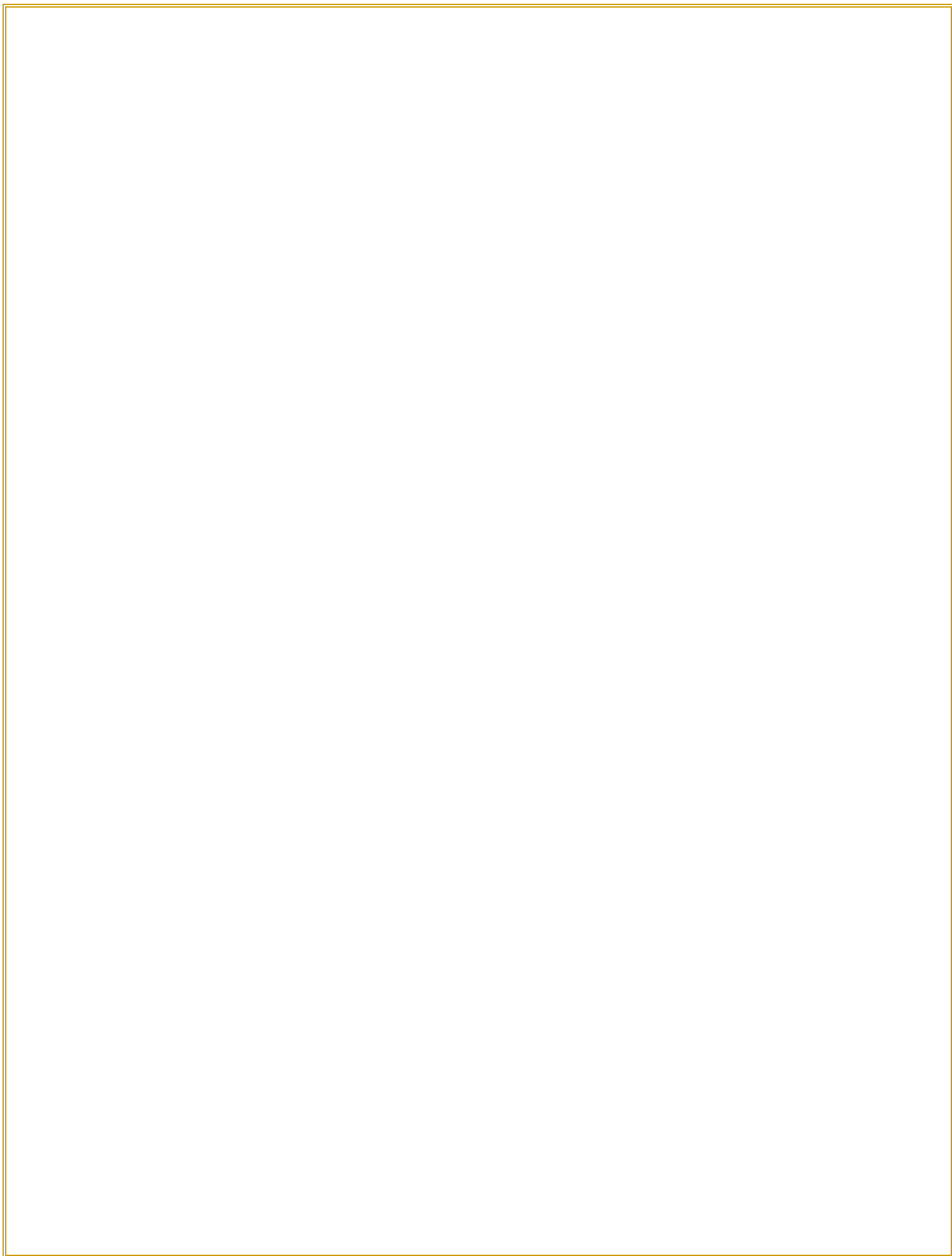




**MINISTRY OF LABOUR AND  
SOCIAL SECURITY**

**Annual Performance  
Report**

**2019/2020**



**ANNUAL  
PERFORMANCE REPORT  
2019/2020**

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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> <ul style="list-style-type: none"><li>a) terms and conditions of employment, or the physical conditions in which workers are required to work; or</li><li>b) engagement or non-engagement, or termination or suspension of employment, of one or more worker; or</li><li>c) allocation of work as between workers or groups of workers; or</li><li>d) any matter affecting the privileges, rights and duties of any employer or organisation representing employers or of any worker or organisation representing workers.</li></ul>

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:	<p>This applies to certain categories of persons who are not required to obtain work permits. These categories include:</p> <ul style="list-style-type: none"> <li>- Ministers of Religion</li> <li>- Foreign spouses of Jamaicans</li> <li>- Persons employed by Statutory Organisations</li> <li>- Persons covered by (14) or (30) days clause</li> <li>- Registered full-time students at U.W.I.</li> </ul>

- 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"><li>- spouse whose partner is dead; or</li><li>- person who lived in a common-law union whose partner is dead.</li></ul> <p>Thus the following may also claim a:</p> <ul style="list-style-type: none"><li>- single woman/man who was living with a single man/woman</li><li>- single woman/man who was living with a widower/widow</li><li>- widow/widower who was living with a widower/widow</li></ul>

## 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 honoured to be presenting the Annual Performance Report on behalf of the Ministry of Labour and Social Security for the fiscal year 2019/20. The past year was a very encouraging one for the Ministry as we were able to positively impact the lives of so many persons across the island, despite limited resources and the challenges of Covid-19.

It would be remiss of me not to mention my predecessor, the late Honourable Shahine Robinson who during her four (4) years of service has championed the cause of the poor and vulnerable and has made an indelible mark on the success of the Ministry of Labour and Social Security. The achievements in the past year were also due largely to the

hardworking and dedicated staff of the Ministry, led by our astute Permanent Secretary. The year would not have been a success without the contribution of our stakeholders and social partners, who have always been accessible when we needed their assistance.

Jamaica is blessed with an abundance of talent and opportunities, but during the year we continued to have a smaller, yet relatively significant number of unemployed youth. I am committed to providing greater employment opportunities for the citizens of Jamaica. Last year we were able to provide Canada and the United States with some of the finest farm and hospitality workers. This provided an opportunity for Jamaicans in the Seasonal Agricultural Work Programme to ply their skills overseas and a chance to earn much needed income and foreign exchange to take care of their families.

At the local level, our Electronic Labour Exchange Department and Special Employment Programme established important partnerships with several private sector entities. These partnerships resulted in long term employment for a number of our youths across the 14 parishes of Jamaica.

Our Child Labour Unit was involved in several public education exercises and outreach programmes which continue to pay rich dividends, as more persons have become conscious of the negative implications of child labour.

The Ministry also saw a reduction in the number of industrial relations cases being referred to us when compared to the previous fiscal year. This was due to the proactive approach taken by the Ministry resulting in a number of sensitization sessions across the island. We targeted employers, workers and prospective employees about the various components of our Labour Laws. This approach has been bearing fruits as we now have a far more harmonious industrial climate in Jamaica since both employer and employee are making more informed decisions.

On the Social Security side, the Programme of Advancement Through Health and Education (PATH) continued its role of providing a social safety net for the poorest and most vulnerable in our society. Its impact has been far reaching as children, our senior citizens, Persons with Disabilities (PwDs), pregnant and lactating mothers and households with persons living below the poverty line have

received assistance. The Public Assistance Department also made notable contributions this year as they provided assistance to communities under quarantine.

The Covid-19 pandemic created a serious health crisis that has changed the labour market significantly and will have long term effects for some time to come. Many jobs have been lost and companies are restructuring their operations in order to remain viable. The International Monetary Fund has highlighted that the world is still going through the waves of a global recession. However, despite the clouds of uncertainty and negative forecast I remain confident that all of us as Jamaicans will rise to the occasion and find innovative and creative ways to overcome any challenges that comes our way.

May the Lord keep a watchful eye and protective shield over *Jamaica Land We Love*.

*Honourable Michael Lester Henry, MP.  
Minister of Labour and Social Security  
July 2020*

## MESSAGE FROM THE STATE MINISTER



The 2019/20 fiscal year saw the accomplishment of a number of initiatives under the Ministry. In light of the many challenges, we can attest that our progress has been far advanced regarding legislations and policies necessary for nation development. Our new Occupational Safety and Health Bill will establish a legal framework to protect the rights, health and safety of persons in all areas of economic activities. The Bill is compliant with the existing International Labour Organisation (ILO) standards. It is now in its final stages of completion before the Joint Select Committee and is expected to be passed before the end of the 2020/21 fiscal year.

A recent study by the United Nations Children’s Fund (UNICEF), Digicel Foundation and the Jamaica Council for Persons with Disabilities (JCPD) revealed that Persons with Disabilities (PwDs) in Jamaica continue to be socially excluded, stigmatised, discriminated and marginalized. Despite the strides made to improve their quality of life, more needs to be done to ensure that PwDs are treated with the same level of respect as their counterparts. In an effort to combat discrimination, the Ministry has been working with our social partners to ensure that Codes of Practice for PwDs are fully implemented in the coming year. The Codes of Practice will provide a practical guide for our stakeholders in education, training, and empowerment on how to guarantee PwDs are integrated into our society.

Our road march to commemorate World Day Against Child Labour in June 2019 under the theme “Children Shouldn’t Work In The Fields, But On Dreams” was well supported. Other major accomplishments by the Child Labour Unit include the completion of the National Action Plan and the finalisation of the Light and Hazardous Work list. This List will outline specific activities that children are restricted from participating in to prevent them engaging in hazardous work.

Unfortunately, in the last quarter of the fiscal year, the country experienced the dreaded effects of the Covid-19 pandemic. This affected key sectors and placed immense strain on the entire economy. The situation forced employers, business operators and workers to change their operations and lives. The Ministry has urged employers to safeguard their workers by providing them with the appropriate tools and protective gears to prevent the spread of the virus. In addition, we are encouraging employers to make use of the provisions under the Flexible Work Agreement Act (2014) and the Holiday with Pay Act (1974).

I would like to acknowledge the valiant efforts of the staff at the Ministry, as well as our valued stakeholders and partners for their commitment and loyalty over the past year. Let us all continue to strive towards making Jamaica the *place to live, work, raise families, do business and retire*.

*Honourable Zavia Mayne, MP.  
Minister of State, Labour and Social Security  
July 2020*

## MESSAGE FROM THE PERMANENT SECRETARY



The Ministry of Labour and Social Security is pleased to submit the Annual Performance Report for the fiscal year 2019/20. I am particularly proud to say that we were able to meet the majority of our goals despite the challenges encountered. Our good performance was made possible by our dedicated staff and improvement in our operational efficiency.

Greater emphasis has been placed on the training and development of our staff in order to meet the needs of our clientele. We also continued with our modernization of services which resulted in customers having more options and conveniences. Our National Insurance Scheme (NIS) department was able to digitize 43,229 of its files during the year and piloted the Funeral Grants online application processes. This was a pivotal move, as it allowed many of our customers to have access to our services from their homes and reduced processing time.

We responded to the calls for greater accessibility in the rural areas by acquiring three (3) mobile units and participating in numerous outreach programmes within the rural communities. Our Road Shows attracted several stakeholders and gave us a platform to 'ramp up' our public education campaign.

There was also the opening of the Industrial Disputes Tribunal in St. James to serve employers and employees on the western side of the island.

Our Labour Market Information System (LMIS) and the Electronic Labour Exchange (ELE) department continued to work in tandem to provide employment opportunities as well as valuable information to jobseekers and employers. The Ministry also launched its enhanced LMIS website and mobile application, hosted job fairs, participated in road shows and assisted 1,292 persons with finding jobs.

We also celebrated the 50th and 77th anniversary respectively of the Hospitality and Agricultural Programmes to the United States. This is a significant milestone considering how impactful these programmes have been for our Jamaican farmers and hospitality workers over the years. As it relates to the Canadian Seasonal Agricultural programme, we continued to work closely with the employers in Canada to ensure that the standard and integrity of the Programme is maintained.

The year was not without its challenges; as the Novel Coronavirus disrupted several of our activities and forced several business operators to reduce their staff complement. This has created some level of uncertainty in the labour market and could be a threat to industrial harmony. However, the Ministry is well positioned to assist any organization or worker who might have problems interpreting the Labour Laws.

In the upcoming year, we are expected to complete the passing of the Occupational Safety and Health Bill and finalize the Codes of Practice for Persons with Disabilities.

*Colette Roberts Riden*  
*Permanent Secretary*  
*Ministry of Labour and Social Security*  
*July 2020*

## **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**

*To promote industrial harmony, decent work and maintain an efficient and effective labour market; provide effective social protection and facilitate social inclusion and 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**).*

## STRATEGIC PRIORITIES

- Social Protection
- Human Capital Development
- Inclusive Sustainable Economic Growth and Job Creation
- Rule of law and Timely Justice Outcome

## STRATEGIC OBJECTIVES

The Ministry's strategic objectives are to:

1. Continuously promote industrial relations harmony
2. Increase local and overseas employment opportunities
3. Advance technology and innovation through the improvement and implementation of new systems
4. Increase accessibility to the Ministry's services and benefits through re-engineered business processes for major programmes

## 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 Ministry executes its mandate through the Executive Direction and Administration Programme and two (2) Divisions, Labour and Social Security as indicated in its moniker. The general administration, planning and overall management of the Ministry of Labour and Social Security (MLSS) is carried out by the Executive Direction and Administration Programme, which is headed by the Permanent Secretary. The areas which are administered by the Executive Direction and Administration are:

- Policy, Planning and Development
  - Planning, Research and Monitoring Unit
- Central Administration which constitutes the following areas:
  - Administrative Support
  - Financial Management and Accounting Services
  - Internal Audit
  - Human Resource Management and Other Support Services
  - Legislative Programme
  - Management Information System
  - Public Relations

The main responsibilities of the Labour Division are to administer the services of the Labour and Industrial Relations Programme and the National Productivity Programme. These are administered through:

- Industrial Relations
  - Pay and Conditions of Employment Branch (PCEB)
  - Pre-conciliation Unit
  - Conciliation Department
- Manpower Services:
  - Local Employment/Electronic Labour Exchange (ELE)
  - Overseas Employment
  - Employment Agencies Unit (Licences Unit)
- Child Labour
- Work Permit
  - Caribbean Single Market Economy (CSME) Skills Certificate
- Occupational Safety and Health (OSH)
  - HIV Unit
- Industrial Disputes Tribunal (IDT)
- The Jamaica Productivity Centre (JPC)

The Social Security Division seeks to provide social security and welfare services through a social safety net. This is carried out through the efficient administration of the contributory National Insurance Scheme and non-contributory Public Assistance Programmes. The work of the Division is administered through the following Programmes:

- National Insurance Scheme (NIS)
- National Insurance Fund (NIF)
- Public Assistance
  - Programme of Advancement through Health and Education (PATH)
  - Rehabilitation Programme

- Emergency Response and Assistance
- Social Intervention Programme (SIP)
- Jamaica Council for Persons with Disabilities (JCPD)
- Early Stimulation Programme (ESP)
- National Council for Senior Citizens (NCSC)
- Abilities Foundation

#### **BUDGET SUMMARY**

<b>TOTAL FUNDING REQUIREMENT</b>	<b>Actual Expenditure</b>	<b>Estimates of Expenditure</b>
	<b>2019/20</b>	<b>2020/21</b>
	<b>(J\$ 000)</b>	<b>(J\$ 000)</b>
Total Recurrent	3,619,473	4,015,605
Total Capital B	8,031,803	8,272,097
Total Appropriations in Aid	<u>1,100,000</u>	<u>1,100,000</u>
<b>Total Funding Requirement</b>	<b><u>12,751,276</u></b>	<b><u>13,877,702</u></b>



## 2.0

## 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 six (6) specialised units. These units are Contributions and Records, Compliance, Claims/Benefits, Fund Accounts, NI Gold 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 for 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 NI Gold (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 earn an income are required to be registered with and contribute to the NIS.

### 2.1 TARGETS 2019/20

**1. Increase public awareness:**

- Conduct 1,500 public education sessions

**2. Enable Electronic payments for all benefits**

- Disburse payments electronically to 27,000 pensioners by direct deposit

**3. Increase the number of persons registered:**

- Register 65,300 new NIS contributors; an increase of 24.7 per cent, from 52,419
- Register 9,599 Pensioners for NI Gold

**4. Fulfil NIS benefit obligations by disbursing:**

- J\$619.0M in NI Gold benefits and J\$20.39B for all other benefit

**5. Increase contributions collected by 40 per cent:**

- Collect J\$20B in contributions
- Collect J\$1.26B in outstanding contributions from delinquent employers

## **2.2 PERFORMANCE 2019/20**

### **1 Increase public awareness by conducting at least 1,500 public education sessions**

- The MLSS continues to play an integral role in keeping the public informed on the benefits of NIS. As such, Officers of the Ministry conducted 1,326 public education activity sessions. This reflects an achievement of 88.4 per cent of the year's target. In addition, a radio feature called *Next Steps with the NIS*, was produced and aired in collaboration with the Jamaica Information Service (JIS).

### **2 Enable Electronic payments for all benefits**

#### **Disburse payments electronically to 27,000 pensioners by direct deposit**

- A total of 33,655 pensioners was paid via direct deposits to their bank accounts for the 2019/20 FY. Of this number, 10,146 were new pensioners.

### **3 Increase the number of new NIS contributors registered by 24.7 per cent, from 52,419 to 65,300**

- The number of new NIS beneficiaries registered as at March 31, 2020, was 49,394, a decrease of 3,025 or 5.8 per cent when compared to the previous reporting year. The target for FY 2019/20 was 75.6 per cent achieved.
- At the end of the 2019/20 FY, there were 124,089 total active NIS beneficiaries who received payments totalling J\$19.4B.

#### **Increase the number of NI Gold Pensioners registered**

- As at March 31, 2020, 102,255 NI Gold Pensioners were registered.

#### **Fulfil NIS benefit obligations by disbursing J\$20.39B in NIS and \$619M in NIGOLD benefits**

- During the FY 2019/20, J\$19.39B was disbursed to NI pensioners. This reflects an achievement of 95.1 per cent of the year's target. Additionally, approximately J\$554.8M was disbursed to NI Gold beneficiaries which was 89.6 per cent achieved.
- Disbursements in the amount of J\$535.8M were disbursed to 6,328 beneficiaries of Funeral Grants for FY 2019/20. This represents an increase of 1,664 or 35.7 per cent when compared to 2018/19.

### **4 Increase contributions collected by 40 per cent**

#### **Collect J\$20B in contributions**

- Revenue collected from contributors amounted to J\$20.4B, an increase of 13.9 when compared to the previous reporting period. The year's target was surpassed by 2.1 per cent.

#### **Collect J\$1.26B in outstanding contributions from delinquent employers**

- The Ministry compiled J\$859.9M in contribution arrears during the FY 2019/20. This does not include Kingston and St. Andrew which was collected but not yet compiled.

## 3.0

## 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 2019/20

#### **Manage investment portfolio within the strategic and tactical asset allocation ranges**

- Achieve growth in the Fund net assets by 8.8 per cent
- Prudently manage investments to ensure efficient and effective provision of benefits to NIS contributors
  - Pension benefits funded timely
  - Increase contribution rate needed to facilitate future pay outs (Actuarial Review 2016)

#### **Revise the Fund asset allocation for fixed income**

- Adjust funds investment in bonds within the 50-55 per cent band as deemed necessary as prescribed in policy

#### **Review Fund asset allocation for Equity**

- Make recommendations to MOFP for an increase in Fund asset allocation band for equity of 30-35 per cent

#### **Provide suitable office accommodation for NIS operations**

- Construct new facility in St. Ann's Bay

### 3.2 PERFORMANCE 2019/20

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

##### **Statement of Financial Position<sup>1</sup>**

- As at March 2020, the Net Asset Value of the Fund grew by J\$5.47B or 5.09 per cent to J\$112.056B.

Total Investment Income including unrealised gains was approximately J\$6.17B, reflecting a decline of J\$8.049B or 54.6 per cent over the previous year. This was primarily driven by the decline in the equity and international bond markets brought on by the effects of COVID-19, which led to decline in the unrealised gains on those assets.

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<sup>1</sup>See Appendix 3 for details.

**Prudently manage investments to ensure efficient and effective provision of benefits to NIS contributors**

**Pension benefits funded timely**

- Total benefits payment for the 2019/20 FY was J\$19.54B which was fully covered by the Contribution (net of NHF) of J\$20.42B. This was achieved following an increase in the NIS Contribution rate from 5.0 per cent to 5.5 per cent, effective April 1, 2019.

**Revise the Fund asset allocation for fixed income**

Adjust funds investment in bonds within the 50-55 per cent band as deemed necessary as prescribed in policy.

- The NIF fixed income portfolio remained within the 50-55 per cent band throughout the year. At the end of the year it was 54.9 per cent.

**Review Fund asset allocation for Equity**

Make recommendations to Ministry of Finance and the Public Service (MOFP) for an increase in Fund asset allocation band for equity of 30-35 per cent

- The draft policy is completed and awaiting approval.

**Provide suitable office accommodation for NIS operations**

**Construct new facility in St. Ann's Bay**

- The Fund completed the construction of a modern office facility in St. Ann's Bay in July 2019.

## 4.0

## PUBLIC ASSISTANCE PROGRAMMES

The Public Assistance Division (PAD) has responsibility for the administration of several non-contributory social assistance programmes, including the Programme of Advancement Through Health and Education (PATH) and the Rehabilitation Grants Programme. 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 natural or man-made disasters. The PAD uses the case management approach to support clients in order to ensure that their social needs are met in a sustainable way.

The Programmes of the Department are administered through the Ministry's network of 13 parish offices. Assessment and social intervention services are provided by PAD's 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 to Jamaica's poorest and most vulnerable citizens. PATH families are identified through a systematic, transparent and objective Beneficiary Identification System based on established determinants of poverty as outlined in the Jamaica Survey of Living Conditions. The main objectives of PATH are to:

- increase educational attainment and improve health outcomes of the poor
- alleviate poverty by increasing the value of transfers 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 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 within poor families selected for benefits. As a conditional cash transfer programme, PATH requires children as well as pregnant and lactating women to satisfy school attendance and health clinic visit requirements in order to maintain their benefits. Since its implementation in 2002, PATH has provided benefits to over 360,000 persons.

### **PATH Graduation Strategy**

The Government commenced the Graduation Strategy in 2017 to facilitate the systematic transition of PATH families from state public assistance to independent and sustainable livelihoods. The Graduation Strategy is part of the larger Social Protection Strategy of the GOJ, which promotes “Self Help within a Supportive Framework”.

To this end, a significant feature of PATH is the reapplication process in which PATH families are re-assessed to determine their continued eligibility for benefits. The results from the re-application exercise indicate 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.

