assistance for compassionate purposes or to improve their economic base through income generating projects. The Programme provides grants to persons who have met with some misfortune or their circumstances prevent them from providing for their basic needs or that of their families.

The Rehabilitation Programme offers four (4) types of grants, which are all one-off grants. These are Rehabilitation, Compassionate, Emergency Relief as well as, Education and Social Intervention Grants.

1. **Rehabilitation Assistance Grant**

This Grant provides an opportunity for individuals/families to undertake income generating projects to improve their economic status. It provides assistance to establish small businesses or boost existing ones, in areas such as haberdashery, trading, dressmaking etc.

2. **Compassionate Assistance Grant**

The Compassionate Assistance Grant is available to persons in need of speedy assistance and who are unable to access assistance under any other Scheme. Assistance is usually provided to meet urgent needs such as prescriptive aids, medication, household items, house repairs and burial expenses. Applicants should not have insurance coverage.

3. **Emergency Assistance Grant**

This Grant is available to assist persons who have suffered a disaster, whether man-made or natural, such as an earthquake, hurricane, fire, etc. Assistance is usually provided for personal belongings, basic food items or toiletries. Applicants should not have insurance coverage.

It must be noted that disasters that affect more than 20 families are classified as national disasters for which the MLSS is responsible for leading the damage assessment process. Based on the assessment, the Ministry is also responsible for preparing a budget for payment of grants to victims.

Activities are conducted in collaboration with the Office of Disaster Preparedness and Emergency Management (ODPEM), which is responsible for response activities during a national disaster.

4. **Education and Social Intervention (ESI) Grant**

The ESI Grant is available to assist children who cannot attend school or whose regular attendance is affected by their parents' or guardians' inability to provide uniforms, school books and other basic needs.

Short Term Poverty Intervention Programme

This Project was implemented in 2013 to assist the needy to mitigate hard economic conditions affecting the country. This project is implemented by Members of Parliament.

4.2.1 TARGETS 2018/19

- 1. Assist persons who have met with some form of misfortune**
 - Assist 8,200 persons with grants
 - Evaluate and Monitor 500 income generating ventures
- 2. Assist families whose personal belongings are affected by hazards**
 - Provide relief items to 1,000 families affected by man-made disasters
- 3. Assist persons recommended for the Short Term Poverty Intervention Project**
 - Provide assistance to 5,325 persons
- 4. Have current information of persons in receipt of the various benefits under the programme**
 - Maintain an electronic register of persons who benefit from the Programme
 - Implement post damage assessment forms, via smart phones

4.2.2 PERFORMANCE 2018/19

1. Assist 8,200 persons with Rehabilitation, Compassionate, Emergency Relief as well as Education and Social Intervention Grants

- Three thousand, three hundred and fifty seven (3,357) persons benefitted from grant assistance, totalling J\$107.5M for FY 2018/19 (See Table 3). In comparison to the previous FY, the number of beneficiaries declined by 1,826 or 35.2 per cent. Disbursements for the reporting period also declined by J\$17.9M or 14.4 per cent. The declines recorded were seen in the number of beneficiaries and disbursement for the Emergency Grant.

The breakdown in grants is as follows:

- I. 1,458 persons received Compassionate Grants totalling J\$52.8M. The highest grant payment was made to recipients of this category, which accounted for 49.1 per cent of total disbursements.
 - II. In a continuous effort to assist families with self-supporting projects, 953 beneficiaries received Rehabilitation Grants totalling J\$30.25M.
 - III. 732 families received Emergency Relief Assistance, totalling J\$18.09M.
 - IV. 214 students received Education and Social Intervention Grants, totalling J\$6.3M.
- A closer examination of the data reveals that the number of female beneficiaries decreased by 841 or 25.2 per cent, when compared to the 2017/18 period.

**DISBURSEMENTS AND BENEFICIARIES OF PUBLIC ASSISTANCE BY SEX AND GRANT:
2017/18 AND 2018/19**

TABLE 3

GRANTS	NO. OF BENEFICIARIES						DISBURSEMENTS	DISBURSEMENTS
	2017/18			2018/19			(\$)	(\$)
	M	F	T	M	F	T	2017/18	2018/19
REHABILITATION	197	412	609	188	765	953	16,041,087.00	30,245,484.84
COMPASSIONATE	751	1,440	2,191	358	1,100	1,458	54,046,809.00	52,889,967.55
EMERGENCY	818	1,211	2,029	288	444	732	47,724,310.49	18,097,618.52
EDUCATION AND SOCIAL INTERVENTION	83	271	354	29	184	214	7,605,739.00	6,333,345.99
TOTAL	1,849	3,334	5,183	863	2,493	3,357	125,417,945.49	107,566,416.90

2. Assist 1,000 families whose personal belongings are affected by a hazard

- The MLSS is tasked with the responsibility of providing assistance through grants to families who are affected by natural disasters. As such, the Ministry received reports of 308 fires which affected 579 families. The number of victims affected was approximately 1,483, a significant increase of 645 or 76.9 per cent, compared to the 2017/18 period. The composition of families was 932 adults and 551 children. Regrettably, nine (9) lives were lost. Families were assisted with food, comfort items, grants and counselling. The target for the year was surpassed by 48.3 per cent.

3. Assist 5,325 persons recommended for the Short Term Poverty Intervention Programme

- During FY 2018/19, J\$65.4M was disbursed to 3,928 individuals. Beneficiaries of Compassionate Grants accounted for 3,924 or 99.8 per cent of the total (See Table 4). The year's target was achieved by 73.6 per cent.

Evaluate and Monitor 500 income generating ventures (recipients of grants)

- During the 2018/19 FY, 185 Special Projects² were evaluated under the Rehabilitation programme. This shows a significant decline of 289, when compared to the previous year. The 37 per cent target was achieved.

4. Maintain an electronic register of persons who benefit from the Programme:

Implement post damage assessment forms via smart phones

- The Ministry piloted the collection of post damage assessment data via smart phones and tablets in three parishes; Clarendon, St. Thomas and St. Catherine. The Social

² These include small entrepreneurial activities such as phone card sales, chicken or pig rearing.

Workers along with other stakeholders were trained in using the Assessment tools via electronic medium.

**DISBURSEMENTS AND BENEFICIARIES OF THE
SHORT TERM POVERTY INTERVENTION PROGRAMME: by Sex and Grant
2017/18 AND 2018/19**

TABLE 4

BENEFITS	NUMBER OF BENEFICIARIES		DISBURSEMENTS (J\$)	
	2017/18	2018/19	2017/18	2018/19
REHABILITATION GRANT	6	4	1,710,000.00	1,150,000.00
COMPASSIONATE GRANT	3,339	3,924	55,330,242.25	64,274,953.60
TOTAL	3,345	3,928	57,040,242.25	65,424,593.60

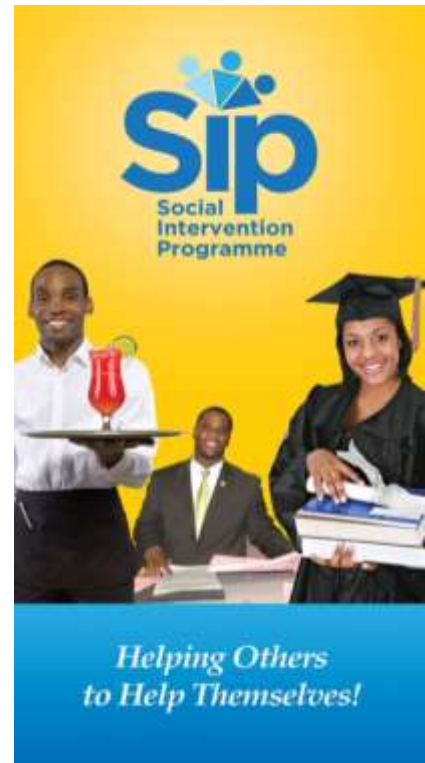
5.0

THE SOCIAL INTERVENTION PROGRAMME

The Ministry's Social Intervention Programme (SIP) offers assistance to beneficiaries through short term employment and educational and entrepreneurship grants, to foster independence and self-reliance.

The Ministry, partners with various private sector organizations to create decent and productive employment through its Special Employment Programme (SEP). Young unattached persons aged 18 - 35 years are employed for a period of six (6) months, during which the Ministry and employers share the payment of salaries. The Programme's objectives are to:

- i. Offer orientation and employability skills training to individuals, in preparation for the work environment.
- ii. Introduce individuals to the world of work and equip them with marketable skills and experience, for long-term employment.
- iii. Promote economic opportunities and employment for vulnerable (unemployed and underemployed) groups.



SIP also targets 'at risk' youths 16 - 40 years of age and enables them to pursue further education and training or be engaged in entrepreneurial activities, through its Education and Entrepreneurship Grants (E&EG) Programme.

5.1 TARGETS 2018/19

1. **Provide employment and training opportunities for vulnerable and unemployed persons**
 - Provide short term employment for 400 unemployed youths
 - Collaborate with HEART Trust/NTA to provide On-the-Job Training to 150 participants
 - Provide assistance to 300 youths, through E&EG
 - Collaborate with stakeholders/partners Jamaica Business Development Corporation (JBDC) and Rural Agricultural Development Authority (RADA), to provide entrepreneurial training to 25 grant recipients

5.2 PERFORMANCE 2018/19

1. **Provide employment and training opportunities for vulnerable and unemployed persons:**

Provide short term employment for 400 unemployed youths under SEP

- The number of youths placed through the Special Employment Programme increased to 465 for FY 2018/19, up from 394 in the previous year (See Table 5). Females accounted for 371 or 80 per cent of the total employed. The year's target was surpassed by 16.3 per cent.
- Table 5 indicates that the majority of employment was in St. Catherine, with 76 or 16.3

per cent. This was followed by St. Elizabeth and Kingston and St. Andrew with 66 or 14.1 per cent and 65 or 14 per cent, of the total respectively.

**NUMBER OF YOUTHS PLACED IN SPECIAL EMPLOYMENT BY PARISH AND SEX:
2017/18 AND 2018/19**

TABLE 5

PARISH	2017/18		2018/19		TOTAL	
	MALE	FEMALE	MALE	FEMALE	2017/18	2018/19
KSA	20	28	20	45	48	65
ST.CATHERINE	11	45	11	65	56	76
HANOVER	10	50	11	53	60	64
TRELAWNY	0	4	2	8	4	10
ST.ANN	1	28	4	16	29	20
WESTMORELAND	3	18	9	46	21	55
ST.MARY	0	1	2	1	1	3
ST.JAMES	0	3	0	2	3	2
ST.THOMAS	8	21	4	17	29	21
MANCHESTER	0	5	2	10	5	12
PORTLAND	5	26	9	26	31	35
CLARENDON	9	22	7	29	31	36
ST.ELIZABETH	24	52	13	53	76	66
TOTAL	91	303	94	371	394	465

Collaborate with HEART Trust/NTA to provide On the Job Training (OJT) to 150 youths

- During the reporting period, training sessions were conducted by HEART Trust/NTA, in which 85 persons received training in job readiness. The year's target was achieved by 56.7 per cent.

Provide assistance to 300 youths through Education and Entrepreneurial Grants (E&EG)

- For FY 2018/19, 865 individuals received assistance through SIP, an increase of 122 or 16.4 per cent, compared to the previous year. This was due to an increase in the number of individuals who were placed in employment through the programme.
- Approximately J\$29.8M was disbursed to 400 youths under the E&EG component of SIP (See Table 6). Of the 400 beneficiaries of E&EG, 373 or 93.2 per cent benefitted from the Educational Grants which also accounted for J\$27.7M or 93 per cent of the total disbursement. The year's target was surpassed by 33 per cent.
- There was an increase of 77 or 26 per cent in the number of beneficiaries who received Educational Grants, compared to the previous reporting period.
- Tertiary grants (J\$19.1M), accounted for 69 per cent of the total Educational Grants disbursed
- As it relates to Entrepreneurial Grants, Trading activities remained the most dominant with J\$1.1M or 52 per cent, while those who participated in Agricultural activities was allocated J\$776,099 or 36 per cent.
- Female beneficiaries accounted for 66.3 per cent of the total beneficiaries under the E&EG component of SIP.

**NUMBER OF BENEFICIARIES AND DISBURSEMENTS
FOR EDUCATIONAL AND ENTREPRENEURIAL GRANT:
2017/18 AND 2018/19**

TABLE 6

TYPES OF EDUCATIONAL GRANT	Male		Female		TOTAL		DISBURSEMENTS (J\$)	
	2017/18	2018/19	2017/18	2018/19	2017/18	2018/19	2017/18	2018/19
TERTIARY	32	39	123	134	155	173	15,375,320.74	19,142,117.86
SECONDARY	33	82	98	111	131	193	5,795,865.50	8,163,693.00
SKILLS	1	5	9	2	10	7	463,750.00	426,000.00
SUB-TOTAL	66	126	230	247	296	373	21,634,936.24	27,731,810.86
³ TYPES OF ENTREPRENEURIAL GRANT	Male		Female		TOTAL		DISBURSEMENTS (\$)	
	2017/18	2018/19	2017/18	2018/19	2017/18	2018/19	2017/18	2018/19
TRADING	10	3	14	11	24	14	1,795,973.13	1,123,860.71
MANUFACTURING	4	0	5	3	9	3	730,946.52	260,000.00
AGRICULTURE	8	5	12	5	20	10	1,591,515.00	776,099.00
SUB-TOTAL	22	8	31	19	53	27	4,118,434.65	2,159,959.71
GRAND TOTAL	88	134	261	266	349	400	25,753,370.89	\$29,891,770.57

³ Areas available for entrepreneurship include Manufacturing (Carpentry, Leather craft and Food processing), Graphic designing, Trading (Grocery) and Agriculture (Chicken rearing, Cash crops, Pig rearing, Ornamental fish rearing and Bee Keeping).

6.

PROGRAMMES FOR PERSONS WITH DISABILITIES



6.1

THE JAMAICA COUNCIL FOR PERSONS WITH DISABILITIES

The Jamaica Council for Persons with Disabilities (JCPD) is responsible for the implementation of policies and programmes for Persons with Disabilities (PwDs). The current mandate of the Council is to promote the protection of the rights of PwDs, while facilitating their educational, social and economic development. The Council seeks to empower PwDs, by promoting independence through training and development. The Council works closely with other government and non-governmental agencies, to ensure improved quality of life and independence for PwDs. The Council assists these persons with skills training and self-help projects, so that they can earn an income. Services provided by the JCPD are executed through the National Vocational Rehabilitation Service (NVRS) for persons registered between ages 0-100.

The JCPD identifies and maintains a confidential register of PwDs in Jamaica. Registration helps to make planning for and mobilizing PwDs more efficient. Through registration with the JCPD a person with a disability can access certain benefits. Persons with disabilities can also access concessionary bus fares in the Kingston Metropolitan Area and St. Catherine, with an identification card.

Assessment and Training

The JCPD provides each client with assessment and independent living skills, through the Assessment & Guidance Centre.

Advocacy

The JCPD champions the rights of PwDs as Advisors to Government and the private sector. The Council also partners with the disabilities sector on issues relating to disabilities and monitors the implementation of the Disabilities Act by:

- I. Conducting accessibility audits, including inspection of buildings to ensure the environment is barrier free.
- II. Providing preliminary investigation of complaints about discrimination against PwDs.

Public Education & Awareness

The Council creates awareness for and educates the society on matters of disability especially in relation to the Disabilities Act and the national development goal of accessibility and inclusion for all

PwDs. It also ensures that the Disabilities Act, the National Policy for Persons with Disabilities and the Convention on the Rights of Persons with Disabilities (CRPD) are publicized and understood by both PwDs and the public.

Access to Financial Support & Employment

The JCPD provides the following benefits:

- I. Assistance with finding employment for persons with disabilities
- II. Rehabilitation Grants for income generating projects
- III. Assistance to ensure full educational opportunities including school fee assistance and books
- IV. Provision of scholarships to students with disabilities for tertiary level education, through the annual Margaret Moody Scholarship programme
- V. Assistance with the process of income tax exemption, under the Income Tax Act
- VI. Facilitates persons with disabilities who meet the required criteria, to access the five percent (5%) allocation of housing solutions from the National Housing Trust
- VII. Concessionary bus fares, through the Jamaica Urban Transit Company (JUTC)

Research and Referral

The Council conducts research and makes it available to stakeholders and the public. It also refers clients to relevant programmes and agencies that provide support services for PwDs.

Workshops

The JCPD has three (3) off-station workshops as a part of its operation:

Paradise Prints - is the only sheltered workshop operated in Jamaica by the JCPD. It is located at 95 Hanover Street, Kingston. The Paradise Prints workshop, which has been in operation since 1975, produces Batik along with soft goods for sale. It employs persons with various types of disabilities in a sheltered environment.

Assessment and Guidance Centre - Located at 16½ Paradise Street in Kingston, this Center provides training for PwDs. The Centre was established in 1977 and can accommodate approximately 45 trainees. The Centre teaches woodwork, papier-mâché and art therapy. It also facilitates preliminary assessment and evaluation for trainees and offers remedial education, in collaboration with HEART/Trust NTA.

Woodside Bakery - is a training facility which began operations in 1983. It is located in Woodside, Clarendon and creates employment opportunities for PwDs. The products produced at the bakery are marketed and sold locally. The Workshop produces a variety of cultural baked products (e.g. bullas, gizzardas, grater cakes etc.).

Economic Empowerment Grant (EEG)/ Assistive Aids Grant (AAG):

A Grant of \$17M is made available to PwDs to facilitate their management of small business ventures for their economic development, as well as acquisition of assistive devices to enhance their independence. Parents and/or guardians of persons with disabilities can access the grant on behalf

of the PwDs, in the event they are unable to apply for or manage the grant themselves. Such persons can access up to a maximum of \$150,000.00 to carry out the project. The process facilitates groups of PwDs who can also access the Grant of up to \$400,000.00 for group projects. Applicants must select a viable project ensuring sustainability or should be participating in training which will enable them to gain suitable employment. Applicants must complete an application form which will be reviewed and approved by the Economic and Social Empowerment Sub-Committee of the JCPD Board of Management.

The Disability Act

Although the Disabilities Act 2014 was passed in Parliament in October 2014, a date is yet to be set for the Act to come into effect. However, the implementation process to facilitate the Disabilities Act has begun. An Advisory Board was established to administer and facilitate the transition relevant for disabilities, considering the requirements of the Act. The current Board is comprised of 19 members from the disability sector, along with Senior Directors of the Ministries of Labour & Social Security, Health & Education, along with the Planning Institute of Jamaica (PIOJ), and the Jamaica Employers Federation (JEF). They are currently in the process of prioritizing the re-structuring of the JCPD.

6.1.1 TARGETS 2018/2019

1. Advance the Policy, Regulatory, Institutional and Legislative framework for PwDs

- Establish governance and organizational structure for the new JCPD
- Register at least 1,500 PwDs

2. Increase the level of inclusion of all persons with disabilities for education, training and employment through promotion of the Disabilities Act and related matters

- Build partnerships with businesses and other groups
- Place at least five (5) PwDs in permanent employment

3. Facilitate access to grants, credit and micro-financing for PwDs (inclusive of financial literacy training and information)

- Assist 672 clients with varying economic/entrepreneurial development grants totalling \$12M

6.1.2 PERFORMANCE 2018/19

1 Advance the Policy, Regulatory, Institutional and Legislative framework for PwDs:

Establish governance and organizational structure for the new JCPD

- Awaiting the resubmission of the Draft Organizational Management & Development Plan which will inform the new structure and any job descriptions to be reviewed.

Register 1,500 PwDs

- For the FY, 1,131 PwDs were registered, in which males accounted for 599 or 52.9 per cent. Since the inception of the registry 34,165 persons have been registered on the JCPD database. The year's target was 75.4 per cent achieved.

2. Increase the level of inclusion of PwDs for education, training and employment

- One hundred and twenty six (126) Income Generating Grants (IGGs), totalling J\$3.1M

were disbursed to clients (See Table 7).

- Seventeen (17) clients were approved for the Economic and Empowerment Grant (EEG) and the sum of J\$1.5M was disbursed for the 2018/19 FY. Of the 17 clients approved for EEG, 52.9 per cent were females. In addition, 18 clients were approved for Assistive Aids with a disbursement of J\$2.5M.

**DISBURSEMENT OF REHABILITATION GRANTS TO JCPD CLIENTS:
2017/18 AND 2018/19**

Table 7

TYPE OF ASSISTANCE	RECIPIENTS						DISBURSEMENTS (J\$)	
	MALE		FEMALE		TOTAL		\$	\$
	2017/18	2018/19	2017/18	2018/19	2017/18	2018/19	2017/18	2018/19
ASSISTIVE AIDS	27	25	27	11	54	36	845,443.20	641,637.08
BOARDING FEES	1	0	0	0	1	0	19,600.00	0
EDUCATIONAL ASSISTANCE ⁴	113	136	111	95	224	231	4,117,405.34	3,925,623.61
EMPLOYMENT SUPPORT PROGRAMME	26	13	67	56	93	69	1,850,700.00	1,432,600.00
FUNERAL ASSISTANCE	7	2	4	12	11	14	320,000.00	420,000.00
MEDICAL EXPENSE/ ASSISTANCE	56	48	48	38	104	86	1,593,119.66	1,377,512.05
INCOME GENERATING GRANTS	38	71	45	55	83	126	1,991,951.43	3,117,074.16
SMALL BUSINESS	0	22	0	20	0	42	0	1,170,655.73
SHADOW	52	18	13	0	65	18	915,000	180,000.00
SPECIAL NEEDS ASSISTANCE	5	14	5	10	10	24	149,140.59	431,096.13
TRANSPORTATION	32	38	19	36	51	74	745,300	415,320.00
TOTAL	357	387	339	333	696	720	12,547,660.22	13,111,518.76

Build partnerships with businesses and other groups to empower PwDs through training, education and employment

- During the reporting period, sensitization sessions on the Disabilities Act and employment readiness sessions were conducted island-wide, in partnership with the National Youth Service (NYS). Two hundred and thirty one (231) persons were trained. In addition, 32 public education sessions on the services of the JCPD were conducted.
- Persons with disabilities were invited to participate in a career development workshop. In addition, discussions were held with the Private Sector Organization of Jamaica (PSOJ) regarding partnership to increase the number of PwDs employed in the private sector. As a result, one (1) person was placed in permanent employment.

⁴ Educational Support is a combination of School Admin. Fee, School Books, School Fees, School Supplies and School Uniforms.

3. Facilitate access to grants, credit and micro-financing for PwDs (inclusive of financial literacy training and information):

Assist 672 clients with varying economic/entrepreneurial development grants totalling \$12M

- For FY 2018/19, financial assistance in the amount of J\$13.1M was provided to 720 clients (See Table 7). This is an increase of J\$563,858.54 or 4.8 per cent, compared to the 2017/18 FY.
- The category “Educational Assistance” recorded the highest number of clients, with 231 or 32 per cent. Males accounted for 387 or 53.7 per cent of the total clients in receipt of assistance.

6.2

THE EARLY STIMULATION PROGRAMME



The Early Stimulation Programme (ESP) is an early intervention programme for young children (0-6 years), with various types of developmental disabilities. The Programme commenced in 1975 as a project but subsequently became integrated into one of the Ministry's social programmes. This Programme is currently the only fully publicly funded service for young children with disabilities (CwD), as well as their families.

