

Pages 1 through 2 redacted for the following reasons:

Not Responsive

Not Responsive

Additional background info for reference

Not Responsive

- Group previously protested outside 323 Whalley JUL10 and 315 New Westminster AUG10 regarding Community Volunteer Supplement – IN also attached for reference.

Not Responsive

Pages 4 through 5 redacted for the following reasons:

Not Responsive

Sieben, Mark MSD:EX

From: Sieben, Mark MSD:EX
Sent: Monday, July 16, 2012 8:39 AM
To: Mader, Susan GCPE:EX; MacLean, Debbie MSD:EX
Subject: RE: upcoming comm activities

I'd put cvs on the potential issues list.

Not Responsive

Sieben, Mark MSD:EX

From: Sieben, Mark MSD:EX
Sent: Friday, July 6, 2012 1:59 PM
To: Lauvaas, Kirsten GCPE:EX
Subject: Re: Update: QA_CVS FOI_July 2012_dr 2

Looks okay - still think we should address the question about the \$ 100 straight up.

Sent from my iPad

On Jul 6, 2012, at 1:51 PM, "Lauvaas, Kirsten GCPE:EX" <Kirsten.Lauvaas@gov.bc.ca> wrote:

Hi Mark – sorry – this is the version Sue reviewed, before it went into program approvals.

You capped the CVS waitlist back in August 2011, promising a Ministry review of the program. What's the status?

- This government is committed to putting families first in B.C., and to ensuring that people's needs are being met.
- The ministry capped the waitlist on August 8, 2011 and offered all of those on the waitlist the opportunity to apply to be placed into the CVS program and begin receiving their monthly supplement.
- The existing CVS program was not sustainable.
- Our review is focused on finding a sustainable solution that increases inclusion for people with disabilities across the province.
- What I can say is that we will not be replacing CVS with another program that provides individual funding for volunteering.
- What we will do is introduce a broader system of supports for people with disabilities that will encourage and support employment opportunities, and provide supports that will help improve financial literacy and increase community connection.
- In the coming months, I hope to share more details about how we're going to continue to support broader community inclusion and employment opportunities for individuals with disabilities.

<QA_CVS FOI_July 2012_dr 2.docx>

Sieben, Mark MSD:EX

From: Sieben, Mark MSD:EX
Sent: Friday, July 6, 2012 1:41 PM
To: Lauvaas, Kirsten GCPE:EX
Cc: MacMillan, Karen MSD:EX
Subject: Re: FOR REVIEW: QA_CVS FOI_July 2012_dr 5

What's here is good, I expect there will be a direct question about whether any replacement program will still give people an extra \$ 100 per month. Answer is we don't anticipate that occurring.

Sent from my iPad

On Jul 6, 2012, at 12:46 PM, "Lauvaas, Kirsten GCPE:EX" <Kirsten.Lauvaas@gov.bc.ca> wrote:

Hi Mark,

At long last, here are the QAs on the CVS FOI, for your review and approval please.

Thanks,
Kirsten

<QA_CVS FOI_July 2012_dr 5.docx>

Sieben, Mark MSD:EX

From: Sieben, Mark MSD:EX
Sent: Wednesday, July 4, 2012 5:29 PM
To: Boyd, Wes MSD:EX
Cc: MacMillan, Karen MSD:EX; Guidoriagao, Kimberley MSD:EX
Subject: RE: APPROVAL: Ministry of SD - STOB 77 Review

Okay w/ me.

From: Boyd, Wes MSD:EX
Sent: Wednesday, June 27, 2012 10:11 AM
To: Sieben, Mark MSD:EX
Cc: MacMillan, Karen MSD:EX; Guidoriagao, Kimberley MSD:EX
Subject: APPROVAL: Ministry of SD - STOB 77 Review
Importance: High

Mark, the Ministry of Finance through our budget letter requested a review of STOB 77 (Transfers-Grants) previously funded by the Ministry and going forward (see attached email from Sabine). The attached template is due to MoF on Friday with sign off from EFO and DM.

Basically the Ministry only funds CVS and

Not Responsive

from STOB 77.

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Not Responsive

Page 10 redacted for the following reason:

Not Responsive

Sieben, Mark MSD:EX

From: Sieben, Mark MSD:EX
Sent: Tuesday, July 3, 2012 11:06 AM
To: Wharf, Sandy PREM:EX
Cc: MacMillan, Karen MSD:EX
Subject: FW: MSD 30 60 90 Issues June 2012.xlsx

Hi Sandy – added two items to the 30 day list;

- Release of cvs foi

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From: MacMillan, Karen MSD:EX
Sent: Tuesday, July 3, 2012 9:45 AM
To: Sieben, Mark MSD:EX
Subject: MSD 30 60 90 Issues June 2012.xlsx



MSD 30 60 90
Issues June 2012....

Updated with the

Not Responsive

CVS FOI

Page 12 redacted for the following reason:

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FOI - CVS

To be released week of July 2. An advocacy group will receive a large foi package through foi which identifies the ministry's efforts to deal with the cvs caseload and waitlist, decision to cap the caseload, and identify intention to develop a different approach. May be questions about what the new program will be and whether it will result in \$100. added to pwd cheques (which it won't).

Pages 14 through 15 redacted for the following reasons:

Not Responsive

Sieben, Mark MSD:EX

From: Sieben, Mark MSD:EX
Sent: Friday, June 29, 2012 3:05 PM
To: Lauvaas, Kirsten GCPE:EX; MacMillan, Karen MSD:EX
Subject: RE: FOR REVIEW: IN_CVS FOI_June 2012_dr 4

Okay.

From: Lauvaas, Kirsten GCPE:EX
Sent: Friday, June 29, 2012 2:59 PM
To: Sieben, Mark MSD:EX; MacMillan, Karen MSD:EX
Subject: RE: FOR REVIEW: IN_CVS FOI_June 2012_dr 4

Hi Mark,

I added a bullet to the end to say more will be revealed soon. The Q&A will be able to get into specifics.

- The Community Volunteer Supplement was created to encourage eligible disability assistance clients to volunteer by providing up to \$100 a month to offset volunteering expenses.
- Due to the Community Volunteer Supplement's tremendous popularity, a waitlist was established to manage participation in the program.
- In August 2011, the ministry provided everyone on the CVS waitlist with the opportunity to apply to get into the program and begin receiving their supplement.
- CVS stopped accepting new applications to the program last fall; however, everyone who is receiving the supplement will continue to receive their supplement as long as they are active participants.
- The Ministry is focusing on the importance of expanding employment opportunities for individuals with disabilities to help people and families become self-sufficient so they can contribute to an expanding economy and healthy communities.
- In the coming months I hope to share more details about how we're going to continue to support broader community inclusion and employment opportunities for individuals with disabilities.

Sound okay?

Kirsten

From: Sieben, Mark MSD:EX
Sent: Friday, June 29, 2012 2:04 PM
To: Lauvaas, Kirsten GCPE:EX; MacMillan, Karen MSD:EX
Cc: Mader, Susan GCPE:EX; Whittier, Joanne GCPE:EX; Harrington, Molly MSD:EX
Subject: RE: FOR REVIEW: IN_CVS FOI_June 2012_dr 4

IN's approved. And I've just reviewed and signed off the FOI package.

While it shouldn't be in the foi IN, we should look at the existing messaging about what the ministry is planning to do instead of cvs. The foi package points in the direction of an expectation that the ministry does something new. The last bullet in the IN states the ministry will be focusing on the importance of expanding employment opportunities for people with disabilities . There is a messaging gap between what we announced last and what we identify in the bullet. Probably a separate IN pertaining to what the ministry is going to do instead of cvs needs updating (based on existing estimates note and Ins) given that's the logical question that will flow from release of foi – 'you moved everyone on the waitlist onto cvs and then capped the program and said there would be a new program. Where is it? what does it look like? Do people still get the \$100 per month extra?

From: Lauvaas, Kirsten GCPE:EX
Sent: Friday, June 29, 2012 1:12 PM
To: Sieben, Mark MSD:EX; MacMillan, Karen MSD:EX
Cc: Mader, Susan GCPE:EX; Whittier, Joanne GCPE:EX
Subject: FOR REVIEW: IN_CVS FOI_June 2012_dr 4

Hi Mark,

The IN has been approved by Molly. Over to you for review and approval please. We're also working on a supporting Q&A, which should be ready for review early next week.

Thanks,
Kirsten

Sieben, Mark MSD:EX

From: Sieben, Mark MSD:EX
Sent: Friday, June 29, 2012 3:08 PM
To: MacMillan, Karen MSD:EX
Subject: two quick things for next week

- Can you please update our 30/60/90 document by referencing Not Responsive and release of cvs foi

- Not Responsive

Mark Sieben
Deputy Minister
Ministry of Social Development
Mark.Sieben@gov.bc.ca
(250) 387-3471

Sieben, Mark MSD:EX

From: Sieben, Mark MSD:EX
Sent: Monday, June 11, 2012 6:42 AM
To: Harrison, Susan M MSD:EX
Cc: Smith, Bruce MSD:EX; Treger, Matthew T MSD:EX
Subject: Re: Feedback - Mark Sieben's Pr.George visit

Not Responsive

Really Liked:

Not Responsive

- Fortright and full answer about CVS

Not Responsive

Susan Harrison

Director, Service Delivery

Ministry of Social Development

Region 5, North

#600 - 1488 - 4th Avenue

Prince George, BC

V2L 4Y2

Tel: 250-565-6952

Cell: s.17

Page 20 redacted for the following reason:

Not Responsive

Sieben, Mark MSD:EX

From: Sieben, Mark MSD:EX
Sent: Friday, June 8, 2012 5:10 PM
To: Lauvaas, Kirsten GCPE:EX; MacMillan, Karen MSD:EX
Cc: Mader, Susan GCPE:EX; Haslam, David GCPE:EX; Giles, Alison GCPE:EX
Subject: RE: FOR REVIEW: IN_CVS changes_dr 5

approved

From: Lauvaas, Kirsten GCPE:EX
Sent: Friday, June 8, 2012 4:27 PM
To: Sieben, Mark MSD:EX; MacMillan, Karen MSD:EX
Cc: Mader, Susan GCPE:EX; Haslam, David GCPE:EX; Giles, Alison GCPE:EX
Subject: FOR REVIEW: IN_CVS changes_dr 5

Hi Mark,

Here is the updated IN on CVS for your review.

Thanks,
Kirsten

Sieben, Mark MSD:EX

From: Sieben, Mark MSD:EX
Sent: Wednesday, June 6, 2012 4:03 PM
To: MacLean, Debbie MSD:EX
Subject: Re: tomorrow

Okay.

Sent from my iPad

On Jun 6, 2012, at 3:54 PM, "MacLean, Debbie MSD:EX" <Debbie.MacLean@gov.bc.ca> wrote:

I understand we will be travelling tomorrow so maybe while we are driving you can tell me the story about CVS

Debbie MacLean
Ministerial Assistant to The Honourable Stephanie Cadieux
Minister of Social Development
Ph: 250-387-7934

Sieben, Mark MSD:EX

From: Sieben, Mark MSD:EX
Sent: Tuesday, June 5, 2012 10:31 PM
To: Giles, Alison GCPE:EX
Cc: MacMillan, Karen MSD:EX; Haslam, David GCPE:EX; Mader, Susan GCPE:EX; Harrington, Molly MSD:EX
Subject: Re: FOR APPROVAL: Q&A Policy Reform

Not Responsive

What's happening w/ cvs?

Not Responsive, s.17

Sieben, Mark MSD:EX

From: Sieben, Mark MSD:EX
Sent: Tuesday, June 5, 2012 5:16 PM
To: MacLean, Debbie MSD:EX
Cc: Bertrand, Alicia MSD:EX; MacMillan, Karen MSD:EX
Subject: RE: CVS

We could but lets see if we can get it in this week. Maybe when we talk tomorrow.

I expect CVS [redacted] s.13 to come up through announcement next week. It will be a 2nd or 3rd day question. ' So , you're making all these changes. What are you doing with CVS? When will the new program be ready? Will those in it still get \$100 per month? '

Sue will include in the Q and A.

From: MacLean, Debbie MSD:EX
Sent: Tuesday, June 5, 2012 3:54 PM
To: Sieben, Mark MSD:EX
Cc: Bertrand, Alicia MSD:EX; MacMillan, Karen MSD:EX
Subject: RE: CVS

Not urgent – I am in Vancouver Thursday afternoon and Friday. We could do it next week

Debbie MacLean
Ministerial Assistant to The Honourable Stephanie Cadieux
Minister of Social Development
Ph: 250-387-7934

From: Sieben, Mark MSD:EX
Sent: Tuesday, June 5, 2012 3:52 PM
To: MacLean, Debbie MSD:EX
Cc: Bertrand, Alicia MSD:EX; MacMillan, Karen MSD:EX
Subject: RE: CVS

Sure. I'm in Prince George tomorrow , so we might try Thursday or Friday. Or you are welcome to try Molly, Debbie.

From: MacLean, Debbie MSD:EX
Sent: Tuesday, June 5, 2012 3:21 PM
To: Sieben, Mark MSD:EX
Cc: Bertrand, Alicia MSD:EX; MacMillan, Karen MSD:EX
Subject: CVS

Mark – when you have 15 minutes could you please educate me on this topic?

[redacted] Not Responsive

[redacted] Not Responsive

Debbie MacLean
Ministerial Assistant to The Honourable Stephanie Cadieux
Minister of Social Development
Ph: 250-387-7934

Sieben, Mark MSD:EX

From: Sieben, Mark MSD:EX
Sent: Tuesday, May 29, 2012 3:50 PM
To: Moysey, Sharon J MSD:EX
Subject: Re: Update

That's a fair amount of activity for you in a relatively brief time, Sharon. Thanks for covering and thanks for the summary. See you tomorrow.

From: Moysey, Sharon J MSD:EX
Sent: Tuesday, May 29, 2012 03:16 PM
To: Sieben, Mark MSD:EX
Subject: Update

Hi, Mark – here's a quick update on events over the last 10 days. I expect you're probably in the loop on most of these already:

Not Responsive

- Budget letter and STOB 77 grants review – Wes has this in hand.

Not Responsive

Not Responsive

Our STOB 77 grants are generally Community Volunteer Supplement and Not Responsive Wes has canvassed the other ADMs to see if any grants are planned and will follow up on Molly's intention to provide some small grants related to Minister's Council and social innovation in order to make sure we're on the right side of the rules.

Not Responsive

Not Responsive

Sharon Moysey
Assistant Deputy Minister, Regional Services Division
Ministry of Social Development
7th floor, 614 Humboldt Street, Victoria, BC
Phone: 250-387-6905 Fax: 250-387-2418
website <http://www.hsd.gov.bc.ca/>

DMO-Deputy Minister's Office

Referral Slip

Tue, Dec 04, 2012 4:25 PM

Action: **ADM sign for Minister** Due: **2012/02/09** Log ID: **174290**

s.22	Type:	Email	Written:	2012/01/20
	Office:	MO-Minister's Office	Received:	2012/01/20
	Entered By:	ACOLLINS	Interim:	
	Sign By:	ADM-Moysey	Signed:	2012/03/29
	Batch:		Closed:	2012/03/29
	File No.:	280-30/s.22		

☒ Confidential ☐ Frequent Writer ☐ Elected Official

Phone:

Fax:

Email: s.22

Content provider:

Addressed to: Minister

Branch:

Issue: Supplement - Community Volunteer

CU Analyst: Marilyn Quigley

X-Ref:

Other Info:

Copied to:

Subject

1) PWD would like to know if they qualify for Community volunteer supplement.

Not Responsive

Referrals

From:	MO-Minister's Office	Sent:	2012/01/29	Rcvd:	2012/01/20	Status:	Completed
To:	MO-Minister's Office	Due:	2012/01/31	Active:	<1 day	State:	
Action:	For Review	Cmpltd:	2012/01/29				
To Notes::	2012/01/29T15:13 ACOLLINS (*Correspondence)						

From:	MO-Minister's Office	Sent:	2012/01/29	Rcvd:	2012/01/23	Status:	Completed
To:	*Correspondence	Due:	2012/02/09	Active:	1 day	State:	
Action:	Draft 14 days	Cmpltd:	2012/03/29				
To Notes::	2012/01/29T15:14 ACOLLINS (*Correspondence) 2012/03/29T08:13 GDPOULTO (*Correspondence)						

From:	*Correspondence	Sent:	2012/01/29	Rcvd:		Status:	Completed
To:	RSD-ADM	Due:	2012/01/31	Active:	10 days	State:	
Action:	For Review	Cmpltd:	2012/02/13				

From Notes:: 2012/01/29T15:14 ACOLLINS (*Correspondence)

To Notes:: 2012/01/30T15:23 MMoccia (RSD-ADM) Sent to Brad for referral action; no identifying information.
2012/01/30T09:55 MMoccia (RSD-ADM) BT- send to PS CRSQ for BP bullets. CU to include CVS temp once rtnd.
2012/02/07T12:07 MMoccia (RSD-ADM) Bullet Points sent to Darren Tannas for review.
2012/02/10T09:47 MMoccia (RSD-ADM) BT - bullet approved. CU to include CVS temp in draft.

From:	RSD-ADM	Sent:	2012/01/31	Rcvd:		Status:	Completed
To:	RSD-PS-Provincial Services	Due:	2012/02/03	Active:	1 day	State:	
Action:	Bullet Points	Cmpltd:	2012/02/01				

From Notes:: 2012/01/31T09:56 MMoccia (RSD-ADM) Sent to PS CRSQ for bullet points on bus pass.

To Notes:: 2012/01/31T10:02 NBell (RSD-PS-Exec Director)With Steve Forland to prepare bullet points.
2012/02/01T14:39 NBell (RSD-PS-Exec Director)Steve completed bullet points. Nadine imported into CLIFF.

<i>From:</i> RSD-ADM	<i>Sent:</i> 2012/02/13	<i>Rcvd:</i> 2012/03/14	<i>Status:</i> Completed
<i>To:</i> *Correspondence - Writer	<i>Due:</i> 2012/02/09	<i>Active:</i> 22 days	<i>State:</i>
<i>Action:</i> Draft Response	<i>Cmpltd:</i> 2012/03/14		

From Notes:: 2012/02/10T09:47 MMoccia (RSD-ADM) BT - bullet approved. CU to include CVS temp in draft.

To Notes:: 2012/03/14T10:39 MQUIGLEY (*Correspondence - Writer) For approval.

<i>From:</i> *Correspondence - Writer	<i>Sent:</i> 2012/03/14	<i>Rcvd:</i> 2012/03/14	<i>Status:</i> Completed
<i>To:</i> *Correspondence - Manager	<i>Due:</i> 2012/02/09	<i>Active:</i> 8 days	<i>State:</i>
<i>Action:</i> Approval - Draft	<i>Cmpltd:</i> 2012/03/26		

From Notes:: 2012/03/14T10:40 MQUIGLEY (*Correspondence - Writer) For approval.

To Notes:: 2012/03/26T11:49 AMINNING (*Correspondence - Manager) Approved by CU. Sent to Issues Manager for approval.

<i>From:</i> *Correspondence - Manager	<i>Sent:</i> 2012/03/26	<i>Rcvd:</i>	<i>Status:</i> Completed
<i>To:</i> RSD-ADM	<i>Due:</i> 2012/02/09	<i>Active:</i> 2 days	<i>State:</i>
<i>Action:</i> Approval - Draft	<i>Cmpltd:</i> 2012/03/28		

From Notes:: 2012/03/26T11:49 AMINNING (*Correspondence - Manager) Approved by CU. Sent to Issues Manager for approval.

To Notes:: 2012/03/26T11:53 MMoccia (RSD-ADM) CU sent draft to Brad Truswell for approval.

2012/03/28T13:54 MMoccia (RSD-ADM) Draft approved with edits by Brad and sent to Sharon Moysey for approval.

2012/03/28T14:55 MMoccia (RSD-ADM) Draft approved by Sharon Moysey and sent to CU for final.

<i>From:</i> RSD-ADM	<i>Sent:</i> 2012/03/28	<i>Rcvd:</i> 2012/03/29	<i>Status:</i> Completed
<i>To:</i> *Correspondence	<i>Due:</i> 2012/02/09	<i>Active:</i> 1 day	<i>State:</i>
<i>Action:</i> Send Final	<i>Cmpltd:</i> 2012/03/29		

From Notes:: 2012/03/28T14:56 MMoccia (RSD-ADM) Draft approved by Sharon Moysey and sent to CU for final.

To Notes:: 2012/03/29T07:58 GDPOULTO (*Correspondence) Final response sent this date, correspondence filed in CU.

Bachand, Robyn MSD:EX

From: s.22
Sent: Friday, January 20, 2012 8:43 PM
To: Minister, MSD MSD:EX
Subject: I have two questions regarding volunteering & annual bus pass

Follow Up Flag: Follow up
Flag Status: Flagged

Categories: REPLY DIRECT/ADM/CEO

Good evening,

I'm currently receiving permanent disability income & would like to know if I qualify for the \$100-per-month or \$50 volunteering pay? I do not meet the criteria listed in this government link:

http://www.gov.bc.ca/meia/online_resource/general_supplements/cvssupp/

Not Responsive

Bachand, Robyn MSD:EX

From: MSD Correspondence MSD:EX
Sent: Thursday, March 29, 2012 8:12 AM
To: s.22
Subject: 174290 TB - MSD Response

Ref. 174290

s.22

Dear s.22

Thank you for your email dated January 20, 2012, to the Honourable Stephanie Cadieux, Minister of Social Development, regarding the Community Volunteer Supplement (CVS) program and reimbursement for a bus pass. As Assistant Deputy Minister, responsible for the Regional Services Division, I apologize for the delay in responding.

Ministry staff are working on developing a new model for the CVS program that will be more sustainable, will increase accountability and continue to encourage inclusion without compromising funding for other important programs for clients with disabilities. Once the new program has been developed, the Province will announce the details and begin taking new applications. Until this updated CVS program is available, no new applications for CVS will be accepted.

As you may be aware, a community volunteer supplement may be provided to eligible persons who participate in a volunteer placement with a non-profit community agency in a designated volunteer position. As the ministry's website states, individuals are eligible for the CVS program if:

- they were already receiving a community volunteer supplement as of October 31, 2011, or
- they were on the CVS waitlist as of August 8, 2011, and had submitted an application for the community volunteer supplement between that date and October 31, 2011.

To ensure that all eligible people on the CVS waitlist, as of August 8, 2011, were able to fully participate in the program the Province invested an additional \$5 million in 2011 and \$10 million in future years into the CVS program. The additional funding brings the total investment for 2011-12, to \$10.3 million and \$15.3 million in subsequent years. It is expected that through the program, more than 13,000 disability assistance clients across British Columbia will have the opportunity to participate more fully in community life.

Not Responsive

Thank you again for writing to the ministry.

Sincerely,

Sharon Moysey

From: s.22

Sent: Friday, January 20, 2012 8:43 PM

To: Minister, MSD MSD:EX

Subject: I have two questions regarding volunteering & annual bus pass

Good evening,

I'm currently receiving permanent disability income & would like to know if I qualify for the \$100-per-month or \$50 volunteering pay? I do not meet the criteria listed in this government link:

http://www.gov.bc.ca/meia/online_resource/general_supplements/cvssupp/

Not Responsive

DMO-Deputy Minister's Office

Referral Slip

Tue, Dec 04, 2012 4:26 PM

Action: **ADM sign for Minister** Due: **2012/02/20** Log ID: **174344**

Kathryn Urquhart

Type: Email

Written: 2012/01/31

Office: MO-Minister's Office

Received: 2012/01/31

Entered By: ACOLLINS

Interim:

Sign By: ADM-Harrington

Signed: 2012/04/03

Batch:

Closed: 2012/04/03 (1/44)

File No.: 280-30/Anonymous

☒ Confidential ☐ Frequent Writer ☐ Elected Official

Phone:

Fax:

Email: kathryn.urquhart@gobacj.com

Addressed to: Minister

Content provider:

Issue: PWD General

Branch:

X-Ref:

CU Analyst: Marilynn Quigley

Other Info:

Copied to:

Subject

Employee of employment organization for people with developmental disabilities. Is the Community Volunteer Supplement (CVS) still in effect? Does it count as income and/or affect earnings exemptions? Not Responsive

Not Responsive

Referrals

From: MO-Minister's Office Sent: 2012/02/02 Rcvd: 2012/01/31 Status: Completed
 To: MO-Minister's Office Due: 2012/02/06 Active: <1 day State:
 Action: For Review Cmpltd: 2012/02/02
 To Notes: 2012/02/02T09:30 ACOLLINS (*Correspondence)

From: MO-Minister's Office Sent: 2012/02/02 Rcvd: 2012/02/01 Status: Completed
 To: *Correspondence Due: 2012/02/20 Active: <1 day State:
 Action: Draft 14 days Cmpltd: 2012/04/03
 To Notes: 2012/02/02T09:30 ACOLLINS (*Correspondence)
 2012/04/03T15:05 GDPOULTO (*Correspondence)

From: *Correspondence Sent: 2012/02/02 Rcvd: Status: Completed
 To: RSD-ADM Due: 2012/02/06 Active: 1 day State:
 Action: For Review Cmpltd: 2012/02/08
 From Notes: 2012/02/02T09:30 ACOLLINS (*Correspondence)
 To Notes: 2012/02/03T16:45 MMoccia (RSD-ADM) Reassigned to PRD-ADM for response - not a client.
 2012/02/08T16:56 MMoccia (RSD-ADM) SP item was sent back to RSD. Brad Truswell advises that CU should send the CVS template and Not Responsive

From: RSD-ADM Sent: 2012/02/03 Rcvd: Status: Completed
 To: PRD-ADM Due: 2012/02/08 Active: 3 days State:
 Action: Bullet Points Cmpltd: 2012/02/08
 From Notes: 2012/02/03T16:45 MMoccia (RSD-ADM) Reassigned to PRD-ADM for response - not a client.
 To Notes: 2012/02/08T09:36 cbrazier (PRD-ADM) to SPB for bullet points

From: PRD-ADM Sent: 2012/02/08 Rcvd: Status: Completed
 To: PRD-SPB-Strategic Policy Branch Due: 2012/02/13 Active: 18 days State:
 Action: Bullet Points Cmpltd: 2012/03/05

From Notes:: 2012/02/08T09:36 cbrazier (PRD-ADM) to SPB for bullet points

To Notes:: 2012/02/08T13:03 RYCROCKE (PRD-SPB-Strategic Policy Branch) Leah to review and assign

2012/03/05T13:31 RYCROCKE (PRD-SPB-Strategic Policy Branch) Approved by MM Feb 8 and forwarded to RSD who approved Feb 8. Presently with CU for draft.

From: RSD-ADM Sent: 2012/02/08 Rcvd: 2012/03/14 Status: Completed
 To: *Correspondence - Writer Due: 2012/02/09 Active: 25 days State:
 Action: Draft Response Cmpltd: 2012/03/14

From Notes:: 2012/02/08T16:56 MMoccia (RSD-ADM) SP item was sent back to RSD. Brad Truswell advises that CU should send the CVS template and Not Responsive

To Notes:: 2012/03/14T11:34 MQUIGLEY (*Correspondence - Writer) For approval.

From: *Correspondence - Writer Sent: 2012/03/14 Rcvd: Status: Completed
 To: *Correspondence - Manager Due: 2012/02/20 Active: 8 days State:
 Action: Approval - Draft Cmpltd: 2012/03/26

From Notes:: 2012/03/14T11:35 MQUIGLEY (*Correspondence - Writer) For approval.

To Notes:: 2012/03/26T15:45 AMINNING (*Correspondence - Manager) Approved by CU. Sent to Issues Manager for approval.