### **Post-secondary and Tertiary Grants**

PATH provides tertiary grants of up to J\$100,000.00 to beneficiaries who received at least one payment in secondary school and have matriculated into an undergraduate programme. Grant recipients are required to maintain a grade point average (GPA) of 2.5 in order to receive the grant throughout their course of study. Post-secondary grants are disbursed to beneficiaries who wish to continue studies, after completing their secondary level education. Beneficiaries may receive up to J\$50,000 for skills training, associate degree and other post-secondary programmes. For the FY 2019/20, 4,079 beneficiaries received the tertiary bursary while 3,128 beneficiaries received the post-secondary grants at a cost of J\$483,115,000.00.

### **Community Engagement Series (CES)**

The PATH Community Engagement Series (CES) was introduced in 2018 with the overarching goal of providing improved access to PATH and the services of the Public Assistance Division for residents of marginalized communities, particularly those in remote rural locales. As at February 2020, 98 interventions have been completed in which a total of 2,284 persons have participated.

### **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. The MLSS has partnered with ten (10) Institutions island-wide to facilitate tutorial support to participants. For the 2018/2019 academic year, 59 per cent of the 177 students who sat exams passed two or more CSEC subjects.

### **Integrated Support to Jamaica’s Social Protection Strategy Project**

The Project Unit in the Ministry has responsibility for implementing donor funded projects which support PATH. The Unit is currently implementing The Integrated Support to Jamaica’s Social Protection Strategy Project where loan financing of US\$50M was received from the Inter-American

Development Bank (IDB). Of this amount, US\$45M was allocated for PATH cash grants while US\$5M was allocated for the institutional strengthening of the Ministry. The loan agreement was signed in November 2015 for a period of four (4) years, however an extension was granted up to November 2020 to facilitate the completion of Project activities. To date, the Project has financed the On the Job (OJT) Training Initiative and Process Evaluation of the OJT, The Organizational Review of the MLSS, website enhancement for the Labour Market Information System (LMIS), National Policy for Senior Citizens, The Parenting Pilot including the Impact Evaluation of the Parenting Pilot, the digitization of the National Insurance Scheme archives and the Funeral Grants Online Project.

#### **4.1.1 TARGETS 2019/20**

##### **1. Provide effective social security services**

- Transition PATH families from welfare to work
- Train staff in relevant programme areas to support the effective delivery of social protection programmes

##### **2. Improve contributions and access to social protection programmes**

- Increase public awareness and access to social programmes by conducting 1,524 sessions

##### **3. Provide PATH benefits to the most vulnerable groups of Jamaicans**

- Make timely payments to PATH beneficiaries each payment cycle (every two (2) months)

##### **4. 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

##### **5. Continue implementation of the Steps to Work (STW) Project**

- One thousand one hundred (1,100) PATH clients to receive entrepreneurial grant
- Assist 600 persons from PATH families through on the job training
- Provide skills training and certification to 800 working age members of poor households at NCTVET certification (Level II)
- Continue Secondary Education Completion intervention for at least 510 new and current PATH clients
- Continue the pilot parenting intervention for PATH families with children 2-6 years old

#### **4.1.2 PERFORMANCE 2019/20**

##### **1. Provide effective social security services**

###### **Transition PATH families from welfare to work**

- In a bid to provide effective social services to transition from welfare to work, 2,119 PATH families were screened for case management during the 2019/20 FY. Of that number, 352 families received case management interventions.

- For the FY 2019/20, 1,946 clients have benefitted from at least one (1) of the interventions under Steps-to-Work.

**Train staff in relevant programme areas to support the effective delivery of social protection programmes**

- One hundred and sixty three (163) Officers from the parish offices participated in the NIS benefit workshops. The breakdown is as follows:
  - One hundred and eleven (111) persons participated in Court follow up procedures
  - Thirteen (13) Officers participated in the Compliance Intervention workshops
  - Thirty nine (39) Officers participated in the Special Child/Orphan Manual workshop.

**2. Improve contributions and access to social protection programmes**

**Increase public awareness and access to social programmes by conducting 1,524 sessions**

- During the 2019/20 FY, the Jamaica Information Service (JIS) was engaged to undertake a public education campaign for four (4) months to promote the services of the LMIS. The campaign was executed via social media postings and public announcements. In addition, 36 PATH/Steps to Work public education sessions were held in quarter 4 (January-March 2020).

**3. Make timely payments to beneficiaries each payment cycle**

- For the 2019/20 FY, 336,308 individuals were in receipt of at least one payment from PATH. In addition, J\$6.4B was disbursed in cash grants within the six (6) payment cycles of the financial year. In June 2019, PATH beneficiaries received an increase in the value of their payments, ranging from 13.8 per cent to 23 per cent within the differentiated payment structure. Additionally, the MLSS continued to pay the \$3,500 back to school stipend to students which commenced in 2018 to offset school related expenses at the beginning of the academic year. . Back to School grants were paid to 162,440 students totalling J\$569M in August 2019.
- During the 2019/20 FY, PATH commenced preparations for the implementation of alternative payment options for clients. Ordinarily, 85 per cent of PATH beneficiaries receive their payments via cheques. However, in keeping with the Government's mandate to move more Government services onto electronic platforms, PATH has commenced discussions with service providers to offer electronic payment modalities to clients.

**4. 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)**

- Compliance refers to the share of PATH students who attend school for at least 85 per cent of the school days in a given month. Typically, compliance in PATH is highest at the beginning of the academic year in September/October and tapers by the Easter term



(March /April). Compliance rates for primary school students improved slightly for the 2019/20 FY compared to the previous year. At the same time compliance rates for the upper secondary school students fell in FY 2019/20 relative to the previous FY.

- For the 2019/20 FY the compliance rates recorded for boys in primary and secondary school were 83 per cent and 75.5 per cent respectively (See Table 1). In addition, the compliance rate for primary girls was 86 per cent, while the secondary level girls were 82.5 per cent compliant.



Hon. Shahine Robinson, Minister of Labour & Social Security hands over PATH Back-to-School Grant to PATH Beneficiary, Sara Lemonius.

### EDUCATION COMPLIANCE RATE (%): 2018/19 AND 2019/20

**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	2019/20	84	87	76	83	67	76	76	82
	2018/19r	84r	88r	76r	84r	68r	76r	76r	83r
Mar-Apr.	2019/20	78	82	69	78	65	72	71	77
	2018/19	72	77	66	74	62	70	67	74
May-Jun	2019/20	80	85	78	85	85	90	81	87
	2018/19	75	81	76	84	84	89	78	85
Sept-Oct	2019/20	93	94	87	92	77	85	86	90
	2018/19	94	95	89	93	79	87	87	92
Nov-Dec	2019/20	78	82	80	86	72	79	77	82
	2018/19	81	85	82	88	76	82	80	85
AVERAGE COMPLIANCE	2019/20	83	86	78	85	73	80	78	84
	2018/19	81	85	79	85	75	82	77	83

### 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 80 per cent for the FY 2019/20.
- For the 2019/20 period, lactating mothers were 80 per cent compliant in visiting their health care providers.
- Data for the July-August 2019 period recorded the highest compliance rate (88 per cent) for all category of beneficiaries.

**HEALTH COMPLIANCE RATE (%):**  
**2018/19 AND 2019/20**

**Table 2**

Compliance period		Child 0-1	Pregnant	Lactating	Average compliance for all categories
Jan-Feb	<b>2019/20</b>	<b>81</b>	<b>87</b>	<b>76</b>	<b>81</b>
	2018/19	77	92	75	81
Mar-Apr	<b>2019/20</b>	<b>77</b>	<b>91</b>	<b>74</b>	<b>81</b>
	2018/19	79	92	77	83
May-Jun	<b>2019/20</b>	<b>78</b>	<b>97</b>	<b>79</b>	<b>85</b>
	2018/19	80	93	78	84
July-Aug	<b>2019/20</b>	<b>83</b>	<b>93</b>	<b>89</b>	<b>88</b>
	2018/19	82	92	84	86
Sept-Oct.	<b>2019/20</b>	<b>79</b>	<b>93</b>	<b>81</b>	<b>84</b>
	2018/19	74	94	84	84
Nov-Dec	<b>2019/20</b>	<b>84</b>	<b>93</b>	<b>80</b>	<b>86</b>
	2018/19	86	97	81	88
Total average compliance	<b>2019/20</b>	<b>80</b>	<b>92.3</b>	<b>79.8</b>	<b>84.1</b>
	2018/19	79.6	93.3	79.8	84.3

**5. Support the provision of social welfare to eligible PATH beneficiaries**

**Disburse entrepreneurial grants to 1,100 recipients**

- For the 2019/20 FY, a total of 498 clients was approved for entrepreneurial grants totalling J\$52.6M.

**Assist 600 persons from PATH families through on the job training**

- Five hundred and eighty three (583) beneficiaries received On the Job Training (OJT) intervention. This shows a 3 per cent decline compared to the previous reporting period. The year's target was 97 per cent achieved.

**Continue implementation of the Graduation Strategy**

- Since the launch of the Graduation Strategy in 2017, as at December 2019, approximately 49,043 families went through the reapplication process. Of that amount, 38,180 families were from group 1 while groups 2 and 3 comprised of 3,107 and 7,756 families, respectively.

**Provide skills training and certification to 800 working age members of poor households at NCTVET certification level**

- As at February 2020, 542 individuals benefitted from the skills training intervention, by being enrolled in the HEART Trust/NTA. The 542 individuals consisted of 315 females and 227 males. Compared with 2018/19, the data shows a 27.4 per cent decline in enrolees. The decline was mainly due to a curtailment of travelling by Ministry Officers due to COVID-19, which resulted in no activity for the month of March 2020.

### **Continuing Secondary Education Completion Intervention for at least 510 new and current PATH clients**

- Through this initiative, a cohort of 189 students sat CSEC examinations in June 2019 with approximately 74 per cent attaining at least one (1) subject. In September 2019, 323 students commenced the Secondary Examination Completion (SEC) programme and are slated to sit examinations in May and June 2020.

### **Parenting Pilot Intervention Programme for PATH families with children 2-6 years old**

- The third and final phase of the parenting pilot intervention was completed. In this phase, the project engaged 582 households which exceeded the household target by 282 or 94 per cent. This phase of the pilot was implemented within seven (7) parishes namely: St. Mary, Westmoreland, Hanover, Trelawny, St. Catherine, St. Andrew and Manchester. Within these parishes, 90 communities have benefitted with the largest cohorts from St. Catherine, St. Andrew and Manchester.
- Participants in the pilot benefitted from 2,154 home visits which provided the opportunity to interact on a personal basis with professionals who imparted information during the workshops.
- A graduation ceremony was held in November 2019 and approximately 451 participants received awards for attendance at the Parenting workshops and completing home visits.
- Since the inception of the intervention, over 1,555 families have been engaged under the Programme.

### **Community Engagement Services (CES)**

- As at November 2019, 12 parishes have benefitted from 47 interventions in which 1,630 persons participated. Of the total number of persons who participated, 588 households have since submitted application for PATH.

## 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. These are Rehabilitation, Compassionate, Emergency Relief as well as, Education and Social Intervention Grants.

#### **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 items, dressmaking, cosmetology, cattle and poultry rearing and farming etc.

#### **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.

#### **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.

#### **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 by the sitting Minister to assist the Members of Parliament in their constituencies by providing assistance to the needy to mitigate hard economic conditions.

#### **4.2.1 TARGETS 2019/2020**

- 1. Assist persons who have met with some form of misfortune**
  - Assist 3,500 persons with grants
  - Evaluate and monitor 500 income generating ventures
- 2. Assist families whose personal belongings are affected by hazards**
  - Provide relief items to 1,576 families affected by man-made disasters
- 3. Assist persons recommended for the Short Term Poverty Intervention Programme**
  - Provide assistance to 5,325 persons
  - Maintain an electronic register of persons who benefitted from the programme

#### **4.2.2 PERFORMANCE 2019/20**

**1. Assist 3,500 persons with Rehabilitation, Compassionate, Emergency Relief as well as Education and Social Intervention Grants**

- At the end of March 2020, the data shows that 4,117 individuals benefitted from Public Assistance Grants, totalling J\$165.6M for FY 2019/20 (See Table 3). The data also indicates that the number of beneficiaries increased by 764 or 23 per cent when compared to the previous FY. In addition, the amount disbursed for the reporting FY increased by J\$58.1M. The year's target was surpassed by 17.6 per cent.

The breakdown in grants is as follows:

- I. Recipients of Compassionate Grants totalled 1,722, an increase of 388 or 29 per cent compared to 2018/19. This category also accounted for the majority of disbursement made, totalling J\$78.5M.
  - II. Small entrepreneurs such as Dressmakers etc. continue to benefit from the Rehabilitation Grant. In all, 1,025 beneficiaries received Rehabilitation Grants totalling J\$40.9M or 25 per cent of the total disbursements.
  - III. Under the Emergency Relief Assistance category, 785 families benefitted, an increase of 54 or 7.3 per cent compared to the previous reporting period. The beneficiaries received disbursements totalling J\$26.9M.
  - IV. In total, 585 students received Education and Social Intervention Grants, amounting to J\$19.0M.
- Further analysis of the data shows that when compared to their male counterparts, female beneficiaries remained dominant, moving from 2,494 in the 2018/19 FY to 3,115. This represents 75.6 per cent of the current beneficiaries for the reporting period.

**DISBURSEMENTS AND BENEFICIARIES OF PUBLIC ASSISTANCE BY SEX AND GRANT:  
2018/19 AND 2019/20**

**Table 3**

GRANTS	NO. OF BENEFICIARIES								DISBURSEMENTS (\$) 2018/19 <sup>r</sup>	DISBURSEMENTS (\$) 2019/20
	2018/19 <sup>r</sup>				2019/20					
	M	F	COMPANY	T	M	F	COMPANY	T		
REHABILITATION	187	765	0	952	225	800	0	1,025	30,215,484.84	40,948,930.27
COMPASSIONATE	358	1,097	2	1,457	385	1,334	3	1,722	52,809,967.55	78,596,864.72
EMERGENCY	283	448	0	731	295	470	20	785	18,089,584.72	26,970,579.23
EDUCATION AND SOCIAL INTERVENTION	29	184	0	213	73	511	1	585	6,304,345.99	19,083,917.67
TOTAL	857	2,494	2	3,353	978	3,115	24	4,117	107,419,383.10	165,600,291.89

r - Revised

**2. Assist 1,576 families whose personal belongings are affected by a hazard**

- For the FY 2019/20, the Ministry received reports of 314 incidents of fires which affected 421 families. The number of victims affected was approximately 1,220. The composition of families were 717 adults and 503 children. Regrettably, three (3) persons lost their lives. Families were assisted with food, comfort items, Grants and counselling.

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

- Through the Short Term Poverty Intervention Programme, 3,450 beneficiaries of Compassionate Grants received disbursements, totalling J\$67.4M (See Table 4).

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

- During the 2019/20 FY, 350 Projects<sup>2</sup> were evaluated under the Rehabilitation Programme. This shows an increase of 165 or 89.1 per cent when compared to the previous reporting period. The evaluation breakdown for the 350 Projects was as follows: Excellent - 46, Good - 153, Fair - 66, Poor – 26 and Fail - 59.

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

**DISBURSEMENTS AND BENEFICIARIES OF THE  
SHORT TERM POVERTY INTERVENTION PROGRAMME:  
2018/19 AND 2019/20**

**Table 4**

BENEFITS	NUMBER OF BENEFICIARIES		DISBURSEMENTS (J\$)	
	2018/19	2019/20	2018/19	2019/20
REHABILITATION GRANT <sup>3</sup>	4	0	1,150,000.00	0
COMPASSIONATE GRANT	3,924	3,450	64,274,953.60	67,467,510.00
<b>TOTAL</b>	<b>3,928</b>	<b>3,450</b>	<b>65,424,953.60</b>	<b>67,467,510.00</b>

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<sup>3</sup> This Rehabilitation Grant relates only to Short Term Intervention. They are given to commercial businesses.





## 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 2019/20

1. **Provide employment and training opportunities for vulnerable and unemployed persons**
  - Provide short term employment for 420 unemployed youths
  - Collaborate with HEART Trust/NTA to provide On-the-Job Training to 100 participants
  - Provide assistance to 400 youths, through Education and Entrepreneurship Grant (EEG)
  - 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 2019/20

1. **Provide employment and training opportunities for vulnerable and unemployed persons:**  
**Provide short term employment for 420 unemployed youths under SEP**

- Under the Special Employment Programme, 446 individuals were placed in short term employment for FY 2019/20. This shows a decline of 19 or 4.1 per cent, compared to the previous reporting period. The year's target was surpassed by 6.2 per cent.
- As in the case of the 2018/19 FY, St. Catherine recorded the highest number of placements

for the 2019/20 FY, an increase of 17 or 22.3 per cent. Increases were seen in the parishes of Clarendon (42 per cent), Portland (17 per cent), Manchester (41 per cent), St. Thomas (38 per cent) and St. Ann (25 per cent).

- Females represented the majority of the placements with 370 or 83 per cent of the total. Further examination of the data revealed that the number of males placed declined by 18 or 19 per cent while female declined by one (1) (See Table 5).

**NUMBER OF YOUTHS PLACED IN SPECIAL EMPLOYMENT BY PARISH AND SEX:  
2018/19 AND 2019/20**

**Table 5**

PARISH	2018/19		2019/20		TOTAL	
	MALE	FEMALE	MALE	FEMALE	2018/19	2019/20
KSA	20	45	25	52	65	77
ST. CATHERINE	11	65	13	80	76	93
HANOVER	11	53	6	30	64	36
TRELAWNY	2	8	0	3	10	3
ST. ANN	4	16	5	20	20	25
WESTMORELAND	9	46	1	32	55	33
ST. MARY	2	1	0	3	3	3
ST. JAMES	0	2	0	0	2	0
ST. THOMAS	4	17	5	24	21	29
MANCHESTER	2	10	0	17	12	17
PORTLAND	9	26	9	32	35	41
CLARENDON	7	29	5	46	36	51
ST. ELIZABETH	13	53	7	31	66	38
<b>TOTAL</b>	<b>94</b>	<b>371</b>	<b>76</b>	<b>370</b>	<b>465</b>	<b>446</b>

**Provide assistance to 400 youths through Education and Entrepreneurial Grants (E&EG)**

- During the FY, 882 individuals received assistance through SIP, an increase of 17 or 2 per cent, compared to the previous year.
- Under the E&EG component of SIP, J\$35.6M was disbursed to 462 youths (See Table 6). Further breakdown of the data shows that of the 462 E&EG beneficiaries, 439 or 95 per cent benefitted from the Educational Grants. These beneficiaries accounted for J\$33.8M or 95 per cent of the total disbursements.
- Four hundred and thirty nine (439) beneficiaries received Educational Grants, an increase of 66 or 17.1 per cent when compared to the previous reporting period.



Coordinator, Education & Entrepreneurship Grant Programme (E&EGP), Mr. Sylvester Anderson, along with Administrator, Felecia Harrison, interact with jobseekers at the Kingston Mega Road Show, held in January 2020.

- Table 6 shows that all Educational Grants registered an increase when compared to the 2018/19 FY. Secondary grants were allocated to most of the beneficiaries with 225 or 51 per cent of the total beneficiaries, while Tertiary grants accounted for J\$22.9M or 68 per cent of the total Educational Grants disbursed.
- Twenty three (23) persons benefitted from the Entrepreneurial Grants. Trading activities remained the dominant business venture, with 65 per cent of beneficiaries receiving J\$993,692.58 in disbursement.
- Closer examination of the data revealed that female beneficiaries comprised 74.2 per cent of the total beneficiaries under the E&EG component. It is also important to note that 95 per cent of the Educational Grant beneficiaries were females.

**NUMBER OF BENEFICIARIES AND DISBURSEMENTS  
FOR EDUCATIONAL AND ENTREPRENEURIAL GRANT:  
2018/19 AND 2019/20**

Table 6

TYPES OF EDUCATIONAL GRANT	Male		Female		TOTAL		DISBURSEMENTS (J\$)	
	2018/19	2019/20	2018/19	2019/20	2018/19	2019/20	2018/19	2019/20
TERTIARY	39	35	134	170	173	205	19,142,117.86	22,940,331.13
SECONDARY	82	73	111	152	193	225	8,163,693.00	10,310,708.92
SKILLS	5	2	2	7	7	9	426,000.00	566,000.00
SUB-TOTAL	126	110	247	329	373	439	27,731,810.86	33,817,040.05

<sup>4</sup> TYPES OF ENTREPRENEURIAL GRANT	Male		Female		TOTAL		DISBURSEMENTS (\$)	
	2018/19	2019/20	2018/19	2019/20	2018/19	2019/20	2018/19	2019/20
TRADING	3	5	11	10	14	15	1,123,860.71	993,692.58
MANUFACTURING	0	1	3	0	3	1	260,000.00	130,500.00
AGRICULTURE	5	3	5	4	10	7	776,099.00	672,275.00
SUB-TOTAL	8	9	19	14	27	23	2,159,959.71	1,796,467.58
<b>GRAND TOTAL</b>	<b>134</b>	<b>119</b>	<b>266</b>	<b>343</b>	<b>400</b>	<b>462</b>	<b>29,891,770.57</b>	<b>35,613,507.63</b>

<sup>4</sup> 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).





## 6.1

## 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 PwDs can access certain benefits. They 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:

1. Assistance with finding employment for persons with disabilities
2. Rehabilitation Grants for income generating projects
3. Assistance to ensure full educational opportunities including school fee assistance and books
4. Provision of scholarships to students with disabilities for tertiary level education, through the annual Margaret Moody Scholarship programme
5. Assistance with the process of income tax exemption, under the Income Tax Act
6. Facilitates persons with disabilities who meet the required criteria, to access the five percent (5%) allocation of housing solutions from the National Housing Trust
7. 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 J\$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 J\$150,000.00 to carry out the project. The process facilitates groups of PwDs who can also access the Grant of up to J\$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 2019/20**

- 1. Increase the level of inclusion of all persons with disabilities for education, training and employment through promotion of the Disabilities Act and related matters**
  - Promote the use of appropriate technologies and media for access to information for PwDs
  - Increase the level of inclusion of PwDs in society through promotion of Disabilities Act and related matters
  - Increase in the level of inclusion in education, training and employment
- 2. Promote and support human capital development and entrepreneurship**
  - Provide rehabilitation support to 480 PwDs
  - Disburse Education and Empowerment Grant (EEG) to 133 recipients
  - Disburse Assistive Aids Grant to 40 recipient
  - Offer five (5) financial literacy workshops geared towards productivity
- 3. Enable inclusion of PwDs in development**
  - Register at least 720 PwDs
  - Increase efficiency and performance of the JCPD MIS
- 4. Advance the Policy, Regulatory, Institutional and Legislative framework for PwDs**
  - Complete the first two (2) Codes of Practice
  - Complete and implement four (4) additional Codes of Practice Regulations (Housing and premises, Health care and facilities, Public passenger vehicles, Public office and Public Life)



### 6.1.2 PERFORMANCE 2019/20

#### 1. Increase the level of inclusion of all Persons with Disabilities for education, training and employment through promotion of the Disabilities Act and related matters

##### Promote the use of appropriate technologies and media for access to information for PwDs

- A communication design was developed and a Consultant is being procured to assist the JCPD in the education campaign. In addition, the bids were evaluated and the Consultant is expected to be employed by Quarter 2 (April-June 2020).

