

**Response to Applicant - Full Disclosure
Form 4A**

May 9, 2019

S.40(1)



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Dear [REDACTED]:

Re: Your request for access to information under Part II of the *Access to Information and Protection of Privacy Act* File #: CSSD/34/2019

On April 15, 2019, the Department of Children, Seniors and Social Development (CSSD) received your request for access to the following records/information:

"I am seeking a breakdown of caseload numbers for all CSSD offices in NL by quarter since December 2015."

I am pleased to inform you that a decision has been made by the Deputy Minister for the Department of Children, Seniors and Social Development to provide access to the requested information. In accordance with your request, the information has been provided in the attached enclosure.

In consultation with the Quality Management Division, please note the following information:

- CSSD cannot provide a breakdown of caseload numbers by month as it aggregates departmental wide case count data at the end of every quarter.
- The number of cases in the attached is "as of" the end of each quarter (e.g. as of June 30, 2018) and is not reflective of the overall number of cases which may have been active during the quarter.
- In circumstances where no data is provided (i.e. gray area), it indicates the amalgamation or division of site locations. Case counts are reflected in the numerical data for the current site location.
- Case count data as of March 31, 2019 is not yet available.

Please be advised that you may ask the Information and Privacy Commissioner to review the processing of your access request, as set out in section 42 of the *Access to Information and Protection of Privacy Act* ("the Act"). A request to the Commissioner must be made in writing within 15 business days of the date of this letter or within a longer period that may be allowed by the Commissioner.

The address and contact information of the Information and Privacy Commissioner is as follows:

Office of the Information and Privacy Commissioner
2 Canada Drive
P. O. Box 13004, Stn. A
St. John's, NL A1B 3V8

Telephone: (709) 729-6309
Toll-Free: 1-877-729-6309
Facsimile: (709) 729-6500

You may also appeal directly to the Supreme Court Trial Division within 15 business days after you receive the decision of the public body, pursuant to section 52 of the *Act*.

If you have any further questions, please feel free to contact me by telephone at (709) 729-5084 or by e-mail at andrealawlor@gov.nl.ca.

Sincerely,



Andrea Lawlor, B.A., B.S.W. (Hons), R.S.W.
ATIPP Backup Coordinator

Enclosure

Access to Information and Protection of Privacy Act

Access or Correction Complaint

42. (1) A person who makes a request under this Act for access to a record or for correction of personal information may file a complaint with the commissioner respecting a decision, act or failure to act of the head of the public body that relates to the request.

(2) A complaint under subsection (1) shall be filed in writing not later than 15 business days

(a) after the applicant is notified of the decision of the head of the public body, or the date of the act or failure to act; or

(b) after the date the head of the public body is considered to have refused the request under subsection 16 (2).

(3) A third party informed under section 19 of a decision of the head of a public body to grant access to a record or part of a record in response to a request may file a complaint with the commissioner respecting that decision.

(4) A complaint under subsection (3) shall be filed in writing not later than 15 business days after the third party is informed of the decision of the head of the public body.

(5) The commissioner may allow a longer time period for the filing of a complaint under this section.

(6) A person or third party who has appealed directly to the Trial Division under subsection 52 (1) or 53 (1) shall not file a complaint with the commissioner.

(7) The commissioner shall refuse to investigate a complaint where an appeal has been commenced in the Trial Division.

(8) A complaint shall not be filed under this section with respect to

(a) a request that is disregarded under section 21 ;

(b) a decision respecting an extension of time under section 23 ;

(c) a variation of a procedure under section 24 ; or

(d) an estimate of costs or a decision not to waive a cost under section 26 .

(9) The commissioner shall provide a copy of the complaint to the head of the public body concerned.

Direct Appeal to Trial Division by an Applicant

52. (1) Where an applicant has made a request to a public body for access to a record or correction of personal information and has not filed a complaint with the commissioner under section 42 , the applicant may appeal the decision, act or failure to act of the head of the public body that relates to the request directly to the Trial Division.