From: *Correspondence - Manager Sent: 2012/03/26 Rcvd: Status: Completed
 To: PRD-ADM Due: 2012/02/20 Active: <1 day State:
 Action: Approval - Draft Cmpltd: 2012/03/26

From Notes:: 2012/03/26T15:46 AMINNING (*Correspondence - Manager) Approved by CU. Sent to Issues Manager for approval.

To Notes:: 2012/03/26T15:57 cbrazier (PRD-ADM) to Tyler for approval
 2012/03/26T16:41 cbrazier (PRD-ADM) to CU for change of signature block

From: PRD-ADM Sent: 2012/03/26 Rcvd: Status: Completed
 To: *Correspondence - Writer Due: 2012/02/20 Active: 1 day State:
 Action: Revision Cmpltd: 2012/03/27

From Notes:: 2012/03/26T16:41 cbrazier (PRD-ADM) to CU for change of signature block

To Notes:: 2012/03/27T08:16 SHEMARSH (*Correspondence - Manager) changed sig block.

From: *Correspondence - Writer Sent: 2012/03/27 Rcvd: Status: Completed
 To: PRD-ADM Due: 2012/02/20 Active: 1 day State:
 Action: Approval - Draft Cmpltd: 2012/03/28

From Notes:: 2012/03/27T08:16 SHEMARSH (*Correspondence - Manager) Sig block changed to Molly, to Tyler for approval.

To Notes:: 2012/03/27T09:05 cbrazier (PRD-ADM) to Tyler for approval
 2012/03/28T15:33 cbrazier (PRD-ADM) to CU with comment "Sheena - please see my comment. Cant tell who drafted the bullets. Can you forward to whomever for making the correction. "

From: PRD-ADM Sent: 2012/03/28 Rcvd: 2012/03/28 Status: Completed
 To: *Correspondence - Manager Due: 2012/02/20 Active: <1 day State:
 Action: Necessary Action Cmpltd: 2012/03/28

From Notes:: 2012/03/28T15:33 cbrazier (PRD-ADM) to CU with comment "Sheena - please see my comment. Cant tell who drafted the bullets. Can you forward to whomever for making the correction. "

To Notes:: 2012/03/28T18:13 SHEMARSH (*Correspondence - Manager) Fwd'd to Marilyn to revise as per notes in the draft.

From Notes: Correspondence - Writer to SHEMARSH (*Correspondence - Manager) Approved with changes. State: Active
 To Notes: Revis 2012/03/29T08:52 MQUIGLEY (*Correspondence - Manager) For approval.

From: *Correspondence - Writer Sent: 2012/03/29 Rcvd: Status: Completed
 To: *Correspondence - Manager Due: 2012/02/20 Active: <1 day State:
 Action: Approval - Draft Cmpltd: 2012/03/29

From Notes:: 2012/03/29T08:52 MQUIGLEY (*Correspondence - Writer) Draft revised, for approval.
 To Notes:: 2012/03/29T15:03 SHEMARSH (*Correspondence - Manager) Approved with changes.

From: *Correspondence - Manager Sent: 2012/03/29 Rcvd: Status: Completed
 To: PRD-ADM Due: 2012/02/20 Active: <1 day State:
 Action: Approval - Draft Cmpltd: 2012/03/29

From Notes:: 2012/03/29T15:04 SHEMARSH (*Correspondence - Manager) to Tyler.
 To Notes:: 2012/03/29T15:42 cbrazier (PRD-ADM) Tyler sent to Mark M in SPB with note "can you approve? TM"

From: PRD-ADM Sent: 2012/03/29 Rcvd: 2012/03/29 Status: Completed
 To: PRD-SPB-Strategic Policy Branch Due: 2012/02/20 Active: 2 days State:
 Action: Approval Cmpltd: 2012/04/02

From Notes:: 2012/03/29T15:42 cbrazier (PRD-ADM) Tyler sent to Mark M in SPB with note "can you approve? TM"
 To Notes:: 2012/03/29T16:51 RYCROCKE (PRD-SPB-Strategic Policy Branch) Rec'd by MM from Tyler.
 2012/03/30T13:21 RYCROCKE (PRD-SPB-Strategic Policy Branch) MM forwarded to Cloe for review of his comments.
 2012/03/30T15:31 RYCROCKE (PRD-SPB-Strategic Policy Branch) Forwarded to Pam to review
 2012/03/30T16:03 RYCROCKE (PRD-SPB-Strategic Policy Branch) Pam reviewed and approved CN's request and forwarded to MM for approval. Not Responsive

2012/04/02T09:24 RYCROCKE (PRD-SPB-Strategic Policy Branch) Approved with changes from MM and forwarded to Tyler.

From: PRD-SPB-Strategic Policy Branch Sent: 2012/04/02 Rcvd: Status: Completed
 To: PRD-ADM Due: 2012/02/20 Active: 1 day State:
 Action: Approval Cmpltd: 2012/04/03

From Notes:: 2012/04/02T09:24 RYCROCKE (PRD-SPB-Strategic Policy Branch) MM approved with changes as noted and forwarded to Tyler for ADMO approval.
 To Notes:: 2012/04/02T11:36 RYCROCKE (PRD-SPB-Strategic Policy Branch) Tyler sent to MH for approval.

2012/04/03T11:49 RYCROCKE (PRD-SPB-Strategic Policy Branch) Molly returned to Tyler for edits. Tyler edited, MH approved draft and forwarded to me for action. Acting for Christine, I will forward to CU for action.

From: PRD-ADM Sent: 2012/04/03 Rcvd: Status: Completed
 To: *Correspondence - Writer Due: 2012/02/20 Active: <1 day State:
 Action: Necessary Action Cmpltd: 2012/04/03

From Notes:: 2012/04/03T11:51 RYCROCKE (PRD-SPB-Strategic Policy Branch) Tyler edited and MH approved draft. Rec'd from Tyler and forwarded CU for action.
 To Notes:: 2012/04/03T11:57 AMINNING (*Correspondence - Writer) Draft approved by ADM. Sent to *Correspondence to send final and close log.

From: *Correspondence - Writer Sent: 2012/04/03 Rcvd: 2012/04/03 Status: Completed
 To: *Correspondence Due: 2012/02/20 Active: <1 day State:
 Action: Send Final Cmpltd: 2012/04/03

From Notes:: 2012/04/03T11:57 AMINNING (*Correspondence - Writer) Draft approved by ADM. Sent to *Correspondence to send final and close log.

To Notes:: 2012/04/03T15:05 GDPOULTO (*Correspondence) Final response sent out this date, correspondence filed in CU.

Bachand, Robyn MSD:EX

From: EnquiryBC [Enquirybc@gov.bc.ca]
Sent: Tuesday, January 31, 2012 2:41 PM
To: Minister, MSD MSD:EX
Subject: Re: Program or service related [#106341]

Follow Up Flag: Follow up
Flag Status: Flagged

Categories: REPLY DIRECT/ADM/CEO

RM: auto interim was sent Jan. 31, 12

We are forwarding the following e-mail for your attention. Please respond to the original sender at: kathryn.urquhart@gobaci.com. Thank you.

SERVICE BC CALL CENTRE

Hours of Operation: 7:30am to 5pm, Monday through Friday, except on statutory holidays.
In Vancouver (604) 660-2421
In Victoria (250) 387-6121
Elsewhere in BC 1-(800) 663-7867 (toll free)

--Original Message--

From: Anonymous.kathryn.urquhart@gobaci.com
Date: 1/31/2012 9:49:02 AM
To: EnquiryBC@gov.bc.ca
Cc: lcsocosystest@gov.bc.ca
Subject: Program or service related

Below is the result of your feedback form at
(<https://extranet.gov.bc.ca/forms/gov/contact/index.html>).

It was submitted by kathryn.urquhart@gobaci.com () on Tuesday, January 31, 2012 at 09:48:47

related: Employment

message: Hello, I am working at an organization that is supporting people with developmental disabilities to find paid employment. I need clarification on the following:

1)Is the volunteer supplement program still in effect? If so, does it count as income? (does it affect the allowable \$500 earnings)

Not Responsive

Not Responsive

Thank you for your time.

reply: yes

email2: kathryn.urquhart@gobaci.com

email_address_confirm: kathryn.urquhart@gobaci.com

carbonCopy: Y

Send Message: Send Message

Bachand, Robyn MSD:EX

From: MSD Correspondence MSD:EX
Sent: Tuesday, April 3, 2012 3:04 PM
To: 'kathryn.urquhart@gobaci.com'
Subject: 174344 Urquhart - MSD Response

Ref: 174344

Kathryn Urquhart
kathryn.urquhart@gobaci.com

Dear Ms. Urquhart:

Thank you for your email dated January 31, 2012, regarding benefits for persons with disabilities (PWD). As Assistant Deputy Minister, responsible for the Policy and Research Division, Ministry of Social Development, I apologize for the delay in responding.

In your email, you ask if the Community Volunteer Supplement (CVS) program is still in effect. Many clients are currently receiving CVS. At this time the ministry is not accepting any new applications.

As you may be aware, the CVS provides up to \$100 each calendar month for clothing, transportation or other expenses to persons eligible to participate in a community volunteer program. The CVS is not considered income, and clients may receive the CVS in addition to their existing shelter and assistance rate. The CVS does not impact the earnings exemption available to PWD clients.

Not Responsive

For more information on BCEA Program eligibility requirements, please visit [www.hsd.gov.bc.ca/intranet/meia/online resource/verification and eligibility/](http://www.hsd.gov.bc.ca/intranet/meia/online_resource/verification_and_eligibility/).

Not Responsive

I hope this information is helpful. For additional information, please contact your local Employment and Assistance office, toll free, at 1-866-866-0800. Alternatively, a directory of offices across the province can be found at www.hsd.gov.bc.ca/contacts/city.htm.

Thank you again for writing.

Sincerely,

Molly Harrington
Assistant Deputy Minister

related: Employment

message: Hello, I am working at an organization that is supporting people with developmental disabilities to find paid employment. I need clarification on the following:

1) Is the volunteer supplement program still in effect? If so, does it count as income? (does it affect the allowable \$500 earnings)

Not Responsive

Not Responsive

Thank you for your time.

reply: yes

email2: kathryn.urquhart@gobaci.com

email_address_confirm: kathryn.urquhart@gobaci.com

carbonCopy: Y

Send Message: Send Message

DMO-Deputy Minister's Office

Referral Slip

Tue, Dec 04, 2012 4:24 PM

Action: **Reply Direct - Phone Call** Due: **2012/02/24** Log ID: **174403**

s.22	Type:	Email	Written:	2012/02/06
	Office:	MO-Minister's Office	Received:	2012/02/06
	Entered By:	ACOLLINS	Interim:	
	Sign By:		Signed:	2012/02/08
	Batch:		Closed:	2012/02/17 (0/8)
	File No.:	280-30/ s.22		

☒ Confidential
 ☒ Frequent Writer
 ☐ Elected Official

Phone: _____ Fax: _____ Email: s.22

Addressed to: Minister
 Issue: Supplement - Community Volunteer
 X-Ref:
 Other Info:
 Copied to:

Content provider:

Branch:

CU Analyst:

Subject

PWD would like more information about the Community Volunteer Supplement.

Referrals

From: MO-Minister's Office Sent: 2012/02/07 Rcvd: 2012/02/06 Status: Completed
 To: MO-Minister's Office Due: 2012/02/09 Active: <1 day State:
 Action: For Review Cmpltd: 2012/02/07
 To Notes:: 2012/02/07T14:07 ACOLLINS (*Correspondence)

From: MO-Minister's Office Sent: 2012/02/07 Rcvd: 2012/02/07 Status: Completed
 To: *Correspondence Due: 2012/02/24 Active: <1 day State:
 Action: Draft 14 days Cmpltd: 2012/02/17
 To Notes:: 2012/02/07T14:08 ACOLLINS (*Correspondence)

From: *Correspondence Sent: 2012/02/07 Rcvd: Status: Completed
 To: RSD-ADM Due: 2012/02/09 Active: 3 days State:
 Action: For Review Cmpltd: 2012/02/13

From Notes:: 2012/02/07T14:08 ACOLLINS (*Correspondence) Note from MO: Pls ensure that writer is provided very clear information and a contact number to call in case they have any questions about the information that we provide.
 To Notes:: 2012/02/08T15:30 MMoccia (RSD-ADM) TRR rec'd and sent to Darren Tannas for review.
 2012/02/13T15:53 MMoccia (RSD-ADM) BT - TRR approved. Issue resolved; no reply required.

From: RSD-ADM Sent: 2012/02/07 Rcvd: Status: completed
 To: RSD-300 FraserRegion Due: 2012/02/14 Active: 1 day State:
 Action: Phone Call Cmpltd: 2012/02/08

From Notes:: 2012/02/07T15:27 MMoccia (RSD-ADM) Request sent to region for phone call and TRR - GA042266871/OFF#337.

To Notes:: 2012/02/08T08:23 AMBayne (RSD-300 FraserRegion) sent to supervisors @ Office 337, Donna Andar and Carolyn Canty with a copy to A/CRSQ Manager Laurie-Anne Chow and a copy to Trent Brown (providing coverage for Laurie-Anne Feb 9).

<i>From:</i> RSD-300 FraserRegion	<i>Sent:</i> 2012/02/08	<i>Rcvd:</i>	<i>Status:</i> Completed
<i>To:</i> RSD-ADM	<i>Due:</i> 2012/02/15	<i>Active:</i> <1 day	<i>State:</i>
<i>Action:</i> Phone Call	<i>Cmpltd:</i> 2012/02/08		

From Notes:: 2012/02/08T12:55 AMBayne (RSD-300 FraserRegion) Telephone Response returned as requested.

<i>From:</i> RSD-ADM	<i>Sent:</i> 2012/02/13	<i>Rcvd:</i>	<i>Status:</i> Completed
<i>To:</i> *Correspondence	<i>Due:</i> 2012/02/16	<i>Active:</i> 4 days	<i>State:</i>
<i>Action:</i> Close - Reply Direct	<i>Cmpltd:</i> 2012/02/17		

From Notes:: 2012/02/13T15:53 MMoccia (RSD-ADM) BT - TRR approved. Issue resolved; no reply required.

To Notes:: 2012/02/17T15:12 GDPOULTO (*Correspondence)
Correspondence filed in CU

Bachand, Robyn MSD:EX

From: s.22
Sent: Monday, February 6, 2012 5:13 PM
To: Minister, MSD MSD:EX; MSD Web Manager MSD:EX;
Subject: Ministry of Social Development - Minister Feedback

s.22

Follow Up Flag: Follow up
Flag Status: Flagged

Categories: REPLY DIRECT/ADM/CEO

CU Notes: Reply Direct--phone call; RSD-ADM

NOTES AB: Please ensure that the writer is provided very clear information and a contact number to call in case they have any questions about the information that we provide.

Below is the result of your feedback form at (http://www.gov.bc.ca/hsd/feed/minister_feed.html).

It was submitted by s.22 on Monday, February 6, 2012 at 17:13:03

ReferringPage: <http://www.gov.bc.ca/hsd/contacts.html>

s.22

category: email_minister

message: Hello my name is s.22 and I have PWD designation. On the information letter regarding the PWD status, near the end of the letter I read about the Community Volunteer Supplement and was hoping to gain some more information about this. Could you please give me a call, or more preferably send me general information on the Community Volunteer Supplement via my email address,

s.22

Thank you very much,

s.22

response: reply requested



MINISTRY OF SOCIAL DEVELOPMENT

TELEPHONE RESPONSE RECORD

CLIFF Reference #: 174403
Date: February 9, 2012
Client Name:
GA#:
Office:

s.22

CALL DETAILS:

Called client, advised Community Volunteer Supplement has been discontinued. Clt seemed fine with that information. I apologized that the PWD Fact Sheet information he received was out of date.

As I have done in the past, I advised the client that if he has questions about his benefits in the future, he will receive faster services by phoning or emailing the local office directly. Client states he will do so in the future. I also sent an email to the client from our local office generic email address explaining that he can call, fax or email the office directly in future so that he would have an electronic copy of the local office email.

CONTACT NAME: Carolyn Canty
CONTACT NUMBER: 604-927-2072

Updated: December 4, 2012

DMO-Deputy Minister's Office

Referral Slip

Thu, Dec 06, 2012 11:01 AM

Action: **ADM sign for Minister**Due: **2012/04/13**Log ID: **174953**

Joan McHardy
President
Together Against Poverty Society
302-895 Fort St
Victoria BC V8W 1H7

Type: Letter

Written: 2012/03/23

Office: MO-Minister's Office

Received: 2012/03/26

Entered By: JDARGIS

Interim:

Sign By: ADM-Harrington

Signed: 2012/04/25

Batch:

Closed: 2012/04/25 (1/21)

File No.: 280-30/Together Against Poverty Society

☒ Confidential
 ☐ Frequent Writer
 ☐ Elected Official

Phone: 250-361-3521 Fax: 250-361-3541

Email:

Addressed to: Minister

Content provider:

Issue: Supplement - Community Volunteer

Branch:

X-Ref: N/A

CU Analyst:

Other Info: ***Changed to ADM Sig as PRD provided bullets and did not reply direct.

Copied to: DM; PRD-ADM; J.D'Gal, Dir, PISRL

Subject

Community Volunteer Supplement Program - recommendation for re-design. Consulted with recipients & community partners of CVS and found program to be of immense value. Recipients found supplement helped financially with every-day costs, such as food, which highlights need to increase income-assistance rates for all individuals. Recommendations provided.

Referrals

From: MO-Minister's Office	Sent: 2012/03/27	Rcvd: 2012/03/26	Status: Completed
To: MO-Minister's Office	Due: 2012/03/29	Active: <1 day	State:
Action: For Review	Cmpltd: 2012/03/27		

From Notes: 2012/03/27T09:43 JDARGIS (MO-Minister's Office)

From: MO-Minister's Office	Sent: 2012/03/27	Rcvd: 2012/03/27	Status: Completed
To: *Correspondence	Due: 2012/04/13	Active: 1 day	State:
Action: Draft 14 days	Cmpltd: 2012/04/25		

From Notes: 2012/03/27T09:43 JDARGIS (MO-Minister's Office)

To Notes: 2012/03/28T08:32 ACOLLINS (*Correspondence)

From: *Correspondence	Sent: 2012/03/28	Rcvd: 2012/03/28	Status: Completed
To: PRD-SPB-Strategic Policy Branch	Due: 2012/04/11	Active: 5 days	State:
Action: Reply Direct	Cmpltd: 2012/04/04		

From Notes: 2012/03/28T08:32 ACOLLINS (*Correspondence) Forwarded for response to be sent directly to writer. Pls import copy of signed response into Cliff log.

To Notes: 2012/03/28T09:30 RYCROCKE (PRD-SPB-Strategic Policy Branch) Forwarded to Leah to assign.

/03/28T14:34 RYCROCKE (PRD-SPB-Strategic Policy Branch) Leah assigned to Ian.

2012/03/28T15:04 RYCROCKE (PRD-SPB-Strategic Policy Branch) Ian assigned to Chelsea.

2012/04/04T09:50 RYCROCKE (PRD-SPB-Strategic Policy Branch) Chelsea forwarded to MM.

2012/04/04T14:58 RYCROCKE (PRD-SPB-Strategic Policy Branch) Mark Medgyesi wrote: "Pls see previous comment.

Apologies karen if you get this twice, but it did not clear my items the first time. MM"

From: PRD-SPB-Strategic Policy Branch	Sent: 2012/04/04	Rcvd: 2012/04/05	Status: Completed
To: DMO-Deputy Minister's Office	Due: 2012/04/09	Active: 1 day	State:
Action: Necessary Action	Cmpltd: 2012/04/05		

From Notes:: 2012/04/04T14:59 RYCROCKE (PRD-SPB-Strategic Policy Branch) Forwarded to Karen in DMO. Mark Medgyesi wrote: "Pls see previous comment. Apologies karen if you get this twice, but it did not clear my items the first time. MM"

To Notes:: 2012/04/05T08:47 PChandla (DMO-Deputy Minister's Office) sent to MM from KM - sent back to PRD SPB

From: DMO-Deputy Minister's Office	Sent: 2012/04/05	Rcvd: 2012/04/10	Status: Completed
To: PRD-SPB-Strategic Policy Branch	Due: 2012/04/06	Active: 5 days	State:
Action: Revision	Cmpltd: 2012/04/12		

From Notes:: 2012/04/05T08:47 PChandla (DMO-Deputy Minister's Office) sent to MM from KM - sent back to PRD SPB
2012/04/10T09:54 ACOLLINS (*Correspondence) Complete incoming scanned and imported into Cliff log and eApprovals item; as requested by Ros. Believe this now needs to be referred to Mark M.

To Notes:: 2012/04/10T11:40 SLBell (PRD-SPB-Strategic Policy Branch)eApproval sent to Mark Medgyesi that Incoming has been imported.
2012/04/12T16:39 SHEMARSH (*Correspondence - Manager) Mark M approved IR version of bullets (I just deleted the other doc) and routed to CU for drafting.

From: PRD-SPB-Strategic Policy Branch	Sent: 2012/04/12	Rcvd:	Status: Completed
To: *Correspondence - Writer	Due: 2012/04/13	Active: 6 days	State:
Action: Draft Response	Cmpltd: 2012/04/20		

From Notes:: 2012/04/12T16:39 SHEMARSH (*Correspondence - Manager) Mark M approved IR version of bullets (I just deleted the other doc) and routed to CU for drafting.

To Notes:: 2012/04/20T14:24 AMINNING (*Correspondence - Sr. Analyst) Drafted response & sent to Correspondence Manager for approval.

From: *Correspondence - Writer	Sent: 2012/04/20	Rcvd: 2012/04/23	Status: Completed
To: *Correspondence - Manager	Due: 2012/04/13	Active: 1 day	State:
Action: Approval - Draft	Cmpltd: 2012/04/23		

From Notes:: 2012/04/20T14:24 AMINNING (*Correspondence - Sr. Analyst) Drafted response & sent to Correspondence Manager for approval.

To Notes:: 2012/04/23T11:26 SHEMARSH (*Correspondence - Manager) Approved with very minor edits.

From: *Correspondence - Manager	Sent: 2012/04/23	Rcvd:	Status: Completed
To: PRD-ADM	Due: 2012/04/13	Active: 2 days	State:
Action: Approval - Draft	Cmpltd: 2012/04/25		

From Notes:: 2012/04/23T11:26 SHEMARSH (*Correspondence - Manager) Bullets approved by Mark Medgyesi. Draft created and approved in CU. To Tyler for approval.

To Notes:: 2012/04/23T14:49 cbrazier (PRD-ADM) to Tyler for approval
2012/04/24T10:57 cbrazier (PRD-ADM) to Molly for approval
2012/04/25T13:29 cbrazier (PRD-ADM) approved by Molly, to CU for final

From: PRD-ADM	Sent: 2012/04/25	Rcvd: 2012/04/25	Status: Completed
To: *Correspondence	Due: 2012/04/13	Active: <1 day	State:
Action: Send Final	Cmpltd: 2012/04/25		

From Notes:: 2012/04/25T13:29 cbrazier (PRD-ADM) approved by Molly, to CU for final

To Notes:: 2012/04/25T15:07 ACOLLINS (*Correspondence) Final prepared and mailed. Filed at CU.



Together Against Poverty Society

302 - 895 Fort Street St. Victoria, BC, Canada V8W 1H7

Tel: (250) 361-3521 Fax: (250) 361-3647

March 23, 2012

Honourable Stephanie Cadieux
Minister of Social Development
PO Box 9058 STN PROV GOVT
Victoria, BC V8W 9E1

Dear Minister Cadieux,

174953

MINISTRY OF SOCIAL DEVELOPMENT
MINISTER'S OFFICE

Referral # 174953
Refer to: 174953

MAR 26 2012

MIN Response ☐ Reply Direct ☐ Info File ☐ FAX ☐
Date ☐ Reading ☐

RE: Community Volunteer Supplement Program – Recommendations for Redesign

I am writing on behalf of the Board of Directors for the Together Against Poverty Society (TAPS), the largest poverty advocacy organization on Vancouver Island, in regards to the Community Volunteer Supplement (CVS) program. We understand the Ministry of Social Development is currently developing a new model for the CVS. We wish to forward recommendations for the redesign of this program based on our own organization's experience, and from consultation with our community partners.

TAPS provides free legal advocacy for people with income assistance, disability benefits and tenancy issues. As such, we regularly assist recipients of the CVS, in addition to individuals wanting to apply for this supplement. Furthermore, as a non-profit organization, many of our volunteers contribute to the success of TAPS because they are beneficiaries of this program.

TAPS consulted with recipients and community partners to collect feedback about this program. One of the predominant themes was the immense benefit the CVS was to both recipients and non-profit organizations. Organizations reported that the CVS improved not only the recruitment, but also retention of volunteers.

As the Ministry recognizes, volunteering also provides people with disabilities a valuable opportunity to participate more fully in community life. Respondents indicated volunteering improved their self-confidence, gave them a sense of community, had significant mental health benefits, and they were taught useful skills for employment. As one individual stated, the CVS benefits those with disabilities by putting them "on a more equal footing with able bodied members of the community."

Many respondents identified the financial benefit of the CVS, stating the supplement helped to pay for groceries. While we acknowledge the purpose of the CVS is to cover volunteer-related expenses, we believe this highlights the urgent need to increase income assistance rates for all individuals. The current rates fail to reflect the actual cost of living in British Columbia, forcing individuals to choose between essentials such as housing and healthy food. It certainly leaves nothing extra to pay the costs of transportation and appropriate clothing needed to volunteer.

Supported by:
The Law Foundation of British Columbia, United Way of Greater Victoria, The Province of British Columbia,
The Provincial Employees Community Services Fund, Vancouver Foundation, Coast Capital,
and other generous donors.

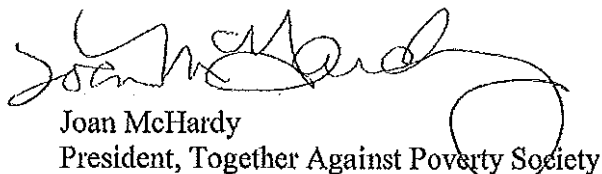
In developing a new model for the CVS, we ask that you consider the following recommendations:

1. *Mobility*: Both individuals and community partners identified the need to improve the mobility of the CVS. Maintaining the CVS without interruption when an individual moves to another organization or community provides stability for the recipient. It also ensures volunteers are suitably placed based on their abilities and fit within an organization and between organizations.
2. *Flexibility*: Respondents highlighted the need for more flexibility in the number of hours an individual must volunteer, and still receive the CVS. The current system fails to recognize and accommodate the unique circumstances of each recipient. For example, there is no exception for volunteers who become ill. Similarly people with episodic disabilities may occasionally be unable to fulfill the requirements due to the nature of their disability. The lack of flexibility is particularly problematic for those with severe disabilities. These individuals may benefit most from volunteering and often have the most financial need, yet require greater flexibility and accommodation to ensure their inclusion and participation in the community.
3. *No Waitlists*: Respondents recommended the practice of placing people on a waitlist for the CVS not be adopted in future. Individuals should receive the CVS as soon as they are deemed eligible for the program. We also recommend reinstating the CVS under EAPWD Regulation, thereby making it subject to the procedures and rights under this legislation should an individual be denied eligibility.
4. *Increased Access*: Both recipients and community partners recommended the CVS program be expanded, so that more individuals could avail themselves of the supplement. As noted above, volunteerism is good for both the individual and our community.

As you undertake a redesign of the CVS, we urge the ministry to commit to consulting with community organizations throughout the process. We also ask that you provide clear timeframes for an early implementation of the program, and regular updates on your progress.

We thank you for considering these recommendations as you develop a new model for the CVS, and look forward to participating further in the process.