##### Increase the level of inclusion of PwDs in society through promotion of Disabilities Act and related matters

- For the FY, 11 sensitization sessions were conducted to increase awareness about the Disabilities Act and the services offered by the JCPD. Through these sessions, 1,138 persons were sensitized. In addition, one (1) training session was held with 10 National Youth Service (NYS) Job Coaches on '*Considerations for the effective employment of PwDs*'.



JCPD Executive Dir., Dr Christine Hendricks (centre, second line), shared a moment with Leaders of the Organizations in the Disability Sector, along with a few JCPD Social Workers at the National Church Service.

#### 2. Promote and support human capital development and entrepreneurship

##### Provide rehabilitation support to 480 PwDs

- The JCPD continues to provide support to PwDs to enhance their development through the Rehabilitation Grant. As such, 525 clients received rehabilitative support in the sum of J\$12.2M (See Table 7). The data shows that the number of clients declined by 195 or 24.1 per cent when compared to the 2018/19 FY.

##### Disburse Education and Empowerment Grant (EEG) to 133 recipients

- As at March 31, 2020, 71 clients were approved for the economic Empowerment Grant. The data disaggregated by sex reveals that 44 or 61.9 per cent of the recipients were males. A total of J\$ 8.75M was disbursed among the 71 clients.

##### Disburse Assistive Aids Grant to 40 recipient

- Forty two (42) clients were granted approval for the Assistive Aids Grant by the JCPD. Of this number, females accounted for 22 or 52. 3 per cent. The year's target was surpassed by 2.5 per cent. The disbursement amount for the 42 clients totalled J\$7.68M.

##### Offer five (5) financial literacy workshops geared towards productivity

- Four (4) literacy workshops were held during which 26 persons were trained. Fourteen (14) trainees were from Trelawny, St. Ann and Westmoreland while 12 were from Kingston, St. Andrew, St. Catherine and St. Thomas.

#### 3 Enable inclusion of PwDs in development

##### Register at least 720 PwDs

- At the end of February 2020, 855 PwDs were registered. Males remained dominant, representing 462 or 54.0 per cent of the total.



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

##### **Complete and implement the first two (2) Codes of practice (Education and Training and Employment) through consultancy**

- For the FY, both Codes of Practice were completed. Additionally, the second draft of the Codes were reviewed and comments were made to the Consultants for adjustments for Inception Report and Gap analysis for Code of Practice regarding Education and training. The third draft was submitted for review.
- As it relates to the Codes of Practice for Employment, a Paralegal Assistant was contracted, and the final revised draft Code of Practice was adjusted by the Consultant and was sent to the Legal team for finalization and submission of drafting instructions to the Chief Parliamentary Counsel.

##### **Complete and implement four (4) additional Codes of Practice Regulations (Housing and premises, Health care and facilities, Public passenger vehicles, Public office and Public Life)**

- The Terms of Reference for the Codes of Practices for Healthcare Facilities was finalised and the contract for the Codes was drafted and submitted for finalisation and procurement of Consultant.
- The draft Terms of Reference for Codes of Practices for Public Vehicles was reviewed internally and submitted for final review to begin the procurement process.

#### **DISBURSEMENT OF REHABILITATION GRANTS TO JCPD CLIENTS: 2018/19 AND 2019/20**

**Table 7**

TYPE OF ASSISTANCE	RECIPIENTS						DISBURSEMENTS (J\$)	
	MALE		FEMALE		TOTAL		\$	\$
	2018/19	2019/20	2018/19	2019/20	2018/19	2019/20	2018/19	2019/20
ASSISTIVE AIDS	25	18	11	18	36	36	641,637.08	685,513.95
EDUCATIONAL ASSISTANCE <sup>5</sup>	136	152	95	103	231	255	3,925,623.61	4,307,891.44
EMPLOMENT SUPPORT PROGRAMME	13	2	56	14	69	16	1,432,600.00	1,870,200.00
FUNERAL ASSISTANCE	2	7	12	4	14	11	420,000.00	325,250.00
MEDICAL EXPENSE/ ASSISTANCE	48	55	38	31	86	86	1,377,512.05	1,814,998.45
INCOME GENERATING GRANTS	71	37	55	45	126	82	3,117,074.16	2,313,252.31
SMALL BUSINESS	22	0	20	0	42	0	1,170,655.73	0.00
SHADOW	18	0	0	0	18	0	180,000.00	0.00
SPECIAL NEEDS ASSISTANCE	14	4	10	8	24	12	431,096.13	284,484.86
TRANSPORTATION	38	14	36	13	74	27	415,320.00	558,960.00

<sup>5</sup> Educational Support is a combination of School Administration Fee, School Books, School Fees, School Supplies and School Uniforms.

TYPE OF ASSISTANCE	RECIPIENTS						DISBURSEMENTS (J\$)	
	MALE		FEMALE		TOTAL		\$	\$
	2018/19	2019/20	2018/19	2019/20	2018/19	2019/20	2018/19	2019/20
<b>TOTAL</b>	<b>387</b>	<b>289</b>	<b>333</b>	<b>236</b>	<b>720</b>	<b>525</b>	<b>13,111,518.76</b>	<b>12,160,551.01</b>



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 (CwDs), 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 2019/20**

#### **1. Increase access of services**

- Acquire a mobile unit for the Early Stimulation Programme to serve six (6) additional parishes
- Introduction of a containerize portable kitchen and bathroom facilities

#### **2. Provide an individualized intervention programme for all clients**

- Conduct 80 Assessment clinics for new clients
- Conduct 1,300 physiotherapy clinic sessions per cluster
- Conduct 52 parenting workshops/seminars

#### **3. Provide early childhood education and intervention**

- School placement for at least 116 CwDs
- Plan recreational activities for parents and clients

### **6.2.2 PERFORMANCE 2019/20**

#### **1. Provide an individualized intervention programme for all clients:**

##### **Conduct 80 Assessment clinics for new clients**

- For the 2019/20 FY, 68 'new client clinic sessions' were held. As a result, 674 new clients were seen and assessed. Although there was a slight decline (4 or 5.5 per cent) in the number of 'new client clinic sessions' held, the data shows that the number of clients assessed increased by 135 or 25.0 per cent when compared to the previous FY.

##### **Conduct 1,300 physiotherapy clinic sessions per cluster**

- The number of physiotherapy sessions held for the 2019/20 FY totalled 932. Males represented 550 or 59.0 per cent of the total. The data shows that the number of physiotherapy sessions went down by 388 or 29.3 per cent when compared to the 2018/19 period.

##### **Conduct 52 parenting workshops/seminars**

- In a continuous effort to assist parents faced with challenges in caring for children with disabilities, 43 parenting seminars and workshops were conducted by the ESP unit. Through these workshops and seminars, 170 parents received training in coping skills and strategies in caring for CwDs.

## 2. Provide early childhood education and intervention:

### Prepare and place 116 CwDs in schools

- The ESP unit continues to provide education intervention for CwDs and as a result, 186 children were referred for placement in primary and special education units for the 2019/20 FY. Further review of the data shows that there was a 40.9 per cent increase in referrals for CwDs to be placed in educational institutions, when compared to 2018/19 FY. Of the 186 referred, 142 were placed in schools.

Through the ESP, 1,232 children were referred for specialized assistance during the reporting period. Upon closer examination, the data shows a decline of 394 or 24.2 per cent, compared to the 2018/19 FY (See Table 8). For FY 2019/20, Physiotherapy referrals for specialized assistance recorded the highest number of referrals. However, it declined by 388 or 29.3 per cent when compared to the previous FY.



Hon. Shahine Robinson presents a certificate to a graduate at the ESP Graduation ceremony.

- Boys remained dominant representing 732 or 59.4 per cent of the total. The data shows that referral for boys for specialized assistance declined by 296 or 28.7 per cent compared to the previous reporting period.

### REFERRALS OF CHILDREN FOR SPECIALIZED ASSISTANCE

#### BY SEX:

#### 2018/19 AND 2019/20

Table 8

REFERRALS	2018/19		2019/20		2018/19	2019/20
	MALE	FEMALE	MALE	FEMALE	TOTAL	
PHYSIOTHERAPY	818	502	550	382	1,320	932
ORTHOPAEDIC	15	13	11	5	28	16
SPECIAL EDUCATION	141	61	102	84	202	186
OTHER AGENCIES	54	22	69	29	76	98
TOTAL	1,028	598	732	500	1,626	1,232

### Abilities Foundation



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 support the Social Enterprise to develop its marketing strategy, sales forecasting, standard operating procedures and to ensure that the business will have successful outcomes. The Business Coaching component is a part of the grant awarded to the Herb Thyme Social Enterprise.

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 2019/20**

- 1. Improve the facilitation and training of PwDs to enhance their productivity and development**
  - Increase the level of graduates with unit competencies and NVQJ Certification by 90 per cent
  - Increase in certifications for Data Operations, Levels 1 and 2 by 95 per cent
- 2. Promote a high level of professionalism among graduates**
  - Conduct four (4) workshops for workforce development
  - Conduct professional development seminars
- 3. Train a cadre of professional graduates for the workforce**
- 4. Conduct income generating activities to generate public awareness. Grant support from FHI 360 on the execution of the Plant Nursery Social Enterprise and United States Embassy Innovative Women Grant Award.**

### **6.3.2 PERFORMANCE 2019/20**

- 1. Improve delivery and facilitation of training to PwDs**

**Increase the level of graduates with unit competencies and NVQJ Certification by 90 per cent**

- Thirty seven (37) beneficiaries are on target to achieve full NVQ-J certification and unit competencies in Housekeeping from Heart Trust NTA. This also includes graduates from 2019. On the other hand, 27 trainees in Data Operations were on schedule to complete training and assessment but were delayed due to the COVID-19 pandemic which resulted in school closure. In addition, six (6) furniture making trainees will be assessed and are scheduled to complete training by December 2020.
- Beauty Service graduates from 2019 had performed exceptionally well and are deemed competent in Level 2 for the Nails Technology and Makeup Artistry courses. The assessments for the current trainees have been delayed as result of the COVID-19 pandemic.
- Although the Design and Décor course had trainees who were non-readers, 21 beneficiaries have been able to acquire the skills needed in the Apparel industry.



### **Increase in certifications for Data Operations, Levels 1 and 2 by 95 per cent**

- As the Abilities Foundation continues to provide quality vocational training to PwDs, 66 students were enrolled for the 2019/20 FY (See Table 9). The data shows that there was a decline in the number of trainees of 11 or 14.2 per cent, when compared to the 2018/19 FY. The Data Operations/General Administration course had the largest number (28 or 42.4 per cent) of participants receiving training followed by Housekeeping (17 or 26 per cent).

### **ENROLMENT IN ABILITIES FOUNDATION TRAINING COURSES BY SUBJECT AREA: 2018/19 AND 2019/20**

**Table 9**

SUBJECT AREA	YEAR 1		YEAR 2		TOTAL	
	2018/19	2019/20	2018/19	2019/20	2018/19	2019/20
DATA OPERATION/GENERAL ADMINISTRATION	13	14	14	14	27	28
CUSTOMER SERVICE	0	0	0	0	0	0
HOUSEKEEPING	6	13	11	4	17	17
COSMETOLOGY	9	7	0	0	9	7
FURNITURE MAKING	5	3	4	3	9	6
HORTICULTURE & LANDSCAPING	0	0	0	0	0	0
GARMENT APPAREL	0	0	0	0	0	0
DESIGN & DÉCOR	7	4	8	4	15	8
<b>TOTAL</b>	<b>40</b>	<b>41</b>	<b>37</b>	<b>25</b>	<b>77</b>	<b>66</b>

### **2. Promote a high level of professionalism among graduates:**

#### **Conduct four (4) workshops for workforce development**

Five (5) workforce development workshops were conducted for the FY 2019/20. The year's target was surpassed by 0.8 per cent

#### **Conduct professional Development seminars**

Résumé building and interview technique activities were done during the fourth quarter

### **3. Train a cadre of professional graduates for the workforce**

- At the end of the FY 2019/20, 46 trainees completed their training and graduated. For the period under review, 16 trainees were



Managing Director of Abilities Foundation, Susan Hamilton (2<sup>nd</sup> R) receives a gift from members of the Kiwanis Division 23 East on Abilities Foundation's Open Day



placed in six (6) months National Youth Service Empowerment Programme, while nine (9) first year trainees were placed in the summer employment programme. As a result, one (1) graduate from Housekeeping has since gained permanent employment at the Ministry of Education, Youth and Information.

**Conduct income generating activities to generate public awareness. Grant support from FHI 360 on the execution of the Plant Nursery Social Enterprise and United States Embassy Innovative Women Grant Award.**

- The FHI360/USAID Grant of approximately J\$3M was approved in February 2019 to establish the implementation of the Herb Thyme Social Enterprise. The main objective of this Capital injection was to create a sustainable stream of income to assist the programme delivery of the foundation and create job apprenticeship opportunities for the disabled community. This project was successfully executed and was closed in March 2020.
- The United States Embassy Innovative Women Grant Award (US\$ 20,000), was implemented as a pilot project aimed at empowering women to be independent and innovative. Through this initiative, 20 women with disabilities were successfully trained in Furniture Making and Agriculture. In addition, the beneficiaries were placed in job apprenticeships for three (3) weeks and earned a stipend of US\$60 per week.





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, trips to places of interest, fund raising activities, income generating projects and intergenerational activities etc.

The Council operates a Meals on Wheels feeding programme, benefitting 492 elderly persons in 16 communities in collaboration with church and community groups and volunteers. It also operates a day activity centre which enables seniors to socialize and enjoy planned activities in a group setting while receiving health and other service. Seniors in these communities and day activity centres are provided with a hot meal on week days and food packages on public holidays. House-bound or Shut-in elderlies in Kingston and St. Andrew are visited by Nurse Aides who assist with chores and basic health/personal care.

The NCSC issues identification cards, which provides access to concessionary fares J\$40.00 on Jamaica Urban Transit Company (JUTC) buses 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 NCSC Secretariat.

The NCSC in support of lifelong learning in older persons, empowerment of elderly persons through skills training and intergenerational activities, collaborated with all Parish Libraries to provide training in basic computer skills to older persons. The Universal Service Funds, through Ministry of Science, Energy and Technology (MSET), continues to maintain the computer lab at the Secretariat, thereby facilitating the training of groups of older persons in basic computing and internet safety.

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 369 clubs and 32 centres island wide. Seniors and volunteers meet weekly, fortnightly and monthly to undertake various activities.

The Council links elderly persons to various support systems available through the Jamaica Drug for the Elderly Programme (JADEP), National Health Fund (NHF) and Government of Jamaica (GoJ) health benefits, PATH, Public Assistance Rehabilitation and Compassionate Grants and the NIS.

## **7.1 TARGETS 2019/20**

### **1. Increase access to employment for older persons**

- Create a registry of skills of older persons by implementing social marketing campaign
- Conduct 14 seminars on ageing and retirement at the parish level
- Improve service delivery through competent staff

### **2. Improve human capital development of staff**

- Train staff to provide effective services to older persons

### **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)

## **7.2 PERFORMANCE 2019/20**

### **1. Increase access to employment for older persons**

#### **Create a registry of skills of older persons by implementing social marketing campaign**

- For the FY 2019/20, 419 older persons have submitted information for the registry. There should be improvement in the numbers with the implementation of the social marketing campaign.

#### **Conduct 14 seminars on ageing and retirement at the parish level**

- Fourteen (14) information seminars were conducted, in which 490 seniors participated. The target was achieved.
- For the FY, 15 seminars were held under the theme "Towards a Secure Future", where 1,512 persons participated.

### **2. Improve human capital development of staff**

#### **Training of staff to provide effective services to older persons**

- During the reporting period, 28 members of staff were trained. The break down includes:
  - I. Eleven (11) in Project Management
  - II. Two (2) in First Aid/CPR
  - III. One (1) in Business Process
  - IV. Eight (8) in Workplace Safety
  - V. Six (6) in Minute Writing, Customer Service and Workplace Safety

### **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)**

- Eighty eight thousand, six hundred and thirty (88,630) cooked meals were distributed to beneficiaries of the Meals on Wheels programme for the FY. In addition, 8,086 food packages were distributed to beneficiaries of the programme as well as for Rural shut-ins. As Jamaica continues to grapple with the Coronavirus, 1,170 of the total food packages distributed were a part of the COVID-19 Pandemic Emergency Response.





Hon. Shahine Robinson (R) presents a cheque to an affected vendor (C) of the May Pen market that was destroyed by fire on December 1, 2019, as Hon. Mike Henry (L), looks on.



Hon. Shahine Robinson (C), cuts ribbon at the official opening of the Industrial Disputes Tribunal's Western Division office on February 27, 2020.



Hon. Shahine Robinson (C) and Hon. Zavia Mayne (L) present Rhonoya Anderson (R), Gleaner's Children Own Spelling Bee participant, a \$US1000 cheque from PATH towards travel to compete in the 2019 Scripps National Spelling Bee Championship.



Hon. Shahine Robinson brought remarks at the Ministry's first Mega Roadshow, held at the Montego Bay Convention Centre, St. James



(R-L) Hon. Minister Mike Henry along with PS Ridsen and State Minister Mayne, commissioning two MLSS branded Coaster Buses into service at the North Street Head Office.



PS Roberts Ridsen (2<sup>nd</sup> R) shares a photo moment with United States officials, (L-R) Mark Dolce, Mark Kitterman and Mark Seibel, along with Ministry's Liaison Officers, during the Jamaica/USA Agriculture and Hospitality Programmes meeting, held at Melia Braco, Trelawny.



Hon. Shahine Robinson (C) shares a moment with JTCU Present, Helene Davis-Whyte (R) and US Embassy Political Officer, Daniel Nibarger (L) at the CLEAR II Jamaica Project Closing Ceremony in July 2019



Hon. Shahine Robinson (2<sup>nd</sup> R) and PS Roberts Ridsen (1<sup>st</sup> R) interact with jobseekers at the Ministry's Mega Road Show held at the Montego Bay Convention Centre, St. James





Hon. Shahine Robinson (2<sup>nd</sup> R), Hon. Robinson and Hon. Zavia Mayne share a moment with (L-R) MP Horace Dalley, MP Audly Shaw and MP Pearnel Charles at the Awards Ceremony and Dinner of the 77<sup>th</sup> Anniversary of JA/USA Agricultural Programme and 50<sup>th</sup> Anniversary of JA/USA Hospitality Programme.



Hon. Shahine Robinson (2<sup>nd</sup> L), Hon. Zavia Mayne (1<sup>st</sup> L), PS Roberts Ridsen (1<sup>st</sup> R) share a moment with Hon. Ahmed Hussen, Minister, Immigration, Refugees and Citizenship and Ruth Wiseman, First Secretary



State Min. Zavia Mayne (1<sup>st</sup> L) lays a wreath at the Aggie Bernard Monument, along with Hon. Olivia Grange, Minister of Culture, Gender, Entertainment & Sports (3<sup>rd</sup> R), KSAMC Mayor Delroy Williams (2<sup>nd</sup> R), Deputy Mayor Winston Ellis (2<sup>nd</sup> L) and Divisional Dir. for Industrial Relations and Allied Services Miss Gillian Corrodus (R) to mark Workers' Week



State Min. Zavia Mayne (C) lays commemorative wreath along with Sasha Deer-Gordon (R), Director of Child Labour and Chief Executive Officer of the Child Protection and Family Service Agency, Mrs. Rosalee Gage-Grey at the Crying of the Children Monument.



State Min. Zavia Mayne (2<sup>nd</sup> R) and PS Roberts Ridsen (1<sup>st</sup> R) receive a cheque from Western Union towards the Ministry's Scholarship fund for students of migrant agricultural workers.



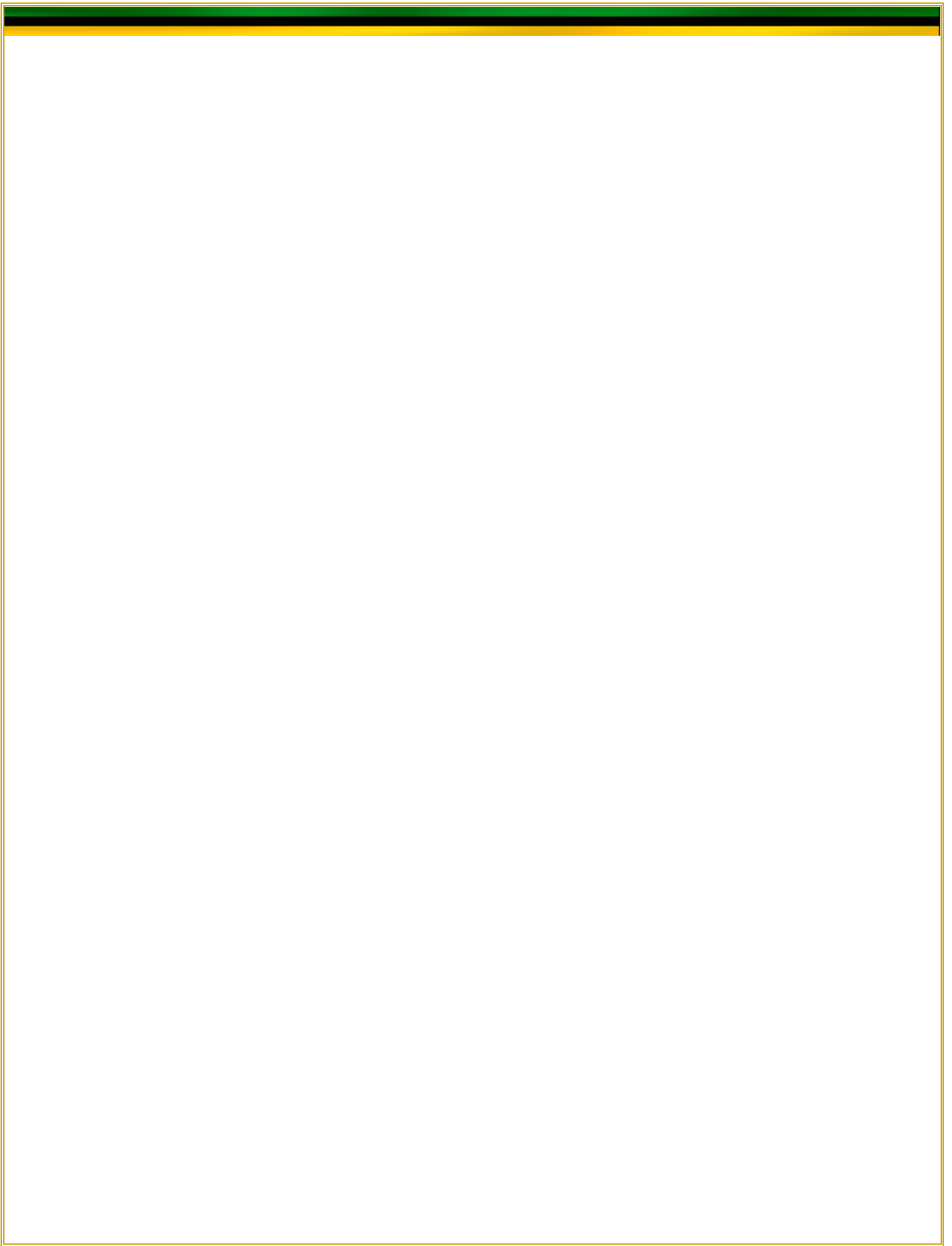
State Min. Zavia Mayne (back centre), PS Roberts Ridsen (1<sup>st</sup> R) and CTD Tamar Nelson (3<sup>rd</sup> R), share a moment with Jamaica Productivity Ambassadors who were pinned on World Productivity Day.