(2) An appeal shall be commenced under subsection (1) not later than 15 business days

(a) after the applicant is notified of the decision of the head of the public body, or the date of the act or failure to act; or

(b) after the date the head of the public body is considered to have refused the request under subsection 16 (2).

(3) Where an applicant has filed a complaint with the commissioner under section 42 and the commissioner has refused to investigate the complaint, the applicant may commence an appeal in the Trial Division of the decision, act or failure to act of the head of the public body that relates to the request for access to a record or for correction of personal information.

(4) An appeal shall be commenced under subsection (3) not later than 15 business days after the applicant is notified of the commissioner's refusal under subsection 45 (2).

APPENDIX A: METRO REGION

Number of Cases for Metro Region – 2016 Quarterly Caseload Data				
Site Location	Quarter Ending March 2016	Quarter Ending June 2016	Quarter Ending September 2016*	Quarter Ending December 2016
Viking Building	704	717	Data Not Available	738
Charles R. Bell Building	1419	1434		1407
Cordage Place	551	552		520

Number of Cases for Metro Region – 2017 Quarterly Caseload Data				
Site Location	Quarter Ending March 2017	Quarter Ending June 2017	Quarter Ending September 2017	Quarter Ending December 2017
Viking Building	771	740	674	680
Charles R. Bell Building	1432	1392	1464	1316
Cordage Place	490	495	508	603

Number of Cases for Metro Region – 2018 Quarterly Caseload Data				
Site Location	Quarter Ending March 2018	Quarter Ending June 2018	Quarter Ending September 2018	Quarter Ending December 2018
Viking Building	460	497	543	546
Charles R. Bell Building	1312	1259	1322	1337
Cordage Place	730	725	706	683

APPENDIX B: CENTRAL - EAST REGION

Number of Cases for Central-East Region – 2016 Quarterly Caseload Data				
Site Location	Quarter Ending March 2016	Quarter Ending June 2016	Quarter Ending September 2016*	Quarter Ending December 2016
Whitbourne	109		Data Not Available	
Holyrood	42			
Whitbourne / Holyrood		121		104
Placentia	70			
Whitbourne / Placentia		114		123
Harbour Grace	231	222		237
Bay Roberts	137	155		153
Conception Bay South (CBS)	225	244		311
Gambo	93			
Musgrave Harbour	20			
Bonavista	159	145		143
Clarenceville	110	127		99
Marystown	158	163		137
Gander	118	243		218
Grand Falls-Windsor	132	110		110
South Coast / Grand Falls-Windsor		125		108
Botwood	45			
Lewisporte	73			
Twillingate	35			
Lewisporte / Botwood / Summerford (Twillingate)		144		117
Conne River	30			
St. Albans	24			
Harbour Breton	27			

Number of Cases for Central-East Region – 2017 Quarterly Caseload Data				
Site Location	Quarter Ending March 2017	Quarter Ending June 2017	Quarter Ending September 2017	Quarter Ending December 2017
Whitbourne / Holyrood	109	106	98	70
Whitbourne / Placentia	127	102	122	113
Harbour Grace	234	229	244	227
Bay Roberts	133	168	130	114
Conception Bay South (CBS)	272	265	264	254
Bonavista	107	103	103	114
Clarenville	101	102	110	120
Marystown	166	176	183	186
Gander	202	218	214	229
Grand Falls-Windsor	74	95	95	73
South Coast / Grand Falls-Windsor	113	127	99	116
Lewisporte / Botwood	127	117	148	100

Number of Cases for Central-East Region – 2018 Quarterly Caseload Data				
Site Location	Quarter Ending March 2018	Quarter Ending June 2018	Quarter Ending September 2018	Quarter Ending December 2018
Whitbourne / Holyrood	87	89	91	90
Whitbourne / Placentia	99	108	112	117
Harbour Grace	258	265	264	262
Bay Roberts	109	132	130	130
Conception Bay South (CBS)	257	254	257	278
Bonavista	112	110	108	118
Clarenville	124	124	137	141
Marystown	191	208	220	245
Gander	256	271	272	307
Grand Falls-Windsor	101	102	132	125
South Coast / Grand Falls-Windsor	102	95	95	80
Lewisporte / Botwood	95	106	120	132