Yours sincerely,



Joan McHardy
President, Together Against Poverty Society

cc: Mark Sieben
Deputy Minister of Social Development

Molly Harrington
ADM (Policy and Research Division)

Judy D'Gal
Director, Policy Interpretation & Stakeholder Relations (Regional Services Division)





April 25, 2012

Ref: 174953

Joan McHardy
President
Together Against Poverty Society
302-895 Fort St
Victoria BC V8W 1H7

Dear Ms. McHardy:

Thank you for your letter dated March 23, 2012, addressed to the Honourable Stephanie Cadieux, Minister of Social Development, regarding the results of your organization's consultations about the Community Volunteer Supplement (CVS). As Assistant Deputy Minister responsible for the Policy and Research Division, I am pleased to respond.

As you may be aware, the Province made additional investments to the CVS last year to ensure that all eligible people who were on the waitlist were given the opportunity to participate in the program. In the meantime, the ministry has been working on a new model for the CVS, and we will provide you with further information as it becomes available.

Thank you again for writing and sharing your suggestions.

Sincerely,

Molly Harrington
Assistant Deputy Minister

DMO-Deputy Minister's Office

Referral Slip

Thu, Dec 06, 2012 11:06 AM

Action: **Reply Direct** Due: **2012/05/08** Log ID: **175199**

s.22	Type:	Email	Written:	2012/04/18
	Office:	*Correspondence	Received:	2012/04/18
	Entered By:	GDPOULTO	Interim:	
	Sign By:	Jatinder Pawar	Signed:	2012/04/25
	Batch:		Closed:	2012/04/30 (0/0)
	File No.:	280-30 s.22		

☒ Confidential
 ☐ Frequent Writer
 ☐ Elected Official

Phone: s.22

 Addressed to:

 Issue: Supplement - Community Volunteer

 X-Ref:

 Other Info:

 Copied to:

Email: s.22

 Content provider:

 Branch:

 CU Analyst:

Subject

Has resigned from his community volunteering due to conflicts and is enquiring if he finds another volunteer position would he still be entitled to the community supplement or has the program been discontinued/not accepting more participants?

Referrals

From: *Correspondence Sent: 2012/04/19 Rcvd: 2012/04/19 Status: Completed
 To: *Correspondence Due: 2012/04/23 Active: <1 day State:
 Action: For Review Cmpltd: 2012/04/19
 To Notes: 2012/04/19T10:28 GDPOULTO (*Correspondence)

From: *Correspondence Sent: 2012/04/19 Rcvd: 2012/04/30 Status: Completed
 To: *Correspondence Due: 2012/05/08 Active: <1 day State:
 Action: Draft 14 days Cmpltd: 2012/04/30
 To Notes: 2012/04/19T10:29 GDPOULTO (*Correspondence)
 2012/04/30T07:46 GDPOULTO (*Correspondence)

From: *Correspondence Sent: 2012/04/19 Rcvd: Status: Completed
 To: RSD-ADM Due: 2012/05/03 Active: 2 days State:
 Action: Reply Direct Cmpltd: 2012/04/27
 From Notes: 2012/04/19T10:29 GDPOULTO (*Correspondence) Please provide Correspondence with copy of response.
 To Notes: 2012/04/25T14:01 MMoccia (RSD-ADM) Backgrounder rec'd and sent to Darren/Brad for approval.
 2012/04/27T15:58 MMoccia (RSD-ADM) BTruswell: TRR (BKG) approved. Issue resolved, no reply req'd.

From: RSD-ADM Sent: 2012/04/19 Rcvd: Status: Completed
 To: RSD-200 VanCoast Reg Due: 2012/04/26 Active: 4 days State:
 Action: Phone Call Cmpltd: 2012/04/25
 From Notes: 2012/04/19T16:20 MMoccia (RSD-ADM) Request sent to region for phone call - CASE#1-3183-1480/OFF#262.
 To Notes: 2012/04/25T14:01 MMoccia (RSD-ADM) Backgrounder sent to ADM's office.

From: RSD-ADM *Sent:* 2012/04/27 *Rcvd:* 2012/04/30 *Status:* Completed
To: *Correspondence *Due:* 2012/05/02 *Active:* 1 day *State:*
Action: Close - Reply Direct *Cmpltd:* 2012/04/30

From Notes:: 2012/04/27T15:58 MMoccia (RSD-ADM) TRR (BKG) approved by BTruswell. Issue resolved, no reply req'd.

To Notes:: 2012/04/30T07:42 GDPOULTO (*Correspondence) Correspondence filed in CU.

Bachand, Robyn MSD:EX

From: MSD Web Manager MSD:EX
Sent: Wednesday, April 18, 2012 11:59 AM
To: MSD Correspondence MSD:EX
Cc: MSD Web Manager MSD:EX
Subject: FW: Program or service related (Social Development)

Follow Up Flag: Follow up
Flag Status: Flagged

CU NOTES: Pls log in Cliff & eApprovals. Refer to RSD-ADM for Reply Direct – Phone Call.

Hi there,

Forwarding to you!

Thanks,

John Paul Johnson
Web Services Analyst | Corporate Communications
Engagement and Workforce Development Branch | Ministry of Social Development
Tel: 604 775-2127

In order to streamline and improve our services we are piloting a [web submissions form](#). Please address future web requests with this form directly. Your feedback and suggestions are encouraged and appreciated.

From: Webmanager Online Channel Office CITZ:EX
Sent: Wednesday, April 18, 2012 11:51 AM
To: MSD Web Manager MSD:EX
Subject: FW: Program or service related (Social Development)

Hello,

The below feedback was sent to the general Webmanager mailbox. Please forward to the appropriate person(s) for response.

Regards,
Webmanager (tn)

-----Original Message-----

From: s.22
Sent: Wednesday, April 18, 2012 11:46 AM
To: Webmanager Online Channel Office CITZ:EX
Cc: CITZ CDaWS Sys Test CITZ:EX
Subject: Program or service related

Below is the result of your feedback form at
(<https://extranet.gov.bc.ca/forms/gov/contact/index.html>).

It was submitted by ()
on Wednesday, April 18, 2012 at 11:45:39

related: Social Assistance

message: Dear Sir / Madam:

I am writing to inform you that, I have quit my volunteer position

s.22

s.22

As such, I am no longer eligible for the Community Supplement.

s.22

s.22

I am continuing my volunteer work at s.22 but the number hours are too intermittent to qualify for a community supplement. However, if were to find another regular / weekly volunteer opportunity am I still eligible for the Community Supplement or has the program been discontinued / not accepting any more participants?

Thank you for your assistance.

Sincerely,

s.22

reply: yes

email2:

s.22

email_address_confirm:

s.22

carbonCopy: Y

Send Message: Send Message

SD BACKGROUNDER REQUEST

Note to individual completing this form: The Correspondence Branch depends on information provided in this backgrounder request to respond to correspondence received by the Minister and Deputy Minister. Thank you for taking the time to collect and document the facts surrounding this request. Please provide all pertinent details and actions related to the issue(s) in question in point form.

DATE: April 25, 2012

REF. #: 175199

PERSONS INVOLVED:

Client Name: s.22

Case #

Office: s.22

NOTE FROM ANAR VISRAM:

As per your request, please see attached backgrounder. Initially we were unable to find a working contact number for him so I completed the above backgrounder. Since completion, I have found his current contact and will be updating his file. I have spoken to him personally and re-iterated what is in the backgrounder.

ISSUE(S):

- s.22 has expressed some concerns about ongoing eligibility for his Community Volunteer Supplement (CVS). He has advised that he has left his previous community volunteer program and were he to find another volunteer placement, would he still be eligible for this supplement.

BACKGROUND:

- On April 4, 2012 Ministry Staff completed 6 month CVS review on s.22 file. They confirmed that he was volunteering with s.22 for the months of s.22 and that he was still there.
- s.22 received his CVS funds for \$100 for the month of May 2012 – the funds were directly deposited into his account.

MINISTRY ACTIONS TAKEN:

- As per information on s.22 case file as of April 20, 2012 (cut-off) Mr. s.22 was issued CVS \$100 for May 2012.

NEXT STEPS:

- Information has now been provided to the Ministry that s.22 is no longer volunteering at s.22
- Ministry Worker is mailing s.22 an updated Request for Community Volunteer Supplement form (SD2567). s.22 will be advised to have his new volunteer placement to complete the form. s.22 will need to submit the form to the Ministry within a reasonable time period (up to three months).
- CRSQ contacted s.22 this date and advised him of the process and time-frames for continued eligibility. He was provided with the s.22 office contact number s.22 and he can connect up with them if he has any further concerns or questions on CVS.

SD BACKGROUNDER REQUEST

CRSQ APPROVED BULLET POINTS FOR CORRESPONDENCE UNIT:

- This section will be completed by RSD ADM's office

PREPARED BY:

Name: Jatinder Pawar
Title: District Supervisor
Office Code: 262

APPROVED BY:

Name: Anar Visram
Title: Manager, Community Relations & Service Quality

DMO-Deputy Minister's Office

Referral Slip

Tue, Dec 04, 2012 4:19 PM

Action: **FOI Request** Due: **2012/06/07** Log ID: **175751**

Mr. Mark Sieben
Deputy Minister
Ministry of Social Development
7th Flr, PO Box 9934
614 Humboldt Street
Victoria BC ?
Canada

Type: FOI Request

Written:

Office: PRD-ADM

Received: 2012/05/31

Entered By: cbrazier

Interim:

Sign By: Deputy Minister

Signed: 2012/06/30

Batch:

Closed: 2012/07/04 (0/0)

File No.:

☒ Confidential☐ Frequent Writer☐ Elected Official

Phone: 250-387-2807 Fax: 250-387-5775

Email:

Addressed to: Deputy Minister

Content provider:

Issue: FOI Request

Branch:

X-Ref:

CU Analyst:

Other Info:

Copied to:

Subject

Community Volunteer Supplement Freedom of Information request

Referrals

From: PRD-ADM Sent: 2012/05/31 Rcvd: Status: Completed
To: PRD-ADM Due: 2012/06/05 Active: <1 day State:
Action: Necessary Action Cmpltd: 2012/07/09

From Notes:: 2012/05/31T16:42 cbrazier (PRD-ADM) BN and FOI request drafted and reviewed by Tyler and Tricia

To Notes:: 2012/05/31T16:42 cbrazier (PRD-ADM) to Mark in SPB for review and approval, package will be walked down and send in eApprovals

From: PRD-ADM Sent: 2012/05/31 Rcvd: Status: Completed
To: PRD-SPB-Strategic Policy Branch Due: 2012/06/01 Active: 8 days State:
Action: Approval Cmpltd: 2012/06/12

From Notes:: 2012/05/31T16:42 cbrazier (PRD-ADM) to Mark in SPB for review and approval, package will be walked down

To Notes:: 2012/06/01T11:55 RYCROCKE (PRD-SPB-Strategic Policy Branch) Tricia brought down two binders and discussed with Mark.
2012/06/12T16:24 RYCROCKE (PRD-SPB-Strategic Policy Branch) Rec'd from Mark with instructions to upload PDF copy of
IAO and Ministry Approval Slip with signatures. Upload completed and binders delivered to ADMO.

From: PRD-SPB-Strategic Policy Branch Sent: 2012/06/12 Rcvd: Status: Completed
To: PRD-ADM Due: 2012/06/07 Active: 1 day State:
Action: Approval Cmpltd: 2012/06/13

From Notes:: 2012/06/12T16:26 RYCROCKE (PRD-SPB-Strategic Policy Branch) A PDF copy of IAO and Ministry Approval Slip with sigs including Mark Medgyesi is now uploaded to eApprovals as instructed by MM. eApproval forwarded to Tyler.

To Notes:: 2012/06/13T09:23 cbrazier (PRD-ADM) sending to Brad in RSD ADMO for review, then to Sharon

<i>From:</i> PRD-ADM	<i>Sent:</i> 2012/06/13	<i>Rcvd:</i>	<i>Status:</i> Completed
<i>To:</i> RSD-ADM	<i>Due:</i> 2012/06/07	<i>Active:</i> 3 days	<i>State:</i>
<i>Action:</i> Approval	<i>Cmpltd:</i> 2012/06/18		

From Notes:: 2012/06/13T09:23 cbrazier (PRD-ADM) sending to Brad in RSD ADMO for review, then to Sharon. Please send back to PRD ADMO once approval received

To Notes:: 2012/06/15T11:39 mmoccia (RSD-ADM) Approved by BTruswell and SMoysey and sent to PRD-ADM for approval.

<i>From:</i> RSD-ADM	<i>Sent:</i> 2012/06/18	<i>Rcvd:</i>	<i>Status:</i> Completed
<i>To:</i> PRD-ADM	<i>Due:</i> 2012/06/07	<i>Active:</i> 5 days	<i>State:</i>
<i>Action:</i> Approval	<i>Cmpltd:</i> 2012/06/25		

From Notes:: 2012/06/15T11:39 mmoccia (RSD-ADM) Approved by BTruswell and SMoysey and sent to PRD-ADM for approval.

To Notes:: 2012/06/18T12:20 cbrazier (PRD-ADM) to Tyler for approval
 2012/06/18T15:39 cbrazier (PRD-ADM) to Molly for approval
 2012/06/20T13:40 cbrazier (PRD-ADM) note approved by Molly, back to Tyler to review binder with Molly
 2012/06/25T09:42 cbrazier (PRD-ADM) signed off by Molly, to DMO for approval

<i>From:</i> PRD-ADM	<i>Sent:</i> 2012/06/25	<i>Rcvd:</i> 2012/07/04	<i>Status:</i> Completed
<i>To:</i> DMO-Deputy Minister's Office	<i>Due:</i> 2012/06/07	<i>Active:</i> 7 days	<i>State:</i>
<i>Action:</i> Approval	<i>Cmpltd:</i> 2012/07/04		

From Notes:: 2012/06/25T09:42 cbrazier (PRD-ADM) signed off by Molly, to DMO for approval

To Notes:: 2012/07/04T14:45 LPRamsay (DMO-Deputy Minister's Office) Approved by Mark and signed off binders. FOI came over and picked up hard copies.

DMO-Deputy Minister's Office

Referral Slip

Tue, Dec 04, 2012 4:25 PM

Action: **ADM sign for Minister**Due: **2012/08/21**Log ID: **176437**

s.22

Type: Email

Written: 2012/07/31

Office: *Correspondence

Received: 2012/08/01

Entered By: GDPOULTO

Interim:

Sign By: ADM-Moysey

Signed: 2012/08/23

Batch:

Closed: 2012/08/23 (16/0)

File No.: 280-30/ s.22

☒ Confidential☒ Frequent Writer☐ Elected Official

Email: s.22

Phone:

Fax:

Addressed to: Correspondence Unit

Content provider:

Issue: Supplement - Community Volunteer

Branch:

X-Ref:

CU Analyst: Marilyn Quigley

Other Info:

Copied to:

Subject

Is volunteering at the s.22 He is inquiring about the financial compensation he believes is associated with volunteering.

Referrals

From: *Correspondence	Sent: 2012/08/01	Rcvd: 2012/08/01	Status: Completed
To: *Correspondence	Due: 2012/08/03	Active: <1 day	State:
Action: For Review	Cmpltd: 2012/08/01		

To Notes:: 2012/08/01T11:34 GDPOULTO (*Correspondence)

From: *Correspondence	Sent: 2012/08/01	Rcvd: 2012/08/01	Status: Completed
To: *Correspondence	Due: 2012/08/21	Active: <1 day	State:
Action: Draft 14 days	Cmpltd: 2012/08/23		

From Notes:: 2012/08/01T11:35 GDPOULTO (*Correspondence)

From: *Correspondence	Sent: 2012/08/01	Rcvd:	Status: Completed
To: RSD-ADM	Due: 2012/08/15	Active: 2 days	State:
Action: Reply Direct	Cmpltd: 2012/08/07		

From Notes:: 2012/08/01T11:36 GDPOULTO (*Correspondence) Refer to RSD-ADM for Reply Direct. Ref note/eApp comment: Pls import completed TRR into Cliff log.

To Notes:: 2012/08/07T15:26 MMoccia (RSD-ADM) Backgrounder forwarded to BTruswell CASE#1-2411-2923/OFF#107(LC)
2012/08/09T11:21 MMoccia (RSD-ADM) Backgrounder approved with edits and sent to CU to draft response (lc)

From: RSD-ADM	Sent: 2012/08/01	Rcvd:	Status: Completed
To: RSD-100 Van Isl Reg	Due: 2012/08/08	Active: 4 days	State:
Action: Phone Call	Cmpltd: 2012/08/07		

From Notes:: 2012/08/01T12:01 MMoccia (RSD-ADM) Request sent to region for phone call and TRR - CASE#1-2411-2923/OFF#107

To Notes:: 2012/08/01T08:25 cglenn (RSD-100 Van Isl Reg) Sent to supervisors of office 107, Mike Brodrick (acting), Nikki Douglas, Mike Morgan.
2012/08/03T12:04 MMoccia (RSD-ADM) Office not able to reach Spencer as the number on file is not in service. Extended to Aug. 8th to complete.

2012/08/07T15:22 MMoccia (RSD-ADM) Background received and forwarded to BTruswell for bullet points (LC)

From: RSD-ADM. Sent: 2012/08/09 Rcvd: Status: Completed
 To: *Correspondence - Writer Due: 2012/08/10 Active: 2 days State:
 Action: Draft Response Cmpltd: 2012/08/13

From Notes:: 2012/08/09T11:23 MMoccia (RSD-ADM) Backgrounder approved with edits and sent to CU to draft response (lc)

From: *Correspondence - Writer Sent: 2012/08/13 Rcvd: Status: Completed
 To: *Correspondence - Sr. Analyst Due: 2012/08/14 Active: 3 days State:
 Action: Approval - Draft Cmpltd: 2012/08/16

From Notes:: 2012/08/13T16:19 MQUIGLEY (*Correspondence - Writer)Used approved wording re CVS.

To Notes:: 2012/08/16T13:15 MAMITCHE (*Correspondence - Sr. Analyst)
 CU approved sent to IM and RSD ADM for approval. Thank you./mms

From: *Correspondence - Sr. Analyst Sent: 2012/08/16 Rcvd: Status: Completed
 To: RSD-ADM Due: 2012/08/17 Active: 3 days State:
 Action: Approval - Draft Cmpltd: 2012/08/21

From Notes:: 2012/08/16T13:15 MAMITCHE (*Correspondence - Sr. Analyst)
 CU approved sent to IM and RSD ADM for approval. Thank you./mms

To Notes:: 2012/08/20T09:51 MMoccia (RSD-ADM) Sent to BTruswell for approval (lc)
 2012/08/20T15:18 MMoccia (RSD-ADM) Draft approved with edits and sent to SMoysey (lc)
 2012/08/21T10:57 MMoccia (RSD-ADM)Draft approved with following comment - Approved but would ask that you please check with PRD re whether standard CVS wording needs updating (are we still "developing a new model for the CVS program"? (lc)

From: RSD-ADM Sent: 2012/08/21 Rcvd: 2012/08/21 Status: Completed
 To: *Correspondence Due: 2012/08/21 Active: 2 days State:
 Action: Send Final Cmpltd: 2012/08/23

From Notes:: 2012/08/21T10:57 MMoccia (RSD-ADM) Approved by SMoysey but would ask that you please check with PRD re whether standard CVS wording needs updating (are we still "developing a new model for the CVS program"? (lc)

To Notes:: 2012/08/21T15:46 SHEMARSH (*Correspondence) Looking into CVS wrding via email to Tyler.
 2012/08/21T15:57 SHEMARSH (*Correspondence) Tyler confirmed CVS Messaging is still current. Good to send.
 2012/08/23T11:41 AMINNING (*Correspondence) Sent final and imported into log. Updated and closed log. Filed in CU.

Bachand, Robyn MSD:EX

From: s.22
Sent: Tuesday, July 31, 2012 12:53 PM
To: MSD Correspondence MSD:EX
Cc: James.MLA, Carole A LASS:EX, Karadianis.MLA, Maurine E LASS:EX, Dix.MLA, Adrian LASS:EX, s.22, s.22
Subject: VOLUNTEER
Follow Up Flag: Follow up
Flag Status: Flagged

AC: Pls log in Cliff & eApp for Reply Direct. FW checkmark. Refer to RSD-ADM for Reply Direct. Ref note/eApp comment: Pls import completed TRR into Cliff log.

DEAR WORKER,

I HAVE SENT YOU A WRITTEN NOTICE OF MY ENGAGEMENT AS A VOLUNTEER AT THE
s.22 I UNDERSTAND THERE IS A FINANCIAL BENEFIT PAID TO VOLUNTEERS.
PLEASE RESPOND TO THIS WRITTEN REQUEST, AS YOU HAVE YET TO REPLY TO THE LAST 5
"NOTE TO WORKER" DOCUMENTS.

SHOULD THIS CONSTANT AND CONTINUED FAILURE TO PROVIDE THE LEGALLY REQUIRED
SERVICES CONTINUE, YOU WILL BE REQUIRED TO EXPLAIN YOUR ACTIONS/ INACTIONS IN
THE SUPREME COURT OF BRITISH COLUMBIA.

TRUTHFULLY.

s.22

Bachand, Robyn MSD:EX

From: s.22
Sent: Thursday, August 16, 2012 12:42 PM
To: MSD Correspondence MSD:EX
Cc: s.22 Dix.MLA, Adrian LASS:EX; Karagianis.MLA, Maurine E LASS:EX
Subject: NO ANSWERS

DEAR WORKER,

I AM PLEASED TO RECEIVE YOUR REFUSAL OF VOLUNTEER SUPPLEMENT.
NOW THAT YOU HAVE PROVEN THAT YOU DO GET THE MAIL THAT I SEND YOU, AND THE REQUESTS TO WORKER LETTERS POSTED INTO YOUR MAILBOX @ GATEWAY VILLAGE; PERHAPS YOU CAN EXPLAIN NOW WHY IT IS THAT I HAVE NOT HAD ANY REPLIES TO THE LAST SIX LETTERS POSTED TO YOU?
AS YOUR OFFICE IS ALREADY UNDER INVESTIGATION FOR CRIMINAL ACTIVITY IT SEEMS OBVIOUS THAT YOU ARE NEGLIGENT IN YOUR HANDLING OF THESE CORRESPONDENCES. WHERE ARE THE APPROPRIATE REPLIES? WHERE ARE THE OUTSTANDING PAYMENTS? YOUR CONTINUING FAILURE AND DENIAL OF SERVICE ARE A DOCUMENTED RECORD. PLEASE REPLY ASAP AND STOP PROCRASTINATING AND DO YOUR JOB. YOU HAVE BEEN CORNERED AND WILL HAVE TO ANSWER FOR YOUR CRIMES.

s.22

Bachand, Robyn MSD:EX

From: MSD Correspondence MSD:EX
Sent: Thursday, August 23, 2012 11:40 AM
To: [REDACTED] s.22
Subject: 176437 [REDACTED] s.22 MSD Response

Ref: 176437

[REDACTED] s.22

Dear [REDACTED] s.22

Thank you for your email dated July 31, 2012, regarding your work as a volunteer at the [REDACTED] s.22 and your inquiry about payments for volunteers. As Assistant Deputy Minister responsible for the Ministry of Social Development's Regional Services Division, I am pleased to respond.

A community volunteer supplement may be provided to eligible persons who participate in a volunteer placement with a non-profit community agency in a designated volunteer position. As the ministry's website states, individuals are eligible for the Community Volunteer Supplement (CVS) program if:

- they were already receiving a community volunteer supplement as of October 31, 2011, or
- if they were on the community volunteer supplement waitlist as of August 8, 2011, and had submitted an application for the community volunteer supplement between that date and October 31, 2011.

In 2011, the Province invested an additional \$5 million and \$10 million in future years into the CVS program, ensuring all eligible individuals waitlisted prior to August 8, 2011 are able to fully participate in the program.

The previous CVS program was not sustainable as demand for the program has regularly exceeded the budget. It was for this reason that a waitlist was created.

Ministry staff are now working on developing a new model for the CVS program that is more sustainable, will increase accountability and continue to encourage inclusion without compromising funding for other important programs for clients with disabilities.

Once the new program has been developed, the Province will announce the details and next steps. Until this updated CVS program is available, no new applications for CVS will be accepted.

For more information, please visit www.hsd.gov.bc.ca/publicat/pdf/CVS_QA.pdf. If you have further questions, please contact your local Employment and Assistance office. A directory of offices across the province can be found at www.hsd.gov.bc.ca/contacts/city.htm. The ministry may also be reached by calling, toll free 1-866-866-0800.

Thank you again for writing.

Sincerely,

Sharon Moysey
Assistant Deputy Minister

From: s.22

Sent: Tuesday, July 31, 2012 12:53 PM

To: MSD Correspondence MSD:EX

Cc: James.MLA, Carole A LASS:EX; Karagianis.MLA, Maurine E LASS:EX; Dix.MLA, Adrian LASS:EX; s.22

s.22

Subject: VOLUNTEER

DEAR WORKER,

I HAVE SENT YOU A WRITTEN NOTICE OF MY ENGAGEMENT AS A VOLUNTEER AT THE
s.22 I UNDERSTAND THERE IS A FINANCIAL BENEFIT PAID TO VOLUNTEERS.
PLEASE RESPOND TO THIS WRITTEN REQUEST, AS YOU HAVE YET TO REPLY TO THE LAST 5
"NOTE TO WORKER" DOCUMENTS.

SHOULD THIS CONSTANT AND CONTINUED FAILURE TO PROVIDE THE LEGALLY REQUIRED
SERVICES CONTINUE, YOU WILL BE REQUIRED TO EXPLAIN YOUR ACTIONS/ INACTIONS IN
THE SUPREME COURT OF BRITISH COLUMBIA.

TRUTHFULLY,

s.22

DMO-Deputy Minister's Office

Referral Slip

Tue, Dec 04, 2012 4:25 PM

Action: ADM Draft	Due: 2012/10/29	Log ID: 177100	
Kelly Newhook Together Against Poverty Society 302-895 Fort St Victoria BC V8W 1H7	Type: Letter	Written: 2012/10/02	
	Office: PRD-ADM	Received: 2012/10/09	
	Entered By: GDPOULTO	Interim:	
	Sign By: ADM-Harrington	Signed: 2012/10/26	
	Batch:	Closed: 2012/10/26 (13/0)	
	File No.: 280-30/Together Against Poverty Society		
	<input checked="" type="checkbox"/> Confidential <input type="checkbox"/> Frequent Writer <input type="checkbox"/> Elected Official		
	Phone: 250-361-3521	Fax: (250) 361-3541	Email: ED@tapsbc.ca
	Addressed to: ADM-Harrington		Content provider:
	Issue: Volunteer Programs		Branch:
X-Ref:		CU Analyst: Marilyn Quigley	
Other Info:			
Copied to:			

Subject

Was invited to collect feedback from recipients of the Community Volunteer Supplement at the July 8, 2012 meeting. Sending the qualitative data collected from those stakeholders.