Among the disabilities managed by this Programme are Cerebral Palsy and other physical disabilities, sensory impairment, Autism, Down Syndrome, developmental delay, secondary to psychosocial deprivation and co-morbid behavioural problems, including Attention Deficit Hyperactivity Disorder also known as (ADHD).

Children are referred to the Programme by Health Care Workers, Educators, Social Workers and parents. The assessment process includes: comprehensive history taking, including social, medical and developmental history; the administration of developmental screening tests to comprehensively identify potential developmental problems; and a screening medical examination to identify potential neurological and sensory deficits. Once developmental delay is identified, an individual intervention programme is designed for each child. Consultation is held with parents to define roles and to ensure parent participation in the process.

Children are referred to the Programme from the Bustamante Hospital for Children, MOEYI, Family Court, Child Development Agency (CDA) and other agencies serving young children.

The ESP operates from three (3) centres located in Kingston and St. Andrew (KSA), Portland and St. James. The Programme has grown immensely over the past decade, as the number of clientele has increased significantly.

There are three (3) main aspects to the programme:

- i. Centre based – These services include assessment and review of therapeutic services (physical and sessional speech therapy), parent orientation and counselling as well as, parent training workshops. Centre based services are provided primarily at the Head Office at 95 Hanover Street, Kingston.
- ii. Community based – These services include home, nursery and school visits to train parents and caregivers in early intervention techniques. Community based services are extended to some parts of St. Catherine. With the opening of the

Portland Centre in September 2007, community based services have also been extended to children in Portland and St. Mary.

- iii. The Stimulation Plus Child Development Centre - In 2006, the Stimulation Plus Child Development Centre was opened. This was based on the urgent need for a special early childhood centre to provide educational services for children with special needs in a structured environment.

The Centre, provides a full day intervention programme for Children with Disabilities (CwDs) ages 3-6 years. The opening of this Centre gave parents and caregivers the opportunity to work or become engaged in entrepreneurship activities, while their children are being taught and cared for in a safe and stimulating environment.

6.2.1 TARGETS 2018/19

1. Provide an individualized intervention programme for all clients

- Conduct 80 Assessment clinics for new clients
- Conduct 1,300 physiotherapy clinic sessions per cluster
- Develop Individualized Education Plans (IEP) for all new and old clients
- Conduct 52 parenting workshops/seminars

2. Provide early childhood education and intervention

- School placement for at least 240 CwDs
- Plan recreational activities for parents and clients

6.2.2 PERFORMANCE 2018/19

1. Provide an individualized intervention programme for all clients:

Conduct 80 Assessment clinics for new clients

- The data shows that there were 72 'new clinic sessions' held for the 2018/19 FY. The year's target was 90 per cent achieved. In addition, there was a decline of 12 or 14.3 per cent in the number of 'new clinic sessions' held when compared to the previous year. Based on these sessions, 539 new clients were seen and assessed. Further review of the data also shows a decrease in the number of new clients seen by 61 or 10.2 per cent.

Conduct 1,300 physiotherapy clinic sessions per cluster

- One thousand, three hundred and twenty (1,320) physiotherapy sessions were held for the 2018/19 FY. The data shows an increase of 366 or 38.3 per cent compared to the 2017/18 period.



Hon. Shahine Robinson assists Little Joshua Walker (C) in his new wheelchair, at the handing over ceremony of assistive aids to 80 ESP children in Feb 2019. He is accompanied by his father Mr Denzil Walker (R)

The year's target was surpassed by 1.5 per cent.

Develop Individualized Education Plans (IEPs⁵) for new and old clients

- Nine hundred and seventy one (971) new IEPs were developed. Additionally, an average of 1,340 IEPs were reviewed and updated.

Conduct 52 parenting workshops/seminars

- Some parents are faced with challenges in caring for children with disabilities. As such, 54 parenting seminars and workshops were conducted in the 2018/19 FY to assist parents with the necessary coping skills. The year's target was surpassed by 3.8 per cent.

2. Provide early childhood education and intervention:

Prepare and place 116 CwDs in schools

- For FY 2018/19, 132 children were referred for placement in primary and special education units. Of the 132 referred, 95 were placed. This shows a slight decrease of five (5) per cent when compared to the previous reporting period. The year's target was achieved by 81.8 per cent.
- For the period under review, there were 1,626 children referred for specialized assistance. Further analysis of the data shows a slight increase of 133 or 9 per cent, compared to the 2017/18 FY (See Table 8). Physiotherapy recorded the highest number of referrals for specialized assistance, with 1,320 or 81 per cent of the total. This was followed by referrals to educational institutions, with 202 or 12.4 per cent.
- Further analysis of the data indicates that boys accounted for 1,028 or 63.2 per cent (See Table 8).

⁵ Individualized Education Plan (IEP) is a tailored programme plan put in place for each child of the ESP, based on his or her developmental delays.

**REFERRAL OF CHILDREN FOR SPECIALIZED ASSISTANCE
BY SEX:
2017/18 AND 2018/19**

TABLE 8

REFERRALS	2017/18		2018/19		2017/18	2018/19
	MALE	FEMALE	MALE	FEMALE	TOTAL	
PHYSIOTHERAPY	737	421	818	502	1,158	1,320
ORTHOPAEDIC	20	6	15	13	26	28
SPECIAL EDUCATION	123	53	141	61	176	202
OTHER AGENCIES	85	48	54	22	133	76
TOTAL	965	528	1,028	598	1,493	1,626



The Abilities Foundation (AF) is a registered voluntary organization. It is a community training intervention Institution that collaborates with HEART Trust/NTA. The Foundation was established on October 5, 1992, as a result of the passionate lobbying efforts of members of the disabled community in Jamaica. The need was recognized for a specialised vocational education and training programme to serve persons with all types of disabilities. Its existence is a collaborative effort with the MLSS.

Objectives

- To increase the employability of PwDs
- To teach young adults with disabilities good work ethics and facilitate their social and emotional readjustment to ensure effective integration into the wider society

PwDs are among some of the most socially and economically disadvantaged in the Jamaican society and the Foundation seeks to enable them to develop their full potential.

Training Programmes include:

- Housekeeping
- Furniture Making
- Data Operations Levels I and II
- Design and Decor/Soft Furnishing
- Horticulture and Landscaping

Three (3) of these courses lead to **the National Vocational Qualification of Jamaica (NVQ-J) Level 1 Certification**; namely: Housekeeping, Data Operations Levels I and II and Furniture Making. These are facilitated through partnership with HEART Trust/NTA.

In addition, the Foundation offers a functional life skills curriculum which focuses on the trainees' transition to the work force, remedial English and Mathematics, money awareness and money management. Job coaching and placement are also offered free of cost to students, upon completion of their training. A tracking system is implemented to monitor students after graduating from the Institution. Specialised days are highlighted when students are given professional development seminars from experts within the industry.

Herb Thyme is the Social Enterprise that is established by the Foundation to produce vegetables and herbs, as well as occasional home decor in the form of plant terrariums, by using organic methodologies. It is envisaged that Herb Thyme will derive a sustainable income and in the future provide job apprenticeships for PwDs and create revenue to support the training arm of the institution. The FHI360/USAID awarded a grant to the Abilities Foundation to support the Social Enterprise to develop its marketing strategy, sales forecasting, standard operating procedures and to ensure the business will have successful outcomes. The Business Coaching component is a part of the grant awarded to Abilities Foundation's Social Enterprise's "Herb Thyme".

A Food Bank Initiative was launched in December 2018. It is being spearheaded by Kiwanis Division 23 East and will provide nutritional support for the trainees at the Foundation, as well as other persons with disabilities.

6.3.1 TARGETS 2018/19

1. Improve delivery and facilitation of training to PwDs

- Improve teaching methodologies to include experiential field trips, ICT integration and increased practical time allotments to improve assessment outputs
- Full implementation of nails and make-up artistry and commence assessment on cluster of units

2. Promote a high level of professionalism among graduates

- Conduct 10 sensitization meetings with employers and two (2) professional day seminars and workshops
- Place 25 trainees in six (6) months to one-year NYS employment programme

3. Raise public awareness about the Abilities Foundation

- Conduct a sensitization campaign to public and private entities on the employment of PwDs

6.3.2 PERFORMANCE 2018/19

1. Improve delivery and facilitation of training to PwDs

- At the end of FY 2018/19, 77 students were enrolled at the Foundation (See Table 9). The largest group of participants received training in Data Operations/General Administration, with 27 or 35 per cent, followed by Housekeeping and Design Décor with 17 or 22 per cent and 15 or 19.4 per cent, respectively.
- During the period, Housekeeping and Data Operations were aligned to the Rockfort Accreditation Body of Heart Trust/NTA and all assessment schedules were achieved. All beneficiaries are on target to achieve unit competencies and full certification by the ending of the first quarter in the new financial year.

**ENROLMENT IN ABILITIES FOUNDATION TRAINING
COURSES BY SUBJECT AREA:
2017/18 AND 2018/19**

TABLE 9

SUBJECT AREA	YEAR 1		YEAR 2		TOTAL	
	2017/18	2018/19	2017/18	2018/19	2017/18	2018/19
DATA OPERATION/GENERAL ADMINISTRATION	13	13	8	14	21	27
CUSTOMER SERVICE	5	0	0	0	5	0
HOUSEKEEPING	16	6	3	11	19	17
COSMETOLOGY	7	9	0	0	7	9
FURNITURE MAKING	9	5	0	4	9	9
HORTICULTURE & LANDSCAPING	4	0	1	0	5	0
GARMENT APPAREL	0	0	0	0	0	0
DESIGN & DÉCOR	7	7	3	8	10	15
TOTAL	61	40	15	37	76	77

- All skill areas i.e. Cosmetology, Housekeeping, Furniture Making, Data Operations Levels 1 and 2, Design and Décor have been accessed by clients of the Abilities Foundation.
2. **Promote a high level of professionalism among graduates:**
Conduct 10 sensitisation meetings with employers and two (2) professional day seminars and workshops
- The sensitization meetings with employers were 90 per cent completed and the final workshop for Year 2 trainees is scheduled to be conducted in June 2019.
- Place 25 graduates in six (6) months to one-year NYS employment programme**



Hon. Zavia Mayne (C), gets a glimpse of the skills that are offered at the Abilities Foundation at their Open Day, held on Thursday, May 31, 2018. Looking on are, Miss Susan Hamilton (R), Managing Director of the Abilities Foundation, Instructor of the Beauty Services Unit (L), Miss Carolina Patterson and Nail Technician Miss Abigail Rose.

- The National Youth Service commenced the January/February 2019 placement activities and all Year 2 beneficiaries have completed application requirements. In addition, summer job placement activities are now ongoing and it is anticipated that 90 per cent of Year 1 trainees will participate. The final placements will be communicated to beneficiaries by the end of Q1 in the 2019/20 FY. Through ongoing

discussions and partnerships with employers to employ PwDs, trainees over the age of 35 will be facilitated.

3. Raise public awareness about the Foundation:

Conduct a sensitization campaign to public and private entities on the employment of PwDs

- During Abilities Day 2018, beneficiaries and the general public were informed about the services the Foundation provides for PwDs, as well as new ventures to ensure inclusion in the Creative Arts, Social Enterprise Development, women empowerment and providing nutritional support for PwDs.

Conduct income generating activities to generate public awareness. Grant support from FHI 360 on the execution of the Plant Nursery Social Enterprise to further general public appeal

- The Business Coaching from FHI360/USAID is ongoing and the team has benefitted tremendously from this intervention. A total of J\$3M to offset implementation cost was approved in February 2019. This Capital injection will assist in the implementation of business best practices, as well as systems and procedures to ensure viability of the Herb Thyme Social Enterprise.
- The first disbursement of food packages for the Food Bank Initiative was on March 28, 2019. The beneficiaries have been receiving food packages from the Food Bank Initiative, as well as from Food for the Poor. This Initiative in collaboration with Kiwanis Division 23, has generated positive impact among the general public to donate food items for PwDs.



The Council works in collaboration with international and local organizations to promote programmes which enhance the well-being of senior citizens. Its mandate is to formulate and implement policies and programmes for the well-being of older persons (60 years and over). It executes its mandate in accordance with the National Policy for Senior Citizens.

The Council plans programmes and activities to enhance social, cultural, spiritual, educational, mental and physical stimulation in the later stages of development thereby, reducing loneliness and making life more meaningful after retirement. These include skills training, health and educational workshops, retirement seminars, ageing seminars/conferences, competitions for mental and spiritual stimulation e.g. domino, bible quiz and spelling bee. It also exposes them to regular physical exercises in groups, as well as parish and regional (national) sports. These include track and field events, trips to places of interest, fund raising activities, income generating projects, intergenerational activities etc.

Collaboration is very important and the NCSC works closely with Ministries, Departments and Agencies (MDAs), Non-Governmental Organisations (NGOs), Church-Based Organisations and Faith-Based Organisations (FBOs), to effectively undertake its mandate and to obtain sponsorship for many of its Programmes.

The Council operates a feeding programme in 20 communities, four (4) of which are inactive due to migration, repairs and employment of main volunteers. It also operates a day activity centre at the Secretariat, where 489 persons are beneficiaries. Seniors in these communities and day activity centres are provided with a hot meal on week days and food packages on public holidays. Shut-ins are also visited by two (2) Nurses' Aides and also given food packages on holidays.

The NCSC issues identification cards, which provides access to concessionary fares on Jamaica Urban Transit Company (JUTC) buses (J\$40.00) and other benefits. This identification card is also accepted by the Passport, Immigration and Citizenship Agency (PICA), the banks and other businesses. All seniors can obtain a card through MLSS' parish offices island-wide and the Secretariat.

In addressing the needs of older persons as it relates to information technology, the NCSC collaborated with all Parish Libraries to train older persons in basic computer skills. The Universal Service Funds, through Ministry of Science, Energy and Technology (MSET), retrofitted the computer

lab at the Secretariat. This will result in older persons being computer literate, in keeping with the technological age.

Senior citizens' clubs and day activity centres are located island-wide for seniors to socialize and use as an outlet for their energy. Currently, there are 456 clubs and 55 centres island-wide. Seniors and volunteers meet weekly, fortnightly and monthly to undertake various activities.

Registration is conducted for the Jamaica Drug for the Elderly Programme (JADEP), National Health Fund (NHF) and Government of Jamaica (GoJ) health benefits. Other referrals are also done for various benefits, which include PATH, Rehabilitation, Compassionate Grants and NIS, to assist with the needs of seniors.

Home visits are carried out to some needy older persons in Kingston, St. Andrew and St. Catherine by three (3) Nurses' Aides. Volunteers and Parish Organizers also undertake this activity in the other parishes. It is to be noted that many older persons prefer to stay in their own homes hence, this service is critical to the ageing population.

Finally, networking and volunteerism is very important to effectively undertake the Council's mandate.

7.1 TARGETS 2018/19

1. Continue the national programme to educate the general public

- Conduct 14 seminars on ageing and retirement at the parish level
- Improve service delivery through competent staff

2. Collaborate with Ministry of Health and Wellness (MoHW) to conduct health seminars, healthcare workshops and disseminate information on preventative healthcare to include HIV/AIDS

- Stage at least 14 healthy lifestyle seminars and nine (9) health information fora, in observance of World Health Day
- Stage three (3) regional health fairs and a sports day in all parishes, promoting healthy active ageing

3. Strengthen the social assistance programmes for delivery to seniors

- Continue the referrals, home and concessionary services, as well as the feeding programme (distribute 112,000 meals to 80 feeding centres, totalling J\$28M)
- Link older persons to social protection services

4. Promote effective social protection and empower seniors to realise their full potential

- Conduct 350 skills training workshops in all parishes
- Train 50 older persons in basic computer skills
- Register the skills of 100 seniors on the skills bank for senior citizens
- Conduct 14 entrepreneurial workshops

5. Review the National Policy for Senior Citizens

7.2 PERFORMANCE 2018/19

1. Continue the national programme to educate the general public:

Conduct 14 seminars on ageing and retirement at the parish level

- For FY 2018/19, 14 information seminars were conducted, in which 1,749 seniors participated. The target was achieved.
- Fourteen (14) seminars were held under the theme “Savvy Students Lifestyle Planning”, where 861 students participated. Of the total number of participants, 610 or 70.8 per cent were females.
- Seven (7) public education fora on the rights of older persons were held.
- To improve service delivery from members of staff, five (5) social workers were trained in Gerontology.

2. Collaborate with MoHW to conduct health seminars, healthcare workshops and disseminate information on preventative healthcare to include HIV/AIDS:

Stage at least 14 health seminars and nine (9) healthcare information fora, in observance of World Health Day

- In observance of World Health Day, 23 health seminars were conducted. The year’s target was surpassed by 64.2 per cent.
- For FY 2018/19, three (3) regional health workshops were held and 232 persons benefitted from health care services offered. Of the 232 persons, 167 or 71.9 per cent were females.

Conduct 14 parish sports day and one (1) regional health fair

- The NCSC, in collaboration with the Ministry of Health and Wellness (MoHW) and the National Health Fund, conducted a sports day in all parishes. In addition, 1,239 seniors participated; 1,017 or 82 per cent of whom were females. Three (3) regional health fairs were held, in which 689 seniors benefitted from the services offered.

3. Strengthen the social assistance programmes for delivery to seniors

Continue the referrals, home and concessionary services, as well as the feeding programme (distribute 112,000 meals to 80 feeding centres, totalling J\$28M)

- For the FY, 90,584 cooked meals were delivered to 17 feeding centres. The year’s target of 112,000 for meal distribution was achieved by 80.9 per cent.
- Seniors were referred to the following social protection services for assistance: PATH (99), NIS (73), PAD (149), Poor relief (19), JADEP (134), NHF (172) and MoHW (55)

4. Promote effective social protection and empower seniors to realise their full potential:

Conduct 350 skills training workshops in all parishes

- For FY 2018/19, 518 skills training workshops were conducted island-wide in areas such as culinary arts, jewellery making, basketry, painting and art and craft. Two thousand three hundred and eighty six (2,386) seniors participated, of which 2,133 or 90 per cent were females.

Train 50 seniors in basic computer skills

- For FY 2018/19, 77 seniors were trained in basic computing.

Register the skills of 100 seniors on the skills bank for senior citizens

- During the period under review, over 230 senior citizens registered their skills during the Art, Craft and Culinary competition.

Conduct 14 entrepreneurial workshops

- The entrepreneurial workshops were not achieved due to logistics challenges and the unavailability of the seniors.

5. Review the National Council for Senior Citizen's (NCSC) Policy

- The Draft Policy has been submitted to Cabinet for approval. The Green Paper was tabled in Parliament in March 2018. Two (2) National Public Consultations are to be held in Quarters 1 and 2 of the 2019/20 FY.



(R-L) Senior citizens Miss Corrine Donaldson and Millicent Whitley being sensitized by an employee from the FLOW Foundation on the usage of various applications on Android devices during Safer Internet Day, at the Flow Jamaica Head Office.



Hon. Shahine Robinson (5th L) and PS Colette Roberts Ridsen (2nd L), with the Ambassador (4th L) as well as Trainers from Brazil and Rosalee Gage Grey, CEO, CPFSA, during a Training for Trainers Workshop for the Elimination of Child Labour.



Hon. Shahine Robinson (2nd R), Hon. Zavia Mayne (L) and PS Roberts Ridsen (R) were paid a courtesy call by UNICEF Rep. Ms Mariko Kagoshima.



Hon. Shahine Robinson and Hon. Zavia Mayne, with other Executive staff, during the Ministry's first quarterly press briefing on September 4, 2018.



Hon. Shahine Robinson (R) and Hon. Zavia Mayne converse with PS Ridsen before the Ministry's second press briefing. (Photo: Gleaner)



Hon. Shahine Robinson (R) lays a wreath at the Aggie Bernard Monument, along with Custos Rotolorum, Mr. Steadman Fuller (2nd R), Hon. Zavia Mayne (2nd L) and PS Roberts Ridsen (L) to mark Workers' Week.



Hon. Shahine Robinson (2nd L) signs a Memorandum of Understanding with the Mico University College President, Dr. Asburn Pinnock (3rd right), while PS Roberts Ridsen and other Mico University officials observe.



State Min. Zavia Mayne joins in with the congregation at the church service to celebrate the NI 53rd Anniversary



Hon. Shahine Robinson (Front C), PS Ridsen and other MLSS staff, with PATH Beneficiaries who received special awards at the PATH Top Achievers' Awards Ceremony, held at the Knutsford Court Hotel.

2018 / 19 HIGHLIGHTS

2018 / 19 HIGHLIGHTS



The Most Hon. Andrew Holness, Prime Minister of Jamaica, Hon. Olivia Grange, Minister of Culture, Gender, Entertainment & Sports, Hon. Robinson, Hon. Zavia Mayne and MP Dalley at the launch of the 2019 National Workers' Week at the Jamaica House.



Min. Robinson at the opening of the Jamaica Employers' Federation (JEF) Convention 2019



Hon. Minister (2nd L) interacts with a graduate of the Early Stimulation Programme, along with State Minister (R), Early Childhood Stimulation Programme Director, Mrs Antonica Gunter-Gayle (L) and Mrs. Trisha Williams-Sing, Chairman of the Early Childhood Commission.



Managing Director of Abilities Foundation, Susan Hamilton (5th L) along with Dr. Christine Hendricks, Executive Director of the JCPD (2nd R), and a delegation of the Kiwanis Division 23 East interacts with a recipient of the Food Bank for persons with disabilities.



Hon. Faval Williams (4th L), Min of Energy, Science and Technology, presents the first place cheque to PS Roberts Ridsen and other MLSS Officials for the PCJ Energy Conversation Competition.



Wayne Chen and CEO Jamaica Employers' Federation, Brenda Cuthbert, present the first place trophy for best booth to CTD Tamar Nelson and other MLSS Officials.



The Most Hon. Andrew Holness, Prime Minister presents an award to former Prime Minister, The Most Hon. Portia Simpson Miller, at the ILO Centenary Awards Banquet.



PM Holness (Far back) and Min. Robinson flanked by recipients of various distinguished awards at the ILO Centenary Awards Banquet.

LABOUR DEPARTMENT'S 80th ANNIVERSARY CELEBRATIONS

The Labour Department was established in 1938 and during financial year 2018/19, celebrated its 80th anniversary. The department was established as part of the recommendations of the Moyne Commission, in response to several worker's riots and revolts, in protest of poor working conditions.

Activities during the 80th anniversary celebration included:

Workers' Week Activities (May 13 – 23, 2018)

The week was celebrated under the theme **"Preserving our Legacy Unfolding Progress"**. The activities commenced with a Workers' Week/Labour Day Church Service. The struggles of workers and the protest action on the Kingston Waterfront and in Frome were remembered, through commemorative activities held on May 15 and May 21, 2018 respectively. The Workers' Park in Frome was restored, including the remounting of the outdoor exhibition on the plight of workers in 1938. This was in collaboration with the Westmoreland Parish Council, the Institute of Jamaica (IOJ), the Sugar Company of Jamaica and Tourism Product Development Company (TPDCo).

The Ministry partnered with IOJ, the Reparations Commission and the Ministry of Culture, Gender, Entertainment and Sport to host a distinguished lecture under the theme **"Reparation and the Modern Labour Movement"**. This activity was attended by students from several secondary schools and was open to the general public. The Jamaica Productivity Centre engaged employers, worker representatives and civil society in a panel discussion under the theme **"Ramping-up Productivity through Innovation"**, on May 17, 2018.