APPENDIX C: WESTERN REGION

Number of Cases for Western Region – 2016 Quarterly Caseload Data				
Site Location	Quarter Ending March 2016	Quarter Ending June 2016	Quarter Ending September 2016*	Quarter Ending December 2016
Corner Brook	380	371	Data Not Available	373
Stephenville	108	222		221
Port aux Basques		78		79
Port aux Basques / Burgeo	70			
Stephenville Crossing	42			
Piccadilly	68			
Deer Lake / Bonne Bay	145	144		119
Baie Verte / Springdale	113	116		103
St. Anthony / Roddickton				183
St. Anthony / Roddickton / Port Saunders	166	172		

Number of Cases for Western Region – 2017 Quarterly Caseload Data				
Site Location	Quarter Ending March 2017	Quarter Ending June 2017	Quarter Ending September 2017	Quarter Ending December 2017
Corner Brook	387	388	413	413
Deer Lake / Bonne Bay	118	140	138	126
Stephenville	227	229	207	217
Port aux Basques	76	134	64	64
Baie Verte / Springdale	125	116	113	107
St. Anthony / Roddickton	185	142	191	179

Number of Cases for Western Region – 2018 Quarterly Caseload Data				
Site Location	Quarter Ending March 2018	Quarter Ending June 2018	Quarter Ending September 2018	Quarter Ending December 2018
Corner Brook	345	355	370	332
Deer Lake / Bonne Bay	122	121	140	135
Stephenville	224	220	229	221
Port aux Basques	62	134	127	150
Baie Verte / Springdale	107	117	111	123
St. Anthony / Roddickton	176	130	142	100

APPENDIX D: LABRADOR REGION

Number of Cases for Labrador Region – 2016 Quarterly Caseload Data				
Site Location	Quarter Ending March 2016	Quarter Ending June 2016	Quarter Ending September 2016*	Quarter Ending December 2016
Happy Valley – Goose Bay	215	273	Data Not Available	216
Wabush	114	134		121
Cartwright**	8	8		8
Forteau**	6	10		
Sheshatshiu	437	366		353
Nain	117	121		153
Hopedale	86	70		120
Makkovik***	44	30		
Natuashish	171	157		190

Number of Cases for Labrador Region – 2017 Quarterly Caseload Data				
Site Location	Quarter Ending March 2017	Quarter Ending June 2017	Quarter Ending September 2017	Quarter Ending December 2017
Happy Valley – Goose Bay	209	227	226	244
Wabush	116	119	110	95
Sheshatshiu	373	369	369	363
Nain	146	148	163	162
Hopedale	128	129	93	80
Makkovik***			43	56
Natuashish	188	171	164	141

Number of Cases for Labrador Region – 2018 Quarterly Caseload Data				
Site Location	Quarter Ending March 2018	Quarter Ending June 2018	Quarter Ending September 2018	Quarter Ending December 2018
Happy Valley – Goose Bay	229	229	219	206
Wabush	103	113	100	100
Sheshatshiu	307	310	323	351
Nain	155	167	100	112
Hopedale	82	82	65	62
Makkovik	62	62	60	35
Rigolet****				27
Natuashish	130	133	180	195

* Data was not collated for the quarter ending September 2016.

** Since December 2016 (Forteau) and March 2017 (Cartwright) cases have been counted as part of the Labrador City/Wabush Team.

*** The Makkovik office had staff vacancies from December 2016 to March 2017 and cases would have been covered by staff in the Nain and Hopedale Offices.

**** Rigolet cases were counted as part of the Hopedale Team until the final quarter of 2018 (December).