Log Notes: See the following Log(s):

ID#: 175811

Date Received: Jun 7, 2012

Date Written: Jun 7, 2012

Date Closed: Aug 7, 2012

Interim: 00/00/00

Subject: The current Persons with Disabilities application process is problematic. Has recommended changes that could greatly reduce the barriers faced by people in need and reduce the burden on doctors. Thanking the Minister for recognizing the challenges that are created by the current system

Referrals

From: PRD-ADM	Sent: 2012/10/10	Rcvd: 2012/10/10	Status: Completed
To: *Correspondence	Due: 2012/10/29	Active: <1 day	State:
Action: For Review	Cmpltd: 2012/10/10		
To Notes:: 2012/10/10T12:51 GDPOULTO (*Correspondence) To PRD-SPB for Bullets			

From: *Correspondence	Sent: 2012/10/10	Rcvd:	Status: Completed
To: *Correspondence	Due: 2012/10/29	Active: <1 day	State:
Action: Draft 14 days	Cmpltd: 2012/10/26		
From Notes:: 2012/10/10T12:51 GDPOULTO (*Correspondence) To PRD-SPB for Bullets			
To Notes:: 2012/10/26T07:30 GDPOULTO (*Correspondence)			

From: *Correspondence	Sent: 2012/10/10	Rcvd:	Status: Completed
To: PRD-SPB-Strategic Policy Branch	Due: 2012/10/15	Active: <1 day	State:
Action: Bullet Points	Cmpltd: 2012/10/10		
From Notes:: 2012/10/10T12:51 GDPOULTO (*Correspondence) To PRD-SPB for Bullets			

To Notes:: 2012/10/10T13:56 RYCROCKE (PRD-SPB-Strategic Policy Branch) Bob away so forwarded to Cloe to assign writer for bullets. RUSH due back to CU by Mon Oct 15th.
2012/10/10T14:06 RYCROCKE (PRD-SPB-Strategic Policy Branch) Cloe forwarded to Judy D'Gal with comments.

From:	PRD-SPB-Strategic Policy Branch	Sent:	2012/10/10	Rcvd:		Status:	Completed
To:	RSD-RO-Regional Operations	Due:	2012/10/15	Active:	<1 day	State:	
Action:	Necessary Action	Cmpltd:	2012/10/10				

From Notes:: 2012/10/10T14:17 RYCROCKE (PRD-SPB-Strategic Policy Branch) Cloe sent to Judy D'Gal with comments.

To Notes:: 2012/10/10T15:19 PVATLAS (RSD-RO-Exec Director) Judy's note to Cloe: "Returning e-approval as March 23, 2012 letter located." Fwd eApproval to Cloe.

From:	RSD-RO-Regional Operations	Sent:	2012/10/10	Rcvd:		Status:	Completed
To:	PRD-SPB-Strategic Policy Branch	Due:	2012/10/11	Active:	5 days	State:	
Action:	Approval	Cmpltd:	2012/10/17				

From Notes:: 2012/10/10T15:19 PVATLAS (RSD-RO-Exec Director) eApproval has been fwd to Cloe by Judy.

To Notes:: 2012/10/10T15:40 RYCROCKE (PRD-SPB-Strategic Policy Branch) Cloe rec'd from Judy
2012/10/10T15:41 RYCROCKE (PRD-SPB-Strategic Policy Branch) Cloe to Mark with comments: "Mark - sending to you for direction or to run by Molly. We have responded previously - will send details by e-mail. Cloe"
2012/10/11T14:13 RYCROCKE (PRD-SPB-Strategic Policy Branch) Mark forwarded to Cloe.
2012/10/11T14:25 RYCROCKE (PRD-SPB-Strategic Policy Branch) Cloe to Andrea for bullets.
2012/10/12T14:33 RYCROCKE (PRD-SPB-Strategic Policy Branch) Andrea to Cloe for approval.
2012/10/12T16:10 RYCROCKE (PRD-SPB-Strategic Policy Branch) Cloe forwarded to Andrea who attached doc and returned to Cloe.
2012/10/15T09:00 RYCROCKE (PRD-SPB-Strategic Policy Branch) Approved by Cloe and forwarded to Mark for approval.
2012/10/17T11:19 RYCROCKE (PRD-SPB-Strategic Policy Branch) Approved by Mark and forwarded to CU Writer with comments "Providing income tax bullets as requested. The other issues are MoH MM"

From:	PRD-SPB-Strategic Policy Branch	Sent:	2012/10/17	Rcvd:		Status:	Completed
To:	*Correspondence - Writer	Due:	2012/10/22	Active:	<1 day	State:	
Action:	Necessary Action	Cmpltd:	2012/10/17				

From Notes:: 2012/10/17T11:20 RYCROCKE (PRD-SPB-Strategic Policy Branch) Approved by Mark and forwarded to CU Writer with comments [Redacted] Not Responsive

To Notes:: 2012/10/17T15:10 MQUIGLEY (*Correspondence - Writer) Not sure if these comments refer to 177100 - Not Responsive
[Redacted] Not Responsive

From:	*Correspondence - Writer	Sent:	2012/10/17	Rcvd:	2012/10/17	Status:	Completed
To:	*Correspondence - Sr. Analyst	Due:	2012/10/18	Active:	<1 day	State:	
Action:	Approval - Draft	Cmpltd:	2012/10/17				

To Notes:: 2012/10/17T15:47 SHEMARSH (*Correspondence - Sr. Analyst) Approved.

From:	*Correspondence - Sr. Analyst	Sent:	2012/10/17	Rcvd:	2012/10/17	Status:	Completed
To:	PRD-SPB-Strategic Policy Branch	Due:	2012/10/18	Active:	5 days	State:	
Action:	Approval - Draft	Cmpltd:	2012/10/24				

From Notes:: 2012/10/17T15:48 SHEMARSH (*Correspondence - Sr. Analyst) Mark, [Redacted] Not Responsive

To Notes:: 2012/10/17T15:59 RYCROCKE (PRD-SPB-Strategic Policy Branch) Rec'd at SPB.
2012/10/24T12:19 RYCROCKE (PRD-SPB-Strategic Policy Branch) Comments... "Approved." [Redacted] Not Responsive
[Redacted] Not Responsive

From:	PRD-SPB-Strategic Policy Branch	Sent:	2012/10/24	Rcvd:	2012/10/24	Status:	Completed
To:	PRD-ADM	Due:	2012/10/25	Active:	1 day	State:	
Action:	Approval	Cmpltd:	2012/10/25				

From Notes:: 2012/10/24T12:19 RYCROCKE (PRD-SPB-Strategic Policy Branch) Comments to Tyler: "Approved." [Redacted] Not Responsive

Not Responsive

To Notes:: 2012/10/24T13:23 cbrazier (PRD-ADM) to Tyler
 2012/10/25T11:07 cbrazier (PRD-ADM) to Molly
 2012/10/25T15:26 cbrazier (PRD-ADM) approved by Molly, to CU for final

<i>From:</i> PRD-ADM	<i>Sent:</i> 2012/10/25	<i>Rcvd:</i> 2012/10/26	<i>Status:</i> Completed
<i>To:</i> *Correspondence	<i>Due:</i> 2012/10/26	<i>Active:</i> 1 day	<i>State:</i>
<i>Action:</i> Final	<i>Cmpltd:</i> 2012/10/26		

From Notes:: 2012/10/25T15:26 cbrazier (PRD-ADM) approved by Molly, to CU for final

To Notes:: 2012/10/26T07:19 GDPOULTO (*Correspondence) Final response sent this date. Correspondence filed in CU.



Together Against Poverty Society

302 - 895 Fort Street St. Victoria, BC, Canada V8W 1H7

Tel: (250) 361-3521 Fax: (250) 361-3541

Molly Harrington, ADM
Ministry of Social Development
PO Box 9936 Stn Prov Govt
Victoria BC
V8W9R2

ASSISTANT DEPUTY MINISTER
POLICY AND RESEARCH DIVISION

OCT 09 2012

MINISTRY OF SOCIAL DEVELOPMENT
VICTORIA, BRITISH COLUMBIA

October 02, 2012

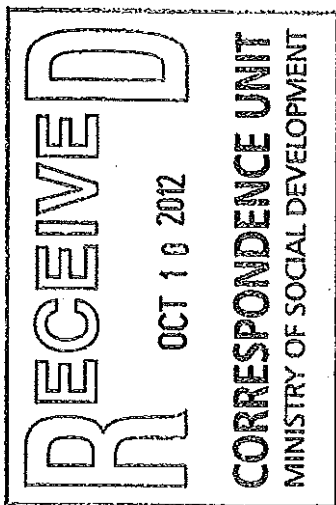
Dear Molly Harrington,

At our meeting of June 08, 2012, Together Against Poverty Society (TAPS) was invited to collect feedback from recipients of the Community Volunteer Supplement (CVS) regarding how and whether the CVS impacts their lives and to share that information with you and your team. Please accept the following vignettes collected from CVS recipients in Victoria that describe what the supplement means to them.

In a Provincial Moving Forward Steering Committee meeting held in January 2012, the Chair, Judy D'Gal invited TAPS to get feedback from stakeholders about how the CVS impacts their organizations, and the volunteers who receive the supplement. TAPS drafted a questionnaire for organizations seeking their input. In our letter to you of March 23, 2012, we provided a summary of the feedback we received from that questionnaire. However, we now enclose the qualitative data collected from those stakeholders, as we feel some of the comments bear striking similarity to the vignettes collected from CVS recipients in Victoria.

CVS Recipient Vignettes:

- 1.) I would be homeless without the community volunteer supplement. I have complex housing requirements due to my disability and require additional income to maintain the type of housing supports that allow me to function effectively. The \$100 that I get from it also allows me to be adequately prepared for work and at least feel well the day before I go to help folks. It helps make sure that I'm dressed according to the requirements of where I do my volunteering. The other ways to earn small amounts of money while on the welfare are not always accessible to those with disabilities. Some recipients have access to different forms of funding for training for school and the allowances or benefits associated with them. The CVS applies best to those of us unable to access those types of funds but still wish to contribute to society and participate in training or education.
- 2.) The Community Volunteer Supplement is important to me because I use the money to purchase food and to replace old clothing with newer cloths more appropriate for volunteering.
- 3.) The Community Volunteer Supplement covers the costs of my volunteering. Without it, I would have to spend some of my income in order to donate my time and effort assisting TAPS, Our Place and the Cook Street Village Activity Centre. Part of the supplement is spent on clothing and grooming, another



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The Law Foundation of British Columbia, United Way of Greater Victoria,
Province of British Columbia, Vancouver Foundation
The Provincial Employees Community Services Fund,
and other generous donors.

portion is spent on breakfast/lunch on the days I volunteer, because I am unable to access the soup-kitchens at which I eat. I spend the remainder on fresh fruit and vegetables in order to make up for the lack of fruit and vegetables in the meals provided by the soup kitchens.

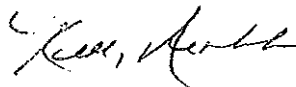
4.) In my experience the Community Volunteer Supplement kick-started my involvement in the community. I use the CVS to pay for a mobile phone which has opened my ability to communicate regarding health, volunteer schedules, and other important contacts. This has helped me attain roles in various organizations such as Together Against Poverty Society and the Victoria Disabled Golfers Association. This stimulus is vital in moving other disabled persons towards employment opportunities, education and community involvement. The social networks developed through these activities are based on this valuable funding.

Comments from Organizations who have volunteers who receive the CVS:

- 1.) It is true that people on fixed incomes incur expenses in order to volunteer and this acknowledgement of the extra costs put clients on a more equal footing with able-bodied members of the community in their ability to give back to our organization. – AIDS Vancouver Island
- 2.) We have a number of volunteers who work consistently and hard doing important but less exciting tasks because of their responsibility to fulfill their 10 hours a month. Some of them would not volunteer otherwise and it has made a big difference to their mental health and self-esteem, being connected with other people and doing something they know is worthwhile. – James Bay Community Project
- 3.) We find that it is gratifying to watch volunteers develop confidence, skills and sense of community as well as pride in their accomplishments. Our volunteers fully reflect the broader community because of this inclusive policy. Three of the most reliable volunteers I've seen in my 20 year career in volunteer coordination have come through the CVS program. – Broadmead Care, The Lodge at Broadmead
- 4.) The benefits are that it is an incentive and encouragement for the volunteers and it seems to encourage longevity, which in turn provides stability both to our organization and to our volunteers. – James Bay Beacon
- 5.) The CVS provides us with regular and, for the most part, reliable volunteers. We would like to see more opportunities for folks to access the CVS and make it a meaningful amount to supplement their pitiful income. – Our Place Society

We want to thank you again for inviting us to provide you with this feedback and look forward to the introduction of an improved Community Volunteer Supplement that takes into account the feedback provided to the Ministry of Social Development from recipients and organizations who benefit from the CVS.

Best,



Kelly Newhook
Executive Director, TAPS

Bachand, Robyn MSD:EX

From: MSD Executive Correspondence Services MSD:EX
Sent: Friday, October 26, 2012 7:28 AM
To: 'ED@tapsbc.ca'
Subject: 177100 Newhook - MSD Response

Ref: 177100

Kelly Newhook
Executive Director
Together Against Poverty Society
ED@tapsbc.ca

Dear Ms. Newhook:

Thank you for your letter dated October 2, 2012, regarding the Community Volunteer Supplement (CVS).

I was pleased to receive the qualitative feedback on the program from volunteers and host organizations that you provided. I appreciate Together Against Poverty Society's (TAPS) efforts to meet with various stakeholders and collect this information. This information is very helpful and we will review it carefully.

As I mentioned to TAPS President Joan McHardy in my letter dated April 25, 2012, the provincial government made additional investments last year so all those eligible would have the opportunity to participate in the program.

Thank you again for writing and for your advocacy on behalf of vulnerable persons in British Columbia.

Sincerely,

Molly Harrington
Assistant Deputy Minister



1435079[1].pdf



Together Against Poverty Society

302 - 895 Fort Street St. Victoria, BC, Canada V8W 1H7

Tel: (250) 361-3521 Fax: (250) 361-3644

MINISTRY OF SOCIAL DEVELOPMENT
MINISTER'S OFFICE

Referral #

Refer to:

MAR 26 2012

Reply Response ☐ Reply Direct ☐ Info File ☐ PRA ☐

Discontinue ☐

Reading ☐

March 23, 2012

Honourable Stephanie Cadieux
Minister of Social Development
PO Box 9058 STN PROV GOVT
Victoria, BC V8W 9E1

Dear Minister Cadieux,

RE: Community Volunteer Supplement Program – Recommendations for Redesign

I am writing on behalf of the Board of Directors for the Together Against Poverty Society (TAPS), the largest poverty advocacy organization on Vancouver Island, in regards to the Community Volunteer Supplement (CVS) program. We understand the Ministry of Social Development is currently developing a new model for the CVS. We wish to forward recommendations for the redesign of this program based on our own organization's experience, and from consultation with our community partners.

TAPS provides free legal advocacy for people with income assistance, disability benefits and tenancy issues. As such, we regularly assist recipients of the CVS, in addition to individuals wanting to apply for this supplement. Furthermore, as a non-profit organization, many of our volunteers contribute to the success of TAPS because they are beneficiaries of this program.

TAPS consulted with recipients and community partners to collect feedback about this program. One of the predominant themes was the immense benefit the CVS was to both recipients and non-profit organizations. Organizations reported that the CVS improved not only the recruitment, but also retention of volunteers.

As the Ministry recognizes, volunteering also provides people with disabilities a valuable opportunity to participate more fully in community life. Respondents indicated volunteering improved their self-confidence, gave them a sense of community, had significant mental health benefits, and they were taught useful skills for employment. As one individual stated, the CVS benefits those with disabilities by putting them "on a more equal footing with able bodied members of the community."

Many respondents identified the financial benefit of the CVS, stating the supplement helped to pay for groceries. While we acknowledge the purpose of the CVS is to cover volunteer-related expenses, we believe this highlights the urgent need to increase income assistance rates for all individuals. The current rates fail to reflect the actual cost of living in British Columbia, forcing individuals to choose between essentials such as housing and healthy food. It certainly leaves nothing extra to pay the costs of transportation and appropriate clothing needed to volunteer.

Supported by:

The Law Foundation of British Columbia, United Way of Greater Victoria, The Province of British Columbia,
The Provincial Employees Community Services Fund, Vancouver Foundation, Coast Capital,
and other generous donors.

Molly Harrington
ADM (Policy and Research Division)

Judy D'Gal
Director, Policy Interpretation & Stakeholder Relations (Regional Services Division)

DMO-Deputy Minister's Office

Referral Slip

Tue, Dec 04, 2012 4:24 PM

Action: **Reply Direct** Due: **2012/11/01** Log ID: **177125**

s.22	Type:	Email	Written:	2012/10/05
	Office:	MO-Minister's Office	Received:	2012/10/12
	Entered By:	GDPOULTO	Interim:	
	Sign By:	Correspondence Unit	Signed:	2012/10/12
	Batch:		Closed:	2012/10/12 (0/0)
	File No.:	280-30 s.22		

☒ Confidential ☐ Frequent Writer ☐ Elected Official

Email: s.22

Phone:

Fax:

Addressed to: Minister

Content provider:

Issue: Web site - ministry

Branch:

X-Ref:

CU Analyst:

Other Info:

Copied to:

Subject

Web link is not working "Community Volunteer Supplement Go"

Referrals

From:	MO-Minister's Office	Sent:	2012/10/12	Rcvd:	2012/10/12	Status:	Completed
To:	MO-Minister's Office	Due:	2012/10/15	Active:	<1 day	State:	
Action:	For Review	Cmpltd:	2012/10/12				

To Notes:: 2012/10/12T07:36 GDPOULTO (*Correspondence)

From:	MO-Minister's Office	Sent:	2012/10/12	Rcvd:	2012/10/12	Status:	Completed
To:	*Correspondence	Due:	2012/11/01	Active:	<1 day	State:	
Action:	Draft 14 days	Cmpltd:	2012/10/12				

From Notes:: 2012/10/12T07:36 GDPOULTO (*Correspondence) Web team has confirmed they will look into this. To CU writer to draft basic CU response saying thank you for bringing this to our attention and we have forwarded this to our web team for investigation.

From:	*Correspondence	Sent:	2012/10/12	Rcvd:		Status:	Completed
To:	*Correspondence - Writer	Due:	2012/10/15	Active:	<1 day	State:	
Action:	Draft Response	Cmpltd:	2012/10/12				

From Notes:: 2012/10/12T07:37 GDPOULTO (*Correspondence) Web team has confirmed they will look into this. aCU writer to draft basic CU response saying thank you for bringing this to our attention and we have forwarded this to our web team for investigation.

To Notes:: 2012/10/12T08:47 MAMITCHE (*Correspondence - Writer) MMS drafted as per instructions. Can confirm the link is still NOT working. Sent to Manager for approval.

From:	*Correspondence - Writer	Sent:	2012/10/12	Rcvd:	2012/10/12	Status:	Completed
To:	*Correspondence - Manager	Due:	2012/10/15	Active:	<1 day	State:	
Action:	Approval - Draft	Cmpltd:	2012/10/12				

From Notes:: 2012/10/12T08:47 MAMITCHE (*Correspondence - Writer) MMS drafted as per instructions. Can confirm the link is still NOT working. Sent to Manager for approval.

To Notes:: 2012/10/12T11:40 SHEMARSH (*Correspondence - Manager) Approved.

From:	*Correspondence - Manager	Sent:	2012/10/12	Rcvd:	2012/10/12	Status:	Completed
To:	*Correspondence	Due:	2012/10/15	Active:	<1 day	State:	
Action:	Send Final	Cmpltd:	2012/10/12				

From Notes:: 2012/10/12T11:40 SHEMARSH (*Correspondence - Manager) Gail, good to send with ministry logo (I want to use the logo for CU responses). Please Blind copy (bpc) MSD Web Manager (in GAL). - SM

To Notes:: 2012/10/12T14:49 GDPOULTO (*Correspondence) Final response sent this date. Correspondence filed in CU.

Bachand, Robyn MSD:EX

From: s.22
Sent: Friday, October 5, 2012 3:48 PM
To: Minister, MSD MSD:EX
Subject: Community Volunteer Supplement

Follow Up Flag: Follow up
Flag Status: Flagged

Categories: REPLY DIRECT (STAFF/CU SIGNATURE)

SM: Web team has confirmed they will look into this. →CU writer to draft basic CU response saying thank you for bringing this to our attention and we have forwarded this to our web team for investigation.

I would of sent to more junior person but none are listed on your web site.

The following link is not working

Community Volunteer Supplement
Go

More information about this supplement, which assists eligible income assistance clients who volunteer, can be found here.

<http://www.hsd.gov.bc.ca/factsheets/pwd.htm>

Bachand, Robyn MSD:EX

From: MSD Correspondence MSD:EX
Sent: Friday, October 12, 2012 2:37 PM
To: [REDACTED] s.22
Subject: 177125 [REDACTED] s.22 MSD Response

Ref: 177125

[REDACTED] s.22

Dear [REDACTED] s.22

Thank you for your email dated October 05, 2012, regarding the web link for the Community Volunteer Supplement. Your email has been forwarded to ministry's Executive Correspondence Services branch for response.

We appreciate you bringing this issue to our attention, and can confirm that the Ministry Web Team have been notified, and are investigating the matter.

Thank you again for writing.

Sincerely,

Executive Correspondence Services
Ministry of Social Development



Ministry of
Social Development

From: [REDACTED] s.22
Sent: Friday, October 5, 2012 3:48 PM
To: Minister, MSD MSD:EX
Subject: Community Volunteer Supplement

I would of sent to more junior person but none are listed on your web site.

The following link is not working

Community Volunteer Supplement
Go

More information about this supplement, which assists eligible income assistance clients who volunteer, can be found here.

<http://www.hsd.gov.bc.ca/factsheets/pwd.htm>

Labour Market Agreement for Persons with Disabilities

Annual Report 2012

Introduction

The Province of British Columbia is pleased to present the 2012 Annual Report under the *Labour Market Agreement for Persons with Disabilities*. In March 2004, the Province of British Columbia entered into the Canada–British Columbia Labour Market Agreement for Persons with Disabilities (LMAPD) in recognition of our commitment to improve the employment situation of persons with disabilities. The LMAPD is a cost sharing agreement in which the Government of Canada contributes 50 per cent of the annual costs incurred by the Province of British Columbia for programs and services funded under the agreement, up to a maximum of \$30.74 million.

In fiscal year 2011/12, the Province of British Columbia spent approximately 96.3 million¹ on programs and services funded under the LMAPD, far exceeding the expenditures needed to receive the maximum federal contribution under the agreement.

The 2012 Annual Report provides an update and an overview of the Province of British Columbia's investments and programs intended to support persons with disabilities in their efforts to participate successfully in the labour market.

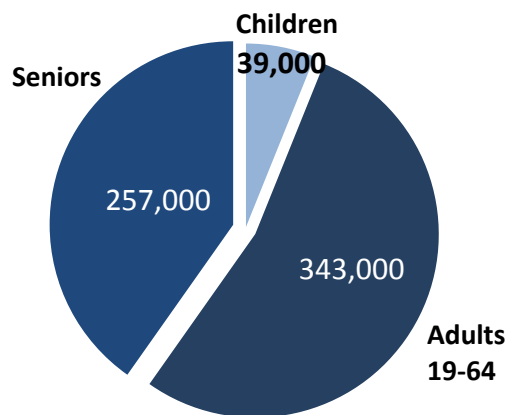
The release of the report on December 3rd commemorates the United Nations International Day of Persons with Disabilities. The annual observance of the International Day of Persons with Disabilities aims to promote an understanding of disability issues and support for the dignity, rights and well-being of persons with disabilities. It also seeks to increase awareness of gains to be derived from the integration of persons with disabilities in every aspect of political, social, economic and cultural life. British Columbia's commitment to the full inclusion of persons with disabilities is already creating a more successful and fulfilling future for all British Columbians.

¹ Based on projected expenditures in British Columbia's 2011/2012 Annual Plan for the LMAPD.

Labour Market in British Columbia – Current Economic Conditions

British Columbia's labour market has experienced modest growth over the past year. From October 2011 to October 2012, total employment increased by 29,500 (1.3 per cent). All of the job growth was in full-time positions with the largest increase experienced by the manufacturing industry. At the same time, unemployment increased by 6,800 (4.2 percent) resulting in an increase in the unemployment rate from 6.6 percent in October 2011 to 6.7 percent in October 2012.

Persons with Disabilities in British Columbia²



BC Population with Disabilities

	Total by Age	Total with Disability	Percent with Disability
Children	877,000	39,000	4.4%
Adults 19-64	2,558,000	343,000	13.4%
Seniors	561,000	257,000	45.8%
Total	3,996,000	639,000	16.0%

In 2006, Statistics Canada's Participation and Activity Limitation Survey estimated 639,000 British Columbians had a disability – representing 16 per cent of the population. Of these:

Over 300,000 need assistive aids and devices;

Over 400,000 need help with daily activities;

56 per cent of those who are working age are employed; and

17 per cent of those who are working age receive provincial income assistance.

² All data in this section are from Statistics Canada's Participation and Activity Limitation Survey (PALS) 2006. Individuals living in residential care facilities and on First Nations reserves are not included in the data.

Note: The 2008 Annual Report Data was adjusted to include individuals living in residential care facilities and on First Nations reserves. However, since exact disability rates among these populations are not known, an accurate adjustment cannot be made for 2012.

In 2006, there were over 344,000 working age adults (19-64 years) with disabilities in B.C.; and 46 per cent of persons with disabilities in B.C. were seniors aged 65 and older. Demographic projections for 2012 suggest that the number of working age adults with disabilities has grown to an estimated 399,000 and there are 309,000 aged 65 and older.

Programs and Services

The Ministry of Social Development leads the provision of core programs and services for persons with disabilities and their families. The Ministry continues to support Canada's commitment to the UN Convention on the rights of people with disabilities, a joint effort between governments, community organizations, clients and their families. The Ministry focuses on integrated, citizen-centered service delivery, disability supports and services, and supporting community led innovations that increase employment and inclusion opportunities for persons with disabilities. This includes working with counterparts to improve the transition for youth with disabilities and continuing the work of the Minister's Council on Employment and Accessibility, formed in 2012/13.

The Minister's Council on Employment and Accessibility is a forum comprised of members that provide advice to the Minister of Social Development on solutions and strategies to increase employment and accessibility for persons with disabilities. Leadership, partnership and action by employers, persons with disabilities and their families, governments and community-based organizations are key to the success of the work of the Minister's Council.

The mandate of the Minister's Council is to:

- Advise the Minister of Social Development on policies, initiatives, legislation and priorities related to persons with disabilities that promote employment and accessibility;
- Develop and identify opportunities for partnerships, leadership, cross-sectoral networks and capacity-building across government and community; and
- Communicate and engage with the public in order to gather information, develop an understanding of different perspectives and opinions, build awareness, and create opportunities related to fulfilling its mandate.

The Council is currently comprised of 15 members, appointed by the Minister, who are selected to ensure diversity of representation from various sectors, including: business leaders, community-based organizations/NGOs, government, community leaders and individuals with disabilities, as well as their families.

Report on LMAPD Funded Programs and Services

Ministry of Social Development

- Employment Programs for Persons with Disabilities (EPPD)
- Volunteer Initiatives

Community Living British Columbia

- Employment Services

Ministry of Health

- Mental Health and Substance Use
- Substance Use services ³

Ministry of Advanced Education, Innovation and Technology

- Disability Services
- Adult Special Education (ASE)
- College and Institute Library Services (CILS)
- Post Secondary Communication Access Services (PCAS)
- Interpreting Services
- Program for Institutional Loans of Adaptive Technology (PILAT)
- Assistance Program for Students with Permanent Disabilities (APSD)
- Learning Disability Assessment Bursary (LDAB)
- BC Access Grant for Deaf Students (BCAG-DS)

³ The term 'substance' reflects the change in the program area's name to Mental Health and Substance Use Branch.

The following table provides a summary of the 2012/13 planned expenditures by service area.