Labour Officers Training Series

Given the steady increase in public complaints/allegations of companies operating contrary to the labour laws, work permit conditions, occupational safety and health guidelines and the overall tenets of decent work, the Ministry has been taking steps to strengthen its internal mechanisms for compliance inspection. In July 2018, the International Labour Organization gave support to this initiative and funded an intensive regional training workshop held in Jamaica, in which Bahamas, Guyana and Trinidad and Tobago participated. This training exposed Labour and Social Security Officers to new inspection strategies. Other local training workshops were held in relation to the labour laws and to strengthen the public support capacity of the Labour Department. Seventy eight (78) Labour Officers/Administrators participated.

Labour Department and You Road Shows

In an effort to have greater public awareness and access to the services of the Labour Department, regional road shows were held for two days each in Manchester, St. Ann, St. James, Kingston, and St. Thomas. The road shows reached more than 1.5 million persons directly or through outside broadcasts. Employers, workers, organizations representing workers and employers, job-seekers and civil society had greater access to information on all services and programmes of the Labour Department and other social security services including PATH and NIS. Job-seekers and employers

were encouraged to use the Labour Market Information System electronic skill-matching portal; over 200 young persons were interviewed at the job-fairs, as part of the regional road shows.

In collaboration with the tripartite partners, the Jamaica Employers Federation and the Jamaica Confederation of Trade Unions, Small, Medium-sized Enterprises, large corporations, Trade Unions and other worker representatives participated in dedicated networking and information session. Participants were apprised of contemporary issues in labour relations as Jamaica prepares to embrace opportunities of the future of work. The Information sessions focused on issues relating to industrial relations, occupational safety and health, efforts to eliminate child labour, roles and functions of registered employment agencies and local and overseas employment programmes. The Ministry welcomed first-hand feedback on its services and the strategic direction of labour relations.

G20 Employment Working Group

Jamaica, on the invitation of the Argentine Government, represented CARICOM at the meeting of the G20; this represented CARICOM's first invitation to the meeting of the G20 countries. This Ministry represented the region at a series of Employment Working Group meetings that culminated in a Ministerial Declaration on strategies to embrace the future of work. The strategies include skilling, upskilling and re-skilling of workers, legislative and policy approaches to the changing world of work and continuous experience sharing and capacity development of the G20 and partners.

United States Seasonal Work Programmes 75TH Anniversary launch

The launch of the 75th Anniversary of the U.S. Overseas Employment Programme was held in Washington on August 14, 2018. This activity was spearheaded by the Jamaica Central Liaison Office in Washington and the Permanent Mission to the U.S. The launch was attended by H2A and H2B employers, farm and hotel workers, as well as persons from the Jamaican Diaspora. The Minister also used the occasion of the launch to conduct bilateral discussions with the U.S. Department of Labour and U.S. Homeland Security on issues relating to the Seasonal Work Programmes; as Jamaica has the longest unbroken migrant work programme with the United States. The delegation toured the housing facilities, discussed the safety and health of workers and examined the liaison support.

Commencement of plans to establish Industrial Disputes Tribunal (IDT) West

In observance of the increased economic activity and labour relations issues in western Jamaica, the Ministry is undertaking the establishment of another Division of the Industrial Disputes Tribunal in Montego Bay. Since the establishment of the IDT, it has operated from a central location in Kingston. During the reporting year, suitable accommodation was identified at the Blue Diamond Shopping Complex in Ironshore, St James. In FY 2019/2020, infrastructure work will be undertaken to facilitate the commencement of operations. The project is a gift to the workers and employers of Jamaica, as a part of the 80th Anniversary celebration of the labour riots that started in western Jamaica.

8.0

LABOUR MARKET REFORM

The Government of Jamaica (GoJ) has embarked on a comprehensive programme to reform the labour market, aimed at:

- Creating a labour force that is adaptable to labour market changes
- Increasing the knowledge, skills and productivity of the worker
- Providing the worker with adequate social protection
- Protecting the employability and life earnings of the worker

The reform seeks to address the shortcomings within the labour market by overseeing the:

- Establishment to relevant labour market polices and legislation
- Determination of a mechanism to increase access to and coverage of pensions
- Development of a National Employment Policy (NEP), among other measures

To oversee the reform process, a **Labour Market Reform Commission (LMRC)**, a multi-sectoral body comprising representation from the Government, Trade Union movement, Private Sector and Academia was established by Cabinet and became operational in April 2015. The established Programme of the LMRC was guided by four (4) objectives:

- **Efficiency:** generating maximum returns from human resources, output and income
- **Equity:** creating equal opportunity to jobs and training for all in the workplace. All should be treated equally, receiving equal pay for equal work
- **Growth:** increasing productivity, incomes and future jobs
- **Social justice:** minimizing potential negative outcomes and social displacement stemming from changes in the labour market; providing redress where applicable

To achieve labour market reform, aligned with the above listed objectives, five (5) sub-committees were tasked with reviewing existing policies and practices in five (5) thematic areas. They were also required to provide recommendations for their revision/updating. The sub-committees and thematic areas were as follows:

- Education and Training
- Productivity, Innovation and Technology
- Labour Policies and Legislation
- Industrial Relations (institutions, customs and practices)
- Social Protection

8.1 STRATEGIES

The strategies employed by the Commission were:

- A reform of specific social protection mechanisms
- A policy framework/response to treat with the increased incidence of 'precarious employment'
- A reform of the static and outdated Labour Laws
- A culture of lifelong learning to raise the low-skilled, low-wage profile of workers

- Re-engineering of the roles and responsibilities of critical Ministries and Agencies

The Labour Market Reform Commission completed its report in 2017.

8.2 PERFORMANCE 2018/19

The **Labour Market Reform Agenda Report** was submitted to the Cabinet in May 2018 and tabled in Parliament in June 2018. In addition, the Report was tabled for discussion at the Labour Advisory Council (LAC) Meeting in February 2019. The LAC has started the process of prioritizing the key actions to be addressed in the short to medium term.

A more robust Implementation Plan for the Report is to be prepared in the 2019/20 FY.

9.0

LEGISLATIVE AGENDA

The Legal Unit of the Ministry remains committed to the Ministry's strategic objectives, particularly as it relates to modernizing the legislation policies. To this end, most of the priority projects focus on the research and preparation of policy papers aimed at strengthening and modernizing the legislative framework, the promulgation and enactment of new legislation and amendments to existing laws.

9.1 TARGET 2018/19

1. **Amend the Minimum Wage Act and make consequential amendments to the National Minimum Wage Order and Employment Agencies Regulations**
2. **Review and amend the Labour Officers (Powers) Act (LOPA)**
 - Finalise Position Paper
3. **Review and propose amendments to the Employment Agencies Regulation Act (EARA)**
 - Finalise Position Paper
4. **Review and submit proposals for amendment of the National Insurance Act**
 - Participate in meetings of the NI Review Working Group and Steering Committee, bi-monthly
5. **Enactment of legislation governing Occupational Safety and Health. Draft and implement Policies**
 - Table Bill in Parliament
6. **Provide the legal support necessary to finalize the Regulations and Codes of Practice on Education and Training and Employment, in support of the Disabilities Act**
 - Offer legal support to finalise Regulations and Codes
7. **Amend the Foreign Nationals and Commonwealth Citizens (Employment) (Work Permit Fees) Regulations, 1973**
 - Amend the Regulations

9.2 PERFORMANCE 2018/19

1. **Amend the Minimum Wage Act and make consequential amendments to the National Minimum Wage Order and Employment Agencies Regulations**
 - Defence of the Bill commenced in Q1 and additional amendments are being made to the Bill, further to instructions from the Legislation Committee.
2. **Review and amend the Labour Officers (Powers) Act (LOPA)**
 - A cabinet Submission was prepared and sent to the Attorney General's Chambers (AGC) and Chief Parliamentary Counsel (CPC), suggesting that amendments to LOPA be such that it captures the current demand of the work environment. Instructions have been given to proceed with the proposed amendments. A consequential amendment to LOPA is being done via the OSH Bill, to give Labour Officers monitoring and compliance powers.
3. **Review and propose amendments to the Employment Agencies Regulation Act (EARA)**
 - The first draft of a Position Paper was prepared, after consultation with various stakeholders. Additional proposals for amendments were received and these proposals

are being considered with a view to determine whether same should be incorporated in the Paper. Additionally, the Act is being reviewed in light of the ratification of ILO Decent Work for Domestic Workers Convention (C189), to determine the amendments which may be necessary. Consideration will also be given to The Maritime Convention to see to what extent Seafarers may be captured in the proposed amendments.

4. Review and submit proposals for amendment of the National Insurance Act

- A review of the NI Act has commenced. Two working groups were established to review the Act, clause by clause and to report recommendations to the Steering Committee. Both the working groups and Steering Committee meet on a monthly basis.

5. Enactment of Legislation governing Occupational Safety and Health-Draft and implement Policies

- This Bill, which was tabled in the Houses of Parliament on the 14th April, 2017 was brought before a Joint Select Committee (JSC) on 21st November, 2018 for review/discussion. As at that first meeting, all the preliminary instructions and parameters for proceeding were issued by the selected Chairman Minister Mayne. The JSC reconvened on the 16th January, 2018 and it has since received submissions from over 12 interested parties.

6. Provide the legal support necessary to finalize the Regulations and Codes of Practice on Education and Training and Employment, in support of the Disabilities Act

- The Disabilities Act received the Governor General's assent on October 31, 2014. H.M. is to appoint the day on which the Act will come into effect. The Ministry and the JCPD are now expediting efforts to establish the Disabilities Rights Tribunal and to strengthen the institutional capacity of the JCPD.
- The Codes of Practice and Regulations are being developed.

7. Amend the Foreign Nationals and Commonwealth Citizens (Employment) (Work Permit Fees) Regulations, 1973

- This Regulation was amended to establish sectors of employment to which work permit fees are applicable. Subsequently, the Senate during its consideration found the Regulation to be ambiguous, thus requiring the need to simplify the work permit fee structure.
- A Cabinet Submission requesting the Cabinet's approval to issue drafting instructions to remedy said uncertainty and ambiguity identified, has been prepared. The Regulation (Regulation 3) is also being amended to eliminate the need to refund the un-used portion of the work permit fees to work permit holders whose employment is terminated, or who leave the island before the expiration of the period of the work permit.

8. Draft and implement Policies

The following Position Papers have been drafted

- National Policy on Child Labour – A Cabinet Submission has been prepared to request Cabinet's approval of the Policy as a Green Paper and for drafting instructions to be issued to amend the Child Care and Protection Act (CCPA). The matter is to be advanced through the Child Labour Unit.
- Proposed amendment to the Maternity Leave Act to facilitate the inclusion of Paternity

Leave, the extension of duration of Maternity Leave, to meet International Labour Organization (ILO) Standards and to increase penalties.

- Proposed amendments to the Workmen Compensation Act, to strengthen provisions and possibly complement Occupational Safety and Health (OSH) Act. The Paper was finalized and dispatched to principals.

Review of the Fines and Penalties provisions of Labour and Social Security Legislation

Instructions were received to review and amend the fines and penalties of the various Legislations administered by the Ministry. The Legislations were reviewed and a Cabinet Policy adopted. Submission will be prepared to obtain Cabinet's approval, to facilitate strengthening of the Legislations.

10.0

INTERNATIONAL LABOUR AGENCIES AND INFORMATION

The International Labour Agencies and Information unit, plans, organizes and administers duties, in keeping with Labour Treaties and Agreements, which devolve on the Government of Jamaica as a member of the International Labour Organisation, Organisation of American States, Caribbean Community, United Nations and other international and regional agencies.

10.1 TARGETS 2018/19

1. Prepare and submit reports on seven (7) Conventions, as well as questionnaires and other documents to the ILO

- C081 – Labour Inspection Convention, 1947
- C019 – Equality of Treatment (Accident Compensation) Convention, 1925
- C087 – Freedom of Association and Protection of the Rights to Organise Convention, 1948
- C097 – Migration for Employment Convention (Revised) 1949
- C098 – Right to Organise and Collective Bargaining, 1949
- C011 - Right of Association (Agriculture) Convention, 1921
- C094 – Labour Clauses (Public Contracts) Convention, 1949

2. Prepare Jamaica's delegates for attendance at the International Labour Conference (ILC)

10.2 PERFORMANCE 2018/19

1. Prepare and submit reports on seven (7) Conventions, as well as questionnaires and other documents to the ILO

- The unit continued to gather information from stakeholders for seven (7) Reports, regarding the following Conventions that were due for the *ILO* reporting period 2018: C081, C019, C087, C098, C011, C094 and C097. Stakeholders included: Ministry of National Security, Ministry of Justice, Ministry of Health and Wellness, Shipping Association of Jamaica, Nursing Association of Jamaica, PIOJ, Ministry of Transport and Mining, MLSS (OSH, Child Labour, Legal and PATH), Ministry of Finance and the Public Service, Ministry of Education, Youth and Information, Maritime Authority of Jamaica.
- The following five (5) reports for FY 2017/18 were reviewed and dispatched to the ILO:
 - C019-Equality of Treatment (Accident Compensation) Convention, 1925
 - C087-Freedom of Association and Protection of the Right to Organize Convention, 1948
 - C081-Labour Inspection Convention, 1947
 - C011-Right of Association (Agriculture) Convention, 1921
 - C098-Right to Organize and Collective Bargaining Convention, 1949
- The remaining two conventions, C094 and C097 were brought forward into FY 2019/20.
- Preparatory work was started for the following reports:
 - C029 – Forced Labour Convention, 1930
 - C094 – Labour Clauses (Public Contracts) Convention, 1949

- C097 – Migration for Employment Convention (Revised), 1949
- C105 – Abolition of Forced Labour Convention, 1957
- C117 – Social Policy (Basic Aims and Standards) Convention, 1962
- C138 – Minimum Age Convention, 1973 (No. 138)
- C144 – Tripartite Consultation (International Labour Standards) Convention, 1976
- C149 – Nursing Personnel Convention, 1977
- C182 – Worst Forms of Child Labour Convention, 1999
- C189 – Domestic Workers Convention, 2011
- Report on unratified Conventions and Recommendations
- Report on Instrument Adopted by the International Labour Organisation in the 104th and 105th Sessions in June 2015 and June 2016
- Report on Instrument Adopted by the International Labour Organisation in the 106th Session in June 2017

2. Prepare Jamaica's delegates for attendance at the International Labour Conference (ILC)

- Prepared Delegates for 107th International Labour Conference held in Geneva, Switzerland.



The Jamaica Productivity Centre (JPC) is the national organization responsible for promoting and facilitating productivity enhancement at the national, sectoral, industry and enterprise levels. The Mission of the JPC is to enhance the productivity and competitiveness of the Jamaican economy and lead the process of transformation to a productivity-conscious culture, by providing productivity policy advice, expertise and information to private and public sector organizations, through strategic partnerships, and a well-resourced, motivated and competent team. The vision is “To be the Centre of excellence which delivers productivity improvements for Jamaicans”. This is in direct alignment with the Ministry’s Mission “To foster a responsive labour market and deliver effective social protection services that empower individuals and their families, while promoting a culture of productivity and decent work.” It is also in direct alignment with the strategic outcome of enhanced economic development through the promotion of productivity growth.

The Centre has an Advisory Board, whose members are drawn from the public and private sectors and Trade Unions. This partnership reflects the shared principle that growth in productivity is best achieved through the alliance and cooperation of government, employers and workers.

The policies and strategies are implemented by the team of technical experts housed in the Research, Technical Assistance Service and Information Communication units, which provide technical assistance services, knowledge dissemination and advocacy to both private and public sector organisations.

Systems in Place to Facilitate Operations of the JPC

Several initiatives have been highlighted by the Centre to ensure Operational excellence, effective policy, Programme and Project Management, as well as implementation and improved service delivery. These include, but are not limited to:

- Retooling with sophisticated management tools - The Cabinet office has extended to JPC assistance in revisiting the corporate strategy. This will lead to the development of a revised strategic management framework & results framework which includes looking at: Strategic objectives, programmes, projects, policies & establishing KPIs, Revising strategic priorities and strategic focus. This approach will provide a “dashboard” of indicators that will help in charting and navigating the institutional pathway.
- Employees - The culture must be committed to attracting and developing talent with clear pathways for promotion and recognition of great contributions and performance. It is JPC’s

intention that during this financial year staff engagement activities will be conducted, as well as revisit the structure of the Centre in fulfilling its mandate.

- Educational Focus-The JPC will continue to deepen and broaden its educational campaign. Exploring partnerships with local institutions and global partners, JPC will continue to focus on impacting youths through the power of productivity education.

Impactful Public Sector Initiatives – Working with MDA’s to improve the efficient and effective delivery of service to the public and remove ‘pain points’, allowing them to operate in the best manner and replicating the successes throughout government. The centre continues to coordinate with international bodies such as Japan International Cooperation Agency (JICA), which will provide technical support in implementing these initiatives.

Most importantly, the JPC will be embarking on developing a National Policy for Productivity Improvement, which will be a guideline (in harmony with the goals and outcomes of Vision 2030) for how the productivity trends for the past three decades, will be reversed. Partnership, support and/or training is being sought to build the capabilities and capacities of the Centre to deliver on this initiative.

The JPC will continue to look for opportunities to increase linkages with local, regional and global enterprises in achieving its mandate.

11.1 TARGETS 2018/19

1. Increase the visibility of the JPC

Outcome: Enhanced public perception of JPC

- Utilize Advisory Board members as productivity Ambassadors. This strategic priority recognizes that productivity improvement should be advocated using a top-down approach. As such, members of the Board, who have the ears of decision-makers, will be utilized in championing the cause of productivity improvement.
- Formalize visibility partners. The building of strategic partnerships will be used to facilitate wider publicity for the JPC brand, as well as its mandate.
- JPC and the media working to promote productivity. Efforts at targeting print and electronic media houses to help spread the productivity message and promote the JPC will continue, as past efforts have reaped some success.

2. Increased awareness of the benefits of Productivity among individuals and enterprises

Outcome: A productivity conscious culture is being developed and sustained

- Productivity is everybody’s business. As such, the JPC will focus on strategies that will explain and demonstrate the positive correlation between rising productivity, economic growth and living standards (measured as gross domestic product per capita).
- The Research and Measurement Unit of the JPC will continue to produce data and information, as well as share knowledge produced elsewhere to encourage innovation at all levels. To achieve this, the Centre will broaden its National Productivity Awareness Campaign, utilising mass media to disseminate the message of what productivity is, the benefits to be derived from its improvement and why it should matter to every Jamaican.

3. Enhancing ecosystem for productivity growth through knowledge, measurement, innovation and training

Outcome: Productivity growth is driven by both factor inputs and TFP (innovation)

- This will entail developing standardised approaches that can be replicated across private and public sector firms.
- It emphasises a structured productivity improvement programme, based on proven 64 methodologies such as 5S, Lean Production Systems, Green Productivity, Statistical Process Control, Supply Chain Management, Work Sampling and Six Sigma.
- Conduct firm level productivity audits and recommendation of appropriate solutions.
- Collaborate with public sector entities, to develop new business models for improving service delivery.
- The focus is on reducing or removing “pain points” for the general public when they deal with Ministries, Departments and Agencies (MDAs).
- Embracing “open innovation” as a way of accelerating and solving immediate customer “pain points”.
- Waste reduction and process optimisation (business process re-engineering).
- Introduction of 5S (good housekeeping) as a corporate philosophy shared by members of staff.
- Benchmarking and best practices as business excellence tools to achieve superior performance.
- Employee Suggestion Schemes (ESS).
- Six Sigma or elimination of defects from every product, service, process and transaction.

4. Provide evidence-based research and measurement for policy, knowledge, advocacy and innovation

Outcome: The business environment is actively supported by productivity-friendly policies.

- This work supports advocacy for policies that will accelerate the growth of productivity, competitiveness and job creation.
- Research that will help to enhance market (goods, labour and capital) efficiency, flexibility, productivity and worker satisfaction.
- The information will be produced that will empower businesses to benchmark their performance, as well as make evidenced based decisions relating to their operations.
- Promoting performance based or productivity-linked compensation systems (PLCS).
 - This entails benchmarking and developing mechanisms to engender results-based work that will complement the existing pay structure.
 - The research will help to determine which industries are best suited for PLCS and which are not.

5. Improved Institutional framework for delivery of productivity strategies

Outcome: Sustainable human capital development

- JPC capacity building sessions. The JPC will develop a staff training programme to facilitate the continuous improvement of staff capabilities.
- ICT infrastructure will be procured to facilitate more efficient operation of the organization.

- Staff Training and Development Program. Competent staff will be recruited and mechanisms put in place to improve retention rate.

11.2 PERFORMANCE 2018/19

The Centre undertook several initiatives to drive public awareness and promote a productivity conscious culture; demonstrating the inevitable link between increased productivity and economic growth during FY 2018/19.

1. Increase the visibility of the JPC

- Productivity Ambassadors were utilised to generate articles and radio interviews on productivity.
- Other Ambassadors selected to be trained and inducted in Q1 FY 2019/20
- Two (2) partnership agreements were drafted with STATIN (to provide data that will lead to quarterly productivity information generated by the JPC) & JAMPRO (to assist at least 50 firms export ready over the next three (3) years)
- Seven (7) newspaper articles were generated from the productivity Ambassadors (in the Gleaner, Observer and JIS).
- Twenty-one (21) Ambassador media interviews (television and radio), highlighting and sharing productivity related research/information with the general public, were held.
- Productivity learning opportunities were created by holding sensitization sessions. One thousand and seventy-six (1,076) participants benefited from 22 sessions held island-wide.

2. Increasing awareness of the benefits of productivity among individuals and enterprises

- Four (4) productivity conferences/fora were held, spanning the topics of Growth, Innovation, Change Management and Practical Productivity Improvement Practices with participants in attendance including:
 - 249 public sector participants
 - 220 private sector participants
- Two thousand and seventy-eight (2,078) students, 128 teachers from schools across the island participated in and benefited from the school sensitization sessions, which is a part of the “Be Productive Campaign in Schools”.
- To further the establishment of Productivity Clubs island-wide, a Club Manual was drafted and will facilitate a faster rollout of clubs in the up-coming year.
- JPC worked on revamping the website, as well as creating social media platforms to engage the public. This resulted in over 17,850,000 overall media impressions.
- A total of 109 productivity related articles were published in print and elec-



Brittany Johnson, Research Officer at JPC makes a presentation to the management and staff at the Ministry of Finance and the Public Service, on ways to apply 5S technique in a paper-based environment.

tronic media as a part of the integrated media and communications campaign.

- JPC conducted a business process reengineering review of the MLSS work permit systems processes and assisted the MLSS in drafting the Proposal to receive funding for business process improvement and innovation. The Centre continues to provide support in the implementation stage of this now IDB funded project to improve and modernise the work permit process.
- Twenty-two (22) productivity training sessions were facilitated, with 1,076 participants from 15 organizations.
- Thirty-eight (38) radio interviews were held.

3. Enhancing ecosystem for productivity growth through knowledge, measurement, innovation and training

- The JPC has been engaged by approximately 10 private sector organizations and two (2) public sector organizations over the year, to provide productivity improvement solutions. These sectors have spanned multiple industries island-wide.
- A total of 22 firms (public and private) received customized productivity audits.