Hon. Shahine Robinson (C), Mrs. Antonica Gunter-Gayle, Early Childhood Stimulation Programme Director, (R) and Mrs. Paula Shaw, Sector Planner for the Early Childhood Commission (L) look on at the ESP Graduation Ceremony



State Min. Zavia Mayne (C), along with PS Roberts Ridsen (1<sup>st</sup> L), Director of Man Power Services, Andrea Miller-Stennett (2<sup>nd</sup> R) and Delroy Palmer, Director for Overseas Employment Centre (3<sup>rd</sup> L) share a photo moment with Candice Brooks (4<sup>th</sup> L) and Alexandra Normandin (4<sup>th</sup> R), Canadian High Commission Representatives in Jamaica along with Farm Workers.







In Loving

Memory



# Andrea Patterson~ Morris

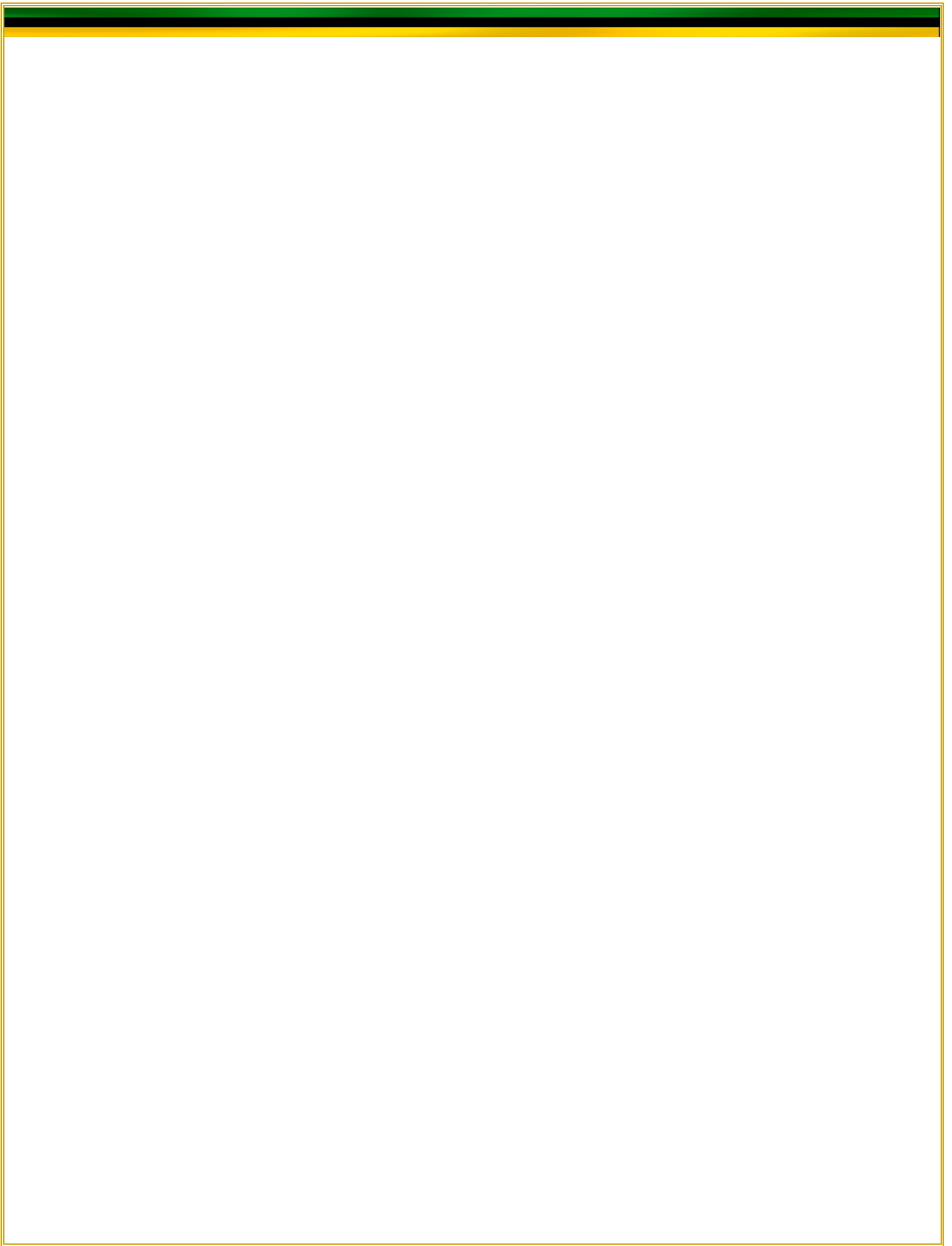




# Honourable Shahine Robinson

*With  
Deepest  
Sympathy*





## **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 of relevant labour market policies 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, the Labour Market Reform Commission (LMRC), a multi-sectoral body which comprised 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

### **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. The 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.

- A Terms of Reference was developed to guide the steering committee for the implementation of the recommendations from the Labour Market Reform Report. The Ministry has begun the process of prioritizing the key actions for implementation to be addressed in the short to medium term.
- The Ministry of Labour and Social Security and the Office of the Prime Minister have also begun the process of leading the development of a National Policy on Work (NWP) with the purpose of providing a framework for job creation through sustainable growth in all sectors of the economy. A Concept Paper for the Policy is being reviewed.

## 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.

### **Minimum Wage (Amendment) Bill**

The Government of Jamaica ratified the International Labour Organization (ILO) Domestic Workers Convention (C189). The purpose of C189 is to ensure effective promotion and protection of the human rights of Domestic Workers and to ensure that Member States take measures to respect, promote and realize the fundamental principles and rights at work of Domestic Workers. However, legislative amendments will have to be made to the Minimum Wage Act, National Minimum Wage Order and Employment Agencies Regulation to facilitate compliance with C189, as the decision was taken not to enact a new piece of legislation.

### **Enactment of the Occupational Safety and Health Bill**

The MLSS is piloting the adoption of a comprehensive and modern safety and health legislation entitled the "Occupational Safety and Health (OSH) Act" that will *inter alia*, repeal the Factories Act. The main impetus for the promulgation of the new Legislation is that the Factories Act is limited in scope and application. The new Legislation will establish health and safety standards for all workplaces. The objectives of the Bill include:

- The protection of workers and other persons against risks to their safety, health and welfare arising through the elimination or minimization of hazards and serious injury and risks arising from plant, substances and structures; and
- The promotion of safe and healthy workplaces by way of collaboration of all stakeholders in the workplace.

A settled draft of the Bill was received and circulated for comments to key stakeholders. The Bill was considered by the Legislation Committee of Cabinet who approved its tabling.

## 9.1 TARGET 2019/20

1. **Amend the Minimum Wage Act and make consequential amendments to the National Minimum Wage Order and Employment Agencies Regulations**
2. **Review of the NI Act and Regulations**
  - Make recommendations for improvement of the NI Act.
3. **Enactment of legislation governing Occupational Safety and Health and supporting Regulations.**
  - Table Bill in Parliament
4. **Review outdated fines and penalties in several Legislation including:**

- Bill tabled in Parliament for debate

## 5. Development of Policy Papers

### 9.2 PERFORMANCE 2019/20

#### 1. Amend the Minimum Wage Act and make consequential amendments to the National Minimum Wage Order and Employment Agencies Regulations

##### Minimum Wage (Amendment) Bill

The process of enacting this amendment is far advanced. The Bill makes provision for:

- Determination of the terms and conditions of contract of employment by agreement between workers and their employers;
- Keeping of records of terms and conditions of employment by an employer in an occupation to which a minimum wage is applicable; and
- Payment of wages after regular intervals and the provision of pay advice to workers.

However, the Ministry has to address outstanding policy issues before this amendment can proceed and consultations are being held with the Ministries of Education Youth and Information and Local Government and Community Development. When consultations are complete and the policy issues are resolved, further drafting instructions will be issued.

#### 2. Review of the NI Act and Regulations

##### **Make recommendations for improvement of the NI Act.**

##### National Insurance (Amendment) Bill

The aim of this amendment is to give legal effect to increases in benefits granted to beneficiaries and contributions paid to the National Insurance Scheme. These increases were granted pursuant to Cabinet's approval in Cabinet Decision No. 45/18. It was recognized that further Cabinet Approval was needed for the OPC to make provision for the validation and indemnification of the actions of the Ministry of Labour and Social Security and its servants and/or agents *inter alia*. It was further recognized that Cabinet had to approve an amendment to Section 23(A) (1) of the National Insurance Act for legal effect to be given to the increase in benefits. By virtue of Cabinet Submission No. 726/MLSS17/19, the Ministry requested Cabinet's further approval. However, Cabinet approved most of the amendments save and except for the proposed amendment to Section 23(A) (1). This is a fundamental amendment which is needed to give legal effect to the increase in benefits. Cabinet is therefore to be asked to reconsider the matter. A draft Cabinet Submission has been prepared and feedback has been sought and received from the Attorney-General's Chambers and the Ministry of Finance and the Public Service (MOFPS). However, the Ministry may have to address issues raised by the MOFPS to finalize the Submission. A second draft of the Bill has been received from the OPC, further to drafting instructions issued. However, same only treats with the increase in contributions as the OPC is adamant that they cannot make



provision for the increase in benefits without Cabinet's approval of an amendment to Section 23(A) (1) of the Act.

### **3. Enactment of legislation governing Occupational Safety and Health and supporting Regulations.**

#### **Table Bill in Parliament**

##### **Enactment of the Occupational Safety and Health Bill**

The Bill was tabled in the Parliament in 2017 and is now being considered by a Joint Select Committee of Parliament (JSC). There have been 33 meetings of the JSC up to June 8, 2020. Additionally, there have been numerous internal meetings to consider the provisions of the Bill and to propose recommendations to address weaknesses observed or concerns raised by the Attorney General's Chambers, Office of the Parliamentary Counsel, the Legal Reform Department, the JSC and stakeholders.

### **4. Review outdated fines and penalties in several Legislation including:**

#### **Bill tabled in Parliament for debate**

##### **Review of Monetary Fines and Penalties in various Legislation**

Various Labour legislations are being reviewed with the purpose of updating the monetary fines and penalties in order for same to be an effective enforcement tool. The review is the result of instructions received from the Government to reform provisions relating to fines and penalties in all Legislation within the purview of the Ministry. Presently the fines considered for review are miniscule and act as an ineffective deterrent in fostering compliance with the provisions of the Law. The Legislation has been reviewed by the principals and recommendations submitted to the Legal Reform Department (LRD) as instructed by the Minister of Justice. The recommendations were reviewed and supported by the LRD and returned to the Ministry to effect the amendments to the relevant legislation. A Cabinet Submission is being prepared.

##### **The Disabilities Regulations**

The Disabilities Act was enacted in October 31, 2014. It seeks to promote, protect and ensure the full and equal enjoyment by persons with disabilities of privileges, interests, benefits and treatment, on an equal basis with other persons in society. This Act however, was not operationalized as it is necessary that the relevant supporting Regulation is passed for its effective application. Accordingly, work is ongoing to enact the Disabilities Regulations. Drafting instructions were issued to the Office of the Parliamentary Counsel (OPC). To date, the Ministry is in receipt of the second draft which is now being reviewed and is working towards settling the Regulations to facilitate same being tabled in the Parliament. Subsequently, it will be for the Honourable Minister to appoint the day on which the Act is to take effect. However, it is imperative that the Disabilities Rights Tribunal is established in accordance with the Act. The mandate of the Tribunal is to hear complaints arising pursuant to the Legislation. Additionally, the capacity of the Jamaica Council for

Persons with Disabilities (JCPD), which will be a body corporate under the Act, is to be strengthened before the Minister appoints the date for the Act to take effect.

Work is also on-going for two (2) Codes of Practice:

1. Employment
2. Education and Training

The purpose of the Codes is to provide practical guidance on matters under the Disabilities Act. The requisite information to guide the development of the Codes has been completed after numerous meetings with stakeholders and consultants. The next stage is to issue drafting instructions to the OPC for the preparation of the Codes that will be laid in Parliament.

### **The Port Workers (Superannuation Scheme) Regulations, 1968**

The purpose of this Regulations is to support the Port Workers (Superannuation Fund) Act which established a Fund to be called the Kingston Port Workers Superannuation Fund. The Regulation established the mechanism for Port Workers to be paid pension benefits on retirement. It outlines the functions and appointment of trustees and other actions necessary for the proper administration of the Scheme, the manner in which pension benefits are to be calculated, the benefits payable, the interest payable thereto and makes provision for the retirement and termination of participation in the scheme *inter alia*.

However, based on a review conducted by the Shipping Association of Jamaica, it became evident that the Regulations need to be strengthened to adequately perform its mandate. The following are some of the weaknesses identified in the Regulations:

- Provision was not made for the winding up of the Scheme should the need arise
- Workers are only vested where they contribute to the scheme for at least 10 years
- Trustee ability to adequately treat with the Fund is restricted *inter alia*.

Drafting instructions were issued to the Office of the Parliamentary Counsel to facilitate an amendment to the Regulation. A first draft of the Regulations was reviewed, and further instructions issued. The MLSS awaits a further draft from the OPC.

## **5. Development of Policy Papers**

1) The Ministry is awaiting a Policy Directive as to whether to proceed with amendments in the following matters:

- Proposed amendment to the Maternity Leave Act to facilitate the increasing of fines and penalties, the inclusion of Paternity Leave and increase the current Maternity Leave provisions to meet International Labour Organization (ILO) Standards. This Act has not been amended since its enactment in 1979.
- Proposed amendment to the Employment (Equal Pay for Men and Women) Act to address concerns raised by the ILO, strengthen provisions therein and make same relevant to today's society. This Act has not been amended since its enactment in 1975.

- Holidays (Public General Act)-Policy directive in relation to public holidays falling on Saturdays *inter alia*. Since the 1970's, various Ministers of Labour have been declaring Monday, December 27 as a public holiday when Christmas Day falls on a Saturday and Boxing Day on a Sunday. This requires the issuing of drafting instructions to the Chief Parliamentary Counsel and gazetting the Declaration in the stipulated time frame every time this eventuality occurs. This matter could be rectified if the Schedule to the Holidays (Public General Act) was amended to make provision for this eventuality. A recommendation that this amendment be undertaken was first suggested from the 1980's.

## 2) Policy Paper being developed:

- Employment Agencies Regulations Act

The purpose of the Act is to regulate the operations of Private Employment Agencies. A review of the Act and its supporting Regulations disclose the need for the Legislation to be reformed. Accordingly, the Ministry held consultation meetings with operators of employment agencies to fully understand their concerns and ascertain how same can be addressed in Legislation. Subsequent to the consultations and meetings between the Legal Services Unit and the Employment Agency Unit, a draft position paper was developed. This draft is to be reviewed and finalized.

However, the Ministry indicated its desire that focus be shifted in the short term on addressing concerns relating to seafarers based on the obligations of the State under the Maritime Convention (MLC 2006). Accordingly, a Position Paper is being developed to specifically address this issue. This Position Paper is aimed at identifying weaknesses in the Legislation and proposing amendments to facilitate conformity with MLC 2006. A first draft has been prepared and is being reviewed. After this Position Paper is finalized same will be forwarded to the Ministry's principals for their consideration and instructions.



## 10.0

## INTERNATIONAL LABOUR AGENCIES AND INFORMATION

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

### 10.1 TARGETS 2019/20

The reports below were submitted to the International Labour Organisation during the period May to November 2019:

The preparation of the reports was done with the input of the Social Partners: Jamaica Employers' Federation, the Jamaica Confederation of Trade Unions and other relevant Ministries and Agencies.

- C029 - Forced Labour Convention, 1930 (Direct Request)
  - C094 - Labour Clauses (Public Contracts) Convention, 1949 (Direct Request)
  - C097 - Migration for Employment Convention (Revised), 1949 (Direct Request)
  - C105 - Abolition of Forced Labour Convention, 1957 (Observation)
  - C117 - Social Policy (Basic Aims and Standards) Convention, 1962 (Observation)
  - C138 - Minimum Age Convention, 1973 (No. 138) (Observation)
  - C144- Tripartite Consultation (International Labour Standards) Convention, 1976 (Observation)
  - C149 - Nursing Personnel Convention, 1977 (Direct Request)
  - C182 - Worst Forms of Child Labour Convention, 1999 (Observation and Direct Request)
  - C100 - Equal Remuneration Convention, 1951 (Direct request)
  - C111 - Discrimination (Employment and Occupation) Convention, 1958 (Direct Request)
  - C122 - Employment Policy Convention, 1964 (Direct Request)
- Report on Instruments Adopted by the International Labour Organisation in the 107<sup>th</sup> Session in June 2018
  - Report on the following unratified Conventions and Recommendations:
    - Vocational Rehabilitation and Employment (Disabled Persons) Convention, 1983 (No. 159)
    - Homework Convention, 1996 (No. 177)
    - Vocational Rehabilitation and Employment (Disabled Persons) Recommendation, 1983 (No. 168)
    - Employment Policy (Supplementary Provisions) Recommendations, 1984 (No. 169)
    - Employment Relationship Recommendation, 2006 (No. 198)
    - Transition from the Informal to the Formal Economy Recommendation, 2015 (No. 204)

Preparatory work was started for the drafting of the following first reports:

- C189 – Domestic Workers Convention, 2011
- MLC (2006) – Maritime Labour Convention, 2006

Other activities during the period:

- Coordinated and made arrangements for Jamaica's delegation to attend the centenary International Labour Conference.
- Prepared briefing notes for the Prime Minister's participation in the centenary International Labour Conference.



Hon. Mike Henry and Hon. Zavia Mayne were paid a courtesy call by the Canadian High Commissioner to Jamaica, Her Excellency, Ambassador Laurie Peters (R)



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 and results framework which include looking at: Strategic objectives, programmes, projects, policies and 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 MDAs 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 2019/20**

#### **1. Increase the visibility of the JPC**

- Utilize Advisory Board members as Productivity Ambassadors
- Formalize visibility partnership
- JPC and the media working to promote productivity

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

- Host annual productivity awareness week
- Conduct Island wide sensitization session for organization
- Conduct Island wide sensitization session in schools
- Organize productivity competition in schools
- Facilitate establishments of productivity clubs in schools
- Publish Productivity Pulse Quarterly
- Utilize JPC’s network to conduct or facilitate productivity forums
- Execute legal media communications campaign

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

- Conduct productivity improvement workshops
- Conduct productivity improvement audits
- Facilitate consultations



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

- Promoting performance based or productivity-linked compensation systems (PLCS)
  - The research will help to determine which industries are best suited for PLCS and which are not
  - Provide annual productivity summary report
  - Conduct enterprise measurement and benchmarking studies
  - Conduct policy research to measure managerial quality
  - Productivity perception study
  - Conduct research to determine how many firms are using PLCS

#### **5. Improved Institutional framework for delivery of productivity strategies**

- JPC capacity building sessions
- Staff Training and Development Program

### **11.2 PERFORMANCE 2019/20**

The Centre undertook several initiatives to drive public awareness and promote a productivity conscious culture; demonstrating the link between increased productivity and economic growth during FY 2019/20.

#### **1. Increase the visibility of the JPC**

- Throughout the year, JPC generated 53 articles through its Ambassadors. Twenty (20) media interviews were conducted, with several radio interviews from Productivity Ambassadors. Through these media, JPC's services continued to be expressed to the public. Promotion was also done on the Ministry's website and other social media pages. JPC signed 24 partnerships, with 33 ambassadors trained and appointed to assist in propagating the message of productivity. Productivity Ambassadors were utilised to generate articles and radio interviews on productivity.

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

- The Centre facilitated six (6) fora throughout the year; reaching approximately 432 participants – 311 public sector, 78 private sector and 44 regional/international (World Productivity Day, Productivity Ambassador Training & Pinning ceremony, World Energy Conference, National Youth



Tamar Nelson, Chief Technical Director, Jamaica Productivity Centre, shares a photo with participants at the National Youth Forum on the Future of Work held on November 21, 2019

Forum). Approximately five (5) sessions were conducted within the forums, with 580 participants from an estimated 86 organizations, as part of MLSS Road shows and the JEF conference.

- Twelve (12) sessions were also conducted for 38 schools, with approximately 623 students and 35 teachers. Additionally, one (1) internal social media competition was held within the Ministry. One (1) Productivity Pulse news article was published, reaching about 2,412 recipients. Forty-two (42) articles were published, resulting in 24,350,000 media impressions; three (3) facilitated television interviews, 52 website hits and 143 social media following.

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

- The Technical Assistance Services Unit (TASU) facilitated six (6) workshops throughout the year with 88 participants, impacting 19 organizations (including ILO Women's Productivity Training workshop, Productivity and You- UWI School of Engineering, Productivity Ambassador Training Workshop- UTECH). The team also conducted three (3) audits, with 93 consultations conducted and 19 follow-ups done.

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

- The Research and Measurement Unit (RMU) conducted and created one (1) Annual Summary Report this year and four (4) firms were benchmarked. Additionally, two (2) sets of research were conducted (Benchmarking Economic Growth and Labour Productivity Performance of the Dominican Republic and Trinidad & Tobago respectively); two (2) other reports were also completed over the course of the year. A National Productivity Policy Concept Note was drafted by the team.

**5. Improved institutional framework for delivery of productivity strategies.**

- The JPC team believes in and teaches the importance of continuous improvement. As a result, the team engaged in 41 internal capacity building sessions and 12 external sessions. Through some of these sessions, one (1) certification was achieved. More certifications are set to be achieved in the upcoming year.