INITIATIVES	2012/13 PLANNED EXPENDITURES
Ministry of Social Development	
Employment Program for Persons with Disabilities (EPPD)	\$19,500,000
Volunteer Initiatives	\$7,278,680
Sub-Total	\$26,778,680
Community Living British Columbia	
Employment Services	\$10,700,000
Sub-Total	\$10,700,000
Ministry of Health	
Mental Health and Substance Use Assertive Community Treatment (ACT) Employment and Education Support	\$525,000
Mental Health and Substance Use Pre-employment and Education Support	\$10,740,000
Mental Health and Substance Use Supported Education	\$685,000
Mental Health and Substance Use Supported Employment	\$2,882,000
Mental Health and Substance Use Therapeutic Volunteer	\$2,780,000
Substance Use - Outpatient Services	\$11,080,000
Substance Use - Residential Treatment	\$2,150,000
Substance Use – Supported Recovery	\$2,590,000
Sub-Total	\$33,432,000
Ministry of Advanced Education	
Disability Services	\$7,750,000
Adult Special Education (ASE)	\$7,100,000
College and Institute Library Services (CILS)	\$ 516,000
Post Secondary Communication Access Services (PCAS)	\$ 185,000
Interpreting Services	\$2,250,000
Program for Institutional Loans of Adaptive Technology (PILAT)	\$79,000
Assistance Program for Students with Permanent Disabilities (APSD)	\$500,000
Learning Disability Assessment Bursary (LDAB)	\$50,729
BC Access Grant for Deaf Students (BCAG-DS)	\$200,000
Sub-Total	\$18,630,729
TOTAL	\$89,541,409

Ministry of Social Development

Employment Programs for Persons with Disabilities (EPPD)

Initiative Objectives

To meet the needs of persons with disabilities who wish to work or volunteer, the ministry provides a specifically designed employment program. EPPD provides a range of specialized services to help persons with disabilities participate in their communities; pursue their employment goals as they are able, increase their self-reliance and build skills and experience that may lead to further employment or volunteer opportunities. Participation in EPPD is voluntary. Employment under EPPD includes part-time or fulltime paid employment, self employment, volunteer work and opportunities to gain valuable work experience.

As of April 2, 2012, the Employment Program of BC (EPBC) replaced EPPD. The Employment Program of BC continues to deliver the diverse range of services available through EPPD to effectively meet the needs of persons with disabilities through WorkBC centres. The same range of employment services and supports continue to be available through all WorkBC centres.

Initiative Description

EPPD Services are intended to meet the needs of clients who have a medically verified disability that is a primary barrier to employment and provide individualized services and supports to address those barriers. Service providers work with clients to complete comprehensive assessments and develop individual plans to enhance a client's job readiness, employability skills, and obtain and/or maintain employment. Service providers support clients to identify and achieve reasonable employment goals.

EPPD service delivery principles are as follows:

- EPPD will continue to be flexible and responsive to meet the needs of each client as an individual, both through direct services to the client and linkages to other existing programs and services; and
- EPPD is delivered and managed in a streamlined manner that is congruent with the ministry's strategic direction, legislation, policies, regional delivery structure, and is based on previous experiences, stakeholder consultations and lessons learned from experiences in various jurisdictions, including British Columbia.

The 2011/2012 EPPD budget is \$19.5 million and is allocated as follows: \$16 million for eight provincial geographically defined service delivery areas and two disability specific groups (physically disabilities and mental health), \$1.1 million for the adaptive technology loan bank, and \$2.4 million for Supplementary Services providing employment and pre-employment support services to persons with disabilities. Additional funding (\$2.0 million) is made available through Canada/BC Labour Market Agreement (LMA) and other provincial partners such as Community Living British Columbia, to fund supplemental, innovative services not covered by the full range of core EPPD services.

Target Population

EPPD clients are those B.C. individuals for whom a disability is a primary barrier to employment; clients may also have other significant employment barriers that need to be supported. EPPD clients may or may not be in receipt of income assistance.

Priority Areas Addressed Under the LMAPD

- Attachment to the labour market and increased employment participation
- Employment related education and skills training
- Employment supports that may include disability supports, accommodations and individualized supports to find and maintain employment

Commentary on Indicators

When clients enrol in EPPD, it is assumed that they will obtain some improved understanding of their abilities, skills, interests, contributions and employment options. The number of clients who receive disability supports is also an indicator of the program's objective of reducing barriers to employment. Since its inception in 2007, EPPD has achieved 3,713 job placements.

Indicators of Success

Success stories are not summative indicators, but provide a more comprehensive understanding of outcomes. The following are examples of employment outcomes from EPPD:

EPPD Success Stories

Customized Employment: "Life is Dog Gone Great"

Stephen is a local entrepreneur who has partnered with a new store, Creative Rift, to showcase and sell his product, Dog Gone Great organic dog treats. Stephen started with his self-employment business with the help of Steps to Employment Program (STEPS) of Powell River

Association for Community Living (PRACL). STEPS is a pilot project jointly funded by the Ministry of Social Development and Community Living BC whose focus is Customized Employment. Customized Employment means individualizing the employment relationship based on a determination of the strengths, needs and interests of the person with a disability and matching with the specific needs of the employer. It is all about the ability of the person, not the disability.

Stephen went through a process called *Discovery* and the themes that emerged were his love of people, entertainment and animals. To test the waters Stephen began participating in community events like Kathaleumixu and the Powell River annual Film Festival. His interest in interacting with the community and also in making money led to self-employment exploration. Involving as many themes as possible the idea was presented to make organic dog treats to sell at fairs and other venues.

This is where Stephen connected with Mischa. Mischa and Stephen were neighbours at all the local markets and fairs. When Mischa and her business partner Jillian decided to open a store, Creative Rift, they invited Stephen to sell his dog treats at their store. Mischa has been very welcoming of Stephen, indicating “I enjoy having Stephen here and helping him to be part of the community. It is wonderful to be able to assist a fellow entrepreneur with his business.”

His parents, Pat and Janet, participate in the baking of Stephen’s dog treats and they say that “since Steve began his Dog Gone Great biscuit business we have seen him benefit from so many opportunities to interact with his customers. This is so much more than social interaction...it allows Steve to offer something of value.” Stephen was able to get an adapted dog biscuit cutter through his STEPS worker, Jenn. She had a friend weld together a strong handle that was attached to 5 biscuit cutters, so with each press of the cutter it made 5 biscuits.

Stephen, speaking through his communication device about his employment achievements, stated, “It makes me happy and proud.” What started as interests and ideas has blossomed into a partnership and it turns out that one of the gifts of Creative Rift is diversity and community inclusion. If you come down to Creative Rift, you will see Stephen there, selling his dog treats and probably tapping his toe to some great local music!

Adaptive Technology @ Work

Cathy, a WorkSafeBC recruiting officer, contacted Assistive Technology British Columbia (ATBC) for advice on how to accommodate typing and reading comprehension proficiency tests for a visually impaired person applying to work for their organization. Cathy was invited to come to the ATBC offices for a consultation and a tour of the ATBC Training and Assessment Centre to explore technology and strategy options to accommodate existing employees as well as recruited candidates who have disabilities. During the consultation, ATBC learned that the

WorkSafeBC recruitment department had an older copy of ZoomText and they were hoping to use that software to provide Mike, the candidate, access to the proficiency testing. They were also hoping that ATBC could provide them with information on how to set up the ZoomText software to facilitate these tests as no one in their department had experience with supporting that software. The action plan arising out of the consultation was for ATBC to conduct a technology and functional skills assessment to evaluate Mike's technology skills and to determine how best to set up the ZoomText settings as well as to assess what reading and writing strategies would work best for conducting the typing and reading comprehension testing for visually impaired persons.

ATBC conducted the assessment with Mike, and through various simulations came up with strategies that would allow Mike to be fairly tested in his typing ability and reading comprehension. WorkSafeBC asked ATBC to be on hand during the testing to ensure there were no glitches with the ZoomText program. The ATBC technology consultant arrived at WorkSafeBC on testing day only to discover that the ZoomText software was not properly installed on the testing computer. Because of the systems security, only the WorkSafeBC IT staff could work on the computer, and there were no staff members immediately available to solve the issue. Quickly, a plan B was put into place: Cathy and Mike agreed to do the testing at the ATBC Training and Assessment Center. In the end, Mike successfully completed the typing and reading comprehension tests and was able to demonstrate the required proficiency for typing and reading comprehension. Mike is now in the pool of qualified candidates for a customer service representative position at WorkSafeBC!

Volunteer Initiatives

Initiative Objectives

The objective of Volunteer Initiatives is to assist clients to achieve their social potential and encourage active participation in employment-related activities.

Initiative Description

Volunteer Initiatives are intended for recipients of income and disability assistance who wish to pursue a volunteer placement with a non-profit community agency in a designated volunteer position.

The Community Volunteer Supplement is the primary volunteer initiative that is available to eligible clients of the Ministry of Social Development. It provides up to \$100 per month to be used towards volunteer costs such as transportation, clothing and other incidentals.⁴

Target Population

Clients of the Ministry of Social Development with no employment obligations – primarily Persons with Disabilities (PWD) or Persons with Persistent Multiple Barriers (PPMB) designations.

Priority Areas Addressed Under the LMAPD

Employment Opportunities

Commentary on Indicators

Volunteer Initiatives acknowledge that employment may not currently be a realistic outcome for all individuals. However, volunteering encourages them to participate more fully in their communities and moves them along the continuum towards independence and self-reliance.

Indicators of Success

In March 2012, Volunteer Initiatives had 6,225 current participants, indicative of at least the same number of volunteer placements.

Expenditures for Volunteer Initiatives in fiscal year 2011/12 were \$6,881,721.

⁴ Effective August 9, 2011, the community volunteer supplement (CVS) is only be provided to eligible persons who participate in a volunteer placement with a non-profit community agency in a designated volunteer position. To be considered for CVS, eligible persons are those who either:

- were receiving a community volunteer supplement as of August 8, 2011 or
- were on the ministry's Management Information System (MIS) community volunteer supplement waitlist as of August 8, 2011.

Community Living British Columbia (CLBC)

Employment Services

Initiative Objectives

CLBC Employment Services provide support for CLBC eligible adults to integrate into the workforce;

- They assist CLBC eligible adults to discover their skills and abilities, areas of interest and in finding and keeping employment.
- They promote the concept of the CLBC eligible adults working in the community, and
- They build the capacity of the sector to provide quality employment services.

Target Population

Adults with developmental disabilities and adults with fetal alcohol spectrum disorder, and autism spectrum disorder who face significant challenges in daily life.

Initiative Description

CLBC Employment services provide support to CLBC eligible adults to enter the workforce where they work alongside employees without disabilities for wages at the industry standard. Service providers use a person centered approach with a strong focus on assessment using a variety of tools, including discovery (a customized employment tool) that determine the skills and abilities of the job seeker to ensure a job match that results in successful employment. Employment can be accessed through a competitive labour market approach or through customized job development where a job is created that meets the ideal conditions of employment for the job seeker and meets the needs of the employer. Work experience and training can be part of an employment plan. On-the-job support and training are offered with an expectation of moving to natural supports in the workplace whenever possible. Service providers continue to be available as needed, ongoing support is available for the employer, the employee and their co workers. There is an assumption that every job seeker is ready for work and can make a valuable contribution based on their unique skills, interests and preferences. There is an expectation of reasonable accommodation on the part of the employer. It is not a job creation program.

The Supported Work Placement program was transferred from the Ministry of Children and Family Development in July 2005, to Community Living British Columbia, the Crown Agency responsible for adults with developmental disabilities.

Priority Areas Addressed Under the LMAPD

- Education and training
- Employment participation
- Connecting employers and persons with disabilities
- Building knowledge

CLBC's Community Action Employment Plan

David Johnston has faced, first-hand, challenges in finding employment. He lives in Dawson Creek, British Columbia and represents an ever increasing group of people with developmental disabilities who want to work. "I am struggling to this day because of having a diverse-ability. The doors are slowly opening but I wish they would open faster. I also want to open doors for other people with a disability to go to college and get a trade and work in the community."

That's why Johnston participated as a community facilitator in the process to create a Community Action Employment Plan - a plan to promote employment for people with developmental disabilities in BC.

Like Johnston, many people with developmental disabilities want to work. Work is a pathway to many other aspirations including friendships, financial independence, making a contribution and developing stronger feelings of belonging and self-worth. People with developmental disabilities are significantly under-represented in the workforce and society's capacity to support people who want to work is limited.

CLBC, along with service providers, families and employers have made good progress in the past four years to strengthen the path to employment. People are now more aware of the benefits of being an employee. Service providers have more knowledge and experience, and more are transforming their day services to help people find work. This effort is contributing to advancing an employment agenda. Still, much work remains to ensure that all people with developmental disabilities are effectively supported to achieve their goals with respect to employment.

Meaningful progress on this complex issue requires collaboration and a sustained effort among a broad cross-section of individuals, families, service providers, employers and community members, as well as CLBC and other government ministries. The new plan will build on what has been done before and find new ways to more effectively connect people who want to work.

The goal is to develop a three year "Community Action Employment Plan" with well-defined initiatives to increase employment for those people served by CLBC in British Columbia.

The engagement process was conducted through an appreciative inquiry approach, which involves the practice of asking questions that strengthen a system's capacity to heighten positive potential. It mobilizes inquiry through crafting an "unconditional positive question" often involving hundreds of people.

CLBC utilized 30 "community facilitators" who guided conversations in their own communities with key stakeholders. During the past few months local conversations were hosted, individuals interviewed and data collected in preparation for the fall planning summit. To ensure all interested parties ideas were captured, a survey was posted on the CLBC website. Input was received from over 725 people from across the province and approximately 100 employers participated. Another team of volunteers reviewed all of the data submitted and identified common themes to discuss at the summit.

The process wrapped up with a provincial action planning summit in the fall 2012, in which a broad cross-section of approximately 165 stakeholders continued the inquiry towards developing the plan.

The plan will look at increasing employment opportunities for people who want to work, help with youth transition planning, and provide more support to ensure that people are successful in their work environment.

Other goals to expand the employment agenda include:

- Collaboration among a diverse range of stake holders
- Scaling up successful services
- Micro solutions and employment through social enterprise
- Solutions to systemic barriers
- Changing perceptions and attitudes
- Knowledge generation and creation of "learning communities"

The plan together with a mobilized community will help realize David Johnston's dream where everyone with a disability who wants to be employed has the opportunity to work, no matter what the limitation.

Customized Employment Demonstration Project

Initiative Objectives

The Customized Employment Demonstration project is a partnership between CLBC and the Ministry of Social Development. It provides employment opportunities for youth and adults

with developmental disabilities that find that the traditional labour market approach of matching people to existing job openings is not effective. The outcome of the three year demonstration project is to increase employment opportunities, document best practices, develop community leaders and share the learning of the project widely with CLBC and MSD service providers.

Initiative Description

The Customized Employment Demonstration Project wrapped up May 31st 2011. This project expanded employment opportunities for youth and adults that are eligible for CLBC services. The outcome for individuals resulted in real work for real pay in integrated settings. The Customized Employment model focuses on the individual's abilities with the required supports for success. It is an individualized employment relationship between employees and the employer. Customized Employment is based on an individualized determination (discovery) of the strengths, needs and interests of each person. This information is then used to develop and negotiate an employment opportunity that ensures the ideal conditions of employment for the job seeker and meets the needs of the business. On the job support is available as needed with the expectation that the paid supports will be transitioned to natural (co-worker) support in the workplace. The service provider is available for ongoing support as needed. The project has been extended to May 31, 2012. The project provided services to 285 individuals, eight service providers found 242 employment placements to assist 182 individuals to remain attached to the work force. At the completion of the project 140 individuals were transferred to other CLBC or Ministry employment services. Of these approximately 50% were employed requiring follow up services with the remainder continuing their employment search.

Total number of individuals receiving services	285
Total number of recorded placements	242
Total number of individuals who found work in the Project	182
<i>As a % of the total number of individuals</i> <i>64%</i>	
Number of multiple placements	60
Average number of placements for each individual who found work	1.5
Number of individuals working at transition ⁵	100
<i>Working with one placement</i> <i>73</i>	
<i>Working having had multiple placements</i> <i>27</i>	
<i>Of the 100, number working at more than one job</i> <i>6</i>	
Number of individuals at May 31, 2012, who had previously worked, but were now looking for a new job	35

Commentary on Indicators:

The customized employment project demonstrated that when time is taken to learn about the job seeker and job development is based on the individual, job seekers that have complex barriers to traditional employment are successful in getting and maintaining work that benefits both the employee and the business.

⁵ Transition planning started in February 2012. This is the number of individuals working in early April 2012. With a real time reporting system, this number was changing regularly as service providers hurried to secure jobs under discussion, or saw fit to close files prior to the Project end where individual's employment was stable or seasonal jobs started and/or ended.

CLBC Success Stories

From wood to watercraft

Restoring antique wood and canvas canoes to their former glory is a specialized skill requiring great precision and attention to detail. Few people would have the passion — or patience — to spend months stripping old varnish, bending cedar to make new canoe ribs, stretching canvas and applying new paint and varnish. But this isn't a problem at all for Brittany, who delights in every step of this age-old process.



For 16 hours a week, Brittany can be found in the workshop at Kettle River Canoes in Grand Forks, which is the only canoe restoration company in British Columbia. As an apprentice canoe restorer, Brittany works side-by-side with owner Mike to restore up to 25 canoes every year.

Brittany's transition from student to worker to crafts person started a few years ago.

Back in high school, she discovered her love of working with wood. After she graduated in 2011, she was eager to find a job that made the most of her skills. "I wanted to learn to expand my ability to make certain things out of wood," she recounts. "And so I found this job so I could learn a new kind of trade that hasn't been around very much."

CLBC provides funding to service providers across the province to help adults with developmental disabilities find and keep employment, and especially employment that allows them to make use the unique skills they have to contribute.

According to her boss the canoe restoration business suits Brittany to a tee. "The woodworking is extremely precise and I was looking for somebody who had that attention to detail," he says.

He adds, "We really do work as a team on all the restorations. Every step requires a lot of attention to detail. So it's very meticulous, very time consuming, and exactly what Brittany likes to do." Together they are a good fit.



Being Part of a Team

Three years ago Kayleigh obtained a work-experience position at 18 with Walmart as part of a 30-hour work placement. In the beginning, it was something she had to do and the hours passed slowly. Now the job has transformed into a regular position where she works three six hour shifts

per week. Her boss says she brightens everyone's day with a cheerful, "Good morning!" She loves her job and is often reluctant to leave at the end of her shift, especially if she hasn't finished a task. Kayleigh encounters people she knows during every shift. At home, after a day of work at Walmart, she shares her work stories with her family.

Kayleigh worked in several departments in the store to identify the best fit for her skills and interests. She had a real eye for detail and enjoyed stocking shelves, but found duties like folding clothes repeatedly quite boring. Kayleigh discovered she enjoyed the seasonal department best. She could complete all the tasks and liked the variety of the ever-changing stock. By working throughout the store, relationships with employees from other departments developed. Kayleigh's co-workers learned about autism, how it impacted her and how they could support her.

Kayleigh has discovered the pleasure that comes from accomplishment. Her parents have noticed a positive change, especially after her first employment review and raise. Being embraced by the other employees, leading the "Walmart cheer" at the beginning of a shift, and being part of a team have also influenced Kayleigh's positive attitude.

Having her own money has allowed Kayleigh to act on her generosity. She takes pleasure in treating her family to dinners out and enjoys buying birthday presents for her brothers. Family and friends have noticed a significant change in Kayleigh since she has been working. She is more confident and has a new interest in talking to others.

Finding purpose in ownership

Angela is a proud business owner who with the help of her father found something that she loves to do. In the past she had the good fortune of having individual funding that allowed her to have a personalized support program that was social and recreationally based. Her father began to wonder why Angela shouldn't have the opportunity to work. After discussions with Angela, her mother, brother and support staff agreed she should be given the opportunity to work. After researching the options, they decided to start a small luxury soap and bath products business and Angela became the proud owner of "dis da bomb luxury bath products".



Angela is involved in all aspects of the business from production, packaging, and sales. She looks for opportunities to market her business at conferences and trade fairs around the province. Recently, Angela attended a conference in Whistler where she displayed her products and completed sales using her iPad to communicate with people at the trade show.

Her father talks about the pride she has in being an owner, the satisfaction she gets from making the bath products and selling them to people. Angela is proud, happy and has meaning as a result of her business.



Pursuing art as a career

James is 25 years old and grew up in the village of Greenville in the Nass Valley in northwest British Columbia. After high school, James was accepted into the School of North Coast Art at Northwest Community College and completed that program in 2009. James was taught by a small group of master carvers. James learned carving, painting and the unique culture and the history of the First Nations people.

The Provincial Networking Group began working with James and they started by outlining his top twelve interests and then narrowed those down to the top three, one of which was traditional wood carving. Once they saw one of his carvings, the path for James was clear.

James, with assistance, developed an artist profile and photo catalogue, and negotiated a consignment deal with a local First Nations gallery and boutique. After some early success, James approached another retailer who features First Nations art, with a job proposal. This proposal required James to do carving at the store on a regular basis. This would allow tourists and visitors to see first-hand the work that goes into this beautiful art and have a personal connection with the artist. The owner saw the value and accepted the proposal.

The benefits for James are immeasurable - he gets to do what he loves and is paid a salary for doing it.



Ministry of Health (MoH)

B.C.'s regional health governance structure consists of six health authorities including the Provincial Health Services Authority (PHSA) and five geographic health authorities:

- Northern Health
- Interior Health
- Vancouver Island Health Authority
- Vancouver Coastal Health
- Fraser Health

Within these health authorities are 16 health service delivery areas with boundaries that reflect the province's geography, as well as patient and physician referral patterns.

Each health authority has responsibility for delivering a defined set of health programs and services. A general description of each service follows, but the specific services provided in each health authority may vary.

Mental Health and Substance Use (MHSU)

Initiative Objectives

Mental Health and Substance Use services include a range of several programs, delivered by B.C.'s regional health authorities under the Mental Health and Substance Use sectoral umbrella that tie into the goals of the LMAPD. A related objective of these services is the increased independence of British Columbians with mental and/or substance use disorders by increasing their social, vocational and financial status through:

- Enhanced ability to enter and complete education and training
- Improved basic skills, work habits and behaviours
- Increased level of confidence and self-esteem
- Enhanced job skills
- Increased work experience, and
- Enhanced ability to obtain and maintain competitive employment.

Initiative Description

Assertive Community Treatment (ACT) – Employment and Education support

Assertive Community Treatment (ACT) is provided within a team case management model to provide a wide range of mental health and substance use services for people with severe

mental illness and/or problematic substance use. One of the service components of ACT is supported employment/supported education provided by a specialist in vocational/psychosocial rehabilitation. These services include vocational/educational assessments, individual goal setting and supported access to employment and education opportunities.

These services support clients to attain and increase levels of employment and educational functioning and support in the areas of education, connecting with employers, employment participation and employment opportunities.

Pre-Employment/Education Support

To improve basic work habits, skills and behaviours of clients with severe mental illness/substance use problems. Pre-employment and education support increases independence, community and social integration, and enhances skills in volunteer participation. Work experience increases job confidence.

Supported Education

To assist clients with severe mental disorders/substance use problems and successfully prepare them to enter and complete education and training programs. It improves educational status, community and social integration, and increases the individual's social, vocational and financial independence.

Supported Employment

To assist individuals with severe mental disorders/substance use problems in obtaining and maintaining competitive employment through ongoing support. This program increases individual and employer job satisfaction and increases the individual's economic independence. Supported Employment also improves basic work habits, skills and behaviours.

Therapeutic Volunteer

Assists individuals with severe mental disorders/substance use problems to participate in volunteer placements and develop vocational and life skills through volunteer opportunities. It also increases their level of independence, community and social integration, confidence and vocational skills.

To illustrate the diversity of regionalized mental health and substance use programs, a more complete description of the distinct programs and services for persons with mental illness/substance use problems available through a few health authorities is showcased at the end of this section on Mental Health and Substance Use.

Outpatient Services (Substance use Services only)

Screens, assesses and stabilizes clients to determine the most appropriate services, and provide treatment services and support. Individuals in employment crises benefit from improved vocational and educational functioning. Outpatient Services include: Day/Evening/Weekend (DEW) Treatment.

Residential Treatment (Substance use Services only)

Provides daily intensive treatment in a residential setting for a limited period of time. Individuals benefit from improved vocational and educational functioning, decreased legal problems and improved social functioning.

Supportive Recovery (Substance use Services only)

Provides a safe, substance-free, supportive time-limited residence. Residents may attend work re-entry or other vocational/educational preparation programs facilitated by the support recovery program staff. Individuals benefit from improved vocational and educational functioning, decreased legal problems and improved social functioning.

Target Population

British Columbians with severe mental illness and/or problematic substance use.

Priority Areas Addressed Under the LMAPD

- Employment participation
- Employment opportunities
- Connecting employers and persons with disabilities
- Building knowledge
- Education and training

Commentary on Indicators

Health authorities collect mental health and substance use client and program information concerning the priority areas within regional data bases and are currently working with the Ministry of Health to capture this information provincially on an ongoing basis.

To enhance accountability and improve outcomes and integration of people with disabilities due to serious mental health and/or substance use problems, the MoH has a number of

strategic initiatives underway. These initiatives relate to mental health and substance use programs and services and are undertaken collaboratively with health authorities and with other branches within the MoH. The intent of these initiatives is to improve information reporting and performance measurement, which will improve support, care and treatment of persons with disabilities to enable them to participate in supported employment and education.

One of the initiatives is the development and implementation of the Mental Health and Substance Use Minimum Reporting Requirements (MHSU-MRR). The MoH, in collaboration with health authorities has identified clinical and non-clinical data elements relating to inputs, outputs and outcomes. This information will allow the MoH to ensure that persons experiencing disabilities due to the serious and advanced state of their mental illness are coming into contact with the system and are supported through educational training, supported employment and volunteer programs to help build their self-esteem and self-confidence. The implementation of MHSU-MRR is currently underway and one of the health authorities is now submitting this MHSU-MRR data for its health authority's operated community MHSU programs and services. The data from this health authority is currently being analyzed and will soon be available to support performance measurement of the various LMAPD initiatives. It is anticipated that all other health authorities will be providing data into the MHSU-MRR by the fall of 2013, further enabling LMAPD reporting.

The Ministry has also supported health authorities to perform program evaluations through the development of provincial evaluation frameworks for programs and initiatives such as Assertive Community Treatment (ACT), Early Psychosis Intervention (EPI) and Treatment Optimization for Psychosis (TOP).

As an example ACT programs are collecting LMAPD employment and education related indicators. ACT is a client-centred recovery oriented mental health and substance use service delivery model that has received substantial empirical support for facilitating community living, psychosocial rehabilitation, and recovery for persons who have the most serious mental illnesses, have severe symptoms and impairments, and have not benefited from traditional outpatient programs. Collection and analysis of these indicators is currently underway.

Indicators of Success:

Ministry of Health

Assertive Community Treatment – employment and education support only

As of September 15, 2011 there were eight ACT teams in B.C. with clients receiving ACT Mental Health Case Management Services, including employment and education support. ACT evaluation indicators track client engagement in employment and education on an ongoing basis from admission and is currently being collected and analyzed at the provincial level.

Showcase Examples of Relevant MHSU Programs and Services

Abbotsford, British Columbia

Communitas Social Enterprises in Abbotsford provides work adjustment services for people who have a mental illness. This program is designed for individuals who want to join the workforce but have difficulty doing so because of their illness. The focus of the program is to provide pre-employment support, hands-on training and vocational related goal planning.

The community services include recycling, shredding and janitorial services. A program manager coaches individuals in their work responsibilities and assesses their progress toward personal and vocational goals. This program provides a safe, personal training environment with realistic business practices and responsibilities. Vocational training at Communitas Social Enterprises gives people with mental illness an opportunity to achieve healthy and independent lives.

Coquitlam and New Westminster, British Columbia

As part of its approach to supported education, Fraser Health provides funding to Douglas College in Coquitlam and New Westminster for a course titled: “Student Success”. This course supports clients with mental illness to pursue post-secondary education. Douglas College describes this course as a way to help students get off to a great start in their college studies.

Many Canadian college and university students drop out in their first year because of poor study skills and habits, difficulty getting used to the expectations of college, and poor career focus. These problems can be further compounded for young adults living with mental illness. With this type of support, Douglas College indicates that students report better academic results, stronger motivation and greater overall satisfaction with their college experience.