4. Provide evidence-based research and measurement for policy, knowledge, advocacy and innovation

- Each year, the JPC produces a productivity update report, which becomes part of the Planning Institute of Jamaica's (PIOJ) Economic and Social Survey of Jamaica (ESSJ) annual report utilised by scholars and planners.
- JPC has also produced a productivity Summary Report which is being edited for publication.
- Promoting performance based or productivity-linked compensation systems (PLCS).
 - An initial survey of over 100 firms was conducted. Analysis of the results is being collated into a benchmark report.

5. Improved institutional framework for delivery of productivity strategies.

- Twenty-five (25) internal capacity building sessions were conducted at the Centre, to cross train and transfer knowledge among team members.
- External sessions were conducted six (6) times throughout the year with the JPC team to build capacity and increase innovations.

11.3 PROJECTIONS 2019/20

The Strategic Priorities of the JPC for FY 19/20 is to improve national productivity through:

- Research Measurement and productivity-driven policies
- National productivity culture through productivity education, awareness and impact
- Productivity driven organisations through impactful technical productivity initiatives (in particular the public sector)

This will ultimately lead to inclusive sustainable economic growth and job creation

A National Policy for Productivity Improvement will be a main priority of the JPC and is a critical requirement for Jamaica's economic survival and growth. This is clearly articulated in Vision 2030. "Jamaica has a clear and compelling mission... to prepare the conditions and means by which firms

and individuals in the country will create wealth with ever-increasing levels of productivity that eventually compare favourably with the most productive nations in the world”.

The national policy for productivity improvement with its focus on efficiency and effectiveness, will traverse multiple goals and contribute directly to the following Vision 2030 outcomes:

1. Authentic and transformational culture
2. World class education and training
3. An enabling business environment
4. Energy efficiency and conservation
5. A technology enabled society
6. Internationally competitive industry structures
7. Sustainable management and use of natural resources

12.0

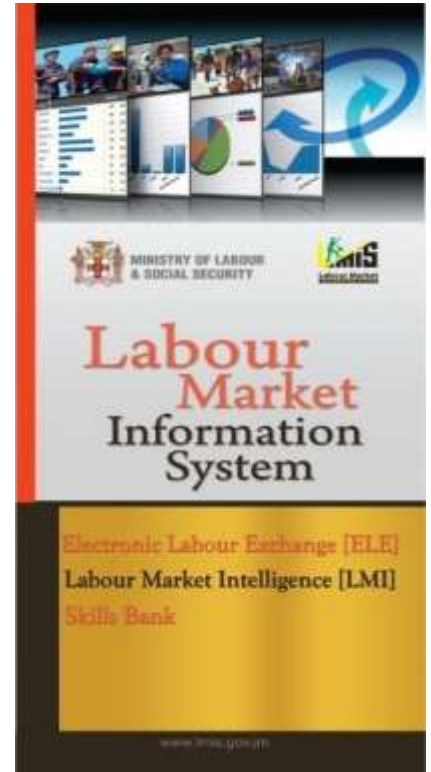
THE NATIONAL LABOUR MARKET INFORMATION SYSTEM

The objective of the National Labour Market Information System (LMIS) is to facilitate access to:

- I. Employment opportunities for jobseekers
- II. Labour market information and intelligence for students, Guidance and Career Counsellors, Planners, Policy Makers, Curriculum Developers and other stakeholders
- III. A skilled and competent workforce by Employers/Investors

This is carried out through the following services:

- I. Labour Market Intelligence (LMI) and information which identifies employment opportunities in terms of the types of occupation and skills that are required by the labour market, career options and training information for curriculum development.
- II. A job placement facility, namely the Electronic Labour Exchange (ELE) which matches skills required by employers with those of jobseekers.
- III. A Skills Bank which is a database of registered certified skills on the LMIS.
- IV. Career Development Services which include workshops for jobseekers and students, where information on labour market trends, job readiness and retention skills are disseminated. Jobseekers are also assisted with résumé writing, job search and interview techniques.



The LMIS is responsible for undertaking the following strategies outlined in the ***Vision 2030 National Development Plan***:

- I. Promote career guidance programmes and contextualize secondary and post-secondary levels to facilitate informed career choices
- II. Broaden the geographical and occupational scope of the ELE
- III. Improve the effectiveness of the ELE
- IV. Strengthen the LMIS
- V. Expand research development in LMI

These strategies will ensure the achievement of Goals one (1) and two (2) of the Labour Market and Productivity Sector Plan; 'An efficient and effective labour market' and 'Full and satisfying employment', respectively. The outcomes of these Goals are:

- I. Increasing access to labour market information for informed decision making by stakeholders
- II. An effective supply-demand link between labour market and education and training systems

12.1

Labour Market Intelligence and Information



The Planning, Research and Monitoring Unit (PRMU) is responsible for the strategic planning, monitoring and evaluation of the Ministry's Programmes and Policies. The unit collects, analyses and disseminates data on the overall performance of the Ministry. The data is used by Managers to improve the delivery of the services of the Ministry and respond efficiently and effectively to the needs of clients. Information gathered by the unit can be sourced from publications such as this Annual Performance Report, Strategic Business and Operational Plans, Quarterly Reviews and Evaluation Reports.

Another responsibility of the PRMU is to gather, process, analyse and disseminate Labour Market Intelligence (LMI), to inform the demand and supply of labour. This information is used to guide the development of Programmes for education and training institutions, promote career development, locate job opportunities etc. The data is disseminated through the LMIS website and offline to a number of stakeholders such as students, jobseekers, etc.

The PRMU participates in Career Development Programmes, such as Career Days and Job Fairs. This is done with secondary, post-secondary and tertiary level institutions across the island. The unit also participates at Town Hall meetings, church events, expositions and other events to disseminate information. Upon recognizing the need for assistance in strengthening career development in some schools, the Ministry established the LMIS School Initiative which is currently being undertaken with Holy Trinity. The school was chosen based on the difficulties some students face in transitioning from school to work and therefore assistance is given through LMIS services to guide their career development.

12.1.1 TARGETS 2018/19

1. Conduct and monitor studies to inform policies by evaluating the MLSS' Programmes

- Complete Report on the 4th Phase and commence 5th Phase of a Study on *'The impact of the Canadian Farm Work Programme on Farm workers and their families'*

It is generally felt that the impact is positive. Evidenced based data is needed to ascertain the types and magnitude of the socio-economic impact of the Programme. In addition, the Study will unearth challenges faced by the Farm Workers while on the Programme and ways to address them.

- Commence Report on *'Tracer Study on Early Stimulation Graduates'*

The aim of the Study is to examine the extent to which graduates have matriculated to primary education, the level of school attendance and performance of the graduates and how the

families of graduates have been coping after they have exited the Programme.

2. Provide labour market and demand information to inform decision making

- Update information on the LMIS website, including Hot Occupations Analysis, statistics, research projects, entrepreneurship and overseas employment opportunities. This is to disseminate information which is used in job search, career development, curriculum development, research etc.

3. Engage institutions and companies in conducting studies of labour market issues

- Complete study to determine '*Employment Opportunities in Geriatric Care*'
The aim is to assess the ageing population and the required occupations and skills in elderly care.

4. Develop new and/or reproduce existing career guidance activities and materials for wider distribution

- Complete preparation of Labour Market Update Vol. 8 and commence Vol. 9
The Newsletter examines current issues and new development which impact employment and career development.

Continue to work in tandem with the ELE to:

5. Partner with Government and other agencies that provide public access to the internet and other employment services

- Establish partnerships with University of Technology (UTECH), Jamaica and The Mico University College. The partnerships between the MLSS and the Institutions will promote the use of the database and the services offered by LMIS, among members of the Institutions.
- Continue to partner with the Jamaica Library Service (JLS) to disseminate labour market information.

All documents produced by the PRMU, which inform the occupations and skills need for the labour market and other pertinent information produced by the MLSS are circulated to all public and parish Libraries.

6. Undertake activities with education and training institutions to disseminate labour market information and populate the LMIS Skills Bank

This is to assist students in job search and career development.

12.1.2 PERFORMANCE 2018/19

1. Conduct and monitor studies to inform policies by evaluating the MLSS' Programmes

Complete Report on the 4th Phase and commence the 5th and final Phase of a five-year Study on "*The impact of the Canadian Farm Work Programme on Farm workers and their families*".

- The 4th Phase and the 1st Draft Report for the 5th Phase of the Study were completed. Respondents for Phase 5 comprised 48 farm workers, 41 family members and 11 former farm workers who did not travel on the Programme.

The five-year Longitudinal Study on the Canadian Farm Work Programme revealed a number of positive socio-economic impact on the farm workers and their families. These include:

- Improved financial situation
- Increased payment of utility bills
- Improved living conditions
- Improved housing infrastructure

- Upgraded skills of Farm workers
- Workers becoming entrepreneurs
- Better school attendance of children
- Improved academic performance of children

Two other major findings:

- i. Workers stated that they acquired new skills while on the Programme which included:
 - Operating “big power” machines and driving forklifts
 - Green house farming
 - Reaping, planting of tobacco and using it to make cigarettes
 - Second language (Spanish) from other workers
 - Correct chemical use
 - Picking different types of berries and replanting suckers
- ii. Thirteen (13) or 13.5 per cent of the workers went Absent Without Official Leave (AWOL)

Commence research on ‘Tracer Study for the Early Stimulation Programme (ESP)’

- Seventy (70) parents of graduates of the ESP were interviewed to gain insights into the benefits gained from the programme, general performance of the children after transitioning from the Programme and challenges being experienced by the families in coping with their children’s disability.

2. Provide labour market and demand information to inform decision making

Update information on the LMIS website, including Hot Occupations Analysis, Statistics, Research projects and Overseas Employment Opportunities

- The data which was updated on the LMIS website relates to the Pay and Conditions of Employment Branch, Work Permit, Minimum Wage, Industrial Relations, Occupational Safety and Health and Overseas Employment.
- The “Other statistics” categories updated were in regards to the Population, Labour Market Indicators, Economic Indicators and Education and Training.

3. Engage institutions and companies in conducting studies of labour market issues:

Complete study to determine ‘Employment Opportunities in Geriatric Care’

- The report on ‘Employment Opportunities in Geriatric Care’ is 98 per cent completed. In order to adequately address elderly care, a competent workforce is needed, together with an education and training system which supplies the requisite skills and occupations. Preliminary results revealed that Jamaica is currently at the intermediate stage of an ageing demographic transition, where working age group 14-64 years continues to increase simultaneously with the 65 and over. Data gleaned also indicate that the types of workers needed in the Geriatric Care industry include Geriatric Social Workers, Nurses’ Aides, Gerontologists, Geriatric Pharmacists, Audiologists, Porters, Trained Caregivers and Podiatrists.

4. Develop new and/or reproduce existing career guidance activities and materials for wider distribution

- Complete preparation of Labour Market Update Vol. 8 and commence Vol. 9
The Labour Market Update Vol. 8 was completed. Draft articles were prepared on the following titles for Vol. 9. These include:

- i. Emerging occupations in Jamaica and the Future of Work
- ii. The impact of the ageing population on the Jamaican labour market
- iii. The MLSS's contribution in addressing the issues of ageing in Jamaica
- iv. The role of the MLSS in protecting persons with disabilities in the labour market
- v. The MLSS improving access to its services through technology
- vi. The Programme of Advancement through Health and Education (PATH), creating leaders in the labour market.

Continue to work in tandem with the ELE to:

5. Partner with Government and other agencies that provide public access to the internet and other employment services

Establish partnerships with UTECH and The Mico University College

- An MOU was signed between the MLSS and The Mico University College to promote the use of the database and the services offered by LMIS, among members of the Institution. The MLSS also participated in the Institution's Career Day.
- The MOU between MLSS and UTECH is being worked on.



Min. Robinson exchanges MOU with President Asburn Pinnock of The Mico University College. Looking on are Officials of the MLSS and The Mico.

Continue to partner with the Jamaica Library Service (JLS) to disseminate labour market information

- Publications which were prepared by the PRMU were sent to all parish and public libraries in Jamaica. These publications include: LMIS Update, (Vol. 8), MLSS Annual Performance Report (2017/18), Labour Market Trends Report (2018) and Low Skill Report (2018).

6. Undertake activities with education and training Institutions to disseminate labour market information and populate the LMIS Skills Bank

- The unit participated in work experience programme for HEART Trust/NTA, by accommodating two (2) students.
- The unit also participated in Careers Fairs at Mount Alvernia High School, Montego Bay Community College and Eltham High School.
- The unit planned and executed Career Day for the Holy Trinity High School, regarding labour market trends and other areas of the MLSS.

12.2

THE ELECTRONIC LABOUR EXCHANGE (ELE)

The Electronic Labour Exchange, (ELE) forms the core component of the Labour Market Information System (LMIS) and facilitates the efficient matching of job seekers with prospective employers through a web based medium. Other online services for jobseekers include the provision of career guidance information, as well as useful tips on resume writing, job search and interview techniques as well as ability to post resumes. The system also features online services to attract employers. These include the ability to post vacancies and access a database of skilled workers to seek and select qualified candidates.

The ELE also offers the following off line service to job seekers:

- Career guidance
- Referral of clients to other institutions such as the National Youth Service (NYS), Jamaican Foundation for Lifelong Learning (JFLL) and HEART Trust/NTA.
- Employability skill sessions to make candidates job ready
- Career fairs, expositions, workshops

Employers are also able to benefit from off-line services including:

- Short listing/screening of candidates
- Guidance on how to post job orders (vacancies)
- Facilitation of interviews at the MLSS North Street office in Kingston and at the office at Windsor Road, St Ann.

The Electronic Labour Exchange formerly existed as a local employment service providing jobs to unskilled workers such as gardeners, domestic and maintenance workers. With the expansion of services to include web based and offline offerings, this gave way to the creation of the name Electronic Labour Exchange.

In 2013 the IDB came on board with the provision of financial and technical assistance through the Integrated Social and Labour project (ISPL). The decision was taken that a component of this project would give support to activity aimed at improving employment services and the provision of labour market information. Under the project, the overall objective of the labour market component was to support the government of Jamaica's efforts to improve human capital and labour market outcomes of the poor by enhancing the efficiency and effectiveness of public employment services and integrating them with various social protection initiatives. Towards the accomplishment of this goal the IDB has supported the following key activities:

- The development and implementation of the national employment portal (www.lmis.gov.jm), and capacity building for the Ministry of Labour's public employment services (PES) team that engages, and connects, employers and unemployed citizens of Jamaica
- The development and implementation of an on-the-job training pilot for PATH programme beneficiaries, integrating poor young people into workplace based learning opportunities
- The strengthening of labour market information and studies, as a base for National Labour Market Policy.



The website was redesigned and redeployed in 2013 to further improve the labour intermediation services provided by the Ministry of Labour and Social Security through the Electronic Labour Exchange Department. Since its launch, the website has attracted more than 22,000 job seekers and over 1,300 employers. The ELE Department was strengthened with additional human and technology resources, building its capacity to successfully connect job candidates with job vacancies, across Jamaica, in all parishes. Since 2013, close to 4000 individuals have been placed including on- the- job training (OJT) candidates.

Partnerships

The ELE department was able to formalise partnerships which resulted in not only improved awareness, but also access to the system for more employers and job seekers. These partnerships included the Manchester Chamber of Commerce, a business organization of 129 employers; and the partnership with the Jamaica Library Service (JLS) with 119 fixed locations, operating in 13 parish libraries, all providing jobseekers and employers access to the LMIS portal. Also included are the St Ann Chamber of Commerce, the Jamaica Hotel and Tourist Association (Runaway Bay chapter), the Montego Bay Community College and Youth Upliftment Through Employment Ltd (YUTE)..

12.2.1 TARGETS 2018/19

1. Promote the use of the ELE by entities with vacancies and individuals seeking jobs

- Conduct 900 visits to companies to promote the services of the ELE
- Increase job placements to 1,200; an increase of 10 per cent, moving from 1,092

2. Strengthen career counselling and guidance

- Conduct 50 employability sessions to increase the number of job ready candidates

3. Raise public awareness of the existence of ELE

- Participate in 40 public education sessions
- Conduct LMIS/ELE activities at the community level

4. Strengthen the LMIS

Continue to work with the PRMU to:

5. Partner with other public and private sector agencies that provide public access to the internet and employment services

6. Enhance the current ELE unit

- Develop human capacity to improve technology use and equipment

12.2.2 PERFORMANCE 2018/19

1. Promote the use of the ELE by entities with vacancies and individuals seeking jobs:

Conduct 900 visits to companies to promote the services of the ELE i.e. a 15 per cent increase, moving from 783 in the previous year

Registration

- In order to promote the services of the ELE, 1,020 visits were made to companies for the 2018/19 FY. Of the 1,020 companies visited, 219 registered on the LMIS website, an increase

of 92 or 72.4 per cent, when compared to the 2017/18 FY. The year's target for the number of companies visited was surpassed by 13 per cent.

- The number of jobseekers registered with the ELE during the FY was 2,093. This is an increase of 416 or 24.8 per cent, up from 1,677 in 2017/18 (See Table 10).
- Females accounted for most registrants, with 1,552 or 74.1 per cent. This reflects a marginal increase of 24.5 per cent, when compared to the 2017/18 FY. Males also reflected an increase of 25.5 per cent, when compared to the 2017/18 FY.

Vacancies and Referrals

- The number of notified vacancies received by the ELE was 2,652, an increase of 53 per cent when compared to the 2017/18 FY.
- During the 2018/19 FY, 3,333 referrals were made to employers for job seekers to participate in interviews. This is an increase of 1,277 or 38.3 per cent, when compared to the previous year. Of the number of referrals made, 2,090 interviews were conducted in which 1,218 persons gained employment.

Place at least 1,200 persons in employment locally i.e. 10 per cent increase, moving from 1,092 in FY 2017/18

Placements

- One thousand two hundred and eighteen (1,218) persons were placed in jobs locally through the MLSS (See Table 10). The data shows an increase of 126 or 11.5 per cent, compared to the 2017/18 FY. The year's target was surpassed by 1.5 per cent.
- Of the 1,218 persons placed, 566 persons were placed through the On-the-Job Training Programme (OJT).
- Further observation of the data reveals that females accounted for the highest number of placements, with 923 or 76 per cent. The data also shows that the number of females placed increased by 151 or 19.5 per cent, while males decreased by 25 or 7.8 per cent, when compared to the previous reporting period.

REGISTRATION, NOTIFIED VACANCIES AND PLACEMENTS BY QUARTER AND SEX: 2017/18 AND 2018/19

TABLE 10

QUARTER	REGISTRATION						NOTIFIED VACANCIES		PLACEMENT					
	2017/18			2018/19			2017/18	2018/19	2017/18			2018/19		
	M	F	T	M	F	T	T	T	M	F	T	M	F	T
APR-JUN	69	234	303	124	338	462	353	664	81	204	285	75	241	316
JUL-SEPT	123	432	555	202	533	735	484	878	105	266	371	86	273	359
OCT-DEC	125	299	424	109	330	439	391	497	56	129	185	65	198	263
JAN-MAR	114	281	395	106	351	457	496	613	78	173	251	69	211	280
TOTAL	431	1,246	1,677	541	1,552	2,093	1,724	2,652	320	772	1,092	295	923	1,218

2. Strengthen career counselling and guidance:

Conduct 50 employability sessions

- A total of 43 employability sessions were conducted to increase the number of job ready candidates in eight (8) parishes namely, Clarendon, St. Thomas, St. Mary, Kingston, Manchester, St. Ann, St James and Hanover for the 2018/19 FY. The data shows a 34.8 per cent fall off in the number of sessions held, compared to the 2017/18 FY. The year's target was 86 per cent achieved.

3. Raise public awareness of the existence of the ELE:

Participate in 40 public education sessions

- In a continuous effort to promote the services offered by the ELE, representatives of the unit participated in 82 public education sessions by attending expositions and fairs, as well as made presentations. The year's target was surpassed by 105 per cent.

4. Strengthen the LMIS

- Phase 3 of the newly enhanced website was partially completed and along with a LMIS App, is scheduled to be launched in June 2019.
- The new website utilizes a more modern, updated platform, easier to navigate and features improved job matching capability. In addition, some existing features have been enhanced and new ones provided.

Continue to work with the PRMU to:

5. Partner with other public and private sector agencies that provide public access to the internet and employment services

- The Electronic Labour Exchange (ELE) was able to forge a partnership with the Montego Bay Community College. This resulted from the need to facilitate students of the institution being referred to the skills bank for registration and future referral.
- The MOU between the MLSS and Youth Upliftment Through Employment (YUTE) Limited was established with the aim of implementing the



New Employment Opportunity (NEO) project with its

objectives of increasing job entry among poor and vulnerable Jamaican youth. Through this partnership, the LMIS website was enhanced www.lmis.gov.jm and a Mobile Application for the LMIS was developed. A launch of these new features is planned for June 17, 2019. The

Mr Dave Lumley, Employer Service Representative and Miss Katrina Stupart, Job Solicitor of the Electronic Labour Exchange (ELE) assist patrons at the World Occupational Safety & Health Day Forum.

mobile application is now available on *Android platform* and in short order, will be available on *iPhone Operating System (iOS)*.

- The ELE has benefitted from the training of a number of staff members through the NEO project. The training included Job Placement Techniques, Career Guidance and Passport to Success. Two members of staff were also able to complete the requirement to be accredited as Master Trainer by the *International Youth Foundation*. The NEO project recently had their closing out ceremony, where the Ministry received an award in recognition for invaluable contribution to the success of the project.
- The ELE has commenced the establishment of satellite locations in the following parishes:
 - St. Mary
 - St. Catherine
 - Hanover
 - St. Ann
 - Trelawny
 - Mandeville
 - St. Elizabeth
 - Kingston (Harbour Street, Jamaica Defence Force (JDF) Up Park Camp).

While the locations are not fully operational the kiosks have been assembled. In addition, equipment is currently being procured for Montego Bay and Trelawny.

- Through the support of the OAS RIAL cooperation fund, the ELE hosted a study tour for countries within the region, Barbados, Grenada, St. Lucia, St. Kitts and Nevis. The objective of the study tour was to highlight and share key strategies to promote youth employment in Jamaica. The ELE facilitated organised tours to several entities and employers, with a view to exposing participants to facets involved in finding employment opportunities and placing young persons. Participants were provided with the opportunity to interact with young persons who were placed in these organizations by the ELE through the On-the-Job Training (OJT) Programme. The participants also learned more about the Programme from the perspective of participating employers.

6. Enhance the current ELE unit

- A comprehensive sustainability plan was prepared and finalized.

13.0

MANPOWER SERVICES SECTION

The strategic objective of the Manpower Services Division is to alleviate unemployment through facilitating access to local and overseas employment opportunities. This is being pursued through the operations of four units, namely Overseas Employment, Local Employment/Electronic Labour Exchange, Secretariat and Employment Agencies.

13.1

OVERSEAS EMPLOYMENT

The Overseas Employment section facilitates the selection, recruitment, dispatching and repatriation of workers who participate in migrant work programmes in the United States and Canada. There are four (4) major Programmes:

- The United States Farm Work Programme
- The United States Hospitality Programme
- The Canadian Farm and Factory Programme
- The Canadian Low Skilled Programme

On average, 16,000 workers participate in the Overseas Employment Programme each year. More than 9,000 travel to Canada, while just below 7,000 travel to the United States. The Ministry also places a small number of workers in Guantanamo Bay annually.

Under these Programmes, Jamaican workers are engaged in several economic activities such as Agriculture, Fishing, the Trades, Healthcare and Hospitality. Jamaican workers are admitted to the United States under the H2A Programme to perform agricultural work on a seasonal basis. Under the Hospitality Programme, persons with the requisite qualification and experience are able to gain temporary employment in the hotel sector of the United States.