## 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 for Employers/Investors

This is carried out through the following services:

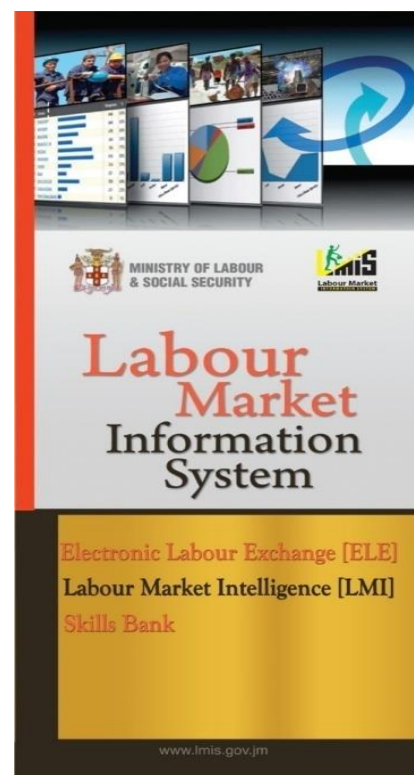
- I. Labour Market Intelligence (LMI) and information which identifies employment opportunities in terms of the types of occupation and skills that are required by the labour market, career options and training information for curriculum development.
- II. A job placement facility, namely the Electronic 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





The PRMU provides strategic planning, monitoring and evaluation of the Ministry's Policies and Programmes. The Unit is responsible for the formulation of a four (4) year *Strategic Business Plan* and an *Operational Plan* to provide guidance relating to the alignment of the Ministry's Programmes, Policies and Projects with the Government of Jamaica Strategic Priorities, National Development Plan Vision 2030, Medium term Socio-economic Framework 2018-2021 (MTF) and the Sustainable Development Goals (SDGs) 1, 2 and 8. The Ministry's *Annual Performance Report* and *Quarterly Performance Review Reports* are also produced by the Unit to monitor the targets and achievements of its Programmes and Policies.

The research component of the PRMU is responsible for conducting, monitoring and evaluating research activities on behalf of the Ministry to provide information for:

- The development and improvement of the Ministry's policies, and programmes;
- Promoting responsiveness of the Ministry's policies, and programmes to changes in the environment;
- Increasing the knowledge base of the Ministry of Labour and Social Security's products and services; and
- Updating the Labour Market Information System (LMIS) with information associated with emerging jobs, skill shortages, social security benefits etc.

The PRMU, in collaboration with the job placement arm of the LMIS namely, the Electronic Labour Exchange is responsible for:

- Spreading awareness of the LMIS;
- Monitoring the development of the LMIS website to be more modern and user friendly; and
- Establishing partnerships with Public and Private Sector Bodies for greater access and reliable labour market information, wider dissemination of information, increasing the skills pool in the LMIS database etc.

Over the years, the Unit has been responsible for publishing a number of researches which have been used to guide the development of programmes in education and training institutions, identify job opportunities in the growth sectors as well as assist students and job seekers in career planning and development.

## TARGETS 2019/20

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

- Phase 5 of the Longitudinal Study to determine '*The impact of Canadian Overseas Programme on Jamaican workers and their families*' is completed.

The purpose of the Study is to provide evidence-based data to ascertain the types and magnitude of the socio-economic impact of the programme as well as challenges faced by the Farm Workers while on the Programme.

- Report on '*Tracer Study on Early Stimulation Graduates*' is completed.

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 graduates and how the families of graduates have been coping since they exited the Programme.

- Monitor the completion of *National Insurance Scheme (NIS) Perception and Awareness Survey*

The aim of this Survey is to measure the level of awareness of NIS and identify factors that affect wider acceptance and contribution to guide the marketing campaign for promoting the NIS benefits.

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

- Update information on the LMIS website.
- Commence Report on *Labour Market Trends and Prospects for Employment Opportunities in Jamaica Vol.3*.

This Report is intended to look at the performance of key labour market indicators as well as the availability of employment. The Report also investigates potential growth industries identified locally.

- Disseminate Labour Market Intelligence island-wide. The PRMU participates in Career Development Programmes, such as Career Expositions, Job Fair and Seminars. This is done with education and training institutions at the secondary and post-secondary level across several parishes.

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

- Complete study to determine '*Employment Opportunities in Geriatric Care.*'

The aim of this Study is to assess the ageing population in Jamaica and ascertain the types of occupations and skills needed to provide elderly care.

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

- Prepare and publish Labour Market Update, Vol. 9. Newsletter to provide information on MLSS social and labour market services and occupations which are in demand.

Continue to work in collaboration with the ELE to:

### 5. Strengthen the LMIS

- Prepare Requirements document for:
  - Phase 4 enhancement of the LMIS Website in order to improve the quality of data provided and Skills Bank services of the LMIS.

- Phase 2 development of the LMIS Mobile app to include labour market information on the app.
- 6. Partner with Government and other agencies that provide public access to the Internet and other employment services**
- Establish partnership with University of Technology (UTECH).  
The aim of this partnership is to promote the use of the LMIS database and services provided by LMIS to students and other members of the institution.

## PERFORMANCE 2019/20

### 1. Conduct and monitor studies to inform policies, by evaluating the MLSS' programmes

- *"The impact of the Canadian Farm Work Programme on Farm workers and their families"*.  
More than 90 per cent of the workers reported that they were financially better off since they started travelling on the Programme. Most of their family members reported receiving consistent financial support to cover household and school expenses while the worker was overseas and more than half stated that the support was their main source of income. Other positive socio-economic impacts on the farm workers and their families include:
  1. Improved financial circumstances
  2. Improvement in living conditions
  3. Increased payment of utility bills
  4. Improved housing structures
  5. Improved school attendance and academic performance of children
  6. Acquisition of new skills of Farm Workers
  7. Workers engaging in small business
- **Complete research on 'Tracer Study for the Early Stimulation Programme (ESP)'**
  1. Of the seventy-five (75) ESP graduates investigated, two (2) were deceased.
  2. Sixty-four (64) or 87.7 per cent of the remaining 73 past students were placed in Special Education schools, while four (4) received home-based treatment and five (5) were placed in regular school. This illustrates that although progress is being made, most of the ESP graduates were unable to perform in the regular school system.
  3. Teachers from eleven of the thirteen institutions investigated, indicated that parents did not reinforce what was taught at school.
  4. The placement of children in schools after they have graduated from the Programme was a burden to parents.
  5. A recommendation put forward was to establish an ESP centre in St. Catherine, since the second largest number of graduates commute from the parish.
  6. Another proposal was to implement a Social Disability Assistance programme that will provide all graduates, not just those on PATH, with financial assistance and necessary supplies for their development.
- Monitor the completion of ***National Insurance Scheme (NIS) Perception and Awareness Survey***. Focus group sessions were completed by Market Research Services Limited and a summary report was provided. Structured questionnaire was also completed and field work commenced.



Prior to Coronavirus (COVID-19), a total of 600 interviews were conducted with the general public and over 60 with employers within a two weeks period. The ability to conduct interviews has been hampered by the closure of many organizations and curfew measures. However, it is evident that businesses are slowly re-opening, which would aid data gathering.

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

- Update information on LMIS website including. Hot Occupations Analysis, Statistics and Career Mapping. MLSS statistics were also uploaded such as Industrial Relations, Payment and Conditions of Employment, Occupations, Safety and Health, Work Permit and Overseas Employment.
- Commence Report on ***Labour Market Trends and Prospects for Employment Opportunities in Jamaica Vol.3***. Prior to COVID-19, the Report was intended to focus on growth areas, such as Business Process Outsourcing, Medical and Sports Tourism, Cannabis Industry and Renewable Energy. While these areas are still relevant, Covid-19 has transformed the labour market landscape and has a positive impact on some industries that now require examining. Industries such as Information and Communication Technology, Cyber Security and Health will be examined in this report.
- Undertake activities to disseminate labour market information education and training Institutions and other fora.
- The PRMU participated in 30 on-the-job training sessions and disseminated labour market information to 764 persons.
- The Unit participated in Careers Fairs at University of Technology (Montego Bay), Port Antonio High School and Bellefield High School.
- The Unit also participated in the Jamaica Productivity Centre Youth forum and disseminated labour market information on labour market trends and the future of work.

## **3. Engage institutions and companies in conducting studies on labour market issues**

### **Complete study to determine ‘*Employment opportunities in Geriatric Care*’**

The Report on ‘*Employment Opportunities in Geriatric Care*’ is at the final stages of review. Results from the study indicate that the types of workers needed for Geriatric Care included Registered Nurses, Geriatric Physical Therapists and Occupational Therapists. As it relates to the types of skills needed, these included Dementia Care, Ethical Competence, Palliative Care, Responsibility and Competence in Rehabilitation.

## **4. Develop new and/or reproduce existing career guidance activities and material for wider distribution.**

The Labour Market Update Vol. 9 was completed. Articles for this edition include:

- *Safeguarding the workplace and vulnerable persons from against the spread and effects of coronavirus (COVID-19).*
- *Transforming the workplace through technological innovation: MLSS experience*
- *Spreading awareness about the services offered by the MLSS.*

## 5. Strengthen the LMIS

- Phase 4 requirements document for the enhancement of the LMIS website was completed and plans are in progress to incorporate the changes/additions to the system. The focus is to broaden the application of the LMIS skills bank and improve the generation of reports and trend analysis.
- Phase 2 development of the Mobile App will allow notification to be placed on the app to alert and direct customers to new research publications and statistics on the LMIS website. In addition, the app will input brief information on major development in the labour market.

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

Discussions were completed with UTECH to facilitate the signing of a Memorandum of Understanding (MOU) between both entities for the FY 2020/21.



A jobseeker interacts with joint booth holders, HEART Trust/NTA and Labour Market Information System (LMIS) at the Montego Bay Road Show held in September 2019



## 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 jobseekers 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 résumé writing, job search and interview techniques as well as ability to post résumé. 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 offline service to jobseekers:

- Career guidance
- Employability skill sessions to make candidates job ready
- Career fairs, expositions, workshops

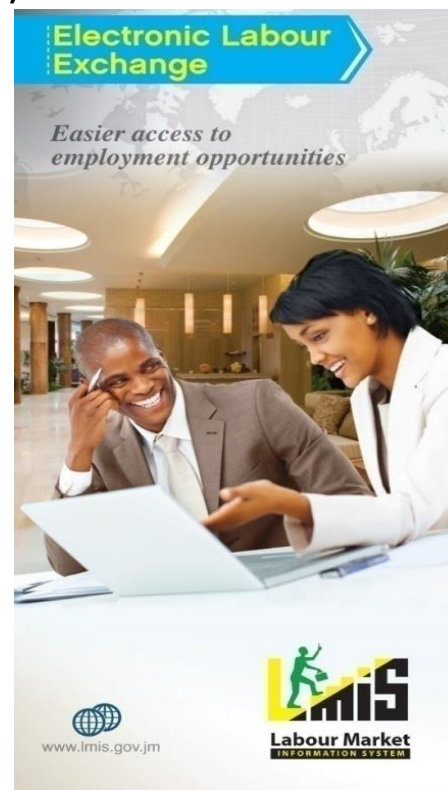
Employers are also able to benefit from offline services including:

- 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 Protection 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](http://www.lmis.gov.jm)), and capacity building for the MLSS' 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 (OJT) 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 24,000 job seekers and over 1,400 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 6,000 individuals have been placed including OJT candidates.

### **Partnerships**

The ELE department was able to formalize 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 2019/20**

- 1. Strengthen and promote the LMIS and its Electronic Labour Exchange**
  - Conduct 900 visits to companies to promote the services of the ELE
  - Increase job placements to 1,402; an increase of 10 per cent, moving from 1,218
  - Undertake a massive public awareness campaign of the existence of the ELE
  - Enhancement of the LMIS Phase 3
- 2. Strengthen career counselling and guidance**
  - Conduct employability sessions to increase the number of job ready candidates
- 3. Raise public awareness of the existence of ELE**
  - Participate in public education sessions

#### **12.2.2 PERFORMANCE 2019/20**

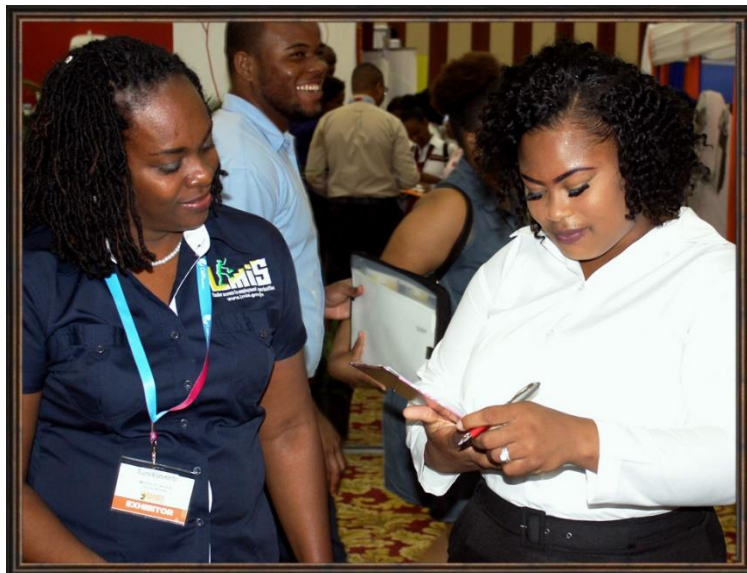
- 1. Strengthen and promote the LMIS and its Electronic Labour Exchange**  
**Conduct 900 visits to companies to promote the services of the ELE**

##### **Registration**

- In the 2019/20 FY, officers from the ELE department visited 720 companies to promote the services of the ELE, a decline of 300 or 29.4 per cent compared to the previous reporting period. Of the total number of companies visited, 113 have registered on the LMIS website. Closer

examination of the data revealed that the number of companies registered went down by 106 or 48.4 per cent compared to the 2018/19 FY.

- The MLSS continued its drive to have jobseekers registered with the ELE on the LMIS website, as a result, 2,019 persons were registered for the 2019/20 FY. When compared to the 2018/19 FY, the data shows that registration of jobseekers declined by 74 or 3.5 per cent. (See Table 10).
- For the FY, the majority of the registrants by regional offices were females, which represents 1,387 or 75 per cent of the total number of registered jobseekers. Although a similar trend was seen in the previous reporting period where females represents 74.1 per cent of registrants, closer examination of the data revealed that there was a slight decrease in female registrants for the 2019/20 FY of 165 or 10.6 per cent when compared to 2018/19 FY.



A jobseeker is being engaged by Roxanne Hamilton during the opening ceremony at the Ministry of Labour and Social Security's Road Show at the Montego Bay Conference Centre in September 2019

#### **Vacancies and Referrals**

- Table 10 shows that 2,797 notified vacancies were received by the ELE, an increase of 145 or 5.4 per cent when compared to the 2018/19 FY.
- For job seekers to participate in interviews, 2,851 referrals were made to employers. As a result of this, 2,473 interviews were conducted. Of the number of interviews conducted, 1,294 persons gained employment.

**Place at least 1,402 persons in employment locally i.e. 15 per cent increase, moving from 1,218 in FY 2018/19**

#### **Job Placements**

- The number of persons placed in jobs locally through the MLSS was 1,294 (See Table 10). The data shows an increase 6.2 per cent, compared to the 2018/19 FY. The year's target was 92.2 per cent achieved.
- Of the 1,294 persons placed in employment, 568 persons were placed through the On-the-Job Training Programme (OJT).
- The data further revealed that increases were seen both in the number of males (7 per cent) and females (6 per cent) for the reporting period, when compared to 2018/19 FY. Although increases were evident for both sexes, females accounted for the highest number of placements with 979 or 76 per cent of the total. A similar trend was also seen in the 2018/19 FY, with females accounting for 76 per cent.

**REGISTRATIONS, NOTIFIED VACANCIES AND PLACEMENTS BY QUARTER AND SEX:  
2018/19 AND 2019/20**

**Table 10**

QUARTER	REGISTRATIONS						NOTIFIED VACANCIES		PLACEMENT					
	2018/19			2019/20			2018/19	2019/20	2018/19			2019/20		
	M	F	T	M	F	T	T	T	M	F	T	M	F	T
APR-JUN	124	338	462	104	270	374	664	437	75	241	316	83	189	272
JUL-SEPT	202	533	735	172	484	656	878	1,146	86	273	359	108	369	477
OCT-DEC	109	330	439	86	280	366	497	667	65	198	263	78	206	284
JAN-MAR	106	351	457	110	353	463	613	547	69	211	280	46	215	261
<b>TOTAL</b>	<b>541</b>	<b>1,552</b>	<b>2,093</b>	<b>472</b>	<b>1,387</b>	<b>1,859</b>	<b>2,652</b>	<b>2,797</b>	<b>295</b>	<b>923</b>	<b>1,218</b>	<b>315</b>	<b>979</b>	<b>1,294</b>

**2. Strengthen career counselling and guidance:**

Conduct employability sessions to increase the number of job ready candidates

- During the 2019/20 FY, in a continuous effort to prepare job ready candidates for the world of work, a total of 39 employability job readiness sessions were held. This shows a slight decrease of 4 or 9.3 per cent when compared to the previous reporting period. The employability sessions were held in all 14 parishes. In addition, most (17 or 17.9 per cent) of the sessions were held St. James, followed by Kingston and St. Andrew with 5 or 12.8 per cent.

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

Participate in public education sessions

- Representatives from the ELE Department has participated in 81 public education sessions for the 2019/20 FY. These public education sessions were carried out mainly through job fairs, orientation sessions and presentations. In addition, two job fairs were scheduled in the first quarter (March 2020), unfortunately this was not successful as both had to be postponed due to the Corona virus (COVID-19) pandemic.

**4. Strengthen the LMIS**

- Phase 3 of the newly enhanced website was completed and the LMIS App was launched. Since the launch of the App, the ELE received requests for employment of 100 security guards and 160 other positions across 11 other categories.

### **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 three (3) units, namely Overseas Employment, Local Employment/Electronic Labour Exchange 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 2019/2020**

#### **1. Expand opportunities in four (4) new sectors in the care, transportation, security and Construction in the USA, Canada and neighbouring Caribbean Markets**

- Increase employment opportunities in both traditional and non-traditional areas from 16,778 to 17,617 workers, a 5 per cent increase
- Increase employment of female workers by 10 per cent
- 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:**

- Install audio-visual equipment to improve orientation sessions and provide important information to workers in a timely manner
- Commence the development of an application to be used by smart phones
- Undertake 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**

- Conduct orientation sessions

#### **4. Minimize the impact of fraudulent activity on the programme**

- Launch an ad campaign

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

- Develop an implementation plan for staff re-deployment

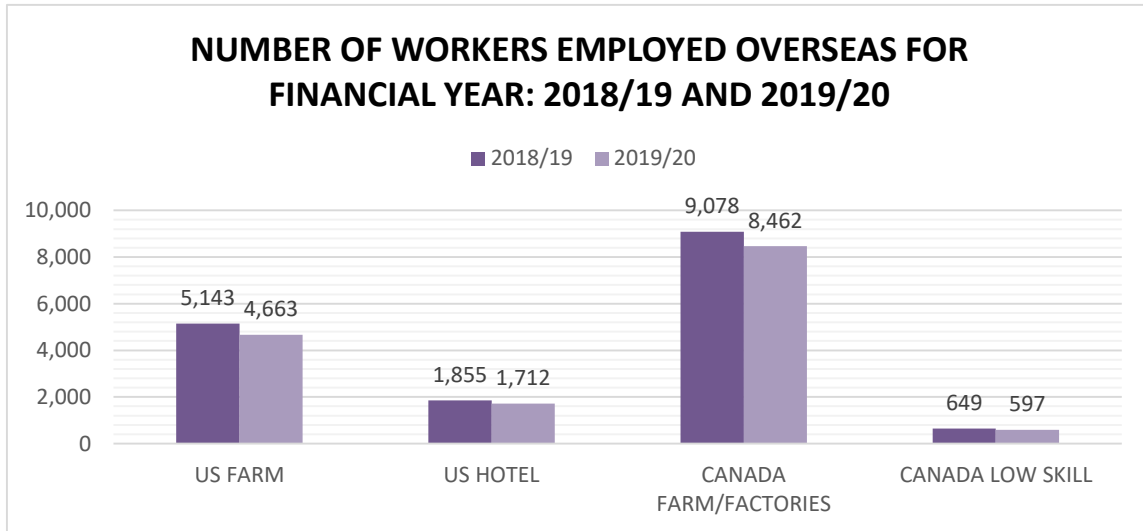
### **13.1.2 PERFORMANCE 2019/2020**

#### **1. Increase employment opportunities in both traditional and non-traditional areas from 16,778 to 17,617 workers, a 5 per cent increase**

##### **Placements**

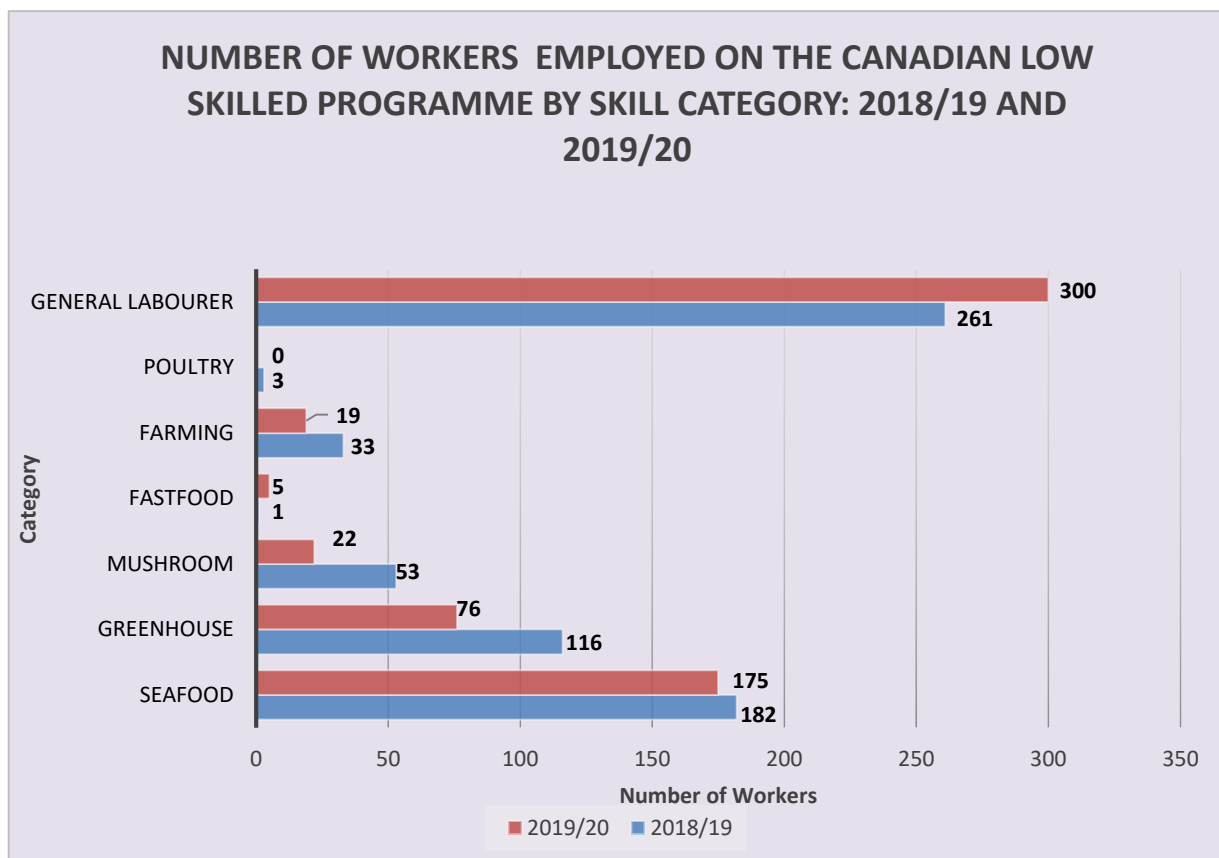
- Fifteen thousand four hundred and thirty four (15,434) persons were employed on the overseas employment programme operated by the MLSS during the 2019/20 FY. This was 1,344 or 8 per cent less than the previous FY. The year's target was 87.3 per cent achieved due to a reduction in the number of workers who travelled resulting from the onset of the COVID-19 pandemic.