Fort St. John, British Columbia

Northern Health works with the North Peace Mental Health Society in Fort St. John to provide a therapeutic work program “Kan Do”. This program coordinates community contracts so clients can participate on work crews to fulfill contracts for jobs such as regular grass cutting, snow removal and other activities and opportunities consistent with the client’s identified interests. The program has reported that clients have developed and maintain work skills and gained confidence through these opportunities.

Vancouver/Burnaby, British Columbia

CMHA Vancouver/Burnaby Branch provides the Individual Placement and Support (IPS) Model of Supported Employment. On their website, <http://vancouver-burnaby.cmha.bc.ca/how-we-can-help/employment-services> they indicate that:

“IPS assists individuals who identify as having barriers to employment as a result of mental illness or due to significant mental health concerns. The program supports clients to gain and maintain competitive employment in the community. It utilizes an ongoing comprehensive support model that remains in place until it's no longer required.”

This program serves adults (approximately 19-64 years old), who identify having barriers to employment as a result of mental health concerns, and are registered and linked with a community mental health team. These individuals are encouraged to pursue the goal of competitive employment.

As noted on their website, the CMHA Vancouver Burnaby IPS Program provides the following services:

- 1) Ongoing assessment
- 2) Support in obtaining employment
- 3) Job monitoring (e.g. client and employer support)
- 4) Advocacy (e.g. negotiating workplace accommodations)
- 5) Ongoing support (at the workplace and off site)
- 6) Support in transitions

Based on reviews of the literature, the IPS model has been identified as an evidence-based approach to supported employment. The IPS model has demonstrated through randomized controlled trials that people with mental illness are able to access and maintain competitive employment. The program at CMHA Vancouver/Burnaby identifies the following principles:

- Competitive employment in the community on a full or part time basis is the goal.
- Comprehensive assessment is a continuous process and includes clients' preferences, prior work experiences, information from family and treatment team members, and work environment characteristics.
- Vocational goals are based on clients' preferences and needs rather than the job market or labor market trends.
- The process of obtaining & maintaining work is a treatment as well as an outcome.
- The client's chance of success in obtaining and maintaining employment is increased when vocational rehabilitation and multi-disciplinary clinical team services are integrated and decision-making is shared.
- The search for competitive work starts rapidly after clients have defined their employment goal. Individualized follow-along supports are provided to clients and employers on a time-unlimited basis.

These principles are consistent with the Dartmouth Psychiatric Research Center's Evidence Based Supported Employment Fidelity review Manual available at:

<http://www.dartmouth.edu/~ips/page19/page49/page51/files/semanual.front.pdf>

Success Stories

Henry from Chilliwack

Competitive employment was secured for a client who had not worked for over 20 years. Working together with the Mental Health Centre Team, the Vocational Rehabilitation Counselor provided time management and life skill goals coaching and support with job search activities. A job was initiated close to the client's home with the owner of a small business who needed someone to help with stocking and customer service. The client is currently employed on a regular part-time basis and states, "my employer has told me that I am doing good work".

Jeremy from Surrey

Jeremy was initially referred to an occupational therapist to assist and encourage him to work with him towards a recovery goal as a first step. Jeremy is a man in his early 30's with superior intelligence, pervasive social anxiety and perpetual suicidal ideation. He had no friends and spent most of his days alone in his apartment, keeping erratic hours of day and night, and he needed to find some purpose. The occupational therapist (OT), supported employment counselor (IPS model) and case manager collaborated closely to support Jeremy to find work. The vocational counselor offered to be the contact lead and provided behind-the-scenes coaching with the OT. The OT helped Jeremy develop his resume highlighting his skills and experience from his lived experience as a 'computer gamer'. He had never had a paid job, had

not volunteered, yet landed a job as a computer game tester --working long hours in a dynamic social environment. Jeremy was quickly offered promotions, working his way up to team leader for various special projects.

Service providers commented that “I learned that a client doesn’t always have to work towards goals in gradual steps and that finding dream jobs are possible. And also once again, that work transforms so many other aspects of someone’s life. “

Sam from the Okanagan Valley (as described in his own words)

I moved into an assisted living home in 2002. The staff of this home approached me in regards to employment instead of just sitting around the house. This would give me extra money and something I enjoy to do. The option was to work in the Therapeutic Work Program in the Okanagan. I was able to start on the janitorial program at a training allowance. This started me on a routine, job skills, and socialization. Eventually after gaining some skills, I was moved to minimum wage. This allowed me more freedom for myself to go out and enjoy more community events. After a couple of years of living in the assisted living home, I eventually moved into my own apartment. At this point I was working more independently and earning a higher income. By 2009 I was able to step off my disability pension, working full time and was moved into a supervisor position. I was able to purchase a vehicle which gave me more independence. In addition, I increased my contribution to personal registered savings plan. At the end of my day, I am never looking back after starting a program which gradually advanced my abilities to levels which may have taken years to accomplish within other avenues.

Jean from Kelowna (as described in his own words)

I have been involved with mental health and addiction services since 2003. A little background about my life is that I lived 20 years with a severe drug addiction and untreated mental illness. After being in and out of rehabilitation facilities and criminal institutions over the course of many years I was introduced to some services by my case worker at the health authority. This was the turning point in my life that started the road to my successes. I moved into a short term transitional housing program where I lived for 5 months before being ready to move to semi-independence at another supported home. During this time I continued to struggle with my drug addiction but with the assistance of the staff in the residential program I was able to begin dealing and coping with my diagnosed schizophrenia, depression and antisocial personality disorder. Later that same year I became involved with the Therapeutic Work Program (TWP) and Yard By Yard. This program opened so many doors for me in my recovery, it offered me the stability of employment, socialization and a feeling of normalcy I so desired. I worked hard and devoted myself to my training and completed the program. I was offered a supervisor position and gratefully accepted, knowing that now I had the opportunity to offer the same hope to

others struggling through life with a mental illness. I was eventually able to step off my disability pension and work full time. I turned my life over to God and committed myself to recovery from addictions. I moved out of the supported housing unit and into a basement suite of my own, excited about the opportunities that the future held for me.

I have now been employed for almost 10 years; I own a home, have 2 children and am engaged to be married. I can't say enough good things about these programs and I hesitate to think of where I may have ended up.

Carlos from Vancouver

Carlos is 24 years old and immigrated with his family to Canada from Honduras when he was 16 yrs old. He began to experience symptoms of mental illness at the same age. Carlos has been hospitalized on at least 2 occasions and up until 2011 was on Extended Leave under the *Mental Health Act*.

Carlos has been challenged by a diagnosis of schizoaffective disorder and poly-substance dependence. Carlos successfully completed his Grade 12 diploma and completed a 2 yr Joinery Program at BCIT albeit with considerable disruptions due to serious symptoms of mental illness. Carlos has been well supported by his mother, mental health services (community team, acute home based treatment, vocational rehabilitation) and his BCIT teacher.

Until recently Carlos worked at 5 different jobs. Carlos was uncomfortable with any disclosure and was fired/laid off for being underproductive. Carlos, his mother and his mental health team maintained a focus on his recovery throughout. He is now working successfully as an office systems furniture maker and is proud of his achievements.

Carlos works full time; he has never missed a shift and has gained vocational maturity. His mother is relieved and there is a sense of celebration in the family. The mental health team and the vocational rehabilitation counselor continue to support Carlos "behind the scenes". Recently Carlos noted "I have smoked for 8 yrs and it is not healthy if I want to have a long life". He is being referred to the smoking cessation program.

MINISTRY OF ADVANCED EDUCATION, INNOVATION AND TECHNOLOGY

Disability Services

Initiative Objectives:

The primary objective of Disability Services is to provide reasonable access to post-secondary students with disabilities to increase their participation and success.

Initiative Description:

Disability Services are provided in 20 public post-secondary institutions. Institutions provide direct supports and services for students with disabilities, including transition services (orientation, instructor-student liaison, exit planning), support services (tutors, interpreters, accommodation planning) and special equipment and resources.

Target Population:

A public post-secondary student with cognitive, developmental, mental, learning and/or physical disabilities.

Priority Areas Addressed Under the LMAPD:

- Education and training
- Building knowledge

Commentary on Indicators:

The area of services for students with disabilities is difficult to measure. The difficulty arises because it is not necessarily the participation in the program itself that measures success, but rather the services that are vital supports for the students' success in the wider fields of post-secondary education and the labour market.

For all Ministry of Advanced Education, Innovation and Technology programs, the indicators will provide participation rates to highlight the level of support that is available and has been accessed by students with disabilities in the post-secondary sector.

As well, where applicable, there will be indicators of the labour market outcomes of students with disabilities. These cannot necessarily be tied to a particular program, but highlight the success of the combined efforts of all disability programs and services in preparing students with disabilities for the labour market.

For Disability Services, the indicators of the level of support available and accessed are the number of participants and how many of these participants completed a program or accessed a service.

The supports provided through the Disability Services program and other support services increase retention and completion of post-secondary education, which provides a solid foundation for labour market participation. The final measure provides the labour market outcomes for self-identified, self-defined students with disabilities 9 to 20 months after they have left their college education. The Ministry is currently working with the university sector to attain similar data.

Further work will be undertaken to improve monitoring of education and labour market outcomes of participants in this specific program.

<p>MINISTRY OF ADVANCED EDUCATION, INNOVATION AND TECHNOLOGY</p> <p>Disability Services</p> <p>Indicators of Success:</p> <p>Disability Services had 12,051 participants accessing the program services.</p>
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BC Student Outcomes

2011 DACSO Survey

Respondents to survey: 14,697

With a limiting condition (self-identified): 629

	<u>With a limiting condition</u>	<u>All other respondents</u>
In the labour force	77%	86%
Employed	61%	76%
Of those employed:		
Earned \$14 per hour or more	70%	75%
Earned \$10 per hour or more	91%	93%
Median wage	\$17	\$18

Note: wage is gross hourly wage (for main job, if more than one)

Please use caution interpreting survey results. Respondents are a subset of the population and their answers may not be representative.

Disability Services Success Stories

1. A student came to us three years ago who has an organic, developmental neurological disorder. Initially, he needed weekly support even in terms of daily living skills. Given that he is from an ESL background, his parents were unable to assist him with navigating the bureaucracy' and instead we took on that role. However, today, he is nearly completely independent, needing only infrequent exam accommodations and has just been accepted into the Douglas College/SFU Degree Partnership program.
2. A student with severe bipolar disorder came to us 4 years ago and initially was only able to take one course at a time. She needed frequent disability services counsel on managing her symptoms and the multiple demands of carrying an increasing course load. Now, despite a few bumps in the proverbial road, she is studying abroad in our Wales program and has gained a sense of autonomy and independence that she previously didn't think possible. Plus, she has a GPA of over 3.5 and is close to graduation in our business program.
3. A student with severe obsessive compulsive disorder and autism has been receiving services with the Center for Students with a Disability for nearly 5 years. When he first came to us, he needed intensive bi-weekly support in everything from behavioural support to study skills, etc. Currently, he is receiving most of his accommodations from his instructors and needs services for exam accommodations only.

Adult Special Education (ASE)

Program Objectives:

Building the best system of supports for persons with disabilities is a priority for British Columbia. ASE provides opportunities for students with cognitive and developmental disabilities to acquire the skills needed for success in academic or employment related programs, or to move directly into the workplace either part-time or full-time.

Program Description:

Fourteen public post-secondary institutions across British Columbia offer ASE programs. ASE programs vary from institution to institution, although employment preparation is a commonly shared key component. Many of these programs at colleges and universities emphasize employment preparation, job search and work experience in a variety of fields including food services, child care and automotive assistant. Other courses focus on academic development and independent living skills.

Target Population:

Adult students with cognitive, developmental and/or learning disabilities that hinder scholastic success in regular post secondary programs.

Priority Areas Addressed Under the LMAPD:

- Education and training

Commentary on Indicators:

In 2011/12 the institutions reported delivering 825 full time equivalents (FTE) in ASE. The Ministry of Advanced Education, Innovation and Technology uses student FTE as its key measure of student enrolment activity at each public post-secondary institution. One FTE may represent one student with a full-time course load, or as many as five or six students carrying fewer courses.

The Ministry has completed a three-phase ASE Cohort Study that provides: An inventory of the ASE programs being delivered in British Columbia's public post-secondary institutions; information about learners who apply to ASE programs; and the results of an exit survey.

<p>MINISTRY OF ADVANCED EDUCATION, INNOVATION AND TECHNOLOGY</p> <p>Adult Special Education</p> <p>Indicators of Success:</p>			
Did the program or course help you...?			
	Yes	No	Don't Know
Prepare for work?	80%	2%	19%
Become more independent?	84%	4%	12%
Develop academic skills?	70%	12%	19%
<p><i>Source: Exit Survey Report Phase III of the Adult Special Education 2006 Cohort Study</i></p>			

College and Institute Library Services (CILS)

Service Objectives:

To foster increased rates of participation in and completion of post-secondary education for students with print impairments.

For students with a print disability, reading a textbook, a journal article, a Website or accessing an online course or database can be a barrier to pursuing post-secondary education. To remove these barriers, CILS assists those with print disabilities to successfully access post secondary educational opportunities, and to become skilled members of British Columbia's workforce.

CILS strategically develops services in partnership with post-secondary disability coordinators and librarians, and by collaborating with other provincial, national and international organizations.

Service Description:

CILS provides information services to post-secondary students in a format that they can use, in order to encourage increased rates of participation and completion in post-secondary education for students with print impairments.

Improve communications with students, disability coordinators, librarians, and other stakeholders, in order to provide equitable access and support.

Improve production time and cost by developing and maintaining partnerships with other agencies, services and consortia, and by research and implementing new technology.

Develop and deliver tools and workshops to inform new disability coordinators, librarians and students about alternate formats.

Target Population:

Public post-secondary students with print impairments.

Priority Areas Addressed Under the LMAPD:

- Education and training

Commentary on Indicators:

In order for students with print impairments to access the post-secondary curriculum in a manner equivalent to other students, many of them require that their learning materials are transcribed in alternate formats such as audio books, large print versions of texts, Braille, CD ROMs, tactile graphics and electronic texts that can be used with adaptive equipment, including Braille printers.

The supports provided by CILS are captured in two indicators: the number of activities that CILS undertakes and the number of new titles in alternate formats that are created to build capacity.

These supports help increase the post-secondary completion rate of students with print impairments, which provide a solid foundation for labour market participation and leads to improved labour market outcomes. While the labour market outcomes measures from the Colleges and Institutes Student Outcomes Survey do not allow for the differentiation of students with print impairments, they do provide an overall view of the effect of post-secondary education completion on labour market outcomes for self-identified and self-defined students with disabilities, 9 to 20 months after leaving their college education.

MINISTRY OF ADVANCED EDUCATION, INNOVATION AND TECHNOLOGY

College and Institute Library Services

Indicators of Success:

979 students from different institutions accessed CILS, distributed by disabilities across the province as follows:

Learning Disabilities	572
Visual Impairments	144
Blind	11
Physical Disability	76
Multiple Disabilities	69
Other	107

This is a 13% increase in students utilizing CILS over the previous year.

CILS completed 1411 products in alternate formats as follows:

MP3 (Digital Audio)	397
E-TEXT	237
Text Readable PDF	751
Kurzweil	7
Large Print	1
DAISY (human voice)	12
DAISY (synthetic voice)	6
Total	1411

Students accessed courses in key program areas such as Aboriginal education, trades, adult literacy, nursing, business, tourism, English as a second language, health and human services, computer sciences, creative and applied arts, liberal arts, languages, science and technology. 52% of student requests were in trades and vocational training subject areas, including construction, electrical, mechanical, and others while 25% of student requests are in Arts and Science subject areas.

Subject Areas According to BC Stats Student Outcome Reports

Subject Area	Percentage
A - Agriculture & Natural Resource	0.1%
B - Arts & Sciences	25.2%
C - Business & Management	5.1%
D - Communications	1.9%
E - Computer & Information Services	1.2%
F - Construction & Precision Prod	12.8%
G - Education & Library Science	1.2%
H - Engineer, Elect, Electronics	2.5%
I - Health Related	2.6%
J - Legal, Social & Home Economics	7.3%
K - Mechanical & Related	37.0%
L - Nursing	1.5%
M - Recreation, Tour, Hospitality	1.0%
O - Visual, Performing & Fine Arts	0.7%
Total	100%

Information Services: CILS provides telephone and email support to students across the province. CILS staff members not only search for materials and information required for students to successfully complete their coursework, they also advise students, instructors and other post-secondary staff on alternate formats, accessibility compliance and practical tools for accessibility and the accessing of information.

Research & Business Process Improvements: CILS purchased Kurzweil 3000 (software to support students with learning difficulties such as dyslexia, or attention deficit disorder) and produced the first book in this alternative format. CILS has developed Kurzweil production procedures and rolled-out Kurzweil offerings to all clients.

BC Student Outcomes 2011 DACSO Survey

Respondents to survey: 14,697

With a limiting condition (self-identified): 629

	<u>With a limiting condition</u>	<u>All other respondents</u>
In the labour force	77%	86%
Employed	61%	76%
Of those employed:		
Earned \$14 per hour or more	70%	75%
Earned \$10 per hour or more	91%	93%
Median wage	\$17	\$18

Note: wage is gross hourly wage (for main job, if more than one)

Please use caution interpreting survey results. Respondents are a subset of the population and their answers may not be representative.

Source: 2011 Diploma, Associate Degree, and Certificate Student Outcomes (DACSO) Survey

Post Secondary Communication Access Services (PCAS)

Initiative Objectives:

The program works to coordinate, oversee and promote adaptive technology and service delivery in public post-secondary education that facilitates access to students who are hearing impaired in British Columbia.

Initiative Description:

PCAS ensures consistency and quality in communication access (interpreting, transcribing, and captioning) services for students with hearing impairment in the public post-secondary system. To accomplish this, the program provides centralized advice, coordination and expertise to disability coordinators, faculty, administrators, interpreters, transcribers, interveners, and captioners delivering adaptive services and equipment to facilitate post-secondary education access.

Target Population:

Public post-secondary students with hearing impairments.

Priority Areas Addressed Under the LMAPD:

- Education and training

Commentary on Indicators:

The number of students served in post-secondary education is an indicator of the level of support provided by PCAS to post-secondary students who are deaf, hard of hearing and deaf-blind.

The Typewell⁶ Transcriber Training program has resulted in an increase in the number of transcribers qualifying and working in post-secondary classrooms, and this has ensured that the province is moving forward with its commitment to building sufficient capacity to meet the needs of students with hearing disabilities.

In addition, the Post Secondary Communication Access Services has been instrumental in the development of the BC Access Grant for Deaf Students. Working in conjunction with StudentAid BC, this initiative has provided another option to students with hearing impairment seeking to pursue post secondary education, and provides access to world class education at international facilities.

PCAS assists both service providers and students with hearing disabilities with expertise to ensure students can effectively participate and complete their post-secondary studies, which has an impact on their labour market outcomes. While the labour market outcomes measures from the Colleges and Institutes Student Outcomes Survey does not allow for the differentiation of students with hearing disabilities, they do provide an overall view of the effect of post-secondary education completion on labour market outcomes for self-identified and self-defined students with disabilities, 9 to 20 months after leaving their college education.

MINISTRY OF ADVANCED EDUCATION, INNOVATION AND TECHNOLOGY

Post Secondary Communication Access Services

Indicators of Success:

PCAS had 374 participants who are deaf, hard of hearing and deaf-blind. This constitutes a 19% increase in student numbers from the previous year.

In 2011/12, institutions posted 455 positions for interpreters and transcribers which is a 15% increase over the previous year.

⁶ Typewell is a speech- to- text communication software.

BC Student Outcomes 2011 DACSO Survey

Respondents to survey: 14,697

With a limiting condition (self-identified): 629

	<u>With a limiting condition</u>	<u>All other respondents</u>
In the labour force	77%	86%
Employed	61%	76%
Of those employed:		
Earned \$14 per hour or more	70%	75%
Earned \$10 per hour or more	91%	93%
Median wage	\$17	\$18

Note: wage is gross hourly wage (for main job, if more than one)

Please use caution interpreting survey results. Respondents are a subset of the population and their answers may not be representative.

Source: 2011 Diploma, Associate Degree, and Certificate Student Outcomes (DACSO) Survey

PCAS Success Story

1. It was a busy year in our Communications Access department. We commenced the academic year with in-service training to the department from Post-Secondary Communication Access Services and the Deaf Access Office. A presentation on access and students' needs was given to our faculty, staff, and management team. Individual meetings with the students and their advocates also occurred. It is important to stress how valuable PCAS and their services are to Northwest Community College. We consistently rely on her expertise and excellent network of colleagues in the field. We truly appreciate the service offered through PCAS. Thank you!

Interpreting Services

Initiative Objectives:

Interpreting Services delivers interpreting and captioning services to public post-secondary students with hearing impairments.

Initiative Description:

Interpreting Services are provided each year in 20 colleges, institutions and university to cover part of the cost of interpreters and captioners for deaf, deaf-blind and hard of hearing students.

Target Population:

Deaf, deaf-blind and hard of hearing public post-secondary students.

Priority Areas Addressed Under the LMAPD:

- Education and training

Commentary on Indicators:

The number of students provided with the type of interpreting service they require is an indicator of the level of participation of students with hearing impairments in the post-secondary system.

Interpreting Services assist students with hearing disabilities to participate and complete their post-secondary studies, which has an impact on their labour market outcomes. While the labour market outcomes measure from the Colleges and Institutes Student Outcomes Survey does not allow for the differentiation of students with hearing disabilities, it does provide an overall view of the effect of post-secondary education completion on labour market outcomes for self-identified and self-defined students with disabilities, 9 to 20 months after leaving their college education.

Further work will be undertaken to improve monitoring of education and labour market outcomes of participants in this specific program.

MINISTRY OF ADVANCED EDUCATION, INNOVATION AND TECHNOLOGY

Interpreting Services

Indicators of Success:

Interpreting Services had 374 participants in the program.

BC Student Outcomes

2011 DACSO Survey

Respondents to survey: 14,697

With a limiting condition (self-identified): 629

	<u>With a limiting condition</u>	<u>All other respondents</u>
In the labour force	77%	86%
Employed	61%	76%
Of those employed:		
Earned \$14 per hour or more	70%	75%
Earned \$10 per hour or more	91%	93%
Median wage	\$17	\$18

Note: wage is gross hourly wage (for main job, if more than one)

Please use caution interpreting survey results. Respondents are a subset of the population and their answers may not be representative.

Source: 2011 Diploma, Associate Degree, and Certificate Student Outcomes (DACSO) Survey

Interpreting Services Success Stories

1. How interpreting services support students with a disability is exemplified by a student who is a retired professional athlete, who is deaf and has sustained a brain injury. He will graduate from Royal Roads at the end of October after completing a two year organizational management program. His project was recognized as the best in the college for that year. During his time studying at Royal Roads he received extensive interpreting and captioning services through the Royal Roads Disability Resource Center. This student would not have been able to pursue their academic career without these supports.

2. We had two full-time students who were deaf and required interpreters and transcribers. We were fortunate in that we were able to employ two full-time interpreters and three transcribers (one was on-call). We had to find additional funds to increase our Accessibility Services Coordinator from half-time to full-time in order to serve the many and varied needs of the students at our campuses. We also hired a tutor to assist one of our students who is deaf with written communication. The tutoring was beneficial and the student went on to create her own blog. Furthermore, the President of our college was a mentor to this same student. All of this support, and the student's hard work, contributed to her success as a graduate of our Fine Arts Diploma program.

Program for Institutional Loans of Adaptive Technology (PILAT)

Initiative Objectives:

PILAT is designed to improve access to required adaptive technology within public post-secondary institutions for students in need of such adaptations.

Initiative Description:

PILAT provides adaptive equipment for students with disabilities to use on-site within an institution and formalizes the parameters for the loan of adaptive hardware and software.

Target Population:

Public post-secondary students with disabilities.

Priority Areas Addressed Under the LMAPD:

- Education and training

Commentary on Indicators:

The number of referrals from post-secondary institutions and total number of students with disabilities served are effective indicators of the level of support and service provided by the PILAT.

PILAT is one of many programs that assist students with disabilities to participate and complete their post-secondary studies, which has an impact on their labour market outcomes. While current data does not allow for monitoring the labour market outcomes of individual recipients of PILAT assistance, the indicators below highlight the labour market outcomes for all self-identified and self-defined students with disabilities, 9 to 20 months after leaving their college education. The Ministry is working with the university sector to attain similar data.

Further work will be undertaken to improve monitoring of education and labour market outcomes of participants in this specific program.

MINISTRY OF ADVANCED EDUCATION, INNOVATION AND TECHNOLOGY	
PILAT	
Indicators of Success:	
Project Loan	36
Consultation / Training	12
Technology Purchase	4

BC Student Outcomes

2011 DACSO Survey

Respondents to survey: 14,697

With a limiting condition (self-identified): 629

	<u>With a limiting condition</u>	<u>All other respondents</u>
In the labour force	77%	86%
Employed	61%	76%
Of those employed:		
Earned \$14 per hour or more	70%	75%
Earned \$10 per hour or more	91%	93%
Median wage	\$17	\$18

Note: wage is gross hourly wage (for main job, if more than one)

Please use caution interpreting survey results. Respondents are a subset of the population and their answers may not be representative.

Source: 2011 Diploma, Associate Degree, and Certificate Student Outcomes (DACSO) Survey

Assistance Program for Students with Permanent Disabilities (APSD)

Initiative Objectives:

The objective of APSD is to assist students with permanent disabilities to deal with barriers and access public post-secondary education opportunities.

Initiative Description:

APSD is available to part-time or full time students attending British Columbia post-secondary institutions taking either post-secondary level or upgrading courses. It is a financial needs tested program for students with permanent disabilities. The program provides grants of up to \$10,000 (\$12,000 for students requiring attendant care while in class) for exceptional education related services and/or adaptive equipment.

Target Population:

Students with permanent disabilities attending public post-secondary institutions in British Columbia who have exhausted the Canada Student Grant for Services and Equipment for Students with Permanent Disabilities or attending developmental programs or courses. These include adult basic education (i.e. academic upgrading), English as a second language or adult special education.

Priority Areas Addressed Under the LMAPD:

- Education and training

Commentary on Indicators:

The primary indicator of success for APSD is the number of participants who access the program. This indicator highlights the support available to students under this program, which will help to improve their participation, retention and completion rates.

APSD is one of many programs that assist students with disabilities to participate and complete their post-secondary studies, which has an impact on their labour market outcomes. While current data does not allow for monitoring the labour market outcomes of individual recipients of APSD assistance, the indicators below highlight the labour market outcomes for all self-identified and self-defined students with disabilities, 9 to 20 months after leaving their college education. The Ministry is currently working with the university sector to attain similar data.

Further work will be undertaken to improve monitoring of education and labour market outcomes of participants in this specific program

MINISTRY OF ADVANCED EDUCATION, INNOVATION AND TECHNOLOGY

Assistance Program for Students with Permanent Disabilities

Indicators of Success:

APSD had 261 participants in 2011/12.

BC Student Outcomes

2011 DACSO Survey

Respondents to survey: 14,697

With a limiting condition (self-identified): 629

	<u>With a limiting condition</u>	<u>All other respondents</u>
In the labour force	77%	86%
Employed	61%	76%
Of those employed:		
Earned \$14 per hour or more	70%	75%
Earned \$10 per hour or more	91%	93%
Median wage	\$17	\$18

Note: wage is gross hourly wage (for main job, if more than one)

Please use caution interpreting survey results. Respondents are a subset of the population and their answers may not be representative.