United States Agricultural and Hospitality Programmes

The Jamaica Central Labour Organisation was established in 1943 to protect the welfare of workers while they are in the U.S. Since the inception of the Programme, Caribbean Governments mandated that participating workers make a modest contribution to fund the provision of social and welfare services.

In 2010, regulatory changes issued by the U.S. Department of Labour and the U.S. Department of Homeland Security, prohibited the payment of recruitment fees under the Programme. According to the regulations, the employer is to be responsible for the payment of fees payable to the recruiter, since he/she is the primary beneficiary of the cost of bringing the worker to the U.S.

Steps were then taken to curtail expenditure of the Liaison Service to ensure that certain critical services can be provided to the workers for as long as possible. Subsequently, the Liaison Service was annexed to the Embassy of Jamaica and the staff accredited as Consular Officers with responsibility for Labour and Welfare. The operations of the Liaison Service are now financed through a subvention from the Government of Jamaica.

As a result of the discontinuation of the deductions, the workers no longer make payments for National Insurance, Health Insurance nor savings. Efforts are being made to address the lack of health insurance provisions for the workers. Particularly during pre-departure orientation sessions, workers are encouraged to ensure that they make regular contributions to the National Insurance Scheme in order to secure a pension benefit when they are unable to work.

The Canadian Programme

This Programme consists of the Seasonal Agricultural Worker's Programme (SAWP) and the Low Skilled Programme.

The Seasonal Agricultural Worker's Programme (SAWP) commenced in 1966 with the recruitment of 264 workers from Jamaica to work in Canada. This came on the heels of a bilateral agreement between both countries for the supply of agricultural workers to Canada to utilize their skills in planting and harvesting of fruits and vegetables.

The term "Low Skilled" is used to group all other unskilled workers who travel to Canada, but are not covered under the SAWP. These include workers in the areas of Agriculture, Fishing, Hospitality/Fast Food, Construction, as well as Laundry and Janitorial.

Pre-Selection of Farm workers

Members of Parliament (MPs) play a role in the distribution of the application forms. Forms are also issued through the Ministry's parish offices, trade union organisations and other civic groups. MPs whose constituencies are located in rural areas, receive more forms since there is a higher demand for Jamaican workers from sectors in these locations.

In order to qualify for the Programme, persons must:

- Be between the ages of 21 – 45
- Have farming experience
- Possess a certified copy of their birth certificate
- Be literate
- Be of good character and in good health
- Must not have been previously disqualified from any overseas employment programme due to medical or any other reason
- Possess a valid Jamaican or CARICOM passport
- Not have a criminal record
- Not have been deported from any country

The application form should be completed by the candidate and returned to the MP. They should be accompanied by two passport size photographs of the candidate and a character reference from a former employer, a Justice of the Peace or a Security Officer. Subsequent to the return of the completed form to the Ministry, processing takes place after which, the applicants are scheduled for interviews at various centres across the island. Successful candidates are called to participate in the Programme.

In 2010, the current information technology system JAMCAN was introduced to manage the processing, recording and tracking of information on the participants of the Canadian Seasonal Agricultural Workers Programme (SAWP), both at the Jamaica Liaison Service in Canada and the Overseas Employment Centre. At the time JAMCAN was introduced, it sufficiently met the needs of the programme.

The operations of the Canadian Programme are guided by a Management Committee chaired by the Permanent Secretary of the MLSS.

13.1.1 TARGETS 2018/19

1. Assist unemployed persons to secure overseas employment

- Prepare/process an increased number of Jamaicans for overseas employment opportunities from 15,914 to 16,500 workers, a 3.7 per cent increase
- Pre-select 500 workers for deployment to the U.S. Hospitality Programme
- Pre-select 500 female farm workers for deployment to the U.S. and Canada

2. Improve the efficiency and integrity of the programme by:

- Installing audiovisual equipment to improve orientation sessions and provide important information to workers in a timely manner
- Completing requirements documents for modernization of the JAMCAN system
- Commencing the development of Application to be used by smart phones
- Completing the upgrading of dormitory facilities
- Undertaking a rigorous pre-selection process, to ensure that the most suitable candidates are selected

3. Provide candidates with information to guide their behaviour while overseas

- Conducting orientation sessions

4. Minimize the impact of fraudulent activity on the programme

- launch an ad campaign
- Develop an implementation plan for staff re-deployment
- Collaborate with Dalhousie University in Canada and train Canadian farm workers

5. Re-organize/re-absorb Finger Print and Overseas Workers Compulsory Savings Unit

- Develop an implementation plan for staff re-deployment

13.1.2 PERFORMANCE 2018/19

1. Assist 16,500 Jamaicans to secure overseas employment:

Placements

- Unemployed Jamaicans continue to reap the benefits from gaining employment on the overseas programme operated by the MLSS. As such, 16,778 persons were employed on the programme during FY 2018/19. This is 864 or 5.4 per cent more than the previous year. The year's target was surpassed by 1.6 per cent.



Hon. Shahine Robinson interacts with the first group of Farm Workers to be dispatched to Canada on the Seasonal Agricultural Workers' Programme (SAWP) in January 2019.

- Of this total, 9,079 were employed on Canadian farms, while 5,143 were employed to U.S. Farms and 52 employed on the Guantanamo Bay programme. Further review of the data shows that there was a slight increase in the number of workers employed on the Canada and U.S. farms of 1.0 and 3.0 per cent, respectively.
- One thousand eight hundred and fifty five (1,855) workers were placed on the U.S. Hotel programme and 649 in low skilled employment in Canada (See Figure 1).

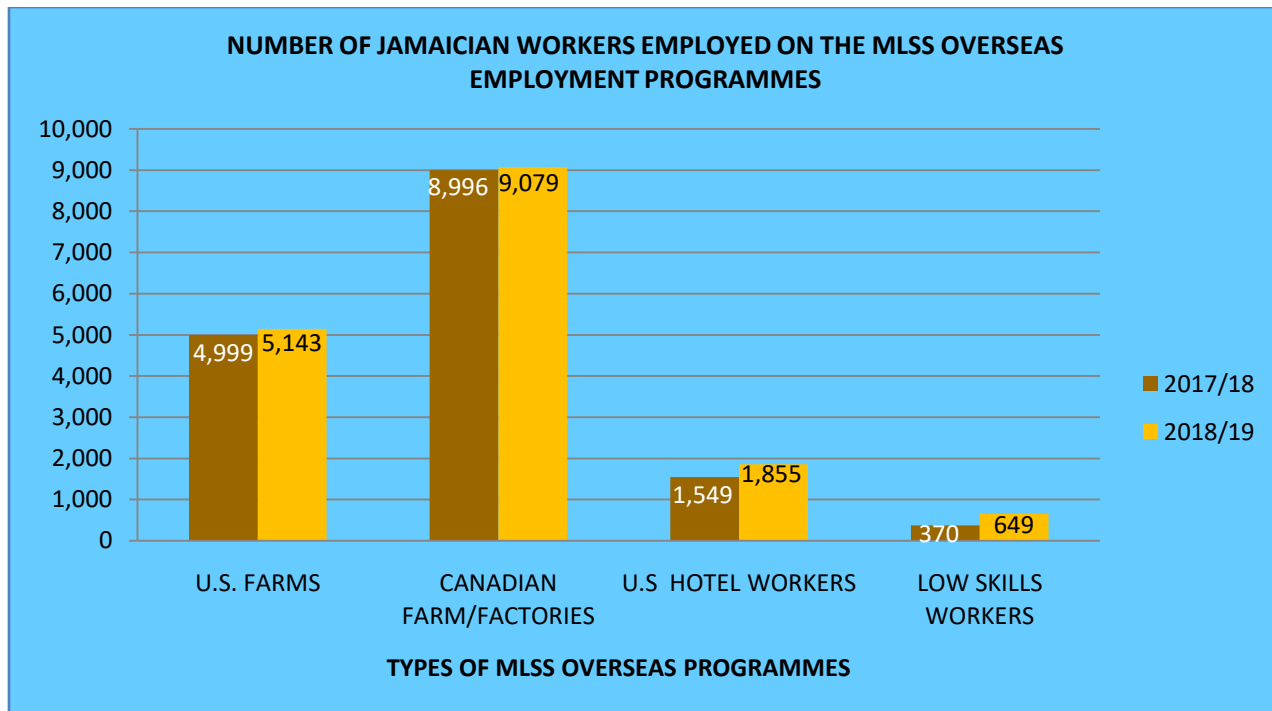


Figure 1

- Males from the Canadian Farms and Factories Programme accounted for the largest group of workers, with a total of 8,405 or 92.5 per cent. This data shows a slight decrease of 26 or 0.3 per cent, compared to the 2017/18 FY. Male employees from the U.S. Farm Work Programme (5,073) increased by 143 or 2.9 per cent, compared to the previous year.
- Of the total number of workers employed to the Canadian and U.S. Farms, female workers accounted for the smallest, with 674 or 7.4 per cent and 70 or 1.3 per cent, respectively.
- Further disaggregation of the data reveals that of the total number of workers employed on the Overseas Programme, the U.S. Hotel and Canadian Low Skilled workers accounted for the least number of workers with 1,855 (11.0 per cent) and 649 (3.8 per cent), respectively.
- As seen in Figure 2, the majority or 261 (40.2 per cent) of those employed on the Low Skilled programme were in the 'General Labourer' category, followed by 'Seafood' with 182 (28.0 per cent). The 'Fast Food' category recorded the lowest with one (1) person being employed.

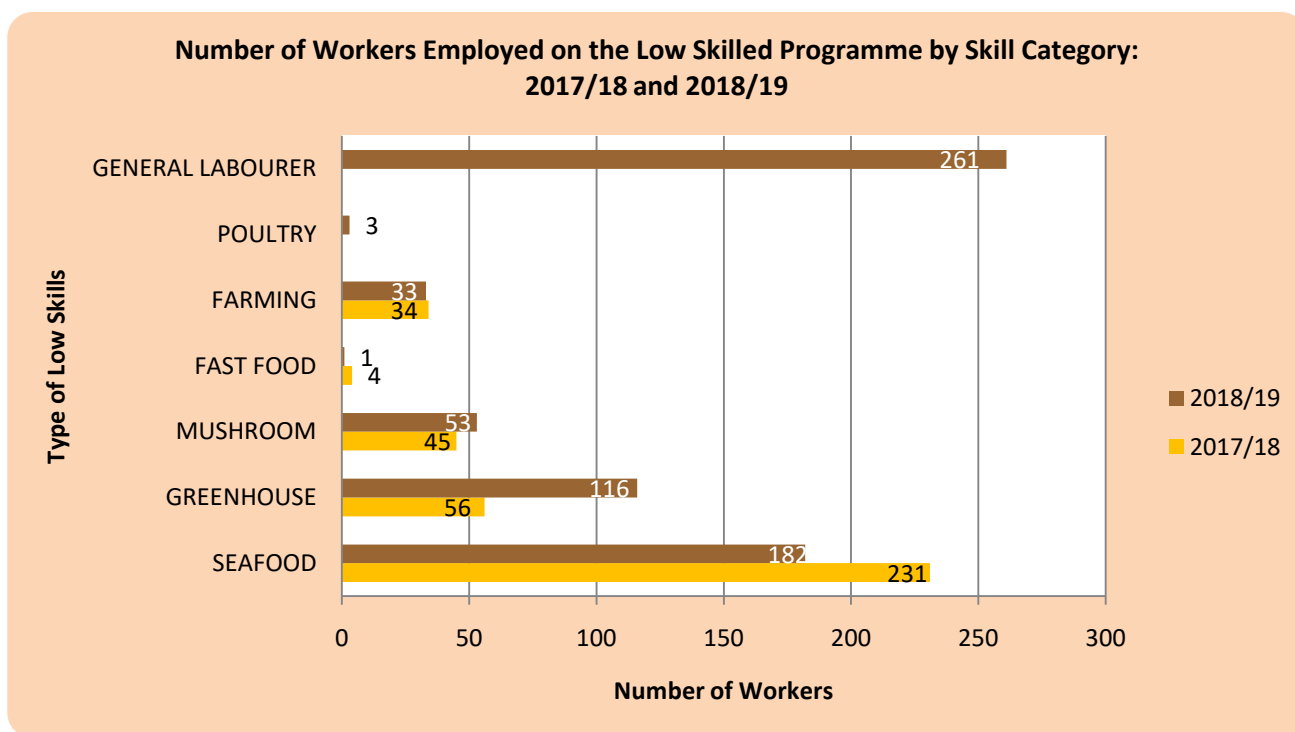


Figure 2

- The total number of workers placed on the Overseas Employment Programme through the MLSS and Private Employment Agencies (PEAs) was 19,235.

Conduct pre-selection activities for 3,500 Canadian Farm Work and U.S. Agricultural and Hospitality Programmes

- For FY 2018/19, 4,529 persons were pre-selected upon satisfying the numeracy, literacy and job experience requirements. The year's target was surpassed by 29.4 per cent.
- There were 5,143 workers recruited for the U.S. Farm Work Programme. Of this total, 15 went Absent Without Official Leave (AWOL), 15 less than the 2017/18 FY and two (2) died. At the end of the FY, 707 persons remained on the U.S. Farm Work Programme (See Table 11).
- One thousand, eight hundred and fifty-five (1,855) persons were recruited for the U.S. Hospitality Programme in 2018/19, 306 more than the 2017/18 FY. In addition, eight (8) went

AWOL, six (6) changed status and 13 transferred to private programmes. At the end of the year, 844 persons remained in employment on this programme (See Table 11).

**MOVEMENT OF JAMAICAN WORKERS ON THE U.S. OVERSEAS PROGRAMMES:
2017/18 AND 2018/19**

TABLE 11

FARM WORKERS	2017/18	2018/19	HOSPITALITY WORKERS	2017/18	2018/19
TOTAL IN U.S. AT THE BEGINNING OF THE FY	638	1,009	TOTAL IN U.S. AT THE BEGINNING OF THE FY	713	1,151
RECRUITED	4,999	5,143	RECRUITED	1,549	1,855
RETURNED TO JAMAICA	4,900	4,991	RETURNED TO JAMAICA	1,262	1,258
AWOL	30	15	AWOL	20	8
CHANGED STATUS	4	0	CHANGED STATUS	8	6
DECEASED	1	2	DECEASED	0	0
TRANSFER TO PRIVATE PROGRAMME	0	13	TRANSFER TO PRIVATE PROGRAMME	11	13
PROOF OF LANDING PENDING	52	100	PROOF OF LANDING PENDING	301	419
TOTAL IN U.S. AT THE END OF THE FY	663	707	TOTAL IN U.S. AT THE END OF THE FY	666	844

2. Improve the efficiency and integrity of the programme:

Install audiovisual equipment to improve orientation sessions and provide important information to workers in a timely manner

- The team from MIS and the Director of Central Administration conducted a walk through of the facility and discussions were held regarding the types of equipment to be used and where they will be placed.

Completion of requirements documents for modernization of the JAMCAN system

- Not achieved. Focus has shifted. The MIS team, in collaboration with the Jamaican Liaison Service are making changes to JAMCAN to facilitate direct working relationship with FARMS. In addition, the MIS team has made necessary changes. Training of staff, to use new interface is to be conducted.

Commence development of an Application to be used by smart phones

- A meeting was held with the consultant, Jamaican Liaison Service and relevant members of Overseas Employment staff. An additional meeting was held to demonstrate how the App will

work, by utilizing data from JAMCAN. The Consultant is currently gathering information for development of the Application.

Complete upgrading of dormitory facilities

- The male and female dormitories have been upgraded and renovation of the bathroom facilities is to commence prior to the beginning of the next season.

Undertake a rigorous pre-selection process to ensure that the most suitable candidates are selected, in particular the ones with required farming experience

- During the pre-selection activity held in March 2019, the criteria for selection were strictly adhered to.

3. Provide candidates with information to guide their behaviour while overseas

- Orientation sessions involving all workers scheduled for departure, were conducted.

4. Minimize the impact of fraudulent activity on the programme:

By launching an ad campaign

- An advertisement campaign was launched in January 2019, to inform the public on how to access the programme legally. The campaign is to be intensified in the coming months.

Collaborate with Dalhousie University in Canada and train Canadian farm workers

- Ongoing discussions are taking place with the relevant officer at Dalhousie University to train Canadian farm workers
- Discussions with the Manager of the International Department in the Faculty of Agriculture at Dalhousie University, regarding the next steps listed below:
- Dialogue with Manager, Extended learning & curriculum coordinator to determine:
 - Training needs – informed by Nova Scotia Employers/GoJ
 - Development of training content & structure
 - Delivery
 - Certification
 - Licensing arrangements/fee structure

5. Re-organize/re-absorb Finger Print and Overseas Workers Compulsory Savings Unit

Develop an implementation plan for staff re-deployment

- It has been eight (8) months since officers have been redeployed. Official documentation is being prepared for submission to HR, proposing re-absorption of Fingerprint and Savings unit officers into other departments.

13.2

MONITORING OF PRIVATE EMPLOYMENT AGENCIES

The strategic objective of the Employment Agency unit (EAU) is to alleviate unemployment through the issuing of licences to Employment Agencies' Operators, to allow them to seek employment opportunities for clients, both locally and overseas. The unit operates island-wide to monitor the agencies, in order to ensure compliance with the Employment Agencies Regulation Act, 1957. The recommendations for the granting, renewal or revocation of licences are among the functions of the unit.

The unit inspects and monitors employment agencies that are involved in job placements, both locally and overseas. It ensures that proper mechanisms are in place for records keeping and that information is submitted to the MLSS on a quarterly basis, which is in accordance with the Law.

13.2.1 TARGETS 2018/19

1. Monitor Employment Agencies

- Monitor the operations of the PEAs through inspections/visits
- Conduct three (3) meetings with PEAs to discuss factors impacting their operations, including amendments to the Employment Agencies Regulation Act

2. Reduce the number of illegal PEA Operators

- Implement actions to regularize illegal operators

3. Increase public awareness about PEAs

- Implement actions to increase public awareness
- Participate in 14 job fairs
- Encourage PEAs to be compliant with regulations at all times

13.2.2 PERFORMANCE 2018/19

1. Monitor employment agencies:

Inspect 150 employment agencies, to ensure legitimacy

- As at March 31, 2019, 63 Private Employment Agencies (PEAs) were licensed and registered with the Ministry. The data indicates that there was a decline of 16 or 20.2 per cent, compared to the corresponding period in the 2017/18 FY. Of the number of PEAs licensed with the MLSS, 40 were registered to place applicants overseas and 23 locally.
- Sixty four (64) licenses were issued for FY 2018/19, 11 new and 53 renewals (See Table 12). The data shows that there was a decrease of nine (9), when compared to the previous year. The majority of the licenses were issued in the third quarter of the period under review.
- For the period under review, 204 visits were conducted; an increase of 2 per cent, when compared to the previous financial year. These visits were conducted for routine inspections (189), investigations (4) as well as to identify illegal agencies (11).
- The year's inspection target was surpassed by 26 per cent.

Placements by PEAs

- For FY 2018/19, 3,128 Jamaicans were placed in employment locally and overseas, through PEAs monitored by the MLSS. The data indicates that there was a significant decline of 3,765 or 54.6 per cent in the number of Jamaicans placed both locally and overseas, compared to FY

2017/18. This decline was due to a fall off in the number of students who participated in the J1 Student Work and Travel Programme, moving from 2,822 in 2017/18 FY to 1,217 for 2018/19.

- Of the total number of placements, 671 or 21.4 per cent were placed locally.
- Closer examination of the data revealed that 6,456 persons were registered with Private Operators to source employment overseas, while 1,129 were registered for local employment. Of the 6,456 registrants seeking employment overseas, 2,457 or 38 per cent were placed.

Conduct three (3) meetings with Operators of Employment Agencies to improve record keeping

- One meeting was held with operators to engage in discussion regarding their operations. During the meeting, presentations were made by the U.S. embassy, the fraud unit of the JCF and the Child Labour unit within the Ministry.

**LICENSES (NEW AND RENEWAL) ISSUED TO PRIVATE OPERATORS:
2017/18 AND 2018/19**

TABLE 12

QUARTER	NO. OF LICENSES ISSUED TO PRIVATE OPERATORS					
	2017/18			2018/19		
	NEW	RENEWAL	TOTAL	NEW	RENEWAL	TOTAL
APR-JUN	4	12	16	2	12	14
JUL-SEPT	2	17	19	1	13	14
OCT-DEC	1	15	16	5	15	20
JAN-MAR	7	15	22	3	13	16
TOTAL	14	59	73	11	53	64

2. Reduce the number of illegal PEA Operators

- The visits have proven to be a success as 11 illegal Operators were identified; one (1) has since ceased operation and two (2) are in the process of complying with the regulations.

3. Increase public awareness about PEAs and avoidance of job scams by participating in 20 outreach sessions and 14 job fairs.

- During the FY, Inspectors from the unit participated in 10 job fairs and held nine (9) outreach information sessions. These sessions were held in St. Mary, Westmoreland and Portland. The year’s target was 71.4 per cent achieved. The objectives of the sessions were to sensitize Operators about human trafficking and how to conduct effective orientation sessions for the benefit of migrant workers.
- The unit is tasked with conducting routine inspection on a quarterly basis to encourage PEAs to be compliant with regulations at all times. As such, the names of agencies that are legitimate and adhering to the regulation are placed on the MLSS (www.mlss.gov.jm) and LMIS (www.lmis.gov.jm) websites.

- An advertisement campaign commenced in January 2019 advising the public how to avoid being victims of employment scams. These messages may intensify in the incoming months. In addition regular advertisements are placed in the print media emphasizing the message.
- To minimise the impact of fraudulent practices on the sector, the unit worked closely with the MLSS's Legal department, to have the Employment Agency Regulation Act amended. This will involve having discussions with the Legal department and ongoing discussions and consultations with PEAs.

14.1

WORK PERMIT

The Work Permit section grants work permits and exemptions, based on the requirements of the Foreign Nationals and Commonwealth Citizens (Employment) Act (1964), and recognize skilled CARICOM National for free movement under the Caribbean Community (Free Movement of Skilled Persons) Act (1997). This is to ensure that the Jamaican economy is supplied with the labour and skills necessary for growth and development, whilst undertaking steps to protect the jobs of Jamaicans. Foreign and Commonwealth Nationals, who wish to engage in employment activities, must obtain a work permit or work permit exemption before entering Jamaica. This is whether the form of employment is voluntary, commercial, business, professional, charitable, entertainment or sports.

In many instances, prior to the submission of a work permit application, the Ministry engages in dialogue with large organizations to determine eligibility or consideration for the granting of a work permit.

Work Permit applications are scrutinized by the Work Permit Inter-Ministerial Committee which ensures that the applications meet the requirements for the granting of work permits. The Inter-Ministerial Committee may recommend that investigations be undertaken to *inter alia* to confirm addresses, the number of Jamaicans or Expatriates working at the premises or for random checks.

In April 2019, there was an increase in the fees charged for an approved work permit (Please see Appendix).