- Further review of the data shows that of the total number of employment, 8,462 were employed on Canadian farms, while 4,663 were employed to U.S. Farms. The data shows that the number of workers employed on the Canada and U.S. farms declined by of 7 and 9 per cent, respectively.
- Further breakdown of the data shows that 1,712 workers were employed to the U.S Hotel programme, while 597 were placed in low skill employment in Canada (See figure 1)



**Figure 1**

- The Canadian Farm and Factories Programme employed the largest number of farm workers on a yearly basis. For the FY 2019/20, males remained the largest group of workers to be employed with a total of 7,974, a decrease of 1,030 or 11.4 per cent compared to the 2018/19 FY. As it relates to the US Farm Work Programme, 4,993 males were employed. This is a 9.4 per cent decline compared to the previous reporting period.
- Of the 597 persons employed on the Canada Low Skill programme, 300 or 50.2 per cent worked in the 'General Labourer' category. This was followed by 'Seafood' and 'Greenhouse' with 175 or 29.3 per cent and 76 or 12.7 per cent respectively. Females accounted for 112 or 18.7 per cent of the total.



**Figure 2**

- Table 11 shows that of the 4,599 workers recruited for the U.S. Farm Work Programme, eight (8) went Absent Without Official Leave (AWOL), while sadly one (1) death occurred. Further review of the data revealed that at the end of the 2019/20 FY, 373 persons remained on the U.S. Farm Work Programme. This is 334 or 47.2 per cent decline when compared to 2018/19 FY.
- For the FY, 1,712 workers were recruited for the U.S. Hospitality Programme. This is 143 less than the 2018/19 FY. In addition, 10 persons went AWOL, while 39 were transferred to private programmes. At the end of the reporting period, 35 individuals remained in employment on the programme. The data shows a 95 per cent decline when compared to the previous reporting period. This decline may have been as a result of the COVID-19 pandemic (See Table 11).

**MOVEMENT OF JAMAICAN WORKERS ON THE U.S. OVERSEAS PROGRAMMES:  
2018/19 AND 2019/20**

**Table 11**

FARM WORKERS	2018/19	2019/20	HOSPITALITY WORKERS	2018/19	2019/20
TOTAL IN U.S. AT THE BEGINNING OF THE FY	1,009	1,034	TOTAL IN U.S. AT THE BEGINNING OF THE FY	1,151	1,127
RECRUITED	5,143	4,599	RECRUITED	1,855	1,712

FARM WORKERS	2018/19	2019/20	HOSPITALITY WORKERS	2018/19	2019/20
ADJUSTMENTS	9	25	ADJUSTMENTS	78	2
RETURNED TO JAMAICA	4,991	4,813	RETURNED TO JAMAICA	1,258	1,763
AWOL	15	8	AWOL	8	10
CHANGED STATUS	0	4	CHANGED STATUS	6	1
DECEASED	2	1	DECEASED	0	1
TRANSFER TO PRIVATE PROGRAMME	13	0	TRANSFER TO PRIVATE PROGRAMME	13	39
PROOF OF LANDING PENDING	100	133	PROOF OF LANDING PENDING	419	707
<b>TOTAL IN U.S. AT THE END OF THE FY</b>	<b>707</b>	<b>373</b>	<b>TOTAL IN U.S. AT THE END OF THE FY</b>	<b>844</b>	<b>35</b>

#### **Increase employment of female workers by 10 per cent**

- The majority of females (600) being contracted on the Overseas Employment Programme were from the Canadian Farms, whilst a small number of 70 was contracted to the U.S. Farms. Overall, females accounted for the smallest number of workers to be contracted on both U.S and Canada Farms.
- Of the 1,712 workers employed on the U.S. Hospitality programme, females represents the most with 897 or 52.3 per cent. This shows a slight decline of 185 or 17 per cent compared to the previous FY.
- For the FY 2019/20, 1,679 females were placed on the Overseas Programme.

#### **Pre-select 500 workers for deployment to the U.S. Hospitality Programme**

- A recruitment drive for hospitality workers was undertaken in January 2020. During that process 1,046 workers were pre-selected.

#### **Pre-select 500 female farm workers for deployment to the U.S. and Canada**

- Recruitment for fiscal year 2019/20 commenced with the issue of application forms in February 2020, however, due to the COVID-19 outbreak, the interviews are to be rescheduled.

### **3. Improve the efficiency and integrity of the programme by:**

#### **Installing audio-visual equipment to improve orientation sessions and provide important information to workers in a timely manner**

- A total of 631 farm workers across the island have already completed the training which was

discontinued in March due to the COVID-19 pandemic. Workers receive a certificate upon successful completion of the training. Discussions are currently taking place with HEART/Trust in relation to the resumption of the sessions

- The second part of the orientation programme will involve the utilization of audio-visual presentation to provide guidance and counselling to prepare workers to cope with the demands of living and working in a new and different environment. The procurement process for the production of the audio-visual presentation is currently underway

#### **Commencing the development of Application to be used by smart phones**

- An initial phase of the application has been completed; however additional facets need to be included prior to deployment.

#### **Undertaking a rigorous pre-selection process, to ensure that the most suitable candidates are selected**

- Recruitment for fiscal year 2019/20 commenced with the issue of application forms in February 2020, however, due to the COVID-19 outbreak, the interviews are to be rescheduled.

### **4. Provide candidates with information to guide their behaviour while overseas**

#### **Develop an implementation plan for staff re-deployment**

- In an effort to improve the delivery of the Overseas Employment Orientation Programme, the Ministry collaborated with the International Organisation for Migration (IOM) to undertake the project entitled “Promoting Integrity in International Recruitment and Migrant Skill Development Jamaica”. Additionally, part of this project involved the conduct of a review and the provision of recommendations for the improvement of the pre-departure orientation curriculum and delivery modalities for Jamaican migrant workers departing under the Government Overseas Employment Programme.



Hon. Minister Shahine Robinson (R) and State Minister Zavia Mayne (C) are engaged by a Farmworker during the first draft for Seasonal Agricultural Work Programme in July 2019

- In January 2020, the Ministry began implementation of the two part revamped orientation programme for departing workers by engaging HEART/ Trust /NTA to deliver employment readiness training in two components to departing workers. The first component of the training is designed to prepare workers for the workplace by exposing them to the concept and practice of professionalism, and to other areas such as quality customer service delivery, effective communication, work place safety, business technology, work priorities and social interaction. The second component is aimed at providing guidance in basic agricultural science and will be largely practical.

### **5. Minimise the impact of fraudulent activity on the programme**

#### **Launch an ad campaign**

- A communication plan to inform the public of the legitimate avenues of seeking overseas employment particularly during this period of the COVID-19 pandemic is being prepared.

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

Develop an implementation plan for staff re-deployment

- A plan was developed and is to be discussed with the Human Resources Department.



## **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 2019/2020**

##### **1. Monitor Employment Agencies**

- Monitor the operations of the Private Employment Agencies (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 PEAs Operators**

- Implement actions to regularize illegal operators
- Reduce employment scamming complaints by 20 per cent

#### **13.2.2 PERFORMANCE 2019/20**

##### **1. Monitor Employment Agencies**

- Seventy five (75) PEAs were licensed and registered with the Ministry. In comparison to the 2018/19 FY, the data shows an increase of 11 or 17.1 per cent for the reporting period (See Table 12). Of the 75 licenced private operators, 11 were new and 59 renewal. Further review of the data shows that most (20) of the licences were issued in the first quarter (April-June) accounting for 29 per cent of the total.
- For the FY, officers of the EAU conducted 159 visits to Agencies. Of the 159 visits conducted, 84 or 54 per cent of the visits were conducted for routine inspections, while two (2) were to carry out investigations. These visits were also proven to be a success as three (3) illegal agencies were identified.

##### **Placements by PEAs**

- An in-depth review of the data indicates that 4,154 Jamaicans were placed in employment through the PEAs which were licensed and monitored by the MLSS during the FY. The workers were placed in jobs both locally and overseas. Three thousand six hundred and eight (3,608) Jamaicans were placed in jobs overseas while 546 were placed locally. The data indicates that the number of Jamaicans placed locally declined by 18.6 per cent when compared to the 2018/19 FY. The Hospitality and the J1 Student Work and Travel Programmes accounted for majority of the placements for the 2019/20 FY with 2,530 and 878 respectively. The first quarter (April-June) registered most placements amounted to 2,309.

- Further examination of the data revealed that 5,635 persons were registered with Private Operators to source employment both locally and overseas. Of the 4,929 individuals registered for overseas employment, 3,533 or 71.6 per cent were registered for the Hospitality (H2B) programme. This was followed by the J1 Student Work and Travel Programme with 1,306.

**LICENSES (NEW AND RENEWAL) ISSUED TO PRIVATE OPERATORS:  
2018/19 AND 2019/20**

**Table 12**

QUARTER	NO. OF LICENSES ISSUED TO PRIVATE OPERATORS					
	2018/19			2019/20		
	NEW	RENEWAL	TOTAL	NEW	RENEWAL	TOTAL
APR-JUN	2	12	14	5	12	17
JUL-SEPT	1	13	14	2	20	22
OCT-DEC	5	15	20	4	16	20
JAN-MAR	3	13	16	5	11	16
<b>TOTAL</b>	<b>11</b>	<b>53</b>	<b>64</b>	<b>16</b>	<b>59</b>	<b>75</b>

**2. Reduce the number of illegal PEA Operators**

- To minimise the impact of fraudulent practices on the sector, plans for the sensitization sessions with the Jamaica Constabulary Force (JCF) has commenced.
- In collaboration with the Public Relations department of the Ministry, a public relations strategy was established in partnership with the Jamaica Information Service (JIS). This strategy will take into account unscrupulous persons who will try to take advantage of persons who have lost their jobs due to the COVID-19 pandemic and looking to re-enter the job market.

## 14.0

## 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 2019/20

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

- Work permits and work permit exemptions received and approved
- Conduct investigations to ensure adherence to the conditions of work permits
- Collaborate with the Electronic Labour Exchange department to advertise job openings from work permit applications on the LMIS website

### 14.1.2 PERFORMANCE 2019/20

#### 1. Work permits and work permit exemptions received and approved

- The number of work permit applications received by the Work Permit department was 6,089. This shows a decrease of 710 or 10.4 per cent when compared to the 2018/19 FY. Of the total number of applications received, 2,624 were new applicants which also represented 43 per cent of the total.
- Five thousand nine hundred and thirty nine (5,939) work permit applications were approved for the FY 2019/20, a decrease of 705 or 11 per cent when compared to the previous reporting period. In addition, the data shows that 3,419 or 57.5 per cent of the total were renewals.
- The occupational category<sup>6</sup> “Professionals” recorded the largest numbers of work permits

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<sup>6</sup> Unable to make comparison with 2018/19 FY due to the update to the internal work permit database to reflect the new Occupational Classification.

granted of 1,985. This was followed by the categories “Technicians and Associate Professionals” and “Managers” with 1,614 and 1,330 respectively.

- As it relates to approvals by industry<sup>7</sup>, the data shows that “Wholesale and Retail Trade, Repair of Motor Vehicles and Motorcycles” recorded the highest number (2,170 or 36.5 per cent) of work permit approvals. Of this number, 1,476 were renewals (See Table 14). This was followed by the “Construction” industry with 1,304 or 22 per cent. “Activities of Extraterritorial Organization and Bodies” recorded the least (2) number of work permit approvals, which are also renewals.
- The number of exemptions approved for the 2019/20 FY by category was 1,214. These exemptions were approved for persons employed by Statutory bodies/Government, Ministers of Religion, Volunteers and Entertainers.

**NUMBER OF WORK PERMIT APPLICATIONS RECEIVED AND  
APPROVED BY OCCUPATION: 2019/20**

**Table 13**

OCCUPATION	YEAR	RECEIVED			APPROVED		
		NEW	RENEWAL	TOTAL	NEW	RENEWAL	TOTAL
MANAGERS	2019/20	655	696	1,351	636	694	1,330
PROFESSIONALS	2019/20	574	1,320	1,894	613	1,372	1,985
TECHNICIANS AND ASSOCIATE PROFESSIONALS	2019/20	785	939	1,724	729	885	1,614
CLERICAL SUPPORT WORKERS	2019/20	22	34	56	21	30	51
SERVICE AND SALES WORKERS	2019/20	116	187	303	104	184	288
SKILLED AGRICULTURAL, FORESTRY AND FISHERY WORKERS	2019/20	79	59	138	65	59	124
CRAFT AND RELATED TEADE WORKERS	2019/20	234	194	428	210	159	369
PLANT AND MACHINE OPERATORS AND ASSEMBLERS	2019/20	69	26	95	66	26	92

<sup>7</sup> Unable to make comparison with 2018/19 FY due to the update to the internal work permit database to reflect the new Jamaica Industrial Classification.

OCCUPATION	YEAR	RECEIVED			APPROVED		
		NEW	RENEWAL	TOTAL	NEW	RENEWAL	TOTAL
ELEMENTARY OCCUPATIONS	2019/20	90	10	100	76	10	86
ARMED FORCES OCCUPATIONS	2019/20	0	0	0	0	0	0
<b>TOTAL</b>	<b>2019/20</b>	<b>2,624</b>	<b>3,465</b>	<b>6,089</b>	<b>2,520</b>	<b>3,419</b>	<b>5,939</b>

**NUMBER OF WORK PERMIT APPLICATIONS RECEIVED AND  
APPROVED BY INDUSTRY: 2019/20**

**TABLE 14**

INDUSTRY	YEAR	RECEIVED			APPROVED		
		NEW	RENEWAL	TOTAL	NEW	RENEWAL	TOTAL
AGRICULTURE, FORESTRY & FISHING	2019/20	128	96	224	110	92	202
MINING AND QUARRYING	2019/20	116	100	216	111	95	206
MANUFACTURING	2019/20	76	60	136	68	59	127
ELECTICITY, GAS, STEAM AND AIR CONDITIONING SUPPLY	2019/20	126	74	200	147	77	224
WATER SUPPLY; SEWAGE, WASTE MANAGEMENT AND REMEDIATION ACTIVITIES	2019/20	1	7	8	1	7	8
CONSTRUCTION	2019/20	694	742	1,436	626	678	1,304
WHOLESALE AND RETAIL TRADE; REPAIR OF MOTOR VEHICLES AND MOTORCYCLES	2019/20	683	1,447	2,130	694	1,476	2,170
TRANSPORT STORAGE	2019/20	59	27	86	78	30	108
ACCOMMODATION AND FOOD SERVICE ACTIVITIES	2019/20	329	446	775	329	477	806
INFORMATION AND COMMUNICATION	2019/20	37	84	121	32	76	108
FINANCIAL AND INSURANCE ACTIVITIES	2019/20	8	17	25	7	15	22
REAL ESTATES ACTIVITIES	2019/20	25	7	32	25	8	33
PROFESSIONAL, SCIENTIFIC AND TECHNICAL ACTIVITIES	2019/20	6	12	18	6	11	17
ADMINISTRATIVE AND SUPPORT SERVICE ACTIVITIES	2019/20	10	22	32	10	18	28
PUBLIC ADMINISTRATION AND DEFENCE; COMPULSORY SOCIAL SECURITY	2019/20	0	0	0	0	0	0
EDUCATION	2019/20	52	33	85	57	34	91
HUMAN HEALTH AND SOCIAL WORK ACTIVITIES	2019/20	59	51	110	34	44	78
ARTS, ENTERTAINMENT AND RECREATION	2019/20	46	40	86	46	38	84
OTHER SERVICE ACTIVITIES	2019/20	164	193	357	134	179	313
ACTIVITIES OF HOUSEHOLDS AS EMPLOYERS; UNDIFFERENTIATED GOODS AND SERVICES - PRODUCING ACTIVITIES OF HOUSEHOLDS FOR OWN USE	2019/20	5	5	10	5	3	8
ACTIVITIES OF EXTRATERRITORIAL ORGANIZATIONS AND BODIES	2019/20	0	2	2	0	2	2
<b>TOTAL</b>	<b>2019/20</b>	<b>2,624</b>	<b>3,465</b>	<b>6,089</b>	<b>2,520</b>	<b>3,419</b>	<b>5,939</b>

**Work Permit Recipients by Region of Origin**

- For the FY 2019/20, Asia remained the dominant region with 3,368 individuals receiving work permits, a decrease of 57 or 2 per cent when compared to the 2018/19 FY (See Table 15). This

was followed by the Caribbean and Latin America with 849 and 777 respectively. Recipients of both regions recorded declines of 70 and 211.

- Work permits granted to recipients from the Caribbean registered a marginal decrease moving from 919 in 2018/19 FY down to 849 for the 2019/20 FY, a decrease of 7.6 per cent. Recipients from Latin America registered a decline of 21 per cent.

**WORK PERMIT RECIPIENTS (NEW AND RENEWAL) BY REGION OF ORIGIN:  
2018/19 AND 2019/20**

**Table 15**

REGION OF ORIGIN		NEW			RENEWAL			TOTAL		
		M	F	T	M	F	T	M	F	T
NORTH AMERICA	2018/19	134	27	161	74	28	102	208	55	263
	2019/20	86	18	104	73	34	107	159	52	211
LATIN AMERICA	2018/19	652	47	699	252	37	289	904	84	988
	2019/20	367	54	421	318	38	356	685	92	777
CARIBBEAN	2018/19	465	91	556	267	96	363	732	187	919
	2019/20	334	82	416	344	89	433	678	171	849
EUROPE	2018/19	513	104	617	226	61	287	739	165	904
	2019/20	237	74	311	239	72	311	476	146	622
AFRICA	2018/19	62	15	77	46	4	50	108	19	127
	2019/20	45	8	53	50	6	56	95	14	109
ASIA	2018/19	1,386	277	1,663	1,429	333	1,762	2,815	610	3,425
	2019/20	997	226	1,223	1,753	392	2,145	2,750	618	3,368
OCEANIA	2018/19	7	2	9	8	1	9	15	3	18
	2019/20	8	4	12	8	3	11	16	7	23
TOTAL	2018/19	3,219	563	3,782	2,302	560	2,862	5,521	1,123	6,644
	2019/20	2,074	466	2,540	2,785	634	3,419	4,859	1,100	5,959



**Conduct investigations and site visits**

- Two hundred and forty four (244) work permit investigations were done for the FY 2019/20 to ensure that workers were adhering to the conditions of their work permits. The data shows that there was a decline 122 or 33.3 per cent, when compared to the previous FY. A contributing factor that may have resulted in the decline is the COVID-19 pandemic which did not allow investigating officers to carry out their duties in

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

- A project is underway to develop a new web-based processing system. To date, work on the Business process and the reengineering of the system has started. The system will have capacity for seamless interagency facilitation. As part of the review, two study tours have been done in Canada and the Cayman Islands that have provided useful insights that will be incorporated in developing the new system.

## 14.1

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

The CARICOM Single Market and Economy (CSME) allows specific skilled<sup>8</sup> 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 2019/20

##### 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

- Table 16 shows that 224 certificates were issued to CARICOM nationals desirous of working in the participating member states. Of this number, 177 Jamaican nationals were issued with certificates followed by Trinidad and Tobago with 23. Further analysis of the data shows that 143 or 64 per cent of the recipients were females. Female recipients increased by 31 or 27.6 per cent for the 2019/20 FY, a similar to the trend seen in the previous reporting period where females accounted for 112 or 51 per cent of the total. Since the inception of the CSME, 4,767 certificates have been issued.

#### CARICOM SINGLE MARKET CERTIFICATES ISSUED BY NATIONALITY AND SEX: 2018/19 AND 2019/20

Table 16

NATIONALITY	2018/19			2019/20		
	M	F	T	M	F	T
Antigua & Barbuda	0	1	1	1	0	1
Barbados	2	7	9	1	3	4
Belize	1	0	1	1	0	1
Dominica	2	1	3	1	2	3
Grenada	0	0	0	0	0	0
Guyana	3	7	10	4	5	9
Jamaica	84	83	167	65	112	177
St. Lucia	1	2	3	0	0	0

<sup>8</sup>Categories of skilled workers include: holders of Associate Degrees, University Graduates, Media Persons, Artistes, Musicians and Sports persons, Registered Nurses, Teachers, household domestics and Artisans.

NATIONALITY	2018/19			2019/20		
	M	F	T	M	F	T
St. Kitts & Nevis	0	1	1	0	2	2
St. Vincent	2	0	2	0	4	4
Trinidad & Tobago	13	10	23	8	15	23
<b>TOTAL</b>	<b>108</b>	<b>112</b>	<b>220</b>	<b>81</b>	<b>143</b>	<b>224</b>



## 15.0

## INDUSTRIAL RELATIONS

The Industrial Relations Department is the responsible arm of the Government of Jamaica that is legally authorized to intervene (solicited or unsolicited) into industrial disputes, especially those that relate to the national interest.



State Min Zavia Mayne (2<sup>nd</sup> R), PS Roberts Riden (2<sup>nd</sup> L) and Miss Gillian Corrodus (1<sup>st</sup> L) share a moment with Head of the Department of Sociology, Psychology and Social Work Dr. Oville Taylor, at the Kingston Road Show.

The dispute resolution services are offered island-wide through the:

- Pre-Conciliation Unit
- Conciliation Department
- Pay and Conditions of Employment Branch (PCEB), located in Parish and Regional Labour Offices

In May 2020, the Industrial Relations arm commemorated the Centenary of the International Labour organization (ILO) and the Trade Union Act which is the first Legislation of its kind to be enacted in the English-speaking Caribbean. A commemorative awards banquet was hosted by Hon. Shahine Robinson, Minister of Labour and Social Security to acknowledge the contribution of Past Labour Ministers, Employers, Trade Unionist and Labour Administrators who had given over thirty (30) years of exemplary service in the field of labour relations and support to Jamaica's participation in the ILO.