Source: 2011 Diploma, Associate Degree, and Certificate Student Outcomes (DACSO) Survey

APSD Success story

1. Student A was a mature student when he returned to school in 2004. He started in ABE to upgrade both English and Math. He accessed APSD to pay for tutor support and also received e-text and exam accommodations through our office. After upgrading he started with a BA, majoring in history. In June of 2011 he received his Bachelor of Education degree and in January of 2012, he received his BA. Throughout his program, he accessed e-text and exam accommodations. I met with this student many times throughout his time at VIU and know that the supports he received were instrumental in his success. He is now working at a Teacher-On-Call in a school district in BC.

Learning Disability Assessment Bursary (LDAB)⁷

Initiative Objectives:

The objectives of the LDAB are to remove financial barriers to students with learning disabilities so they can be properly assessed and can subsequently receive the assistance and accommodation they require to successfully access post-secondary education.

Initiative Description:

LDAB is a block funded program delivered through the Disability Services office at public post-secondary institutions in British Columbia. It provides to eligible recipients a bursary of up to \$1,800 to offset the cost of a Psycho-Educational Assessment, which is the diagnostic tool utilized to identify and characterize learning disabilities.

Target Population:

The target population for this bursary is those students that have been identified as potentially having a learning disability, but who do not have the financial resources available to access the necessary assessment procedures. In order for a student to successfully demonstrate that their learning disability constitutes a permanent disability as defined in federal policy, they must be professionally assessed. Without this assessment they cannot access additional post-secondary disability financial, services and equipment programming.

Priority Areas Addressed Under the LMAPD:

- Education and training

Commentary on Indicators:

The primary indicator of success for LDAB is the number of participants who utilize the bursary to be professionally assessed, and are subsequently deemed to qualify for permanent disability status. This indicator highlights the number that can then access existing support and accommodations, which will help to improve their participation, retention and completion rates.

LDAB is one of many programs that assist students with disabilities to access the supports they require to successfully complete their post-secondary studies, which has an impact on their labour market outcomes. While current data does not allow for monitoring the labour market outcomes of individual recipients of LDAB assistance, the indicators below highlight the labour market outcomes for all self-identified and self-defined students with disabilities, 9 to 20 months after leaving their college education.

⁷ The LDAB is not in the 2011/12 Annual Plan but is an LMAPD related program. The LDAB was added in the 2012/13 Annual Plan.

Further work will be undertaken to improve monitoring of education and labour market outcomes of participants in this specific program.

MINISTRY OF ADVANCED EDUCATION, INNOVATION AND TECHNOLOGY

Learning Disability Assessment Bursary (LDAB)

Indicators of Success:

LDAB had 64 participants in 2011/12.

BC Student Outcomes

2011 DACSO Survey

Respondents to survey: 14,697

With a limiting condition (self-identified): 629

	<u>With a limiting condition</u>	<u>All other respondents</u>
In the labour force	77%	86%
Employed	61%	76%
Of those employed:		
Earned \$14 per hour or more	70%	75%
Earned \$10 per hour or more	91%	93%
Median wage	\$17	\$18

Note: wage is gross hourly wage (for main job, if more than one)

Please use caution interpreting survey results. Respondents are a subset of the population and their answers may not be representative.

Source: 2011 Diploma, Associate Degree, and Certificate Student Outcomes (DACSO) Survey

BC Access Grant for Deaf Students (BCAG-DS) ⁸

Initiative Objectives:

The objectives of the BCAG-DS are to provide the additional funding necessary (in conjunction with existing permanent disability financial assistance and student loans) to allow deaf and hard of hearing students to attend specialized post-secondary institutions that deliver the curriculum in American sign language (ASL).

Initiative Description:

There are institutions in the USA that provide both liberal arts and technical training specifically to deaf and hard of hearing students (Gallaudet and Rochester Institute of Technology respectively). There are no similar institutions in the world. The BCAG-DS is a financial assistance program that provides the additional funding that a deaf or hard of hearing student would require augmenting their existing student loan and grants to meet the education related costs associated with either of the above described institutions.

Target Population:

The target population for this program is those deaf and hard of hearing students in British Columbia who wish to pursue a liberal arts or technical degree program. Although interpreting services are available to deaf and hard of hearing students at all public post secondary institutions in B.C., there are no institutions other than Gallaudet and Rochester that deliver the curriculum in ASL. This provides an inclusive environment that significantly enriches the learning experience for the students. In addition, the cost of accommodating deaf and hard of hearing students through the use of interpreting and/or captioning services is less cost effective than providing them with the additional funding they require to access one of these specialized institutions.

Priority Areas Addressed Under the LMAPD:

- Education and training

Commentary on Indicators:

The primary indicator of success for BCAG-DS is the number of participants who utilize the grant and successfully complete their degree programs. This indicator highlights the number that can then access the unique learning environment at Gallaudet or Rochester, which will improve their participation, retention and completion rates.

BCAG-DS is a unique program which allows deaf and hard of hearing students access to the unique and inclusive learning opportunities available at the specialized institutions. While

⁸ The BC Access Grant for Deaf Students (BCAG-DS) is not included in the 2011/12 Annual Plan but is considered a LMAPD related program. BCAG-DS was added in the 12/13 Annual Plan.

current data does not allow for monitoring the labour market outcomes of individual recipients of BCAG-DS assistance, the indicators below highlight the labour market outcomes for all self-identified and self-defined students with disabilities, 9 to 20 months after leaving their college education.

Further work will be undertaken to improve monitoring of education and labour market outcomes of participants in this specific program.

MINISTRY OF ADVANCED EDUCATION, INNOVATION AND TECHNOLOGY

BC Access Grant for Deaf Students (BCAG-DS)

Indicators of Success:

BCAG- DS had 5 participants in 2011/12.

BC Student Outcomes

2011 DACSO Survey

Respondents to survey: 14,697

With a limiting condition (self-identified): 629

	<u>With a limiting condition</u>	<u>All other respondents</u>
In the labour force	77%	86%
Employed	61%	76%
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Median wage	\$17	\$18

Note: wage is gross hourly wage (for main job, if more than one)

Please use caution interpreting survey results. Respondents are a subset of the population and their answers may not be representative.

Source: 2011 Diploma, Associate Degree, and Certificate Student Outcomes (DACSO) Survey

BCAG-DS Success Story

1. I would like to take the time to thank you and update you with what has been my journey over the last year at Gallaudet. I went back for the recent spring and have graduated Magna Cum Laude from Gallaudet University with my degree in Social Work. I was able to cross the stage in May, with the understanding that should I pass all my summer courses and my internship, I would then officially be receiving my degree.

Since May 14th, I have been doing my placement at Provincial Deaf and Hard of Hearing Services in Burnaby, British Columbia. The opportunity that this has granted me has been amazing and immeasurable; I could not have asked to be placed with a better agency. My internship is wrapping up and coming to a close this Friday, and I have now completed all my courses and passed therefore officially earning my degree.

This would all not have been possible without the support of the BCAG-DS over the last few years. I look forward to the future, now applying for jobs and embracing life post-grad.

Thank you again. Because of this support I am now a University Graduate with a Bachelor's Degree.

Appendix 1: Societal Indicators

Information provided by Human Resources and Skills Development Canada from: the Survey of Labour and Income Dynamics (SLID) data, 2010. Societal indicators about persons with disabilities in British Columbia were produced using the Survey of Labour and Income Dynamics (SLID) data.⁹ The SLID data used in this report was provided by Human Resources and Skills Development Canada to ensure a basis for comparable reporting across all jurisdictions.

⁹ The 2004 Baseline Report for the Labour Market Agreement for Persons with Disabilities used the Participation and Activity Limitation Survey (PALS), 2001 for societal indicators.

Table 1 Employment Rate¹⁰ of Individuals aged 16-64 by Disability Status, Canada and British Columbia, 2010.

		Total		Person has a disability		Person does not have a disability	
Geography	Employment Status	Estimated # (X 1,000)	Rate (%)	Estimated # (X 1,000)	Rate (%)	Estimated # (X 1,000)	Rate (%)
Canada	Total	22,879	100.0	4,224	100.0	13,790	100.0
	Employed	11,310	49.4	1,990	47.1	9,274	67.2
	Unemployed	380	1.7	126	3.0	253	1.8
	Not in the labour force	3,105	13.6	1,385	32.8	1,531	11.1
	Other	3,492	F	724	F	2,733	F
British Columbia	Total	3,068	100.0	551	100.0	1,845	100.0
	Employed	1,505	49.0	279	50.6	1,216	65.9
	Unemployed	31	1.0	F	2.3	F	1.0
	Not in the labour force	443	14.4	154	28.0	255	13.8

¹⁰ Labour market status is reported using a variable from SLID signifying annual labour market status. That is, individuals are considered employed only if they are employed for the entire year and similarly for those unemployed and not in the labour force. People who are employed for only part of the year or who experience other changes in their labour market status are included in the other category. This approach provides a conservative or somewhat understated picture of overall employment experience.

		Total		Person has a disability		Person does not have a disability	
Geography	Employment Status	Estimated # (X 1,000)	Rate (%)	Estimated # (X 1,000)	Rate (%)	Estimated # (X 1,000)	Rate (%)
	Other	464	F	105	F	356	F

Table 2 Highest level of education of individuals aged 16-64 by disability status, Canada and British Columbia, 2010.

		Total		Person has a disability		Person does not have a disability	
Geography	Education	Estimated # (X 1000)	Rate (%)	Estimated # (X 1000)	Rate (%)	Estimated # (X 1000)	Rate (%)
Canada	Total	22,879	100.0	4,224	100.0	13,790	100.0
	Less than high school diploma	3,264	14.3	860	20.4	1,722	12.5
	Obtained high school diploma	2,881	12.6	629	14.9	1,740	12.6
	Some post-secondary (no certificate)	3,376	14.8	597	14.1	2,124	15.4
	Non-university post-secondary certificate	6,451	28.2	1,329	31.5	4,093	29.7
	University certificate	5,111	22.3	649	15.4	3,698	26.8
British	Total	3,068	100.0	551	100.0	1,845	100.0

		Total		Person has a disability		Person does not have a disability	
Geography	Education	Estimated # (X 1000)	Rate (%)	Estimated # (X 1000)	Rate (%)	Estimated # (X 1000)	Rate (%)
Columbia	Less than high school diploma	346	11.3	81	14.8	182	9.9
	Obtained high school diploma	407	13.3	90	16.4	254	13.7
	Some post-secondary (no certificate)	493	16.1	83	15.0	317	17.2
	Non-university post-secondary certificate	834	27.2	182	33.1	510	27.6
	University certificate	710	23.2	99	17.9	493	26.7

Table 3 Distribution of earnings of individuals aged 16-64 years by disability status, Canada and British Columbia, 2010.

		Total		Person has a disability		Person does not have a disability	
Geography	Income Group	Estimated # (X 1000)	Rate (%)	Estimated # (X 1000)	Rate (%)	Estimated # (X 1000)	Rate (%)
Canada	Total	18,604	100.0	2,731	100.0	11,824	100.0
	1\$-4999\$	2,153	11.6	412	15.1	1,179	10.0
	5000\$-19999\$	4,594	24.7	727	26.6	2,757	23.3

		Total		Person has a disability		Person does not have a disability	
Geography	Income Group	Estimated # (X 1000)	Rate (%)	Estimated # (X 1000)	Rate (%)	Estimated # (X 1000)	Rate (%)
	20000\$–29999\$	2,337	12.6	351	12.8	1,434	12.1
	30000\$–39999\$	2,165	11.6	299	10.9	1,416	12.0
	40000\$–49999\$	1,833	9.9	266	9.8	1,198	10.1
	50000\$–59999\$	1,438	7.7	201	7.4	934	7.9
	60000\$ and over	4,084	22.0	475	17.4	2,905	24.6
British Columbia	Total	2,463	100.0	369	100.0	1,552	100.0
	1\$–4999\$	316	12.8	63	17.1	182	11.7
	5000\$–19999\$	641	26.0	97	26.3	375	24.1
	20000\$–29999\$	292	11.8	46	12.5	169	10.9
	30000\$–39999\$	250	10.1	21	5.8	181	11.7
	40000\$–49999\$	249	10.1	44	11.8	152	9.8
	50000\$–59999\$	194	7.9	39	10.6	122	7.8
	60000\$ and over	522	21.2	58	15.8	372	24.0



Together Against Poverty Society

302 - 895 Fort Street St. Victoria, BC, Canada V8W 1H7

Tel: (250) 361-3521 Fax: (250) 361-3647

March 23, 2012

Honourable Stephanie Cadieux
Minister of Social Development
PO Box 9058 STN PROV GOVT
Victoria, BC V8W 9E1

Dear Minister Cadieux,

MINISTRY OF SOCIAL DEVELOPMENT	
MINISTER'S OFFICE	
Referral #	174953
Refer to:	
MAR 26 2012	
MSD Response <input type="checkbox"/>	Reply Direct <input type="checkbox"/>
Info File <input type="checkbox"/>	File <input type="checkbox"/>
Dis. Enquiry <input type="checkbox"/>	Reading <input type="checkbox"/>

RE: Community Volunteer Supplement Program – Recommendations for Redesign

I am writing on behalf of the Board of Directors for the Together Against Poverty Society (TAPS), the largest poverty advocacy organization on Vancouver Island, in regards to the Community Volunteer Supplement (CVS) program. We understand the Ministry of Social Development is currently developing a new model for the CVS. We wish to forward recommendations for the redesign of this program based on our own organization's experience, and from consultation with our community partners.

TAPS provides free legal advocacy for people with income assistance, disability benefits and tenancy issues. As such, we regularly assist recipients of the CVS, in addition to individuals wanting to apply for this supplement. Furthermore, as a non-profit organization, many of our volunteers contribute to the success of TAPS because they are beneficiaries of this program.

TAPS consulted with recipients and community partners to collect feedback about this program. One of the predominant themes was the immense benefit the CVS was to both recipients and non-profit organizations. Organizations reported that the CVS improved not only the recruitment, but also retention of volunteers.

As the Ministry recognizes, volunteering also provides people with disabilities a valuable opportunity to participate more fully in community life. Respondents indicated volunteering improved their self-confidence, gave them a sense of community, had significant mental health benefits, and they were taught useful skills for employment. As one individual stated, the CVS benefits those with disabilities by putting them "on a more equal footing with able bodied members of the community."

Many respondents identified the financial benefit of the CVS, stating the supplement helped to pay for groceries. While we acknowledge the purpose of the CVS is to cover volunteer-related expenses, we believe this highlights the urgent need to increase income assistance rates for all individuals. The current rates fail to reflect the actual cost of living in British Columbia, forcing individuals to choose between essentials such as housing and healthy food. It certainly leaves nothing extra to pay the costs of transportation and appropriate clothing needed to volunteer.

Supported by:

The Law Foundation of British Columbia, United Way of Greater Victoria, The Province of British Columbia,
The Provincial Employees Community Services Fund, Vancouver Foundation, Coast Capital,
and other generous donors.

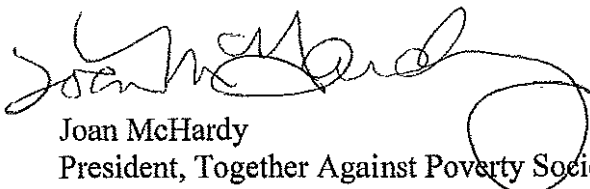
In developing a new model for the CVS, we ask that you consider the following recommendations:

1. *Mobility*: Both individuals and community partners identified the need to improve the mobility of the CVS. Maintaining the CVS without interruption when an individual moves to another organization or community provides stability for the recipient. It also ensures volunteers are suitably placed based on their abilities and fit within an organization and between organizations.
2. *Flexibility*: Respondents highlighted the need for more flexibility in the number of hours an individual must volunteer, and still receive the CVS. The current system fails to recognize and accommodate the unique circumstances of each recipient. For example, there is no exception for volunteers who become ill. Similarly people with episodic disabilities may occasionally be unable to fulfill the requirements due to the nature of their disability. The lack of flexibility is particularly problematic for those with severe disabilities. These individuals may benefit most from volunteering and often have the most financial need, yet require greater flexibility and accommodation to ensure their inclusion and participation in the community.
3. *No Waitlists*: Respondents recommended the practice of placing people on a waitlist for the CVS not be adopted in future. Individuals should receive the CVS as soon as they are deemed eligible for the program. We also recommend reinstating the CVS under EAPWD Regulation, thereby making it subject to the procedures and rights under this legislation should an individual be denied eligibility.
4. *Increased Access*: Both recipients and community partners recommended the CVS program be expanded, so that more individuals could avail themselves of the supplement. As noted above, volunteerism is good for both the individual and our community.

As you undertake a redesign of the CVS, we urge the ministry to commit to consulting with community organizations throughout the process. We also ask that you provide clear timeframes for an early implementation of the program, and regular updates on your progress.

We thank you for considering these recommendations as you develop a new model for the CVS, and look forward to participating further in the process.

Yours sincerely,



Joan McHardy
President, Together Against Poverty Society

cc: Mark Sieben
Deputy Minister of Social Development

Molly Harrington
ADM (Policy and Research Division)

Judy D'Gal
Director, Policy Interpretation & Stakeholder Relations (Regional Services Division)





April 25, 2012

Ref: 174953

Joan McHardy
President
Together Against Poverty Society
302-895 Fort St
Victoria BC V8W 1H7

Dear Ms. McHardy:

Thank you for your letter dated March 23, 2012, addressed to the Honourable Stephanie Cadieux, Minister of Social Development, regarding the results of your organization's consultations about the Community Volunteer Supplement (CVS). As Assistant Deputy Minister responsible for the Policy and Research Division, I am pleased to respond.

As you may be aware, the Province made additional investments to the CVS last year to ensure that all eligible people who were on the waitlist were given the opportunity to participate in the program. In the meantime, the ministry has been working on a new model for the CVS, and we will provide you with further information as it becomes available.

Thank you again for writing and sharing your suggestions.

Sincerely,

Molly Harrington
Assistant Deputy Minister

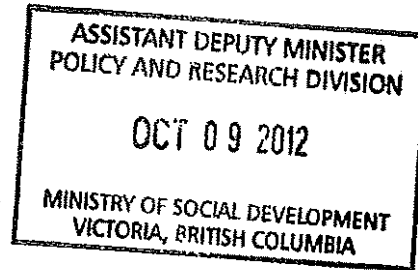


Together Against Poverty Society

302 - 895 Fort Street St. Victoria, BC, Canada V8W 1H7

Tel: (250) 361-3521 Fax: (250) 361-3541

Molly Harrington, ADM
Ministry of Social Development
PO Box 9936 Stn Prov Govt
Victoria BC
V8W9R2



October 02, 2012

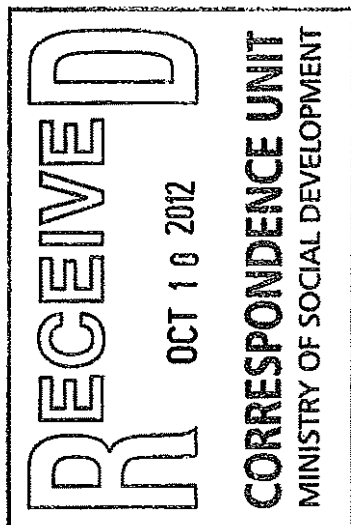
Dear Molly Harrington,

At our meeting of June 08, 2012, Together Against Poverty Society (TAPS) was invited to collect feedback from recipients of the Community Volunteer Supplement (CVS) regarding how and whether the CVS impacts their lives and to share that information with you and your team. Please accept the following vignettes collected from CVS recipients in Victoria that describe what the supplement means to them.

In a Provincial Moving Forward Steering Committee meeting held in January 2012, the Chair, Judy D'Gal invited TAPS to get feedback from stakeholders about how the CVS impacts their organizations, and the volunteers who receive the supplement. TAPS drafted a questionnaire for organizations seeking their input. In our letter to you of March 23, 2012, we provided a summary of the feedback we received from that questionnaire. However, we now enclose the qualitative data collected from those stakeholders, as we feel some of the comments bear striking similarity to the vignettes collected from CVS recipients in Victoria.

CVS Recipient Vignettes:

- 1.) I would be homeless without the community volunteer supplement. I have complex housing requirements due to my disability and require additional income to maintain the type of housing supports that allow me to function effectively. The \$100 that I get from it also allows me to be adequately prepared for work and at least feel well the day before I go to help folks. It helps make sure that I'm dressed according to the requirements of where I do my volunteering. The other ways to earn small amounts of money while on the welfare are not always accessible to those with disabilities. Some recipients have access to different forms of funding for training for school and the allowances or benefits associated with them. The CVS applies best to those of us unable to access those types of funds but still wish to contribute to society and participate in training or education.
- 2.) The Community Volunteer Supplement is important to me because I use the money to purchase food and to replace old clothing with newer cloths more appropriate for volunteering.
- 3.) The Community Volunteer Supplement covers the costs of my volunteering. Without it, I would have to spend some of my income in order to donate my time and effort assisting TAPS, Our Place and the Cook Street Village Activity Centre. Part of the supplement is spent on clothing and grooming, another



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The Law Foundation of British Columbia, United Way of Greater Victoria,
Province of British Columbia, Vancouver Foundation
The Provincial Employees Community Services Fund,
and other generous donors.

portion is spent on breakfast/lunch on the days I volunteer, because I am unable to access the soup-kitchens at which I eat. I spend the remainder on fresh fruit and vegetables in order to make up for the lack of fruit and vegetables in the meals provided by the soup kitchens.

4.) In my experience the Community Volunteer Supplement kick-started my involvement in the community. I use the CVS to pay for a mobile phone which has opened my ability to communicate regarding health, volunteer schedules, and other important contacts. This has helped me attain roles in various organizations such as Together Against Poverty Society and the Victoria Disabled Golfers Association. This stimulus is vital in moving other disabled persons towards employment opportunities, education and community involvement. The social networks developed through these activities are based on this valuable funding.

Comments from Organizations who have volunteers who receive the CVS:

- 1.) It is true that people on fixed incomes incur expenses in order to volunteer and this acknowledgement of the extra costs put clients on a more equal footing with able-bodied members of the community in their ability to give back to our organization. – AIDS Vancouver Island
- 2.) We have a number of volunteers who work consistently and hard doing important but less exciting tasks because of their responsibility to fulfill their 10 hours a month. Some of them would not volunteer otherwise and it has made a big difference to their mental health and self-esteem, being connected with other people and doing something they know is worthwhile. – James Bay Community Project
- 3.) We find that it is gratifying to watch volunteers develop confidence, skills and sense of community as well as pride in their accomplishments. Our volunteers fully reflect the broader community because of this inclusive policy. Three of the most reliable volunteers I've seen in my 20 year career in volunteer coordination have come through the CVS program. – Broadmead Care, The Lodge at Broadmead
- 4.) The benefits are that it is an incentive and encouragement for the volunteers and it seems to encourage longevity, which in turn provides stability both to our organization and to our volunteers. – James Bay Beacon
- 5.) The CVS provides us with regular and, for the most part, reliable volunteers. We would like to see more opportunities for folks to access the CVS and make it a meaningful amount to supplement their pitiful income. – Our Place Society

We want to thank you again for inviting us to provide you with this feedback and look forward to the introduction of an improved Community Volunteer Supplement that takes into account the feedback provided to the Ministry of Social Development from recipients and organizations who benefit from the CVS.

Best,



Kelly Newhook
Executive Director, TAPS

Ross, Ian MSD:EX

From: MSD Executive Correspondence Services MSD:EX
Sent: Friday, October 26, 2012 7:28 AM
To: 'ED@tapsbc.ca'
Subject: 177100 Newhook - MSD Response

Ref: 177100

Kelly Newhook
Executive Director
Together Against Poverty Society
ED@tapsbc.ca

Dear Ms. Newhook:

Thank you for your letter dated October 2, 2012, regarding the Community Volunteer Supplement (CVS).

I was pleased to receive the qualitative feedback on the program from volunteers and host organizations that you provided. I appreciate Together Against Poverty Society's (TAPS) efforts to meet with various stakeholders and collect this information. This information is very helpful and we will review it carefully.

As I mentioned to TAPS President Joan McHardy in my letter dated April 25, 2012, the provincial government made additional investments last year so all those eligible would have the opportunity to participate in the program.

Thank you again for writing and for your advocacy on behalf of vulnerable persons in British Columbia.

Sincerely,

Molly Harrington
Assistant Deputy Minister



1435079[1].pdf

**MINISTRY OF SOCIAL DEVELOPMENT
STRATEGIC POLICY BRANCH
ESTIMATES BRIEFING NOTE 2012/13**

ISSUE: Community Volunteer Supplement (Community Volunteer Supplement)

KEY MESSAGES:

- The Community Volunteer Supplement encourages eligible income and disability assistance clients to volunteer by providing up to \$100 a month to help offset volunteering expenses such as clothing and transportation.
- British Columbia is one of only a few provinces that provide a supplement to clients who volunteer.
- The Province made additional investments in Community Volunteer Supplement this year to ensure that all eligible people who were on the Community Volunteer Supplement waitlist were given the opportunity to participate in the program.
- The ministry is no longer accepting applications for the existing Community Volunteer Supplement program.
- Ministry staff are working on developing a new model for the Community Volunteer Supplement that will be more sustainable, will increase accountability and continue to encourage inclusion without compromising funding for other important programs for clients with disabilities.
- Initial discussions have been held with disability and volunteer organizations regarding a new program.

COMMUNITY VOLUNTEER SUPPLEMENT

BACKGROUND:

- A community volunteer supplement may be provided to eligible persons who participate in a volunteer placement with a non-profit community agency in a designated volunteer position. Eligible persons are those who were either:
 - receiving a community volunteer supplement as of October 31, 2011; or
 - on the community volunteer supplement waitlist as of August 8, 2011 and submitted a completed application for the community volunteer supplement between that date and October 31, 2011.
- Clients receiving the Community Volunteer Supplement include:
 - Persons with Disabilities;

- Persons with Persistent Multiple Barriers;
- Single parents with a child under three years of age; and
- Dependent children over 15 years of age.
- In August 2011, the ministry announced additional funding for Community Volunteer Supplement. Clients who were on the waitlist were given until October 31 to apply and be assessed for eligibility for the supplement. In July 2011, there were 7,935 clients on the waitlist for Community Volunteer Supplement.
- In July 2011, before the additional funding was provided, 4,053 clients were receiving the Community Volunteer Supplement, this increased to 6,431 by December 2011.

BUDGET:

Community Volunteer Supplement	2010/11		2011/12 (to Dec 2011)		2012/13 Budget
	Budget	Expenditures	Budget	Expenditures	
	\$5.3M	\$5.5M	\$5.3M	\$4.9M	

STATISTICS:

Community Volunteer Caseload	2008/09 (actual)	2009/10 (actual)	2010/11 (actual)	2011/12 (to Dec 11)
Total number of cases who received the Community Volunteer Supplement at any time during fiscal year	7,846	6,467	5,027	6,948

CROSS JURISDICTIONAL COMPARISON:

- Only Alberta, Manitoba, and Nova Scotia provide supports for volunteering.

Province	Supplement	Eligible Clients	Amount
Alberta	Actual cost of most economical means of transportation	Assured Income for the Severely Handicapped	Public transport costs OR \$0.30 per kilometer OR taxi fare
Manitoba	Monthly benefit	Persons with disabilities only.	\$50 (4 – 7 activities per month) OR \$100 (8+ activities)
Nova Scotia	Actual cost of most economical means of transportation	All clients	Actual transport cost (max. \$150 per month)

Ross, Ian MSD:EX

From: D'Gal, Judy MSD:EX
Sent: Tuesday, April 3, 2012 1:55 PM
To: Ross, Ian MSD:EX
Cc: McCrae, Aura MSD:EX
Subject: RE: CVS letter

Hi Ian,

Aura and I just chatted about the letter. Perhaps she should discuss with you first, as she may be able to answer your questions. If she cannot yes let's chat.