14.1.1 TARGETS 2018/19

1. Grant Work Permits and Exemptions in order to provide scarce skills in the country

- Work permits and work permit exemptions received and approved
- Collaborate with other Departments to sensitize the public on work permit matters and trafficking in persons
- Collaborate with the Electronic Labour Exchange department to advertise job openings from work permit applications on the LMIS website
- Conduct 400 investigations to ensure adherence to the conditions of work permits

14.1.2 PERFORMANCE 2018/19

1. Work permits and work permit exemptions received and approved

- During FY 2018/19, the number of work permit applications received increased by 1,444 or 26.9 per cent, moving from 5,355 in 2017/18 to 6,799. New applications constituted 54.7 per cent of the total (See Table 13).
- The number of work permit applications approved (6,644) increased by 1,603 or 31.7 per cent for the 2018/19 period.
- The largest numbers of work permits (5,358 or 80.6 per cent) were granted to persons in the 'Professionals, Senior Officials and Technicians' occupational category. Next was 'Crafts and Trade related Workers' with 502 or 7.5 per cent.
- An examination of the data by industry shows that the largest number of work permits approved (2,153 or 32.4 per cent) was for the 'Wholesale and Retail Trade, Repair of Motor Vehicles, Motorcycles and Personal and Household Goods' industry (See Table 14). 'Hotels and

Restaurant Services' was next with 1,039 or 15.6 per cent

**NUMBER OF WORK PERMIT APPLICATIONS RECEIVED AND
APPROVED BY OCCUPATION:
2017/18 AND 2018/19**

Table 13

OCCUPATION			RECEIVED			APPROVED		
			NEW	RENEWAL	TOTAL	NEW	RENEWAL	TOTAL
PROFESSIONALS, SENIOR OFFICIALS & TECHNICIANS	2017/18		2,374	2,115	4,489	2,227	2,032	4,259
	2018/19		2,871	2,650	5,521	2,906	2,452	5,358
CLERKS	2017/18		13	9	22	14	8	22
	2018/19		21	20	41	22	19	41
SERVICE WORKERS & SHOP & MARKET SALES WORKERS	2017/18		164	167	331	149	159	308
	2018/19		129	181	310	142	176	318
SKILLED AGRICULTURAL & FISHERY WORKERS	2017/18		107	56	163	105	39	144
	2018/19		108	45	153	105	45	150
CRAFTS & TRADE RELATED WORKERS	2017/18		166	45	211	152	40	192
	2018/19		382	133	515	376	126	502
PLANT & MACHINE OPERATORS & ASSEMBLERS	2017/18		35	9	44	25	8	33
	2018/19		133	37	170	154	36	190
ELEMENTARY OCCUPATIONS	2017/18		91	4	95	80	3	83
	2018/19		81	8	89	77	8	85
TOTAL	2017/18		2,950	2,405	5,355	2,752	2,289	5,041
	2018/19		3,725	3,074	6,799	3,782	2,862	6,644

- The 'Construction and Installation' industry recorded a significant increase of 701 or 78.4 per cent when compared to the 2017/18 FY. This increase was attributed to the increase in construction projects taking place primarily in the Hospitality and Real Estate industries e.g. the road expansion projects island wide as well as the construction of a new Liquefied Natural Gas (LNG) Plant.

**NUMBER OF WORK PERMIT APPLICATIONS RECEIVED AND
APPROVED BY INDUSTRY:
2017/18 AND 2018/19**

TABLE 14

INDUSTRY	YEAR	RECEIVED			APPROVED		
		NEW	RENEWAL	TOTAL	NEW	RENEWAL	TOTAL
AGRICULTURE, HUNTING FORESTRY	2017/18	115	31	146	113	29	142
	2018/19	30	21	51	27	20	47
FISHING	2017/18	37	33	70	36	18	54
	2018/19	97	41	138	97	42	139
MINING AND QUARRYING	2017/18	26	59	85	26	55	81
	2018/19	91	49	140	89	49	138
MANUFACTURING	2017/18	75	52	127	78	52	130
	2018/19	50	59	109	56	60	116
ELECTRICITY, GAS & WATER SUPPLY	2017/18	139	30	169	134	25	159
	2018/19	230	47	277	220	41	261
CONSTRUCTION & INSTALLATION	2017/18	568	386	954	519	374	893
	2018/19	1,070	532	1,602	1,073	521	1,594
TRANSPORT, STORAGE & COMMUNICATION	2017/18	261	81	342	237	74	311
	2018/19	440	140	580	464	124	588
FINANCIAL INTERMEDIATION	2017/18	11	3	14	11	3	14
	2018/19	18	2	20	17	2	19
OTHER COMMUNITY, SOCIAL & PERSONAL SERVICES ACTIVITIES	2017/18	195	70	265	173	72	245
	2018/19	213	157	370	207	146	353
WHOLESALE & RETAIL, REPAIR OF MV.C, PERSONAL & HH GOODS	2017/18	905	1,061	1,966	863	1,014	1,877
	2018/19	861	1,371	2,232	900	1,253	2,153
HOTELS AND RESTAURANTS SERVICES	2017/18	439	504	943	421	488	909
	2018/19	479	575	1,054	501	538	1,039
REAL ESTATE, RENTING & BUSINESS	2017/18	84	19	103	63	17	80
	2018/19	46	16	62	50	14	64
PUBLIC ADMINISTRATION & DEFENCE, COMPULSORY SOCIAL SECURITY	2017/18	1	3	4	0	3	3
	2018/19	3	1	4	3	1	4
EDUCATION	2017/18	49	28	77	42	28	70
	2018/19	62	28	90	46	28	74
HEALTH & SOCIAL WORK	2017/18	33	31	64	28	25	53
	2018/19	28	27	55	23	15	38
PRIVATE HOUS.EHOLDS WITH EMPLOYED PERSONS	2017/18	9	12	21	7	11	18
	2018/19	5	5	10	7	6	13
EXTRA-TERRITORIAL ORGANIZATIONS & BODIES	2017/18	0	1	1	0	1	1
	2018/19	2	3	5	2	2	4
N/A	2017/18	3	1	4	1	0	1
	2018/19	0	0	0	0	0	0
TOTAL	2017/18	2,950	2,405	5,355	2,752	2,289	5,041
	2018/19	3,725	3,074	6,799	3,782	2,862	6,644

- The Ministry granted 330 work permit exemptions during 2018/19. This shows a decline of 433 or 56.7 per cent, when compared to the previous year (See Table 15). For 2018/19, volunteers received the highest exemptions with 105 or 31.8 per cent.

**WORK PERMIT EXEMPTIONS APPROVED BY SELECTED
CATEGORIES AND QUARTER:
2017/18 AND 2018/19**

TABLE 15

CATEGORY	APRIL – JUNE		JULY – SEPTEMBER		OCTOBER – DECEMBER		JANUARY – MARCH		TOTAL	
	2017/18	2018/19	2017/18	2018/19	2017/18	2018/19	2017/18	2018/19	2017/18	2018/19
A1	9	7	7	8	2	6	0	0	18	21
A2	46	48	28	26	31	25	36	6	141	105
A3	0	0	3	2	0	0	0	5	3	7
D	69	53	74	29	32	7	40	0	215	89
E	2	0	18	0	0	0	4	0	24	0
H	0	1	1	0	2	0	0	0	3	1
K	9	0	0	0	0	0	0	0	9	0
R	0	0	0	1	0	0	0	0	0	1
V	83	2	11	11	1	7	0	2	95	22
W	20	71	39	2	22	2	67	2	148	77
Z	89	3	6	2	7	1	3	1	105	7
Other	2	0	0	0	0	0	0	0	2	0
TOTAL	329	185	187	81	97	48	150	16	763	330

- A 1 - MINISTERS OF RELIGION
- A 2 - VOLUNTEER
- A 3 - INTERN
- D - PERSONS EMPLOYED BY STATUTORY BODIES /GOVERNMENT
- E - PERSONS COVERED BY (14) OR (30) DAYS CLAUSE
- H - EMPLOYEES AT UWI
- K - CARICOM NATIONALS WHO ARE GRADUATES OF SELECTED CARICOM UNIVERSITIES WITH DEGREES AS WELLS AS MUSICIANS, MEDIA PERSONNEL ARTISTS ANS SPORTS PERSONS
- R - PERSONS WHO VISIT JAMAICA , WITH THE PRIOR APPROVAL OF A MINISTER OF THE GOJ , UNDER THE SPONSORSHIP AND AT THE EXPENSE OF ANY COUNTRY MENTIONED IN EXMPTIONS P,Q AND R OF THE EXEMPTION CODES OR THE BRITISH COUNCIL
- V - PERSONS UNDER CONTRACT TO JOIN IN JAMAICA AS SEAMEN ON A SHIP OF NON-JAMAICAN REGISTRY
- W - PERSONS EMPLOYED ON SHIPS ON NON-JAMAICAN REGISTRY (EXCLUDING DREDGES AND TUGS) IN JAMAICA
- Z - FOREIGN NATIONALS AND COMMONWEALTH CITIZENS (EMPLOYMENT) ACTS 1964

Work Permit Recipients by Region of Origin

- Work permit recipients originated from North America, Latin America, the Caribbean, Europe, Africa, Asia and Oceania (See Table 16). The largest number of recipients was from Asia with 3,425 or 51.5 per cent of the total. This was followed by Latin America and the Caribbean with 988 and 919 respectively. Work permits granted to recipients from Asia, moved from 2,827 for the 2017/18 FY to 3,425 in 2018/19 FY, an increase of 21.1 per cent. Recipients from Latin America registered a significant increase of 65.7 per cent, moving from 596 to 988 while, Caribbean recipients registered an increase of 42.9 per cent.
- The 21.1 per cent increase in the number of work permits granted to Asian applicants for the FY 2018/19 may be attributable to an expansion in the road improvement works and other construction projects.

WORK PERMIT RECIPIENTS (NEW AND RENEWAL) BY REGION OF ORIGIN: 2017/18 AND 2018/19

TABLE 16

REGION OF ORIGIN		NEW			RENEWAL			TOTAL		
		M	F	T	M	F	T	M	F	T
NORTH AMERICA	2017/18	97	55	152	42	26	68	139	81	220
	2018/19	134	27	161	74	28	102	208	55	263
LATIN AMERICA	2017/18	370	41	411	146	39	185	516	80	596
	2018/19	652	47	699	252	37	289	904	84	988
CARIBBEAN	2017/18	291	69	360	215	68	283	506	137	643
	2018/19	465	91	556	267	96	363	732	187	919
EUROPE	2017/18	323	98	421	179	56	235	502	154	656
	2018/19	513	104	617	226	61	287	739	165	904
AFRICA	2017/18	41	10	51	32	3	35	73	13	86
	2018/19	62	15	77	46	4	50	108	19	127
ASIA	2017/18	1,095	255	1,350	1,203	274	1,477	2,298	529	2,827
	2018/19	1,386	277	1,663	1,429	333	1,762	2,815	610	3,425
OCEANIA	2017/18	5	2	7	5	1	6	10	3	13
	2018/19	7	2	9	8	1	9	15	3	18
TOTAL	2017/18	2,222	530	2,752	1,822	467	2,289	4,044	997	5,041
	2018/19	3,219	563	3,782	2,302	560	2,862	5,521	1,123	6,644

Conduct 400 investigations and site visits

- For FY 2018/19, 366 investigations were conducted to ensure that workers were adhering to the conditions of their work permits. This is 1 per cent more than the previous reporting period. The target was 91.5 per cent achieved.

Collaborate with other Departments to sensitize the public on work permit matters and trafficking in persons

- For the FY 2018/19, the unit collaborated with the Child Labour unit in the Ministry to conduct two (2) sensitization sessions relating to work permit matters as well as trafficking in persons.

Collaborate with the Electronic Labour Exchange department to advertise job openings from work permit applications on the LMIS website

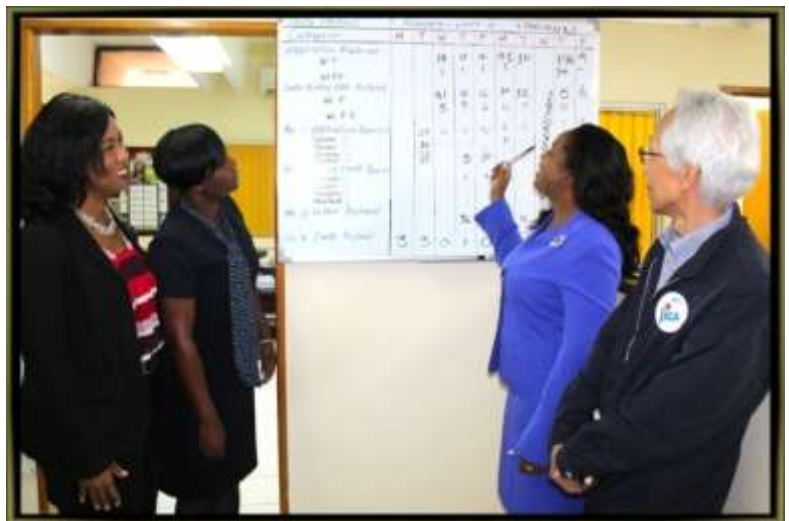
- The Electronic Labour Exchange unit is working on a project that will allow the collaboration with the work permit unit both to advertise job openings from work permit applications on the LMIS website

Collaborate with other agencies

- A meeting was held with Passport Immigration Citizenship Agency to discuss border security.
- Work Permit now has access to Taxpayer Audit and Assessment Department's website to verify Tax Compliance Certificates.
- The Work Permit department was selected as part of the Government's Public Sector Transformation Programme. The project chosen under this programme is the introduction of an online submission and processing of applications for the issuance of work permits. A study tour should take place in Canada in June 2019 to look at best practices in the management of International Migration. A Project Manager has been assigned to oversee this project through the Transformation Information Unit in the Ministry of Finance and the Public Service. At the close of the first quarter of 2019/20 FY, the project should see the engagement of a System Engineer, Change Manager and a Business Analyst.

Re-engineering of the business processes

- The JPC having conducted an audit of the work permit department in 2016 continues to provide integral support to the re-engineering of the business processes in the work permit department. The JPC is a part of the core project team that is involved in the design and implementation of a new work permit system. This system when completed, will see the work permit process moving from paper based to an online web-based paper less system.



Mrs Tamar Nelson (L), CTD, Jamaica Productivity Centre and Mr. Tobita Kenji (R), Resident Representative to Jamaica- Japan International Cooperation Agency (JICA), along with members of the Work Permit unit, during a productivity training session.

14.2

**CARICOM Single Market and Economy:
The Free Movement of Persons**

The CARICOM Single Market and Economy (CSME) allows specific skilled⁶ CARICOM nationals desirous of working in participating member states, to apply for and acquire a Certificate of Recognition of CARICOM Skills Qualification. The Certificate of Recognition is granted to approved categories of skilled workers issued by the MLSS which is the competent authority responsible for the implementation of the Free Movement of Skills Policy. The Certificate was first issued in Jamaica on September 24, 1997.

14.2.1 TARGETS 2018/19**1. Implement systems relevant to the Free Movement of Labour to assist with the operationalization of the CSME****14.2.2 PERFORMANCE****Implement systems relevant to the Free Movement of Labour to assist with the operationalization of the CSME**

- Two hundred and twenty (220) certificates were issued to CARICOM nationals for FY 2018/19 (See Table 17). This reflects a decrease of 19 or 7.9 per cent, when compared to the previous year. Jamaicans accounted for 75.9 per cent of certificates issued. Trinidadians was the second largest nationality who received CSME certificates with 10.4 per cent of the total. Since the inception of the CSME, 4,541 certificates have been issued.

**CARICOM SINGLE MARKET CERTIFICATES ISSUED BY NATIONALITY AND SEX:
2017/18 AND 2018/19**

Table 17

NATIONALITY	2017/18			2018/19		
	M	F	T	M	F	T
Antigua & Barbuda	1	0	1	0	1	1
Barbados	4	6	10	2	7	9
Belize	2	0	2	1	0	1
Dominica	0	0	0	2	1	3
Grenada	0	1	1	0	0	0
Guyana	1	2	3	3	7	10
Jamaica	96	105	201	84	83	167
St. Lucia	0	0	0	1	2	3
St. Kitts & Nevis	0	1	1	0	1	1
St. Vincent	0	0	0	2	0	2
Trinidad & Tobago	10	10	20	13	10	23

⁶ Categories of skilled workers include: Wage Earners, Graduates, Media Persons, Artistes, Musicians and Sports persons, Nurses, Teachers, Managerial Staff, Technical staff and Artisans.

NATIONALITY	2017/18			2018/19		
	M	F	T	M	F	T
TOTAL	114	125	239	108	112	220

15.0

INDUSTRIAL RELATIONS

The Industrial Relations Department (IR) section is responsible for the promotion and maintenance of industrial harmony in the nation.



Ms. Gillian Corrodus, Divisional Director, Industrial Relations & Allied Services, makes a presentation at the 'Labour Department & You' road show on Due Process in the Workplace.

15.1

CONCILIATION AND PRE-CONCILIATION

This is performed with respect to industrial disputes relating primarily to wage and fringe benefits negotiations, disciplinary matters and union claims for representational rights. One of the principal objectives of the department is to limit the number of industrial action and work stoppages that occur in the work environment. The department also seeks to implement measures geared at being proactive in relation to industrial disputes and attempts to foster and facilitate a more co-operative industrial relations environment.

When a dispute is being reported to the Ministry, either the aggrieved worker, his representative or the employer is required to submit a letter referring the dispute to the Permanent Secretary. The dispute is then assessed and a conciliation meeting scheduled. The disputing parties then meet at the MLSS and attempt to settle the matter. Matters not resolved by conciliation are referred by the Minister of Labour and Social Security to the IDT for settlement.

The Pre-Conciliation unit, which is an arm of the Conciliation Section, provides advice and other assistance with the aim of fostering improved relations between management and labour, thereby facilitating a more cooperative industrial relations environment. Parties are required to submit their current Collective Labour Agreement to the Ministry for examination. Collective Agreements that will soon expire are collected and monitored by an Officer. Both the employer and the Union are contacted and reminded of the date of expiration and the Ministry's assistance is offered in negotiating a new agreement.

Another strategy used by the department is an Outreach Programme which seeks primarily to inform both workers and management about their rights under the Law. The department is cognizant of the fact that a quiet industrial relations climate will eventually lead to a more productive workplace and contribute greatly to the maintenance of law and order in the wider society.

15.1.1 TARGETS 2018/19

1. Engage social partners to implement the framework for a responsive labour market

- Dispose of at least 60 per cent of disputes
- Monitor at least 160 wage contracts
- Communicate best practices and through collaborative approach, promote the adherence of the Labour Relations Code among employers and employees such as ILO's core labour standards

15.1.2 PERFORMANCE 2018/19

1. Engage social partners to implement the framework for a responsive labour market

Industrial Disputes

- The number of industrial disputes reported to the Ministry for FY 2018/19 was 513. This is an increase of 209 or 68.7 per cent, when compared to 304 in the 2017/18 FY.
- Three hundred and seventy six (376) disputes were brought forward from the previous FY, resulting in 889 disputes to be disposed of for FY 2018/19.
- Of the 513 industrial disputes reported, 54 were as a result of pre conciliation intervention.

Industrial Action

- For FY 2018/19, four (4) industrial actions were reported to the Ministry; two (2) strikes and two (2) go-slows. This is 55.5 per cent less than the previous FY.

Representational Rights Polls

- During the year under review, six (6) representational rights polls were held, one (1) less than the previous year.
- The number of workers involved in the polls increased by 35 per cent, when compared to the previous year, moving from 277 in 2017/18 to 374. Five (5) unions were involved. This represents an increase of three (3) more than the previous reporting period. Two (2) polls were from UCASE. The remaining four (4) were from JATCA, UTASP, BITU and UCASE and NWU and UCASE. Of the six (6) polls held two (2) each were from the 'Manufacturing' and 'Mining and Quarrying' industries and one (1) each from 'Electricity, Gas, Steam and Air Conditioning Supply' and 'Transport and Storage' industries.

Monitor at least 160 wage contracts

- An intervention strategy of the Pre-Conciliation unit is to monitor contracts slated to expire. As a result, 80 wage contracts were monitored. The year's target was achieved by 50 per cent.

Conduct 60 sensitisation sessions

- For the period under review, 111 sensitisation sessions were held with employers, employees, unions, etc; 3,189 persons were sensitised. The year's target was surpassed by 51 or 45.5 per cent.

- As part of the 80th Anniversary series of regional road shows under the theme “**The Labour Department and You**”, five (5) road shows were held of which over 1.5M persons were reached. The road shows were held in the parishes of Kingston, Manchester, St. Ann, St Thomas and St. James. Information on contemporary issues in labour relations was presented to the Labour Division’s clients and stakeholders.

15.2 THE PAY AND CONDITIONS OF EMPLOYMENT BRANCH

The Pay and Conditions of Employment Branch (PCEB) is an arm of the Industrial Relations (IR) Department. Its core function is to ensure compliance with the minimum standards set out in the Labour Laws of Jamaica.

At the inception of the PCEB, the focus was primarily to investigate complaints lodged at the Ministry and to inspect the employment records of business establishments, to verify the level of compliance especially as it relates to the Minimum Wage Act (1938). The function of the Department has expanded, as more persons look to the Ministry as the neutral body to assist in resolving their matters involving pay and conditions of employment. This has resulted in an increased number of persons visiting and calling for assistance.

The objectives of the PCEB are to:

1. Ensure establishments/employers are compliant with the provisions of the Labour Laws of Jamaica.
2. Conduct investigations and inspections of establishments, in accordance with the provisions of the Labour Officers' Powers Act.
3. Disseminate information to the general public in relation to the Labour Laws of Jamaica.
4. Respond to labour relations queries from persons including the legal fraternity, Human Resource Managers, Chief Executive Officers, Associations and others.
5. Advise prospective employers (Foreign Investors) on the provisions of the Labour Laws.
6. Interview clients (employees and employers) and determine whether formal complaints should commence.
7. Document complaints in relation to pay and conditions of employment and follow up on a timely basis until the complaints are settled/resolved.
8. Conduct mediation sessions with complainants and employers.
9. Review and re-assess complaints/cases and determine whether a court referral should be initiated.
10. Accept monetary settlements on behalf of complainants via the Accounts Department or a Manager's Cheque drawn in the name of the Permanent Secretary.