### 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 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 Industrial Dispute Tribunal (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.

#### **Minimum Wage Advisory Commission**

The Commission was re-appointed on May 1, 2019 for a duration of two (2) years, with the members being Dr. Ronald Robinson (Chairman), Mr. St. Patrice Ennis (Worker Rep.) and Mr. David Wan (Employer Rep.). The Commission conducted regional consultations, canvassing public opinion on the adequacy of the current minimum wage. Public survey and consultations sessions were held in Manchester, St. Ann, St. James, Portland and Kingston. The Commission concluded its deliberation and submitted its report for the attention of the Honourable Minister in February 2020. A Report has not been presented to Cabinet for Decision as there are concerns relating to increasing the Minimum Wage at a time when persons are losing their jobs or being laid off.

#### **Labour Advisory Council**

Quarterly meeting of the Labour Advisory Council were held to address issues relating to compliance inspections of the Industrial Security Sector. A Consultant was engaged to provide recommendations for resolving concerns relating to the Sector. Other areas under the purview of the Commission included the Occupational Safety and Health Bill tabled in Parliament, the Legislative Agenda (amendments to the Minimum Wage Act and Employment Agencies Act), Labour Market Reform Commission recommendations, and COVID-19 impact on the labour market.



### 15.1.1 TARGETS 2019/20

1. **Facilitate an environment that promotes industrial harmony, the protection of workers (unionized and non-unionized) and employers in accordance with labour legislation.**
  - Develop protocol for addressing non-unionized workers engaged in industrial dispute by Pay and Conditions of Employment Branch (PCEB)
  - Improve access to information on Labour Laws by conducting sensitization sessions
2. **Strengthen and modernize the unit to enhance responsiveness**
  - Reduce average time from nine (9) to eight (8) months to address complaints from non-unionized workers and to dispose of disputes by conciliation expeditiously from nine (9) months to eight (8) months

### 15.1.2 PERFORMANCE 2019/20

1. **Facilitate an environment that promotes industrial harmony, the protection of workers (unionized and non-unionized) and employers in accordance with labour legislation.**

**Develop protocol for addressing non-unionized workers engaged in industrial dispute**

  - In order to reduce the backlog at conciliation and expedite the IR process, a systematic filtration process was developed to determine the types of dispute which were then directed to the intended Department.

**Improve access to information on Labour Laws by conducting sensitization sessions**

  - Up to December 2019, the Unit hosted five (5) road shows in which approximately 2,770 persons were in attendance. The “mega show” which was held in St. James accounted for 1,200 of the total number of attendees.
2. **Strengthen and modernize the unit to enhance responsiveness**

**Reduce average time from nine (9) to eight (8) months to address complaints from non-unionized workers and to dispose of disputes by conciliation expeditiously from nine (9) months to eight (8) months**

  - Island wide workshops were held with all Labour Officers and Directors to inform them of strategies to re-engineer the IR processes to expedite responses to complaints and disposal of disputes. The revised Business Process Mapping has also commenced and is approximately 40 per cent completed.

#### **Industrial Disputes**

The number of Industrial Disputes reported to MLSS for FY 2019/20 was 329. It represents a decline of 188 or 36.2 per cent when compared to the previous reporting year.

#### **Industrial Action**

Four (4) industrial actions were reported to the Ministry for FY 2019/20. The types of industrial actions taken resulted in three (3) strikes and one (1) sick out.

#### **Representational Rights Polls**

During the 2019/20 FY, 12 representational rights polls were held, six (6) more than the previous year.

The number of workers involved in the polls amounted to 853. This exceeded the 2018/19 period by 479 workers. Seven (7) unions were involved, an increase of two (2) more than the previous reporting year. Of the 12 polls held, the Manufacturing and Electricity, Gas, Stream and Water Supply industries recorded three (3) polls each. This was followed by Accommodation and Food Service Activities with two (2) polls.

## **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 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 2019/20**

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 2019/20**

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

#### **Complaints**

- Two thousand eight hundred and forty six (2,846) complaints were received by the Pay and Conditions of Employment Branch (PCEB) during the 2019/20 FY (See Figure 3). This does not include St. James region.
- Further review of the data shows that complaints relating to the Holidays with Pay Act recorded the highest number of complaints made which represents 1,260 or 44.2 per cent of the total.

This was followed by Employment (Termination and Redundancy) Act (ETRPA) with 1,197 or 42.0 per cent.

- Females accounted for the majority (1,804 or 63.3 per cent) of the complaints made to the PCEB arm of the MLSS.

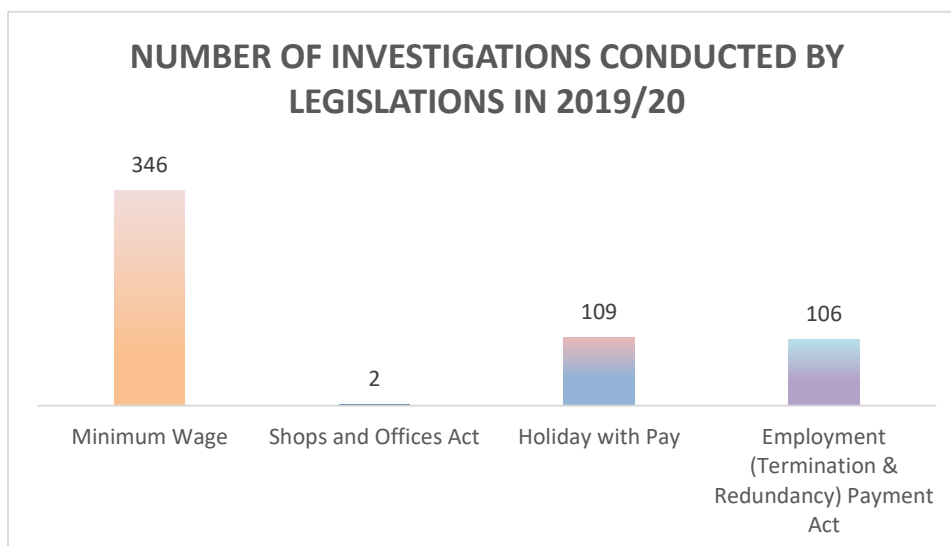


N.B. Please note that data for St. James for the period April – July 2019 is unavailable

**Figure 3**

#### **Investigate 2,000 establishments, based on complaints from non-unionised workers**

- Figure 4 shows that 563 investigations were carried out in the 2019/20 FY. Of this number, 346 or 61.4 per cent were in relation to Minimum Wage, while 109 or 19.3 were in relation to the Holidays with Pay Act.



N.B. Please note that data for St. James for the period September 2018 – March 2019 is unavailable

**Figure 4**

#### **Inspect 2,000 establishments to ensure that organisations are adhering to the Labour Laws**

- The number of inspections carried out for the 2019/20 FY totalled 1,300.

## **Settlements**

### **Payments made by Proprietors**

- Table 18 shows that proprietors who were in breach of the Labour Laws made settlements in the amount of J\$58.7M.
- For the 2019/20 FY, breaches of the ETRPA represented the largest amount (J\$28.6M or 46.6 per cent) of settlements made, followed by Holidays with Pay Act with J\$23.9M or 38.9 per cent of the total. Maternity leave constitutes the smallest amount (J\$208,000) of settlements made by employers.

### **Deposits by Employers**

- There was a significant increase of J\$2.6M in the amount of deposits made by employers through the Ministry, moving from J\$1.7M in 2018/19 to J\$4.4M in 2019/20. Closer examination of the data reveals that significant increases in deposits made, were in relation to three (3) of the Legislations; ETRPA, Holidays with Pay Act and Minimum Wage. In addition, the number of employers who made deposits through the Ministry for the reporting period totalled 151.
- For the period under review, 1,265 individuals were paid by proprietors, of which 811 or 64.1 per cent were females (See Table 19). One hundred and forty nine (149) persons received payments from deposits for FY 2019/20.

**SETTLEMENTS MADE BY PROPRIETORS; AMOUNT DEPOSITED  
AND NUMBER OF EMPLOYERS WHO MADE DEPOSITS THROUGH THE MLSS BY LEGISLATION:  
2018/19 AND 2019/20**

**Table 17**

LEGISLATION	SETTLEMENTS BY EMPLOYERS (J\$)						DEPOSITS BY EMPLOYERS (J\$)		NUMBER OF EMPLOYERS WHO MADE DEPOSITS	
	2018/19			2019/20			2018/19	2019/20	2018/19	2019/20
	M	F	T	M	F	T				
<b>EMPLOYMENT [TERMINATION AND REDUNDANCY PAYMENTS]</b>	9,051,734.80	15,167,479.53	24,219,214.33	10,765,497.12	17,834,835.19	28,600,332.31	793,968.07	2,036,643.60	46	54
<b>HOLIDAYS WITH PAY</b>	6,539,274.21	8,636,611.13	15,175,885.34	11,026,870.77	12,828,538.96	23,855,409.73	749,850.17	1,527,661.52	52	63
<b>MINIMUM WAGE</b>	3,241,118.79	5,687,096.86	8,928,215.65	3,010,408.60	5,645,463.57	8,655,872.17	232,881.25	856,128.06	21	33
<b>MATERNITY LEAVE</b>	0.00	507,512.15	507,512.15	0.00	208,000.00	208,000.00	0.00	0.00	1	1
<b>TOTAL</b>	18,832,127.80	29,998,699.67	48,830,827.47	24,802,776.49	36,516,837.72	61,319,614.21	1,776,699.49	4,420,433.18	120	151

N.B. Kingston March 2020 data and Montego Bay April - August 2019 data is unavailable



**NUMBER OF PERSONS PAID BY PROPRIETORS AND  
PERSONS PAID FROM DEPOSITS BY LEGISLATION:  
2018/19 AND 2019/20**

**TABLE 18**

LEGISLATION [ACT]	PERSONS PAID BY PROPRIETORS						PERSONS PAID FROM DEPOSITS	
	2018/19			2019/20			2018/19	2019/20
	M	F	T	M	F	T		
<b>EMPLOYMENT TERMINATION AND REDUNDANCY PAYMENT</b>	180	326	506	201	293	494	36	11
<b>HOLIDAYS WITH PAY</b>	186	280	466	206	324	530	48	47
<b>MINIMUM WAGE</b>	62	161	223	47	191	238	16	44
<b>MATERNITY</b>	0	11	11	0	3	3	0	47
<b>TOTAL</b>	428	778	1,206	454	811	1,265	100	149

Please note that St. James data for April – August 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 outlines 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 the Labour Laws and how parties access the IDT.

#### 16.1 TARGETS 2019/20

1. **Strengthen and expand the industrial disputes machinery for the resolution of industrial disputes**
  - Provide employers, employees and other stakeholders in Western Jamaica with expeditious and easy access to arbitration and dispute resolution. .
  - Contract technical assistance to review and re-engineer processes of the IDT by commencing and completing 5 per cent of the operational processes of the IDT
  - Schedule at least 160 sittings
2. **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**

#### 16.2 PERFORMANCE 2019/20

1. **Strengthen and expand the industrial disputes machinery for the resolution of industrial disputes**
  - The Western Division office of the Industrial Dispute Tribunal was officially opened in February 27, 2020 and held its first meeting two(2) weeks afterwards.
  - The contract for technical assistance to review and re-engineer processes of IDT by commencing and completing 5 per cent of the operational processes of the IDT is on

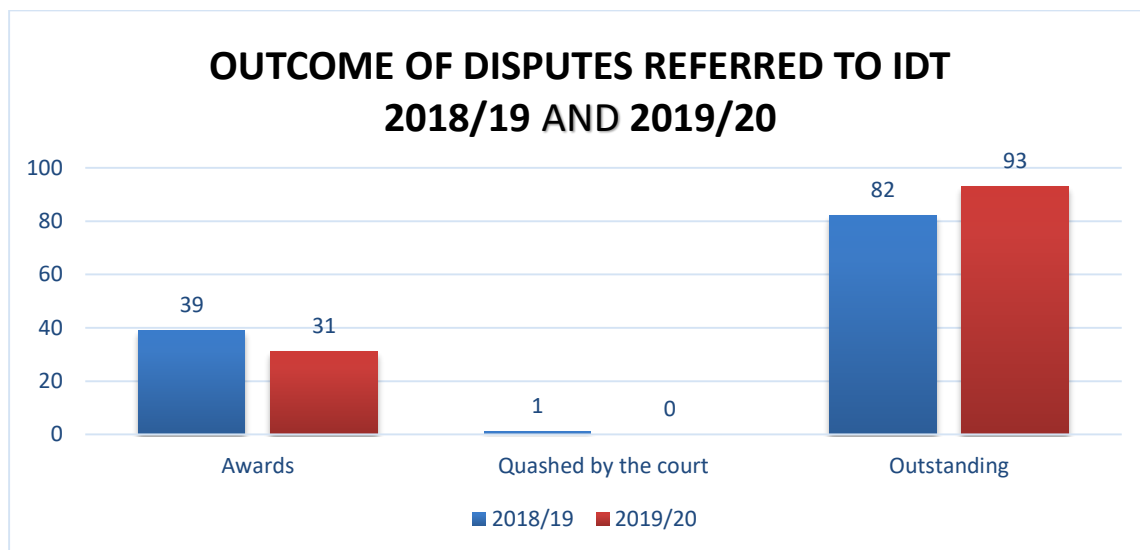
track.

**Schedule at least 160 sittings**

- For the 2019/20 FY, 113 sittings were held for IDT Kingston. The year's target was 70.6 per cent achieved.

**2. 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**

- One hundred and twenty four (124) disputes were dealt with by the IDT, an increase of 2 per cent when compared to the 2018/19 FY. Closer examination of the data reveals that of the 124 disputes dealt with, 82 were carried forward from the previous year, while 42 were referred during the 2019/20 FY. Of the total number of disputes referred, 33 were on behalf of non-unionised and nine (9) unionised workers.
- Figure 5 illustrates that 31 industrial disputes were settled during the 2019/20 FY: 31 Awards were handed down; 8 less than the 2018/19 FY. Of the 31 Awards handed down, 28 were in relation to non-unionised workers. At the end of the FY, 31.4 per cent of the disputes at the IDT were disposed of.



**Figure 5**

- At the end of the FY year, 93 cases were outstanding, this is 11 more than the previous FY.

## 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 Factories Act of 1943 and its attendant Regulations. This Legislation is limited in application and scope as it only affords protection to workers involved in industrial establishment type activities such as factories, ships, docks and construction. Workers in the public sector, service, hospitality and service industries have limited coverage by this Legislation to the extent of operations/activities that fall under the ambit of the Act.

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 a comprehensive and modern safety and health legislation that provides protection for workers in all workplaces in accordance with international standards and best 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 fee from the Tax Office must be submitted to the MLSS' Regional Office or the 1F North Street Office by post, fax or email. The application form and scale of fees are accessible at the Ministry's website at [www.mlss.gov.jm](http://www.mlss.gov.jm). 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. After each inspection, a written report of the findings with recommendations is sent to Owners/Managers. Once a factory is registered or re-registered, an official Certificate of Registration or Re-registration is issued. The registration is valid for a period of three (3) years.

### **Investigation of workplace accidents**

Whenever a workplace accident occurs that causes a worker to be absent for more than two (2) days of earning full wages, the Department must be immediately notified. The prescribed form for notification is also available on the Ministry's website. An Inspector will then be assigned to visit the workplace and conduct 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 for the construction of factories or major alterations to existing factories should be submitted to the OSHD (Chief Factory Inspector) for approval, before submission to the Municipal Corporation. 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. The form is available on the Ministry's website. If any modification is required to the plans, the applicant will be 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 2019/20**

##### **1. Promote the requirements of the pending OSH Legislation**

Review and implement the institutional arrangement for the administration of OSH

### **Promote safe healthy and productive work 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 accidents which qualified for investigation (120)

## **17.2 PERFORMANCE 2019/20**

### **1. Promote the requirements of the pending OSH Legislation**

Review and implement the institutional arrangement for the administration of OSH

- The draft Cabinet Submission was completed and sent to the Executive Management where it is being reviewed to be submitted to the Minister of Labour and Social Security for subsequent approval and submission to Cabinet.

### **2. Promote safe, healthy and productive work in all occupations in Jamaica:**

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

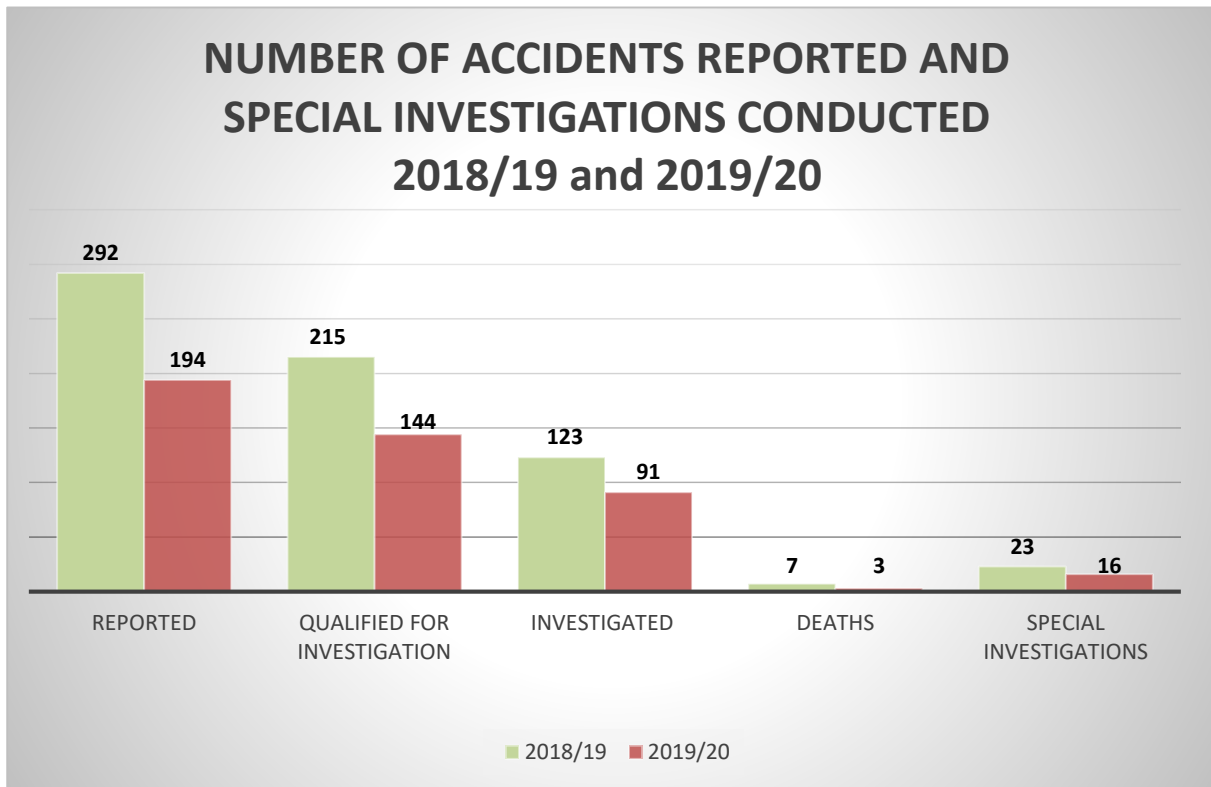
- As at March 2020, 2,099 inspections were carried out by OSH Inspectors. This data shows a 24.5 per cent increase, compared to the previous reporting period. Further review of the data shows that most of the inspections were conducted in the October to December quarter which accounted for 28 per cent of the total inspections.
- Of the total inspections carried out, Factory inspections recorded the most with 1,142 or 54.4 per cent of the total. The data also revealed that most of the factory inspections were done in the third quarter (Oct-Dec) with 375 or 17 per cent of the total factory inspections.
- During the 2019/20 FY, registered factories increased by 207 moving from 935 in 2018/19 FY while unregistered factories declined by four (4).
- For the reporting period, inspections of Building Operation Works of Engineering Construction (BOWEC) sites increased by 139 or 26 per cent, when compared to the 2018/19 FY.
- Inspections of ships accounted for 137 or 6.5 per cent of the total inspections, while docks accounted for 15 or 4.5 per cent of inspections carried out by the OSH inspectors.

### **3. Conduct 120 investigations into accidents that qualify for investigations.**

- One hundred and ninety four (194) accidents were reported in the FY 2019/20. The data shows a 33.5 per cent decline when compared to the 2018/19 FY (See Figure 6). Of the total number of accidents reported, 144 was qualified for investigation. Of that number, 91 investigations were carried out. Unfortunately, three (3) deaths occurred from the accidents reported. This is four (4) less than the previous reporting period.



- Special requests were made to the OSH department from employees and employers to conduct investigations. As such, 16 special investigations were conducted; a decrease of 30 per cent, when compared to the 2018/19 FY.



**Figure 6**



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 are included in Sections 33-41 of the **Child Care and Protection Act, 2004 CCPA**. 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 2<sup>nd</sup> 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:

- i. Institutional strengthening
- ii. Increasing the public awareness campaign
- iii. Strengthening social protection mechanisms through increased access to social assistance, for child labourers and their families.
- iv. Strengthening of Legal Reform and enforcement capabilities and capacity of the relevant institutions addressing child labour issues
- v. Facilitate the withdrawal, rehabilitation and re-integration of children into their schools and/or communities who have been affected by child labour, including its worst forms.

- vi. Develop partnerships with academia and private research organisations to undertake child labour research, filling the gaps in the current area to bolster child labour data and inform policy.

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.



Sasha Deer-Gordon, Director Child Labour Unit, shares a photo moment with Daniel Nibarger, US Embassy Political Officer, Cheryl Davis Ivey, Project Coordinator, Winrock International, Diane Green of Winrock International and staff of the Child Labour Unit at the CLEAR II Jamaica Project closing ceremony on July 10, 2019

## 18.1 TARGETS 2019/20

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

- Review and finalise the National Action Plan to eliminate child labour

## 18.2 PERFORMANCE 2019/20

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

#### Review and finalise the National Action Plan (NAP) to eliminate child labour

- One of the objectives of the CLEAR II project that was funded through the United States Department of Labour (USDOL) and expired in July 2019 was the development of the National Action Plan to eliminate child labour in Jamaica.
- This was developed through a process of rigorous consultations with stakeholders from the 14 parishes. This process included four (4) regional NAP consultation sessions in the parishes of St. James, St. Ann, Manchester and Kingston with approximately 140 participants. Several drafts of the NAP were received and reviewed by the unit as well as feedback provided to the consultants. In June 2019, a validation session was held in KSA with 45 persons participants. Consequent to the validation session, feedback was incorporated and the final NAP was received from Winrock International in September.
- The NAP was presented to the members of the National Steering Committee on Child Labour (NASTOCL) in January 2020, which is a vital step in its implementation.
- For the 2019/20 FY, the Child Labour unit has embarked on several activities to intensify public awareness on child labour through workshops, sensitisation sessions, road shows and community-level interventions. These activities are as follows:
  - On June 12, 2019, in observance of “World Day against Child Labour”, under the theme: “Children shouldn’t work in fields but on Dreams” the MLSS in collaboration with

schools within the surrounding area, Ministries, Departments and Agencies (MDA's), Private Sector Organisations and non-profit organisations joined in a march from the Ministry's North Street Office to Saint William Grant Park in Down Town Kingston. This was to increase awareness about child labour and human trafficking.