15.2.1 TARGETS 2018/19

1. **Monitor establishments to ensure compliance with the Labour Laws**
 - Investigate at least 2,000 complaints and inspect 2,000 establishments to ensure adherence with Labour Laws

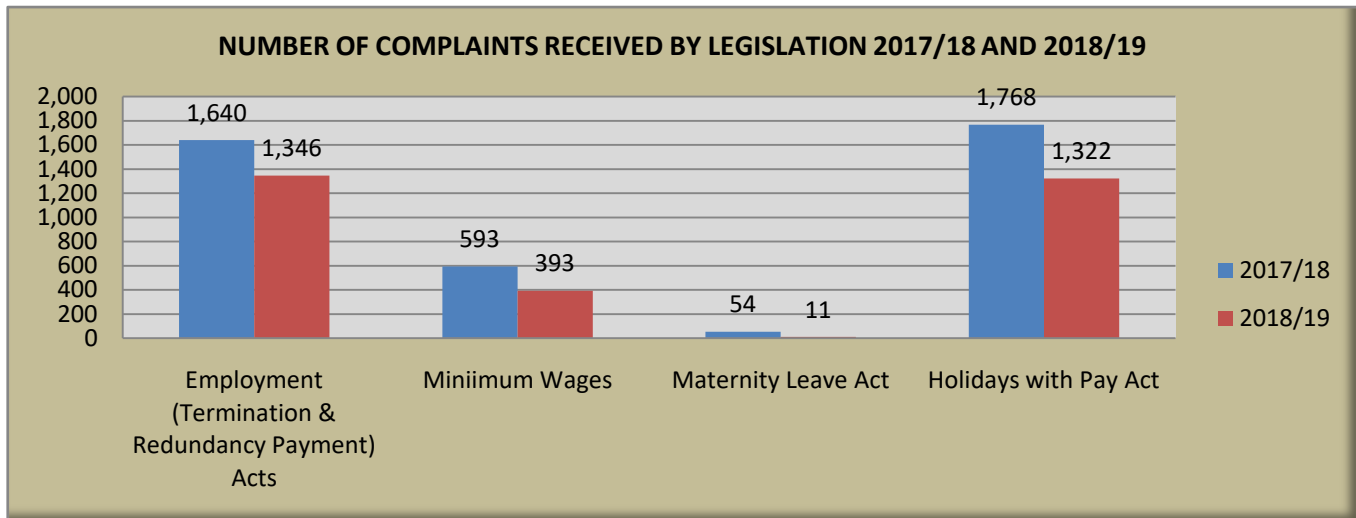
15.2.2 PERFORMANCE 2018/19

1. **Monitor establishments to ensure compliance with the Labour Laws**

Complaints

- The Pay and Conditions of Employment Branch of the MLSS received 3,072 complaints during FY 2018/19 (See Figure 3). The data shows a decline of 731 or 19.2 per cent, when compared to 2017/18. The decline may be as a result of a reduction in the number of complaints relating to the Employment Termination and Redundancy Payments Act (ETRPA).

- The ETRPA continues to record the largest number of complaints with 1,346 or 43.8 per cent of the total for the period 2018/19. Further review of the data shows that although the ETRPA is the leading cause of complaints, it declined by 294 or 17.9 per cent, followed by the Holidays with Pay Act, with 1,322 or 43.0 per cent. The least number of complaints was in relation to the Maternity Leave Act with 11 or 0.4 per cent.
- Females accounted for the majority (1,804 or 58.7 per cent) of the complaints made to the PCEB arm of the MLSS. The number of female complainants registered a decline of 18 per cent, when compared to FY 2017/18.

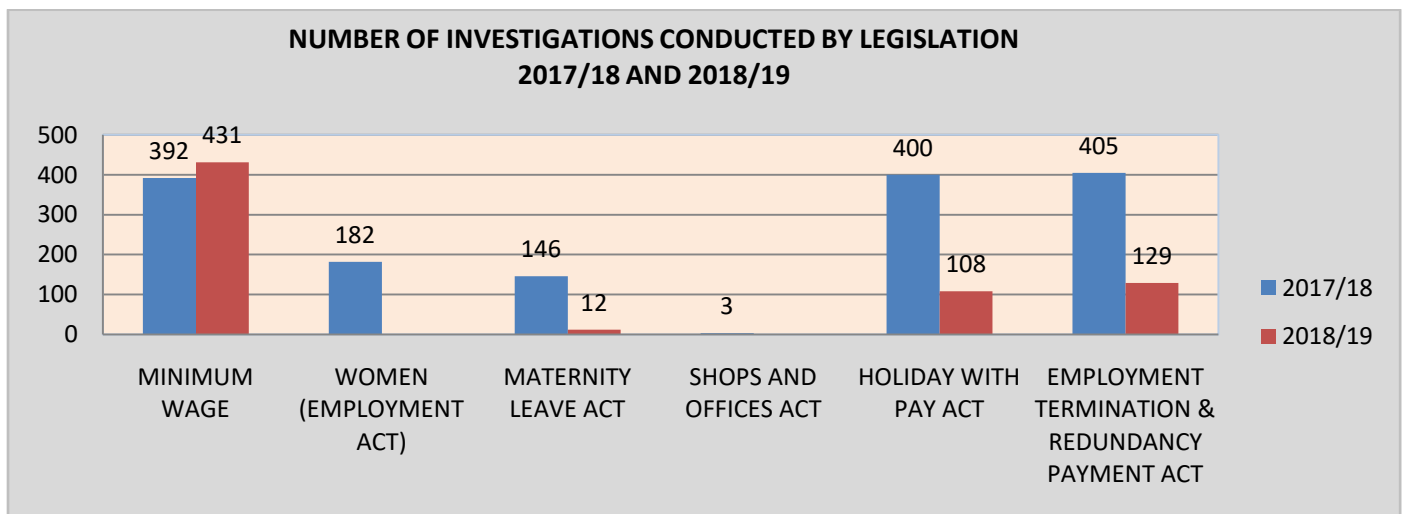


N.B. PLEASE NOTE THAT DATA FOR ST. JAMES FOR THE PERIOD SEPTEMBER 2018 – MARCH 2019 IS UNAVAILABLE

Figure 3

Investigate 2,500 establishments, based on complaints from non-unionised workers

- In FY 2018/19, 680 investigations were conducted. This records a decrease of 639 or 48.4 per cent, compared to last FY year (See Figure 4). The breakdown by Legislation is as follows: Minimum Wage Act with 431 or 63.3 per cent, ETRPA 129 or 18.9 per cent, Holidays with Pay Act with 108 or 15.8 per cent and Maternity Leave Act 12 or 1.7 per cent.



N.B. PLEASE NOTE THAT DATA FOR ST. JAMES FOR THE PERIOD SEPTEMBER 2018 – MARCH 2019 IS UNAVAILABLE

Figure 4

Inspect 2,500 establishments to ensure that organisations are adhering to the Labour Laws

- Nine hundred and eighteen (918) inspections were conducted for FY 2018/19. This was a decrease of 899 or 49.4 per cent over the 2017/18 period.

Settlements

Payments made by Proprietors

- Settlements made by proprietors in relation to breaches of the Labour Laws accounted for J\$48.8M in settlements. The data shows a decline of J\$41.9M or 46.1 per cent less than 2017/18 FY (See Table 18).
- Settlements for breaches of the ETRPA (J\$24.2M) constituted the largest amount, representing 49.5 per cent of the total payments (See Table 18). Although breaches related to the ETRPA constituted the largest amount, there was a decline of 49.6 per cent, when compared to 2017/18 FY. This decline could be attributed to the fact that some employers are now adhering to the applicable period of notice to terminate the employment of a worker.

Deposits by Employers

- For FY 2018/19, deposits made by employers to the Ministry totalled J\$1.8M (See Table 18). This shows a significant decrease of J\$1.1M or 37.9 per cent, compared to the previous FY. The largest deposits were made based on breaches of the ETRPA (44.7) per cent. A total of 120 employers made deposits for the year under review. This was 17 or 16.5 per cent more than FY 2017/18.
- One thousand two hundred and six (1,206) persons were paid by proprietors for the FY, of which 778 or 64.5 per cent were females (See Table 19). One hundred (100) persons received payments from deposits for FY 2018/19.

**SETTLEMENTS MADE BY PROPRIETORS, AMOUNT DEPOSITED
AND NUMBER OF EMPLOYERS WHO MADE DEPOSITS THROUGH THE MLSS BY LEGISLATION:
2017/18 AND 2018/19**

TABLE 18

LEGISLATION	SETTLEMENTS BY EMPLOYERS (J\$)						DEPOSITS BY EMPLOYERS (J\$)		NUMBER OF EMPLOYERS WHO MADE DEPOSITS	
	2017/18			2018/19			2017/18	2018/19	2017/18	2018/19
	M	F	T	M	F	T				
EMPLOYMENT [TERMINATION AND REDUNDANCY PAYMENTS]	26,648,613.29	21,521,819.99	48,170,433.28	9,051,734.80	15,167,479.53	24,219,214.33	1,461,656.27	793,968.07	45	46
HOLIDAYS WITH PAY	18,709,093.47	11,829,308.64	30,538,402.11	6,539,274.21	8,636,611.13	15,175,885.34	1,341,658.36	749,850.17	52	52
MINIMUM WAGE	3,814,900.23	6,873,796.61	10,688,696.84	3,241,118.79	5,687,096.86	8,928,215.65	125,666.66	232,881.25	6	21
MATERNITY LEAVE	0.00	1,305,919.24	1,305,919.24	0.00	507,512.15	507,512.15	0.00	0.00	0	1
TOTAL	49,172,606.99	4,153,084,448	90,703,451.47	18,832,127.80	29,998,699.67	48,830,827.47	2,928,981.29	1,776,699.49	103	120

N.B. PLEASE NOTE THAT DATA FOR ST. JAMES FOR THE PERIOD SEPTEMBER 2018 – MARCH 2019 IS UNAVAILABLE

**NUMBER OF PERSONS PAID BY PROPRIETORS AND
PERSONS PAID FROM DEPOSITS BY LEGISLATION:
2017/18 AND 2018/19**

TABLE 19

LEGISLATION [ACT]	PERSONS PAID BY PROPRIETORS						PERSONS PAID FROM DEPOSITS \$	
	2017/18			2018/19			2017/18	2018/19
	M	F	T	M	F	T		
EMPLOYMENT TERMINATION AND REDUNDANCY PAYMENT	229	676	905	180	326	506	45	36
HOLIDAYS WITH PAY	323	454	777	186	280	466	52	48
MINIMUM WAGE	121	276	397	62	161	223	6	16
MATERNITY	0	19	19	0	11	11	0	0
TOTAL	673	1,425	2,098	428	778	1,206	103	100

PLEASE NOTE THAT ST. JAMES DATA FOR SEPTEMBER 2018 – MARCH 2019 IS UNAVAILABLE

16.0

THE INDUSTRIAL DISPUTES TRIBUNAL

The Industrial Disputes Tribunal (IDT) derives its identity and powers from the Labour Relations and Industrial Disputes Act (LRIDA). The Tribunal sits in Divisions, each chaired by a Chairman or Deputy Chairman. Each Division has two (2) Members with support staff consisting of a Secretary, Assistant Secretaries and Steno-writers. The IDT is charged with the responsibility to determine and settle all industrial disputes referred by the Ministry. If the parties fail to arrive at a settlement at the local level, the matter is then reported to the Ministry for settlement by the Conciliation Unit. If a settlement is not reached at this level, the Minister of Labour and Social Security may refer the dispute, whether for unionised or non-unionised workers to the IDT for a decision, except in the case of essential services. It is then allocated to a Panel consisting of a Chairman/Deputy Chairman and two (2) Members appointed under Section 8 (2) (i) of the LRIDA.

The LRIDA was amended in March, 2010 allowing non-unionised workers access to the Tribunal. This has seen a significant increase in the number of disputes referred to the IDT by the Minister of Labour and Social Security. Access to the IDT by non-unionised workers is one of the achievements in the restructuring of the MLSS under Labour Market Reform.

The Jury (Amendment) Act 2015 outline the principles and procedures on how matters which fall under this Legislation can be referred directly to the IDT without reference to the Ministry or conciliation services. This represents a significant change in Labour Law and how parties access the IDT.

16.1 TARGETS 2018/19

1. **Hand down Awards that are just and fair and in accordance with the Law; achieve peaceful dispute resolution, assist in the maintenance of industrial harmony and stability in the country: settle at least 45 per cent of disputes at the Tribunal**
2. **Public Education:** conduct training sessions with Tribunal members

16.2 PERFORMANCE 2018/19

1. **Hand down Awards that are just and fair and in accordance with the Law: settle at least 45 per cent of disputes at the Tribunal**
 - During FY 2018/19, 122 disputes were dealt with by the IDT. The data reveals that this is five (5) or 4.1 per cent less than the 2017/18 FY. Of the 122 disputes dealt with, 72 were carried forward from the previous year. For FY 2018/19, 50 disputes were referred to the IDT. Of this total, 43 were on behalf of non-unionised and seven (7) unionised workers.
 - Forty (40) industrial disputes were settled during the year: 39 Awards were handed down; 10 less than the 2017/18 FY. One (1) industrial dispute was quashed by the Court (See Figure 5). Approximately 32.8 per cent of disputes at the IDT were disposed of for FY 2018/19. This was 12.2 per cent less than the target to be achieved.
 - At the end of the FY year, 82 cases were outstanding.

2. Public Education: conduct training sessions with Tribunal members

- For FY 2018/19, 3 training sessions on industrial relations matters specifically relating to IDT were held for the Tribunal's panel

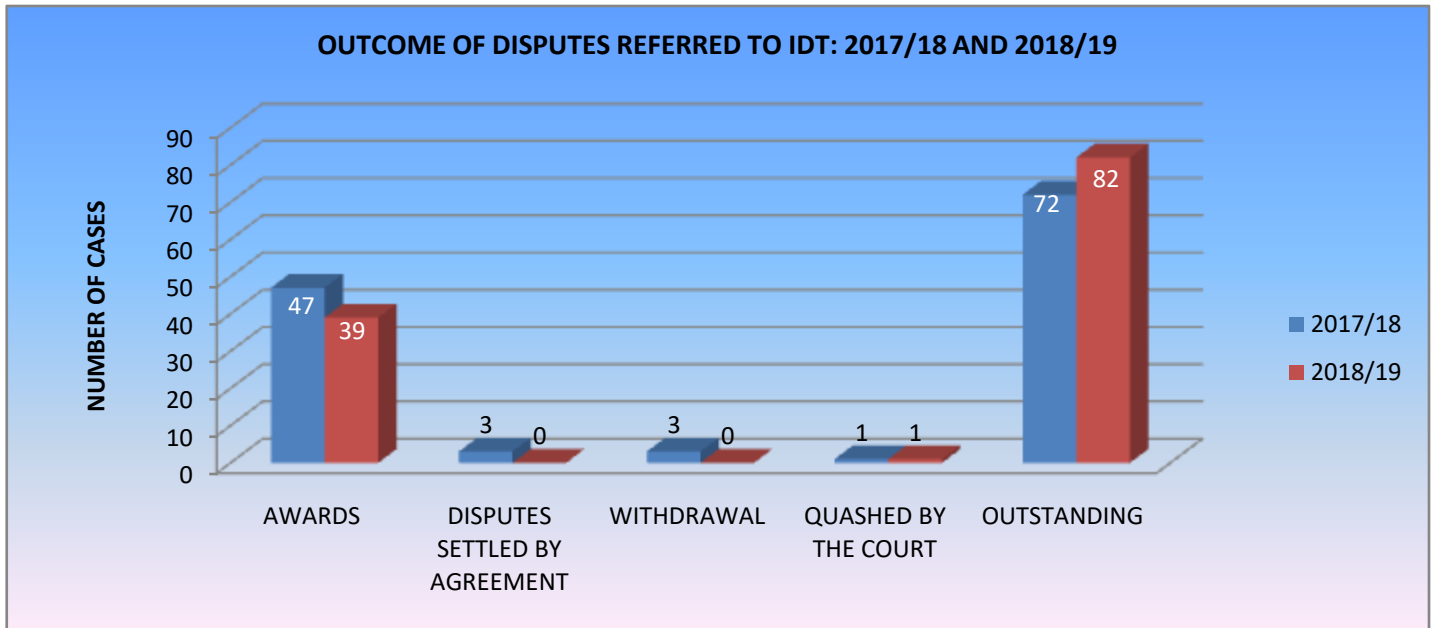


Figure 5

17.0

OCCUPATIONAL SAFETY AND HEALTH

The Occupational Safety and Health Department (OSHD) is responsible for promoting, monitoring and enforcing safe and healthy workplaces under the Jamaican Factories Act of 1943 and its associated Regulations. However, this Legislation currently gives the Department jurisdiction only to protect workers involved in industrial establishment type activities such as factories, ships, docks and construction.

Currently, the major thrust of the Department is the enactment of the Occupational Safety and Health (OSH) Act. This Act will repeal the Factories Act and provide greater legislative scope in fostering adherence to safety and health standards in all places in which economic activity is undertaken; in keeping with internationally accepted standards, norms and codes of practices. The Bill is now before a Joint Select Committee of Parliament.

The objectives of the OSH Act include:

- The prevention of injury and illness caused by conditions at the workplace;
- The protection of workers from risks to their safety, health and welfare arising out of, or in connection with activities in their workplaces; and
- The promotion of safe and healthy workplaces by way of collaboration of all stakeholders in the workplace.

Operation of the Occupational Safety and Health Department (OSHD)

The main operational activities of the Department are centred on the administration of the Factories Act and associated Regulations; namely the Factories Regulations of 1961, the Building Operations and Works of Engineering Construction (Safety, Health and Welfare) Regulations, 1968 and the Docks (Safety, Health and Welfare) Regulations 1968. This is achieved by inspecting factories, docks, building sites, cargo vessels at each port of call and conducting accident investigations at these premises. In addition, other entities (not now covered under the Factories Act), including Government organisations are assisted by the Department to develop OSH programmes and provide Occupational Safety & Health (OSH) auditing services. In 2007, in recognition of the country's expanded need for an improved OSH programme that incorporates systems, policies and procedures



that address modern, contemporary OSH issues, the Voluntary Compliance Programme (VCP) was developed and launched. The VCP allows entities the opportunity to achieve the OSH standards of the Draft OSH Act, with the assistance of the Department.

Registration of Factories

To register a factory, a completed application form accompanied by a receipt of payment of the prescribed from the Tax Office must be submitted to the MLSS' Regional Office or the 1F North Street Office by post, fax or email. An unannounced inspection is then done of the factory. Safety and health conditions are assessed for compliance with the Factories Act & Regulations. Based on findings from the assessment, a decision is made to register or refuse registration. A written report of the findings with recommendations is sent to Owners/Managers. For factories being registered, an official Certificate of Registration or Re-registration, which is valid for three (3) years, is issued.

Investigation of workplace accidents

When an accident occurs, the department must be immediately notified. An Inspector then visits the workplace and conducts an accident investigation, after which a written report with recommendations for corrective action is sent to the Owner/Manager.

Approval of building plans of factories for compliance with the Factories Act and Regulations

Building plans should be submitted to the OSHD (Chief Factory Inspector) for approval, before submission to the Parish Council. A completed building plan approval form and at least three (3) copies of the building plans must be submitted to the Regional or North Street Head Office where the plans are reviewed. If any amendment is to be done, the applicant is informed. Final documents are stamped and signed approved and at least two (2) copies are returned to the applicant.

PROGRAMME ON HIV/AIDS

The MLSS, in collaboration with other key Ministries and Agencies, have made significant progress in stemming the spread of HIV/AIDS in Jamaica. This is done to heighten awareness of the prevention and control of HIV/AIDS in the workplace, as well as the promotion of the **National Workplace Policy on HIV/AIDS**.

17.1 TARGETS 2018/19

Promote safe healthy and productive work in all occupations in Jamaica

- Conduct inspections and investigations of workplaces under the ambit of the Factories Act i.e. - 1,400 factories, 360 Building Operation Works of Engineering Construction, 240 ships and 16 docks
- Conduct investigations into lost-time accidents which qualified for investigation (120)

Promote the requirements of the pending OSH legislation

- Conduct 24 Voluntary Compliance Programme (VCP) audits OSH and HIV for enrolled companies

- Conduct OSH/HIV sensitization sessions with government agencies, NGOs and other stakeholders.

Build capacity within the OSHD

- International Training of 16 technical staff in ILO online OSH Courses.
- Facilitate (3) technical staff in Auditor's training by the Bureau of Standards.
- Provide training and certification for four (4) support staff

17.2 PERFORMANCE 2018/19

1. Promote safe, healthy and productive work in all occupations in Jamaica:

Conduct 2,016 inspection of workplaces under the ambit of the Factories Act i.e. 1,400 Factories, 360 BOWEC, 240 Ships and 16 Docks

- The number of inspections carried out by OSH Inspectors for the 2018/19 FY was 1,685. This is 185 or 9.8 per cent less than the 2017/18 period. The year's target was achieved by 83.6 per cent.
- Factory inspections accounted for most of the inspections, with 1,043 or 61.8 per cent of the total inspections carried out. A closer examination of the data revealed that most of the factory inspections were done in the fourth quarter (Jan-March) with 335 or 32.1 per cent of the total factory inspections. The year's target was achieved by 74.5 per cent.
- Of the total inspections completed, Building Operation Works of Engineering Construction (BOWEC) accounted for 533 or 31.6 per cent; ships 95 or 5.6 per cent and docks 14 or 0.8 per cent. The target for docks inspection was 87.5 per cent achieved.
- For FY 2018/19, 908 factories were registered.
- Based on special requests from employees and employers, 23 special investigations were conducted. The data shows a 64 per cent increase, when compared to the 2017/18 FY.



Mr Llewellyn Hall, Industrial Safety Inspector from the MLSS during a routine safety and health inspection at a construction site.

Conduct 120 investigations into lost-time accidents that qualify for investigations.

- The number of accidents reported (291) in FY 2018/19, registered a marginal increase of 6 or 2.1 per when compared to the 2017/18 FY (See Figure 6). The majority of accidents reported (89) was during quarter 2 (July-Sept) of the FY. Of the total number of accidents reported, 214 qualified for investigation, of which 123 were carried out. Regrettably, seven (7) deaths resulted from the accidents reported, three (3) more than the 2017/18 period.

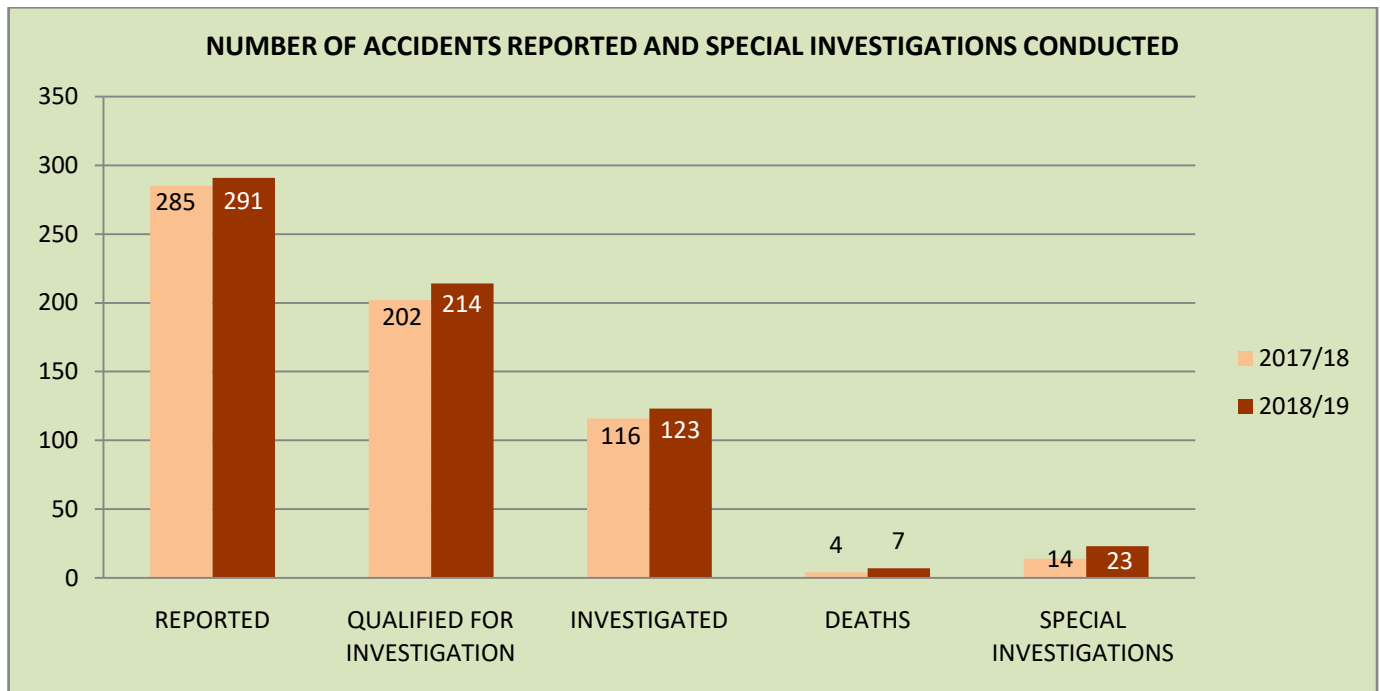


Figure 6

Conduct 24 Voluntary Compliance Programme (VCP) audits OSH and HIV for enrolled companies

Two (2) Voluntary Compliance Program (VCP) audits were conducted. The main contributing factor associated with this, is the limited staff compliment of the department. This, coupled with the priority placed on construction, factory inspections and accident investigations, resulted in the OSHD not having the capacity to meet this target.

Conduct OSH HIV sensitization sessions with the Government agencies NGOs and other stakeholders

- Representatives from the OSH unit participated in 40 sensitization sessions on OSH and HIV activities. The sensitization sessions were in the form of presentations, workshops and five (5) road shows conducted with a range of public and private entities.

Build capacity within the OSHD:

International Training of 16 technical staff in ILO online OSH Courses

- Four (4) OSH officers received ILO online training and two (2) officers received international training in OSHA General Industry Standard.

Facilitate (3) technical staff in Auditor's training by the Bureau of Standards

- An officer was recruited in January 2019. The officer is under probation, hence not entitled to training.

Provide training and certification for four (4) support staff

- One (1) Officer was trained in Administrative Management Level 1, at the Management Institute of Development (MIND).

18.0

CHILD LABOUR



Child Labour is defined by the ILO as work that deprives children of their childhood, potential and dignity. In addition, it is work that is mentally, physically, spiritually, socially or morally dangerous and harmful to children.

A milestone in the restructuring of the MLSS is the emphasis placed, with the help of the International Labour Organisation (ILO), on eliminating the worst forms of child labour. A Child Labour Unit was established in the Ministry and work is being carried out, in collaboration with other local and international organizations.

In October 2003, Jamaica ratified ILO Convention nos. 138 (Minimum Age of Employment) and 182 (Worst Forms of Child Labour). The primary tenets of these Conventions were included in Sections 33-41 of the Child Care and Protection Act, 2004. This Legislation makes it illegal to employ children who are below the age of 13 years, however it permits light work between ages 13 to 15 years.

As part of the continued support from the ILO and the United States Department of Labour (USDOL), a 2nd Youth Activity Survey was conducted by the Statistical Institute of Jamaica (STATIN) in 2016 and published in April 2018. The Findings revealed that approximately 38,000 children were engaged in child labour for that reference week.

Since then, the MLSS has significantly increased its efforts to rid the country of this scourge. One (1) of the major initiatives include the development of The National Action Plan (NAP) to eliminate child labour in Jamaica, by implementing the following strategies:

- Institutional strengthening
- Increasing the public awareness campaign
- Strengthening social protection mechanisms through increased access to social assistance, basic amenities, education and alternative forms of income for children affected by child labour
- Strengthening of Legal Reform and enforcement capabilities and capacity of the relevant institutions addressing child labour issues
- Withdrawal, rehabilitation and re-integration of children who have been affected by the worst forms of child labour and implementing sustainable alternatives for economic livelihoods

- Develop and implement policies and programmes toward the prevention of Child Labour

The Child Labour Risk Identification (Predictive) Model was developed by the ILO and Economic Commission for Latin America and the Caribbean (ECLAC). The implementation of this model will give the MLSS the opportunity to be able to identify the geographical location where the highest probability of child labour may occur and in which sectors. The micro data from the Jamaica Youth Activity Survey and the 2011 Census Survey will be inputted in the Model, which will create vulnerability maps. With the



information garnered from the maps, measures can be put in place to interrupt the trajectory of Child Labour.

Aunties (L-R) Mrs Lorraine Williams Nelson and Mrs Almarie Johnson and children of the MLSS Day care participate in a photo op during the celebration of World Day against Child Labour.

18.1 TARGETS 2018/2019

1. **Develop a comprehensive and integrated policy framework to combat child labour.**
 - Conduct 44 dissemination sessions on the findings of the 2nd Child Labour Survey in Jamaica
 - Disseminate the outcomes from the Predictive Model to six (6) stakeholders
 - Participate in 18 expositions at Parent Teachers Associations (PTA), Community Based Organizations (CBO) etc.
2. **Promote the activities of the Country Level Engagement and Assistance to reduce child labour (CLEAR II) Project**
 - Plan and execute the launch of the Country Level Engagement and assistance to reduce child labour (CLEAR II) Project
 - Establish and launch a vibrant National Steering Committee on Child Labour (NASTOCL) with representatives from MDAs and NGOs
 - Finalise the Hazardous and Light Work lists
 - Develop a National Action Plan on child labour
3. **Build capacity of MLSS' inspectorate to identify cases of child labour, i.e. Labour Officers, Inspectors, Investigators and Social Workers to identify cases of child labour.**
 - Host labour inspection, workshop under the "Caribbean Support Project" of the regional initiative
 - Training for investigators and prosecutors in treating with victims of child labour
 - Train MLSS staff on child labour and human trafficking

18.2 PERFORMANCE 2018/19

1. Develop a comprehensive and integrated policy framework to combat child labour

Conduct 44 dissemination sessions on the findings of the 2nd Child Labour Survey in Jamaica

- For the FY, the unit participated in five (5) ‘Labour Department and You’ Road Shows. In addition, two (2) community level interventions were done and literature on child labour and human trafficking distributed.

Disseminate the outcomes from the Predictive Model to six (6) stakeholders

- A letter was dispatched to STATIN requesting access to the micro-data from the Jamaica Youth Activity Survey (JYAS) 2016 and the Labour Force Survey. Discussions are ongoing. A capacity building workshop is scheduled for Q1 in the 2019/20 FY.

2. Promote the activities of the Country Level Engagement and Assistance to reduce child labour (CLEAR II) Project.

- The Country Level Engagement and Assistance to reduce Child Labour (CLEAR II) Project launched in June 2018, with funding from U.S. Department of Labour (USDOL), and is being implemented by Winrock International. The objectives of the project are to:
 - Develop national action plan to eliminate child labour
 - Improve the monitoring and enforcement of laws and policies related to child labour
 - Improve legislation that addresses child labour issues
- A Memorandum of Understanding (MOU) was signed between the MLSS and Winrock International which will result in the MLSS receiving assistance to finalize the Hazardous and Light Work lists, as well as review the National Action Plan on Child Labour. A draft Cabinet Submission was done to accompany both lists and is currently being reviewed.
- To ensure that all components of the MOU materialises, the NASTOCL was reconvened in August 2018. The committee comprises representatives from Ministries, Departments, Agencies, NGOs and civil society. Three (3) subcommittees were formed, namely “**Light and Hazardous Work**”, “**National Action Plan**” and “**National Policy on Child Labour**”.

National Action Plan (NAP) on child labour

- A Terms of Reference was developed by Winrock International for the MLSS and the NASTOCL’s approval to proceed in procuring a Consultant to develop the National Action Plan. The Consultant was engaged and work commenced on the development of the NAP.
- Resulting from the delay in signing the contract, the finalisation of the NAP will be completed in Q1 of the 2019/2010 FY.

3. Build the capacity of the MLSS’ inspectorate to identify cases of child labour, i.e. Labour Officers, Inspectors, Investigators and Social Workers

- For the financial year, the MLSS received financial and technical assistance from the ILO and Brazil for Jamaica to Host a “**Labour inspection training with a focus on Child Labour and Occupational Safety and Health**” on July 2-6, 2018. Thirty-five (35) Labour and Social

Security Officers from Jamaica, Guyana and the Bahamas were trained.

- The ILO engaged a consultant to develop a labour inspection training manual. This is aimed at ensuring that the MLSS' Labour and Social Security Officers are certified to address child labour cases.
- **Two (2)** sensitisations sessions were conducted in the St. Ann and St. James regions. Approximately 65 staff members⁷ were trained on child labour and human trafficking. In addition, they were sensitised of their roles and responsibilities in identifying, referring, reporting and treating victims of child labour and human trafficking, as outlined in the MLSS' Standard Operating Procedures.

Facilitate training for Court Management Services staff, i.e. Judges, Clerks of the Courts, Prosecutors, etc.

- Approximately 30 representatives from the MLSS, Jamaica Constabulary Force, Department of Corrections, Office of the Children's Advocate as well as Child Protection and Family Services Agency, participated in the Child Labour Investigation and Prosecution training. The objective was to equip Investigators and Prosecutors in treating with victims of child labour.

Finalize the Child Labour Policy

A draft Cabinet Submission and Concept Paper were completed regarding the development of the *National Policy on the Elimination of Child Labour in Jamaica*. They are currently being reviewed for submission to Cabinet.

⁷Labour Officers, OSH & NIS Inspectors, Work Permit Investigators, Employment Agency Investigators and Social Workers

19.0

PROJECTIONS 2019/20

The strategic priorities of the Ministry for the 2019/20 financial year fall under the ambit of modernization by improving systems and procedures. The focus will therefore be:

- Technology and Innovation
- People Development
- Customer Service Excellence

These priorities span and are aligned to Government's strategic priorities Social Protection, Human Capital Development and Inclusive Sustainable Job Creation and Economic Growth.

Strategic Priority # 1

Technology and Innovation

Objective – To advance technology and innovation to improve service delivery by:

Social Security Division

1. Fully implementing the Jamaica National Insurance Software System (JNISS)
2. Continuing the Digitization and Archive Project (Document Management System) which commenced in fiscal year 2018/19: 28,800 records to be digitized
3. Completing a Management Information System for the Steps to Work Project: 50 per cent completion
4. Automating the Public Assistance data gathering process: acquire Tablets
5. Conducting a comprehensive review of the PATH Beneficiary Management Information System: acquire the services of a Consultant
6. Automating the benefit application and approval processes for Funeral Grant and Old Age (pilot)
7. Rolling out the digital format of the disaster assessment tool
8. Implementing the recommendations of the staffing and operations review
9. Maintaining an electronic register of persons who benefit from the Programme

Labour Division

10. Rolling out Phase 4 of the enhanced Labour Market Information System (LMIS)
11. Designing and subsequently implementing a technologically driven Institution for Occupational Safety and Health (OSH)
12. Reducing the average time taken to dispose of disputes by Conciliation, from 9 to 8 months
13. Reducing the average time taken to address complaints from non-unionized workers by Pay and Conditions of Employment Branch (PCEB), from 9 to 8 months

Others

14. Automating the Ministry's inventory management system
15. Improving the switchboards and other communicable devices/instruments

Strategic Priority # 2

People Development

Objective - Investing in our people (internal and external) by:

1. Improving access to and increasing public awareness of the Ministry's programmes
2. Training staff in the relevant programme areas to promote effective service delivery

Social Security Division

3. Continuing to transition PATH families from welfare to work i.e. 3,600 PATH families to be case managed & 200 PATH families to participate in the Steps to Work initiatives
4. Assisting 8,505 persons with grants through the short-term intervention project
5. Evaluating and monitoring 500 income generating ventures through the short-term intervention project
6. Providing assistance with relief items to 1,578 families affected by man-made disasters
7. Providing assistance to 5,598 persons who were recommended by their Members of Parliament, with Compassionate and Rehabilitation grants
8. Increasing public awareness and access to social programmes: 1524 sessions
9. Increasing the level of graduates (persons with disabilities) with unit competencies and NVQJ Certification by 90 per cent, through the Abilities Foundation
10. Streamlining work-readiness programme integration with skills training e.g. Etiquette and Dining Training for 50 trainees, Professional Development Seminars / Mock Interviews, through the Abilities Foundation
11. Training a cadre of professional graduates ready for the workforce i.e. Job coaching and career guidance (the Abilities Foundation)
12. Promoting the use of appropriate technologies and media for access to information for PwDs: Increased awareness among 20 per cent of the population
13. Increasing access to employment for older persons through the National Council for Senior Citizens Golden Age support programme
14. Creating a registry of skills of older persons: 20 per cent completion of registry
15. Conducting a social marketing campaign to raise awareness of the National Policy for Senior Citizens, the rights of older persons and rebranding the NCSC
16. Training staff to provide effective services to older persons
17. Maintaining the Meals on Wheels Programme: 28,000 meals provided and 2,000 food packages
18. Increasing public awareness to ensure more persons are preparing for retirement
19. Restructuring the Social Security programmes i.e. NIS/NIF, Public Assistance/PATH, JCPD, NCSC

Labour Division

20. Strengthening and expanding the industrial disputes machinery for the resolution of industrial disputes e.g. establishing IDT West
21. Expanding opportunities in 4 new sectors for overseas employment i.e. the care, transportation, security and construction industries in the U.S., Canada & neighbouring Caribbean markets
22. Increasing employment in both traditional and non-traditional areas by 5 per cent
23. Increasing employment of females by 10 per cent
24. Increasing participation of workers on the overseas employment programme in Social Protection Programme (SPP): 25 per cent of workers hand over payments
25. Increasing job placements by the Electronic Labour Exchange (ELE), by 15 per cent
26. Simplifying the registration processes for employment agencies by issuing policy directions for the preparation of drafting instructions for amendment to the Employment Agencies Act. It is projected that there will be 20 per cent reduction in complaints

27. Strengthening and promoting the LMIS and its Electronic Labour Exchange
28. Implementing strategies to curtail the operations of illegal employment agencies and practices through enforcement of partnerships with the Jamaica Constabulary Force (JCF), simplification of business processes, strengthening Labour Officers and a public relations strategy.
29. Facilitating the development of a workforce that is more adaptable and flexible to current, emerging and future needs by commencing a study on labour demand and supply for work within existing industries, as well as for future work. On completion, this will be disseminated to students, policy makers, educational institutions, employers and jobseekers
30. Reducing the levels of informality within the economy by developing an Action Plan
31. Developing a comprehensive and integrated framework to combat child labour i.e. a National Action Plan (NAP): 20 per cent implementation of the NAP & MLSS related activities.
32. Promoting the requirements of the pending OSH Legislation e.g. finalization of the organisational structure
33. Providing training requests to the Human Resource Management department for cross training between Industrial Relations and the IDT Secretariat
34. Developing a protocol for addressing non-unionized workers engaged in industrial disputes

Strategic Priority # 3

Customer Service Excellence

Objective - To achieve excellence in Customer Service delivery by:

1. Developing service standards for each of the Ministry's programmes e.g. commencing with target of 40 per cent for the social security programmes
2. Developing and Implementing customer service standard manuals
3. Making electronic payments for all benefit types. It is projected that by financial year 2022/23, 60 per cent of customers will benefit
4. Acquiring a mobile unit for the Early Stimulation Programme
5. Introducing a containerized portable kitchen and bathroom facilities (for Disaster Management)
6. Improving access to information on Labour laws
7. Contracting technical assistance to review and re-engineer the business processes of the IDT
8. Reviewing the Labour Department and making policy recommendations on the new organizational profile and structure

Legislation and Policy

1. Continue review of the National Insurance Act and Regulations,
2. Continue revision of the National Policy for Senior Citizens
3. Finalize the Regulations and Codes of Practice on Education and Training and Employment, in support of the Disabilities Act
4. Complete the Humanitarian Assistance Policy and Plan for disaster
5. Amend the Minimum Wage Act and make consequential amendments to the National Minimum Wage Order and Employment Agencies Regulations
6. Review and propose amendments to the Employment Agencies Regulation Act
7. Issue policy proposals on the utilization of the LMIS in Government departments



Ministry of Labour & Social Security

Family Fun Day
October 14, 2018





Ministry of Labour & Social Security

Family Fun Day
October 14, 2018



APPENDIX 1

WORK PERMIT FEE STRUCTURE

EFFECTIVE APRIL 1, 2019

a) A work permit granted for a period of not more than three months	\$48,875.00
b) A work permit granted for a period of more than three months but not more than six months	\$97,750.00
c) A work permit granted for a period of more than six months but not more than nine months	\$146,625.00
d) A work permit granted for a period of more than nine months but not more than twelve months	\$195,500.00
e) A work permit granted for a period more than one year	\$195,500 .00 for the first twelve months \$48,875.00 for each period of three months thereafter, or any part thereof

CSME Fee Structure

Application Fee	J\$2,000.00
Cost of Certificate	J\$8,000.00
Each Dependent	J\$2,000.00
Replacement Fee	J\$3,000.00
Amendment Fee	J\$2,000.00

APPENDIX 2

NATIONAL INSURANCE FUND FINANCIAL STATEMENT

1. Statement of Comprehensive Income for the Month Ended March 31, 2019

	Actual Y-T-D March 2019 \$'000	Actual Y-T-D March 2018 \$'000
Secretariat		
Income from investment and loans	4,390,399.00	4,332,085.00
Dividends	925,912.00	757,192.00
Property Rental	299,652.00	274,747.00
Property Maintenance Expense (Net)	16,522.00	-29,158.00
Other	997.00	5,577.00
Total investments Income Excluding Unrealized Gains	5,633,482.00	5,340,443.00
Unrealized Gains/(losses) on investments	6,719,260.00	5,050,781.00
Unrealized Gains/(losses) on Revaluation of Inv. Prop.	0.00	0.00
Total Investments Income including Unrealized Gains	12,352,742.00	10,391,224.00
Share of profit/(losses) - Sub & Associated Companies		
Less - Administrative Expenses	-80,119.00	-88,437.00
Impairment Provision	0.00	-894,156.00
Increase/(Decrease) in assets from Secretarial operations	12,272,623.00	9,408,631.00
Scheme		
Contributions	22,244,798.00	20,110,577.00
Less: Allocations of NHF Collections	-4,438,966.00	-4,022,115.00
Contributions Net of Allocation for NHF Collections	17,805,832.00	16,088,462.00
Less: Pension Benefits	-19,456,791.00	-15,949,739.00
NI Health Benefits (NI Gold)	-485,681.00	-522,040.00
Net Contributions	-2,136,640.00	-383,317.00
Less; Administrative Expense	-957,882.00	-826,965.00
Increase/(Decrease) in assets from Scheme operations	-3,094,522.00	-1,210,282.00
Net Increase/ (Decrease) in assets resulting from operations	9,178,101.00	8,198,349.00
Unaudited Net ASSETS Resulting From Operations - Opening of FY	95,471,192.00	
Fair value reserves	16,064,006.00	
NET ASSETES AVAILABLE FOR BENEFITS - end of the month	120,713,299.00	

2.

1. National Insurance Fund Statement of Financial Position as at March 31, 2019

		Unaudited March - 2019	Audited March - 2018
	Notes	J\$'000	J\$'000
ASSETS			
Non - Current assets			
Property and Equipment	3	62,166.00	91,328.00
Investment Properties	9	15,210,235.00	14,805,691.00
Investments in subsidiary companies	7	114,918.00	114,918.00
Investment in associated companies	8	257,250.00	257,250.00
Due from subsidiaries and associates	7, 8	1,184,615.00	814,876.00
INVESTMENT SECURTIES			
Fair value through profit or loss	6	40,225,528.00	32,988,160.00
Available for sale	6	53,752,404.00	48,615,145.00
Held - to - maturity	6	0.00	0.00
		110,807,114.00*	97,687,367.00*
CURRENT ASSETS			
Loans and Receivable	4	11,158,805.00	9,808,807.00
OtherReceivables and prepayments	2	712,641.00	558,420.00
Cash and Bank Deposits	1	456,152.00	547,362.00
		12,327,597.00*	10,914,588.00*
TOTAL ASSETS		123,134,712.00*	108,601,955.00*
LIABILITIES			
Payables and accruals	5	-2,421,413.00	-2,396,587.00
NET ASSETS		120,713,299.00*	106,205,368.00*
FAIR VALUE RESERVE		16,064,006.00	10,734,177.00
ACCUMALATED FUND REPRESENTED BY		104,649,293.00	95,471,192.00
NET ASSETS AVAILABLE FOR BENEFITS		120,713,299.00	106,205,369.00

APPENDIX 3

ADVISORY BOARD MEMBERS

JAMAICA COUNCIL FOR PERSON WITH DISABILITIES

- | | |
|---|---|
| 1. Mrs. Patricia Sinclair-McCalla, Chair | 12. Mr. Christopher Burgess |
| 2. Ms. Gloria Goffe, Deputy Chair | 13. Mrs. Brenda Cuthbert |
| 3. Reverend Dr. Patricia Holness | 14. Mr. Alistair McLean |
| 4. Mr. Conrad Harris | 15. Mrs. Mavis Ferguson |
| 5. Dr. Sharon Anderson-Morgan | 16. Mrs. Collette Robinson |
| 6. Mrs. Christine Rodriguez | 17. Mr. Kamar Groves |
| 7. Ms. Kimberley Sherlock | 18. Mr. Gerrard McDaniel |
| 8. Mrs. Tashai Widmer | 19. Ms. Florence Blackwood |
| 9. Mrs. Adama Blagrove | 20. Mrs. Sarah Newland-Martin |
| 10. Mrs. Marlilyn McKoy | 21. Mrs. Audrey Deer-Williams, ex officio |
| 11. Dr. Melody Ennis | |

NATIONAL COUNCIL FOR SENIOR CITIZENS

- | | |
|---|------------------------------------|
| 1. Mrs. Dorothy Finlayson, Chair | 9. Mrs. Collette Robinson |
| 2. Mrs. Pearl Barrett | 10. Lt. Col. Desmond Clarke |
| 3. Mrs. Mary Clarke | 11. Mr. Wellesley James |
| 4. Mrs. Daphne Clayson | 12. Mrs Grace-Ann Scarlett-Duncan |
| 5. Mrs. Beverly Hall-Taylor | 13. Ms. Vicki Hanson |
| 6. Dr. Maureen Irons-Morgan | 14. Ms. Treka Lewis |
| 7. Mrs. Hermoine McKenzie | 15. Lloyd Benjamin |
| 8. Mrs. Jullian McCoy-Davis | 16. Ms. Suzette Morris, ex officio |

NATIONAL INSURANCE FUND

1. Mr. Lennox Elvy, **Chair**
2. Mr. Jason Morris
3. Mr. Barry Chisholm
4. Mrs. Nesta Claire Smith-Hunter
5. Mrs. Marjorie Cole-Smith
6. Senator Kavan Gayle
7. Ms. Gianna Neil
8. Solicitor general
9. Mr. Karl Williams
10. Ms. Tova Hamilton
11. Mr. Phillip Bernard
12. Mr. Andre Hutchinson
13. Senator Matthew Samuda
14. Mrs Cheryl Sylvester- James
15. MoFPS Representative
16. MLSS Representative

THE ADVISORY BOARD OF JAMAICA PRODUCTIVITY CENTRE (JPC)

1. Mr. Metry Seaga, **Chair**
2. Mr. Hanif Brown
3. Mr. Silburn Clarke
4. Mr. Anthony Hyde
5. Mrs. Brenda Cuthbert
6. Mr. Michael Bernard
7. Senator Lambert Brown
8. Senator Kavan Gayle
9. Mr. Hugh Morris
10. Miss Lorna Phillips
11. Mr. Lyndon Ford
12. Dr. Marina Ramkissoon
13. Ms. Beatrice Rhoden
14. Ms. Carol Coy
15. Mr. Douglas Webster



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