- As part of the Ministry's overall sensitisation campaign, the Unit participated in a series of island wide road shows under the theme "Safeguarding the values of dignity in work and respect for all" Through outside broadcasts, approximately 1.2M persons were reached. In addition, contacts were made with approximately 3,000 persons representing employees, workers, job seekers and civil society groups.
- In recognition of the "World Day Against Trafficking in Persons" on July 30, 2019 the unit displayed a mini booth at the Ministry's North Street Office in which over 100 persons were sensitised about human trafficking. In addition, brochures on human trafficking was displayed and distributed while docu-drama "RESCUE" was shown to persons in attendance.
- The Unit participated in the "Basic Business Processes for Case managers and frontline Officers" conducted by the Public Assistance Department. Approximately 300 staff members were sensitised on child labour and human trafficking.
- Ninety three (93) MLSS first responders and frontline staff attached to the Manchester Region were trained in the MLSS standard Operating Procedures (SOP) for identifying and reporting cases of child labour and human trafficking.



## 19.0 COVID-19 MITIGATING MEASURES IMPLEMENTED BY THE MINISTRY

The Ministry of Labour and Social Security (MLSS) chairs the Humanitarian Assistance Committee (HAC) of the National Disaster Risk Management Council (NDRMC) and is the lead for the National Disaster Relief Response Programme. Consequent on the declaration of the first quarantined communities (7 and 8 Miles, Bull Bay), on March 14, 2020 the MLSS in conjunction with its HAC partners commenced distribution of relief supplies to families in quarantine.

Distribution has also been undertaken in Corn Piece and Annotto Bay, along with adjoining communities of the quarantined areas. Additionally, support is being provided to other vulnerable groups in need of food. These include PATH beneficiaries, the elderly, PwDs as well as children and families whose income has been negatively affected by the pandemic.

The humanitarian assistance response utilizes a multi-sectoral approach. The focal point for the packaging and distribution of supplies is the MLSS's Central Foods Warehouse (CFW). The team includes MLSS Social Workers and other staff members, volunteers from other MDAs, Food for the Poor, Jamaica Red Cross, and Salvation Army.

The Ministry of Industry, Commerce, Agriculture and Fisheries (MICAFA) provided fresh fruits, vegetables and ground provision, which were distributed to families in quarantine. Some of the fresh produce received were donated to Missionaries of the Poor, Glen Hope Place of Safety, Maxfield Park Children's Home and Homestead Children's Home. Several Private Sector organizations and individuals have also donated food, hygiene and personal care items to assist with distribution to affected families.

### Distribution of Food Packages

As at May 31, 2020, the team distributed over 16,500 food packages, 4,587 hygiene packages, 717 cases of water, 684 cases of juice, numerous assorted snacks and personal care items to families in quarantine and other families affected by the pandemic across the island (See Table 19 and 20).

#### ISLAND WIDE DISTRIBUTION (PUBLIC ASSISTANCE)

Table 19

Parish	# Food Packages Distributed	# Hygiene Packages Distributed
Kingston & St. Andrew	3,323	1,521
St. Catherine	1,684	546
Clarendon	682	247
Manchester	614	119
St. Elizabeth	359	28
Westmoreland	742	22
Hanover	148	25
St. James	925	14
Trelawny	362	12
St. Ann	891	149
St. Mary	3,738	1,541
Portland	180	15

Parish	# Food Packages Distributed	# Hygiene Packages Distributed
St. Thomas	529	15
<b>TOTAL</b>	<b>14,177</b>	<b>4,254</b>

The MLSS has also assisted the Food for the Poor and United Nations Children’s Fund (UNICEF) with the distribution of educational materials to children aged 0-5 in 7 and 8 Miles, Bull Bay in St. Andrew, Corn Piece in Clarendon as well as Annotto Bay Dover and Enfield in St. Mary.

The humanitarian response is ongoing, and the team continues to provide island wide food support to families affected by the COVID-19.

### Senior Citizens

Senior Citizens who normally receive a cooked meal under the Meals on Wheels Programme now receive food and hygiene packages on a fortnightly basis. The distribution of food, care and hygiene packages to needy senior citizens in urban and rural Jamaica is also ongoing. As at May 31, 2020, over 2,000 seniors have benefitted from this distribution effort (See Figure 20).

### ISLAND WIDE DISTRIBUTION

**Table 20**

Parish	# Food Packages Distributed	# Hygiene Packages Distributed
Kingston & St. Andrew	1, 865	124
St. Catherine	45	20
Clarendon	129	25
Manchester	40	0
St. Elizabeth	72	28
Westmoreland	40	30
Hanover	27	20
St. James	51	17
Trelawny	14	12
St. Ann	30	20
St. Mary	12	15
Portland	15	2
St. Thomas	27	20
<b>TOTAL</b>	<b>2,367</b>	<b>333</b>

(Source: National Councils for Senior Citizens (NCSC))

### NIS Pensioners

The NIS pensioners were allowed an early encashment of their pension vouchers that had payable dates of April, May and June 2020. Arrangement is also being made for July 2020. Additionally, pensioners have been encouraged to use the Direct Deposit Payment System in order to assist with complying with the social distancing protocol.

### Persons with Disabilities



The following measures were undertaken for PwDs:

- **COVID-19 PATH Grant-** Extra payment was made to all 14,907 PwDs on PATH.
- **JCPD Food/Care Package-** At least 1,000 PwDs who were vulnerable but not on PATH were targeted.
- **Five thousand dollars (J\$5000.00) Relief-** Further to the provision of care packages, a number of PwDs who were not on PATH and who did not receive assistance will be provided with J\$5,000 to assist them with purchasing food and care items, including pampers for those with severe disabilities. The process of activating this relief will begin as soon as there is verification of those who already received packages, in order to prevent duplication. Based on the JCPD's monthly subvention budget, 150 PwDs will be targeted for assistance.
- **COVID-19 Government Care Programme for PwDs-** The Government made provisions for J\$40M to support PwDs impacted by the COVID-19 pandemic. The JCPD has designed the application form and the process to ensure access. The application process will commence in June to assist registered PwDs who are unemployed, laid off, self-employed and whose projects have been impacted by COVID-19. Applicants should not be a beneficiary of any other COVID-19 CARE grant. The process can be completed electronically or manually.

**Some of the Strategies employed by JCPD include:**

- Mass media communication such as COVID-19 Press Briefings which included the use of sign language and closed captioning.
- Providing current information to PwDs, utilizing various mediums, including the JCPD Website and social media
- Keeping the Disability Sector Partners informed on protocols and measures being undertaken by the JCPD.
- Participate in Virtual Town Hall meetings to discuss issues concerning PwDs. The Ministry participated in the television broadcast.
- Coordinating and facilitating ZOOM meetings and other virtual meetings with disability stakeholders to get a pulse on COVID-19's impact on PwDs. This enabled the collection of relevant data, identifying areas of concern, taking priority actions and collaboration aimed at ensuring the safety and health care of PwDs during the COVID-19 outbreak.
- Collaboration with Government partners in order to address the needs presented, such as the need for online learning for PwDs.
- Implementation of measures in consideration for PwDs during public restrictions, such as quarantines and curfews. For example, PwDs were facilitated at earlier times during the days to meet their daily living requirements, such as access to food from supermarkets.

**Other measures undertaken through partnerships with JCPD**

- **Jamaica Public Service (JPS) COVID-19 Relief for PwDs-** The JPS delivered 100 packages, including sanitation items and food for PwDs.
- **JPS Discount in Electricity Bills -** Assistance of up to J\$5,000 was provided to PwDs by the JPS to reduce their electricity bills. This was applicable to PwDs whose bills were in their names and who has been registered with the JCPD.

- **Digicel Provided Data and Tablets** – Digicel Foundation provided free data for a month to PwDs. They also provided the JCPD with 150 phone cards (50 - \$100; 50 - \$200 and 50 - \$300). The Foundation also provided 610 tablets for PwDs, of which 600 were for students from the primary to the tertiary level to assist with challenges of online learning. The beneficiaries covered all the major disability groups as well as the urban and rural areas.
- **Volunteer Groups proved with other Care Packages** - The Food for the Poor, Private Sector Organization of Jamaica (PSOJ) through private companies, individuals and Faith based Organizations have made donation to support PwDs and other vulnerable groups.
- **UNICEF Partnership**- JCPD, in partnership with UNICEF through a Communication strategy is working to address information for PwDs which include:
  - Explaining COVID-19 in simple language
  - Learning together at home and providing fun activities for Children with Disabilities
  - How to move and access services online
  - How PwDs should be considered during COVID-19
  - Promoting the rights of women and girls in the midst of COVID-19 crisis
  - Activities provided at home for young athletes (Special Olympians)
  - Nine (9) Global EdTech Solutions to Support out-of-school children during COVID 19 Outbreak

## **Labour Market and Employment Initiatives**

### **Industrial Relations Department**

Several measures have been taken to mitigate and address the issues arising from COVID-19.

- The Industrial Relations Department has established a COVID-19 Hotline where clients, workers, employers and the general public can contact the Ministry via WhatsApp, text or call in order to obtain information on the Labour Laws, register a complaint or clarify any labour related concern.
- Conciliation meetings are being held in an effort to dispense with major and urgent disputes.
- Hosting of Digital fora dubbed as “Labour Talks”, to address matters affecting the workforce during the pandemic.
- Under the purview of the Labour Market Commission, the impact of the labour market on COVID-19 will be examined.

### **Flexible Work Arrangement**

Employers and business operators were encouraged to extend their services remotely, using provisions under the Employment (Flexible Work Arrangements), Act 2014.

### **Overseas Employment**

- During the orientation of the departing Overseas Employment workers, they are sensitized about the virus and the measures to practice (frequent hand washing, social distancing etc.) in order to avoid coming into contact with it. They have been advised that they will be screened at the port of entry of the destination countries and that this could involve temperature checks and other types of screening including questions about their travel history etc.

- Each worker is provided with the names and phone numbers of Liaison Officers with whom they can make contact. The Liaison office would therefore keep abreast of the situation with respect to all workers.
- Measures are also taken in the destination countries to keep the workers safe. The employer is required to provide appropriate accommodations to facilitate the social distancing and necessary isolation if persons show symptoms. They are also required to provide hand washing stations, sanitizing agents and information about the virus and how to keep safe for access by all workers.

During processing at the MLSS East Street branch, workers are required to wear masks and their temperatures checked upon entry and prior to departure. An additional Security Officer was deployed whose function is to ensure that the social distancing is maintained. Overseas workers are also processed in smaller batches.



## PROJECTIONS 2020/21

Programme: **Executive Direction and Administration**

Sub-Programme: **Central Administration**

### **Improvement of organisational efficiencies**

1. Improving the quality of cabinet submissions by 98 per cent
2. Increasing performance accountability of the Human Resource Department by completing 10 per cent of staff performance appraisals on time
3. Improving management and control of employees and Ministry records by 15 per cent
4. Incrementally implement Performance Management Appraisal System (PMAS) by 10 per cent
5. Improve organisational efficiency and effectiveness in achieving the Ministry's objectives by completing 25 per cent of the Organisational Review
6. Improve organisational culture by 10 per cent
7. Develop and improve workforce by training 60 per cent of staff
8. Continue to manage recruitment and retention strategies by recruiting 65 percent of staff in accordance with Recruitment Policy
9. Improving workforce performance by implementing 15 per cent of recommendations and conducting Health fairs and seminars
10. Continue develop and implement Records Retention Schedule by sensitising 90 staff members on managing records in accordance with retention schedule
11. Implement the Records Information Management Policy by conducting four (4) surveys

### **Provide efficient support services in the areas of Office Management, General Services, Utility Management and Energy Conservation.**

- Continue automation of the Ministry's processes by completing 100 per cent implementation of JNISS
- Continue digitization of the Ministry's records by increasing bandwidth utilization to 80 per cent
- Improve time taken to complete and receive approval for procurement by 65 per cent

### **Sub-programme: Policy, Planning and Development**

- Conduct research to inform policy direction by procuring Consultant for Future of Work Study
- Continue work towards completion of the National Employment Policy (NEP) through commencement of consultations
- Commence periodic research/assessment to determine performance of customer service indicators

Programme: **Labour and Industrial Relations**

Sub-programme: **Industrial Safety, Promotion and Supervision**

## **Public awareness Initiative**

Ensure workers and persons conducting business or undertakings are aware of safety and health responsibilities, rights and obligation

- Conduct 1,800 inspections and investigate 120 accidents
- Conduct 20 sensitisation sessions
- Prepare two (2) Regulations

### **Sub-programme: Employment Services**

- Increase contribution to national employment by increasing overseas employment by 8 per cent and local employment by 15 per cent
- Introduce mandatory NIS contribution for migrant workers
- Strengthen legislation through amendment to the Employment Agencies Act

### **Sub-programme: Work Permit Services**

- Enhancing the work permit machinery by re-engineering the work permit system and complete establishing relevant linkages including with the LMIS reducing the processing time for work permits and exemptions
- Commence institutional/staffing review to support the new system by 70 per cent
- Reduce processing time for skills certificate through collaboration with CARICOM to review CARICOM Single Market Application System (CAPS);
  - Commence process for amendment of the CARICOM Community Free Movement of Skills Person Act in relation to verification and revision of fees

### **Sub-programme: Labour Standards and Enforcement**

- Strengthen the process for the resolution of industrial disputes by disposing of 50 per cent of disputes reported and review of IDT operational processes
- Strengthen Labour Legislation and Standards:
  - Preparing Drafting Instructions for the amendment to the Minimum Wage Act and labour-related fees and penalties Legislation
  - finalise Concept Paper for amending the Labour Powers Act
  - Submit Proposal for Prosecution inspectorate for approval
  - Complete Child Labour Policy
  - Undertake Research (50 percent) in relation to the amendment of the Child Care and Protection Act

## **Programme: National Productivity**

### **Sub-programme: Workplace productivity**

- Creation of a national productivity policy
- Increase productivity awareness by 5 per cent
- Conduct four (4) productivity workshops in organisations and schools
- Conduct productivity study
- Increase productivity perception by 5 percent

Programme: **Social Welfare Services**

Sub-programme: **Public Assistance and Support to other vulnerable groups**

- Increase in applicants who receive grants according to agreed standards for various grants by 75 per cent
- Increase monitoring of income generating projects by 100 per cent
- Ensure 35 per cent of income generating projects are viable 12 months after implementation
- Increase in youth employment to 450 persons and OJT persons to 120 persons
- Assist 420 youths with grants
- Train and certify 40 grant recipients with entrepreneurial skills
- Conduct 10 capacity building sessions

Sub-programme: **Support to Persons with Disabilities**

1. Implement 50 per cent of the governance and the proposed JCPD structure
2. Establish and implement Disputes Resolution Tribunal (DRT) organisational structure
3. Develop and complete two (2) Codes of Practice
4. Develop and implement a customer service plan
5. Provide 8 per cent of graduates with temporary employment
6. Train 14 per cent of Persons with Disabilities
7. Increase the number of clients registered at Abilities Foundation by 30 per cent
8. Increase customer engagement on social media sites etc. by 14 per cent
9. Increase the number of development assessment, physiotherapy and community base intervention to young children birth 0-6 years with developmental disabilities by 40 per cent
10. Expand the services of Early Stimulation Programme (ESP) to St. Ann and St. Mary through the intervention of a Mobile Unit
11. Conduct 16 public awareness sessions on early identification, prevention and intervention in young children with disabilities

Sub-programme: **Support to the Elderly**

- Revise the National Policy for Senior Citizens
- Expand the Meals on Wheels Feeding Programme by 8 per cent
- Conduct 14 training seminars on the NCSC policy and the rights of older persons
- Conduct 14 health and education seminars to increase awareness on healthy lifestyle
- Conduct seven (7) entrepreneurial workshops with 280 senior citizens to promote sustainable economic livelihood beyond retirement

Programme: **Social Services**

Sub-programme: **National Insurance Scheme (NIS)**

- Increase registration of 69,891 new persons to the NIS Scheme
- Increase collection from delinquent employers of J\$1.17B
- Increase efficiency by ensuring 35,620 pensioners receive payments electronically
- Increase public awareness by conducting 2,027 public education sessions



- Conduct Self-employed Survey
- Conduct Actuarial Report
- Disburse J\$22B benefits according to established standard
- Disburse J\$737M in NI Gold benefits
- Increase contribution received to J\$22.2B
- Pilot Automated Old Age application process
- Increase digitization of benefit files (115,200)



# Ministry of Labour & Social Security

## Staff Activities 2019/20





## APPENDIX 1

### **WORK PERMIT FEE STRUCTURE**

**EFFECTIVE APRIL 1, 2019**

a) Work permit processing fee	\$17,250.00
b) A work permit granted for a period of not more than three months	\$48,875.00
c) A work permit granted for a period of more than three months but not more than six months	\$97,750.00
d) A work permit granted for a period of more than six months but not more than nine months	\$146,625.00
e) A work permit granted for a period of more than nine months but not more than twelve months	\$195,500.00
f) 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 2020

	Actual Y-T-D March, 2020 \$'000	Actual Y-T-D March 2019 \$'000
<b>Secretariat</b>		
Income from investment and loans	4,508,295	4,371,447
Dividends	989,848	956,620
Property Rental	320,461	299,653
Property Maintenance Expense (Net)	34,597	8,989
Other	1,337	997
<b>Total investments Income Excluding Unrealized Gains</b>	<b>5,854,538</b>	<b>5,637,706</b>
Unrealized Gains/(losses) on investments	312,962	8,575,738
Unrealized Gains/(losses) on Revaluation of Inv. Prop.		
<b>Total Investments Income including Unrealized Gains</b>	<b>6,167,500</b>	<b>14,216,444</b>
<b>Share of profit/(losses) - Sub &amp; Associated Companies</b>		
Less - Administrative Expenses	(89,924)	(87,957)
Impairment Provision	(41,323)	(404,710)
Increase/(Decrease) in assets from Secretarial operations	6,036,253	13,723,777
<b>Scheme</b>		
Contributions	25,001,646	22,238,005
Less: Allocations of NHF Collections	(4,582,367)	(4,447,601)
<b>Contributions Net of Allocation for NHF Collections</b>	<b>20,419,279</b>	<b>17,790,404</b>
Less: Pension Benefits	(19,398,752)	(19,456,790)
NI Health Benefits (NI Gold)	(554,833)	(520,616)
<b>Net Contributions</b>	<b>465,694</b>	<b>(2,187,002)</b>
<b>Less; Administrative Expense</b>	<b>(1,031,786)</b>	<b>(989,558)</b>
Increase/(Decrease) in assets from Scheme operations	(566,092)	(3,173,560)
<b>Net Increase/ (Decrease) in assets resulting from operations</b>	<b>5,470,161</b>	<b>10,550,217</b>
<b>Unaudited Net ASSETS Resulting From Operations - Opening of FY</b>	<b>107,479,678</b>	
<b>Fair value reserves</b>		
<b>NET ASSETES AVAILABLE FOR BENEFITS - end of the month</b>	<b>112,949,839</b>	

National Insurance Fund Statement of Financial Position as at March 31, 2020			
		Unaudited March - 2020	Audited March - 2019
	Notes	J\$'000	J\$'000
<b>ASSETS</b>			
<b>Non - Current assets</b>			
Property and Equipment	3	63,947	71,438
Investment Properties	9	17,965,348	16,851,384
Investments in subsidiary companies	7	114,918	114,918
Investment in associated companies	8	257,250	257,250
Due from subsidiaries and associates	7, 8	1,780,904	816,554
<b>INVESTMENT SECURITIES</b>			
Securities at amortized cost		26,959,499	26,591,923
Fair value through profit or loss	6	52,377,527	52,986,599
Available for sale	6	-	-
Held - to - maturity	6	-	-
		<b>99,519,393</b>	<b>97,690,064</b>
<b>CURRENT ASSETS</b>			
Loans and Receivable	4	13,968,196	11,102,816
Other Receivables and prepayments	2	1,025,616	745,093
Cash and Bank Deposits	1	975,092	449,360
		15,968,905	
<b>TOTAL ASSETS</b>		<b>115,488,297</b>	<b>109,987,333</b>
<b>LIABILITIES</b>			
Payables and accruals	5	(2,538,458)	(2,507,655)
<b>NET ASSETS</b>		<b>112,949,839</b>	<b>107,479,678</b>
<b>FAIR VALUE RESERVE</b>		-	-
<b>ACCUMALATED FUND REPRESENTED BY</b>		<b>112,949,839</b>	<b>107,479,678</b>
<b>NET ASSETS AVAILABLE FOR BENEFITS</b>		<b>112,949,839</b>	<b>107,479,678</b>

### APPENDIX 3

#### ADVISORY BOARD MEMBERS

##### JAMAICA COUNCIL FOR PERSON WITH DISABILITIES

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

##### NATIONAL COUNCIL FOR SENIOR CITIZENS

- |   |                                   |
|---|-----------------------------------|
| 1. Mrs. Dorothy Finlayson, <b>Chair</b> | 9. Mrs. Collette Robinson         |
| 2. Mrs. Pearl Barrett                   | 10. Lt. Col. Desmond Clarke       |
| 3. Mrs. Mary Clarke                     | 11. Mr. Wellesley James           |
| 4. Mrs. Daphne Clayton                  | 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             |                                   |



### **NATIONAL INSURANCE FUND**

- |                                   |                                 |
|-----------------------------------|---------------------------------|
| 1. Mr. Lennox Elvy, <b>Chair</b>  | 8. Mr. Phillip Bernard          |
| 2. Mr. Barry Chisholm             | 9. Mr. Andre Hutchinson         |
| 3. Mrs. Nesta Claire Smith-Hunter | 10. Senator Matthew Samuda      |
| 4. Senator Kavan Gayle            | 11. Mrs Cheryl Sylvester- James |
| 5. Ms. Gianna Fakhourie           | 12. Mr. Joseph Issa             |
| 6. Mr. Karl Williams              |                                 |
| 7. Ms. Tova Hamilton              |                                 |

### **NIFRML Board Members**

1. Mr Barrington Chisholm, Chairman
2. Mrs Nesta Claire Smith-Hunter
3. Mr Kavan Gayle
4. Ms Gianna Fakhourie
5. Mr Peter Thompson
6. Mrs Camille Bennett-Campbell (ex officio)
7. Mr Hugh Wayne Powell
8. Miss Tiva Forbes
9. Jhanelle-Rae Bowie

**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





MINISTRY OF LABOUR AND SOCIAL SECURITY



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