Aura, can you give Ian a call? Please also mention that you were researching two of the points, and had thought to provide some info to Chelsea, to be considered for the draft response.

Judy D'Gal
Director, Policy Interpretation and Stakeholder Relations
Regional Operations, Regional Services Division
Ministry of Social Development
Telephone: (250) 387-9271; Facsimile: (250) 952-6450
E-mail: judy.dgal@gov.bc.ca

From: Ross, Ian MSD:EX
Sent: Tuesday, April 3, 2012 1:37 PM
To: D'Gal, Judy MSD:EX
Subject: CVS letter

Are you free at 4 for a quick chat?

Ian Ross
Team Manager, Employment and Inclusion
Strategic Policy Branch
Ministry of Social Development
tel: 250-356-5520
fax: 250-387-8164

Note: The contents of this message and any attachments are solely intended for the addressee(s), and may not be disclosed or disseminated to anyone other than ministry staff without the express written consent of the sender. If you have received this message in error, please advise the sender immediately.

Ross, Ian MSD:EX

From: D'Gal, Judy MSD:EX
Sent: Tuesday, April 3, 2012 2:01 PM
To: Ross, Ian MSD:EX
Subject: RE: CVS letter

No worries, sure ☺

Judy D'Gal
Director, Policy Interpretation and Stakeholder Relations
Regional Operations, Regional Services Division
Ministry of Social Development
Telephone: (250) 387-9271; Facsimile: (250) 952-6450
E-mail: judy.dgal@gov.bc.ca

From: Ross, Ian MSD:EX
Sent: Tuesday, April 3, 2012 1:58 PM
To: D'Gal, Judy MSD:EX
Cc: McCrae, Aura MSD:EX
Subject: RE: CVS letter

I have Chelsea's bullets -

Not Responsive

Not Responsive

Not Responsive

I won't keep you long.

From: D'Gal, Judy MSD:EX
Sent: Tuesday, April 3, 2012 1:55 PM
To: Ross, Ian MSD:EX
Cc: McCrae, Aura MSD:EX
Subject: RE: CVS letter

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From: Ross, Ian MSD:EX

Sent: Tuesday, April 3, 2012 1:37 PM
To: D'Gal, Judy MSD:EX
Subject: CVS letter

Are you free at 4 for a quick chat?

Ian Ross

Team Manager, Employment and Inclusion
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Ross, Ian MSD:EX

From: Nicholls, Cloe MSD:EX
Sent: Wednesday, April 4, 2012 3:00 PM
To: Medgyesi, Mark S MSD:EX
Cc: Ross, Ian MSD:EX
Subject: Question: CVS Input from Advocates

Hi Mark,

I just wanted to follow up on one outstanding item from the last legal advocate call. It is around CVS and the opportunity for advocates to provide feedback into the new design process. As Judy noted:

- Kelly Newhook, Executive Director of TAPS, advised she has coordinated feedback from volunteer service providers/clients who are accessing the CVS program, and will be forwarding the consolidated advocate feedback for consideration in the new program. I will forward when I receive it. (FYI this is the letter we/Ian are just responding to)
- Kelly asked about the ministry's consultations with regard to the program re-design (she wanted to know if the ministry was consulting with those accessing the CVS program, including clients.) Raymond agreed to follow-up. **[Molly/Mark/Cloe – we'll note this action item for the May meeting as Raymond will need to respond]**

Raymond has requested some bullets or background that he can use to speak to this issue on the May call. My thoughts are perhaps that he could just use the final letter as drafted and say that while there is no formal mechanism to provide feedback, we are always happy to hear from advocates and clients. I just wanted to check in with you/Molly to see what if anything else we would like to say on this issue.

Thanks

Cloe Nicholls

Manager, Strategy and Intergovernmental Relations
Strategic Policy Branch
Ministry of Social Development
(p) 250.356.6907 (f) 250.387.8164

Ross, Ian MSD:EX

From: Nicholls, Cloe MSD:EX
Sent: Thursday, April 26, 2012 4:24 PM
To: Medgyesi, Mark S MSD:EX
Cc: Ross, Ian MSD:EX
Subject: FW: Question: CVS Input from Advocates
Attachments: TAPS response.pdf

Hi Mark,

Just wanted to follow up on this again as Judy raised it at our last meeting. The next advocate's call is May 9th. The final letter was sent today (attached) and it is pretty succinct. My thought is that we can say that while there is no formal mechanism for people to provide feedback while the model is being created, we always appreciate feedback and are happy to have advocates forward any further comments/thoughts.

Could you please canvass this with Molly? At the very least, we should give her a heads up that Judy will raise it in the ADM pre-brief.

Thanks
Cloe

From: Nicholls, Cloe MSD:EX
Sent: Wednesday, April 4, 2012 3:00 PM
To: Medgyesi, Mark S MSD:EX
Cc: Ross, Ian MSD:EX
Subject: Question: CVS Input from Advocates

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Thanks

Cloë Nicholls
Manager, Strategy and Intergovernmental Relations

Strategic Policy Branch
Ministry of Social Development
(p) 250.356.6907 (f) 250.387.8164

Crocker, Rosalind Y MSD:EX

From: Jensen, Dana MSD:EX
Sent: Thursday, January 5, 2012 2:00 PM
To: Medgyesi, Mark S MSD:EX
Subject: Supplement list.docx



attached

Supplement
list.docx

Supplements

Not included:

- coop share purchase
- family bonus top-up
- lost or stolen cheques
- senior's supplement
- CVS

General Supplements

Bus Pass

An annual bus pass for provincial transit systems is subsidized by Ministry of Social Development and made available to eligible individuals at a cost of \$45 per year.

Camp Fees

A supplement of up to \$200 may be provided to fully or partially cover the cost of attending a recognized camp for children of income assistance families and adults with developmental disabilities who are living in a residential care facility.

Christmas Supplement

A supplement is provided to recipients of income assistance or disability assistance as part of the cheque issued for December, to assist with extra expenses at Christmas. The ministry provides \$35 for singles and \$70 for couples/families, with an additional \$10 for each dependent child.

Clothing for Special Care Facilities

Not available to CLBC clients because they have more disposable income (\$190/month instead of \$95 comforts).

A supplement for the purchase of necessary clothing may be provided to recipients residing in a special care facility, other than an alcohol and drug facility or those in CLBC facilities when clothing is not provided by the facility and no alternative resources are available.

Confirmed Job Supplement

This supplement provides recipients who have a confirmed job with the actual costs of essential transportation and work-related items they need to start working.

Crisis Supplement

This supplement provides monetary assistance for food, clothing or shelter to clients who are in an emergency situation and all other resources have been exhausted. The maximum amounts are:

- food - up to \$20 per person
- clothing - up to \$100 per person/per year or \$400 per family of four or more/per year
- shelter - restricted to the actual cost up to the maximum shelter allowance.

The cumulative amount of crisis supplements over 12 consecutive months must not exceed twice the maximum amount of support and shelter that would be available to the family at the time the request is made.

Funeral Costs

The ministry covers the basic funeral costs for any person who dies in BC when no other resources are available. The supplement pays for the lowest reasonable cost for burial or cremation (including costs for a casket or urn) and an amount for services to a maximum of \$2,100. Costs are recovered whenever possible.

Guide Animal Supplement

A guide animal supplement of \$95 per month is provided to assist with the monthly maintenance of a certified guide animal.

Identification Supplement

The identification supplement is provided to recipients of hardship assistance to cover the cost of obtaining identification for a member of the family unit when required for the family unit to be eligible for income assistance or disability assistance.

Moving, Transportation and Living Costs

To cover the actual costs of moving, transportation, and living expenses in certain situations when no other resources are available. Reasons for issuing the supplement include a confirmed job, threats to physical safety, and child protection hearing.

Pre-Natal Shelter Supplement

Assists single pregnant recipients in meeting extra costs associated with securing or maintaining stable accommodation prior to the birth of their child. Where the client's shelter costs are above \$375, the ministry provides up to \$195 per month for up to 8 months.

School Start-up

A school start-up supplement is provided to recipients of income assistance and disability assistance to assist with extra costs associated with a dependent child's schooling. The amounts provided are:

- \$84 for children 5-11, and
- \$116 for children age 12 and over

Security Deposits

This is a repayable supplement of up to 50% of one month's rent for the residential accommodation to assist in securing rental accommodation.

Special Transportation Subsidy

The Special Transportation Subsidy (STS) of \$790.56 may be provided to cover the costs of transportation for those who would otherwise be eligible for a Bus Pass but are unable to take public transit due to their disability. STS is accessible to disability assistance recipients who reside in an area where the bus pass program is available.

Training Initiative Supplement

The training initiative supplement (TIS) provides opportunities for recipients with the Persons with Disabilities designation and their dependants to participate in a volunteer work experience in order to develop or enhance employment-related or socialization skills. A TIS provides clients with \$50 per month for up to 6 months.

Transportation to Alcohol and Drug Facilities

This supplement covers the actual cost of transportation to and from an approved special care facility for residential alcohol and drug treatment in BC when no other resources or alternative travel options are available.

Travel Supplement

This supplement provides up to \$46 per month to attend a self-help skill program or supported work-placement program approved by Community Living British Columbia.

Utility Security Deposit

This repayable supplement assists with the cost of securing service for electricity or natural gas. The amount provided is the minimum amount necessary to obtain service.

Health Supplements and Programs

Dental and Orthodontic Supplements

These supplements provide assistance with the cost of dental treatment. All ministry clients can receive emergency dental coverage. Basic dental services are covered for eligible clients and children of low-income British Columbians through the Healthy Kids program. An extensive range of dental supplements are paid according to a regulated Fee Schedule.

Orthodontic services are available to dependent children of income and disability assistance clients and Persons with Disabilities clients with severe skeletal dysplasia.

Diet Supplements

Diet supplements provide assistance with the cost of unusually expensive therapeutic diets required as a result of a defined medical condition or a special dietary need. Amounts range from \$10 to \$50 per month. Examples of conditions that require additional diet supplements include cystic fibrosis and diabetes, as well as gluten-free and high protein diet requirements.

Extended Medical Therapies

The Medical Services Plan (MSP) through Ministry of Health covers acupuncture, physiotherapy, massage therapy, naturopathy, chiropractic and non-surgical podiatry treatments to a combined limit of 10 visits per calendar year. The ministry may provide up to an additional 12 combined visits of these treatments after the 10 MSP visits have been exhausted. The ministry covers \$23 per visit.

Medical Equipment and Devices

Through this supplement, the ministry provides basic medically essential equipment and devices to eligible clients. Items covered include canes, crutches, walkers, manual and power wheelchairs, scooters, wheelchair seating systems, ceiling and floor lifts, bathing and toileting devices, hospital beds and pressure relief mattresses, positive airway pressure devices, percussors, and suction units. Some items have maximum amounts and replacement timeframes established in regulation.

Medical Equipment - Hearing Aids

The ministry provides coverage for hearing aids and associated repairs and supplies to eligible clients.

Medical – Equipment - Orthoses

Through this supplement, the ministry provides eligible clients with coverage for medically essential orthotics and bracing devices to assist with basic functionality. Examples of items covered include foot orthotics, wrist splints, knee braces and back braces. Some items have maximum amounts and replacement timeframes established in regulation.

Medical Supplies

This supplement provides eligible clients with coverage for essential medical supplies in order to avoid an imminent and substantial danger to health. This includes supplies for the following: wound care, bowel care, catheterization, incontinence, skin parasite care, limb circulation, food thickeners, and lancets.

Infant Formula

Regular infant formula is provided directly to families with children during the first 12 months when there is a medically confirmed risk of disease transmittal from the mother's breast milk; and specialized infant formula may be provided to children who have a medical condition that requires the specialized formula.

Medical Transportation

Through this supplement, eligible clients may receive assistance with meeting extraordinary transportation, accommodation, meals, and other costs associated with essential medical treatment.

Monthly Nutritional Supplement

This supplement provides funding to Persons with Disabilities clients who require nutritional intervention to avoid an imminent danger to their life. The Monthly Nutritional Supplement may include:

1. nutritional items (up to \$165/month);
2. vitamin & mineral supplements (up to \$40/month).

Natal Supplement

A supplement of \$45 per month is provided to pregnant clients for single births, and to family units in which there is a child under the age of seven months, to assist with meeting the extra costs associated with prenatal and postnatal periods. For multiple pregnancies or multiple births, the supplement may be increased to \$90. Hardship and Medical Services Only clients are not eligible for a natal supplement.

Nutritional Supplements

This supplement provides clients with nutritional supplements (e.g., Ensure, Boost, etc.) required for a short-term supplementation to regular dietary intake to aid in recovery from surgery, severe injury, serious disease or the side effects of medical treatment. Nutritional supplement products are limited to three months.

Optical Supplements

Through this supplement, the ministry provides coverage for prescription eyeglasses (frames, lenses) and repairs for all ministry clients (children and adults) and also children in low-income families through the Healthy Kids Program. Optical supplements are paid according to a regulated Fee Schedule.

The ministry also covers routine eye examinations once every two years for eligible adults aged 19 to 64. Routine eye examinations for children and seniors are covered under the Medical Services Plan, as are medically necessary eye exams, regardless of age.

Supplement for Alcohol and Drug Treatment

The ministry provides a supplement of up to \$500 per year for alcohol and drug counselling services available to eligible recipients and their dependent children.

Tube Feed Supplement

This supplement provides liquid nutritional product and the related medical equipment and supplies to eligible clients who are unable to take food orally or process it through the gastrointestinal system.

Access to Ministry of Health Programs

Medical Services Plan (MSP)

The ministry applies on behalf of clients and their families for Ministry of Health's premium free medical coverage through the MSP.

PharmaCare

The ministry applies on behalf clients and their families for Ministry of Health's no deductible PharmaCare coverage.

9:30 am – 11:30 am

Regrets: Raymond Fieltsch, Gillian Andrew, Tomiye Ishida, Gurpreet Pabla, Ros Salvador, Khayanga Jenipher Wasike, Soraya Van Buskirk, Trent Brown, Cloe Nicholls, Deb Kutaj

Not Responsive

Pages 153 through 154 redacted for the following reasons:

Not Responsive

List of Working Group Members (updates provided by Co-Chairs):

Reconsideration and Appeal Working Group

For Legal Advocates:

- Gillian Andrew (Co-Chair), *Powell River Community Services Association*
- Alison Ward, *CLAS*
- Robin Loxton, *BC Coalition of People with Disabilities*
- Soraya VanBuskirk, *Newton Advocacy Group*
- Tish Lakes, *Okanagan Advocacy Resource Society*

For SD:

- Cary Chiu (Co-Chair), *Legislation and Litigation Branch*
- Ian Brethour, *Disability Services Division*
- Jean Lofthouse/Anar Visram, *Community Relations and Service Quality, Region 2*

Communications Working Group

For Legal Advocates:

- Gurpreet Pabla, (Co-Chair), *Progressive Intercultural Community Services (PICS) Society*
- Ros Salvador, *BCPIAC*

For SD:

- Judy D'Gal (Co-Chair), *Regional Services Division*
- Michele Lauzon, *Community Relations and Service Quality, Region 3*
- Harleen Price, *Community Relations and Service Quality, Region 4*

Health Benefits Working Group

For Legal Advocates:

- Stacey Tyers (Co-Chair), *Terrace and District Community Services*

For SD:

- Paul Beardmore (Co-Chair), *Provincial Services Branch*

MSD / Legal Advocates Moving Forward Steering Committee Meeting - Draft Minutes

March 21, 2012

9:30 am – 11:30 am

Attendees: Judy D'Gal (Co-Chair), Tish Lakes (Co-Chair), Pardip Bandechha, Stacey Tyers, Cary Chiu, Raymond Fieltsch, Kathleen Asher, Marcin Zaranski, Terri Archer, Cloe Nicholls, Chris Hochstrasser, Kelly Newhook, Erin Pritchard (TAPS), Brenda Kobzey, Marcin Zaranski, Jeannine Bousquet, Jean Lofthouse, Laurie-Anne Chow, Harleen Price, Ian Harrower, Shannon Griffin, Paul Beardmore, Eugene Johnson, Tami Currie, Ros Salvador, Janice (BCPIAC), Soraya Van Buskirk, Tomiye Ishida

Regrets: Janis Ruel, Anar Visram, Trent Brown, Michele Lauzon, Gillian Andrew, Alison Ward, Gurpreet Pabla, Khayanga Jenipher Wasike

Items	Discussion/Decision/Action	Lead Responsibility (Bold = Action Items)
Adoption of Agenda	<ul style="list-style-type: none">Agenda adopted.	All

Not Responsive

Items	Discussion/Decision/Action	Lead Responsibility (Bold = Action Items)
	ICM launch, as staff will be learning the updated system.	
Ministry Updates: <i>Community Volunteer Supplement Program</i>	<ul style="list-style-type: none"> Raymond explained the CVS stats that were provided. Kelly Newhook advised she has coordinated feedback from volunteer service providers/clients who are accessing the CVS program, and will be forwarding the consolidated feedback for consideration in the program review. Kelly inquired about the ministry's consultations during the program review. Raymond indicated he would follow up and advise at the next call. 	<p>Kelly</p> <p>Raymond</p>

Not Responsive

Page 158 redacted for the following reason:

Not Responsive

Items	Discussion/Decision/Action	Lead Responsibility (Bold = Action Items)
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Not Responsive

List of Working Group Members (updates provided by Co-Chairs):

Reconsideration and Appeal Working Group

For Legal Advocates:

- Gillian Andrew (Co-Chair), *Powell River Community Services Association*
- Alison Ward, *CLAS*
- Robin Loxton, *BC Coalition of People with Disabilities*
- Soraya VanBuskirk, *Newton Advocacy Group*
- Tish Lakes, *Okanagan Advocacy Resource Society*

For SD:

- Cary Chiu (Co-Chair), *Legislation and Litigation Branch*
- Ian Brethour, *Disability Services Division*
- Jean Lofthouse/Anar Visram, *Community Relations and Service Quality, Region 2*

Communications Working Group

For Legal Advocates:

- Gurpreet Pabla, (Co-Chair), *Progressive Intercultural Community Services (PICS) Society*
- Ros Salvador, *BCPIAC*

For SD:

- Judy D'Gal (Co-Chair), *Regional Services Division*
- Michele Lauzon, *Community Relations and Service Quality, Region 3*
- Harleen Price, *Community Relations and Service Quality, Region 4*

Health Benefits Working Group

For Legal Advocates:

- Stacey Tyers (Co-Chair), *Terrace and District Community Services*

For SD:

- Paul Beardmore (Co-Chair), *Provincial Services Branch*

- The following are the total number of files who received CVS per assistance period:

June 2011	July 2011	August 2011	September 2011	October 2011	November 2011	December 2011	January 2011
4,242	4,204	4,661	5,532	6,244	6,640	6,689	6,598

***source: Financial and Administrative Services Branch (**FASB**)

Crocker, Rosalind Y MSD:EX

From: Nicholls, Cloe MSD:EX
Sent: Wednesday, January 4, 2012 3:02 PM
To: Medgyesi, Mark S MSD:EX
Subject: FW: Quarterly Progress Report_Q2 FINAL1.xlsx

I will have Leah do a version and send thru to you for approval? Let me know if that approach doesn't work.

From: Mooi, Tyler MSD:EX
Sent: Wednesday, January 4, 2012 2:59 PM
To: Medgyesi, Mark S MSD:EX; Bruce, Robert MSD:EX; Sihota, Harb MSD:EX; Turanski, Michael MSD:EX
Cc: Bailey, Leah M MCF:EX; Nicholls, Cloe MSD:EX
Subject: Quarterly Progress Report_Q2 FINAL1.xlsx

Hi everyone,

It is Quarterly Reporting time again as Q3 ended December 31st. Please review last quarter's report (attached) and update the status on specific actions and progress against the strategies.

Please have a preliminary draft/ comments ready for Tuesday January 10th for executive review.



Quarterly
Progress Report_Q2

Tyler

Pages 162 through 167 redacted for the following reasons:

Not Responsive

Ross, Ian MSD:EX

From: Nicholls, Cloe MSD:EX
Sent: Friday, May 18, 2012 5:11 PM
To: Ross, Ian MSD:EX
Subject: Fw: FYI: MFSC Debrief

FYI only on CVS.

Not Responsive

From: D'Gal, Judy MSD:EX
Sent: Thursday, May 17, 2012 12:46 PM
To: Harrington, Molly MSD:EX; Moysey, Sharon J MSD:EX
Cc: Nakamura, Janice N. MSD:EX; Medgyesi, Mark S MSD:EX; Fieltsch, Raymond MSD:EX; Nicholls, Cloe MSD:EX; Chiu, Cary MSD:EX
Subject: FYI: MFSC Debrief

Hi Molly/Sharon et al,

These are the highlights from the May MFSC call:

Not Responsive

Not Responsive

CVS

- TAPS asked for an update on the expected timelines for introducing the new program. Advocates expressed frustration that for each month that goes by, this is another month that clients can't apply for the existing program, appeal decisions regarding CVS, and may be dropping off if they cannot continue volunteering, with no ability to apply again.
- Raymond responded to the question about consultations during the program review, and explained the policy branch is lead and will be able to attend an upcoming meeting once there are new program details available to share. **[Molly/Mark/Cloe, FYI]**

Not Responsive

Not Responsive

Judy

Judy D'Gal
Director, Policy Interpretation and Stakeholder Relations
Regional Operations, Regional Services Division
Ministry of Social Development
Telephone: (250) 387-9271; Facsimile: (250) 952-6450
E-mail: judy.dgal@gov.bc.ca

Ross, Ian MSD:EX

From: Nicholls, Cloe MSD:EX
Sent: Monday, May 28, 2012 8:44 AM
To: Ross, Ian MSD:EX
Subject: RE: FYI: MFSC Debrief

Not yet but I was going to raise with Mark at my bilateral to see how we want to approach and then loop others in as needed. With Raymond now moving to Provincial Services I think Judy is going to look to us more and more from a policy perspective to fill that gap. I am also fairly certain Raymond will not be on the next call. My view though is that Molly needs to give direction on the official word and then we go from there.

From: Ross, Ian MSD:EX
Sent: Monday, May 28, 2012 8:06 AM
To: Nicholls, Cloe MSD:EX
Subject: RE: FYI: MFSC Debrief

Have you discussed with Mark? I see he is cc'd.

From: Nicholls, Cloe MSD:EX
Sent: Friday, May 18, 2012 5:11 PM
To: Ross, Ian MSD:EX
Subject: Fw: FYI: MFSC Debrief

FYI only on CVS.

Not Responsive

From: D'Gal, Judy MSD:EX
Sent: Thursday, May 17, 2012 12:46 PM
To: Harrington, Molly MSD:EX; Moysey, Sharon J MSD:EX
Cc: Nakamura, Janice N. MSD:EX; Medgyesi, Mark S MSD:EX; Fieltsch, Raymond MSD:EX; Nicholls, Cloe MSD:EX; Chiu, Cary MSD:EX
Subject: FYI: MFSC Debrief

Hi Molly/Sharon et al,

These are the highlights from the May MFSC call:

ICM

Not Responsive

Not Responsive

CVS

- TAPS asked for an update on the expected timelines for introducing the new program. Advocates expressed frustration that for each month that goes by, this is another month that clients can't apply for the existing program, appeal decisions regarding CVS, and may be dropping off if they cannot continue volunteering, with no ability to apply again.
- Raymond responded to the question about consultations during the program review, and explained the policy branch is lead and will be able to attend an upcoming meeting once there are new program details available to share. **[Molly/Mark/Cloe, FYI]**

Not Responsive

Not Responsive

The next MFSC call is scheduled for July, I will arrange for the next ADM pre-brief.

Judy

Judy D'Gal
Director, Policy Interpretation and Stakeholder Relations
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E-mail: judy.dgal@gov.bc.ca

Page 174 redacted for the following reason:

Not Responsive

Crocker, Rosalind Y MSD:EX

From: Davidson, Leah MSD:EX
Sent: Wednesday, May 16, 2012 3:06 PM
To: Nicholls, Cloe MSD:EX
Subject: Moving Forward Steering Committee Notes - May 16, 2012

Moving Forward Steering Committee Notes – May 16, 2012

SPB related issues raised on the call.

CVS

- Advocates concerned nothing has been announced re: relaunch of CVS
- Stressed it is leaving clients without and noted a promise was made August of 2011
- Advocates asked for timelines
- Advocates were advised some policy consultations have been done, awaiting Minister direction

Suggested Action:

- Communication the relaunch/reboot of CVS to Advocates through Judy and the region as soon as communication is available
- Prepare Q&A's in advance of launch to address anticipated questions on the new CVS program.

Not Responsive

Leah Davidson, Policy Analyst
Policy and Research Division
Ministry of Social Development
250 387-7005

Crocker, Rosalind Y MSD:EX

From: D'Gal, Judy MSD:EX
Sent: Thursday, May 17, 2012 12:47 PM
To: Harrington, Molly MSD:EX; Moysey, Sharon J MSD:EX
Cc: Nakamura, Janice N. MSD:EX; Medgyesi, Mark S MSD:EX; Fieltsch, Raymond MSD:EX; Nicholls, Cloe MSD:EX; Chiu, Cary MSD:EX
Subject: FYI: MFSC Debrief

Hi Molly/Sharon et al,

These are the highlights from the May MFSC call:

Not Responsive

CVS

- TAPS asked for an update on the expected timelines for introducing the new program. Advocates expressed frustration that for each month that goes by, this is another month that clients can't apply for the existing program, appeal decisions regarding CVS, and may be dropping off if they cannot continue volunteering, with no ability to apply again.

- Raymond responded to the question about consultations during the program review, and explained the policy branch is lead and will be able to attend an upcoming meeting once there are new program details available to share. **[Molly/Mark/Cloe, FYI]**

Not Responsive

The next MFSC call is scheduled for July, I will arrange for the next ADM pre-brief.

Judy

Judy D'Gal
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Telephone: (250) 387-9271; Facsimile: (250) 952-6450
E-mail: judy.dgal@gov.bc.ca

Crocker, Rosalind Y MSD:EX

From: Moysey, Sharon J MSD:EX
Sent: Wednesday, May 9, 2012 10:28 AM
To: D'Gal, Judy MSD:EX; Medgyesi, Mark S MSD:EX; Fieltsch, Raymond MSD:EX
Cc: Shenton, Kim MSD:EX; Nicholls, Cloe MSD:EX
Subject: RE: Follow-up: CVS

Ok with me

Sharon Moysey
Assistant Deputy Minister, Regional Services Division
Ministry of Social Development
7th floor, 614 Humboldt Street, Victoria, BC
Phone: 250-387-6905 Fax: 250-387-2418
website <http://www.hsd.gov.bc.ca/>

From: D'Gal, Judy MSD:EX
Sent: Wednesday, May 9, 2012 9:53 AM
To: Medgyesi, Mark S MSD:EX; Fieltsch, Raymond MSD:EX; Moysey, Sharon J MSD:EX
Cc: Shenton, Kim MSD:EX; Nicholls, Cloe MSD:EX
Subject: Follow-up: CVS

FYI – these are the CVS Estimates debate responses from the Minister. The related statement to consultations is on Page 19:

“We are still engaging in discussions within the ministry and with some community groups about the community volunteer supplement and potential modifications or changes”

s.13

Judy D'Gal
Director, Policy Interpretation and Stakeholder Relations
Regional Operations, Regional Services Division
Ministry of Social Development
Telephone: (250) 387-9271; Facsimile: (250) 952-6450
E-mail: judy.dgal@gov.bc.ca

From: Judy.DGal@gov.bc.ca [<mailto:Judy.DGal@gov.bc.ca>]
Sent: Wednesday, May 9, 2012 9:43 AM
To: D'Gal, Judy MSD:EX
Subject:

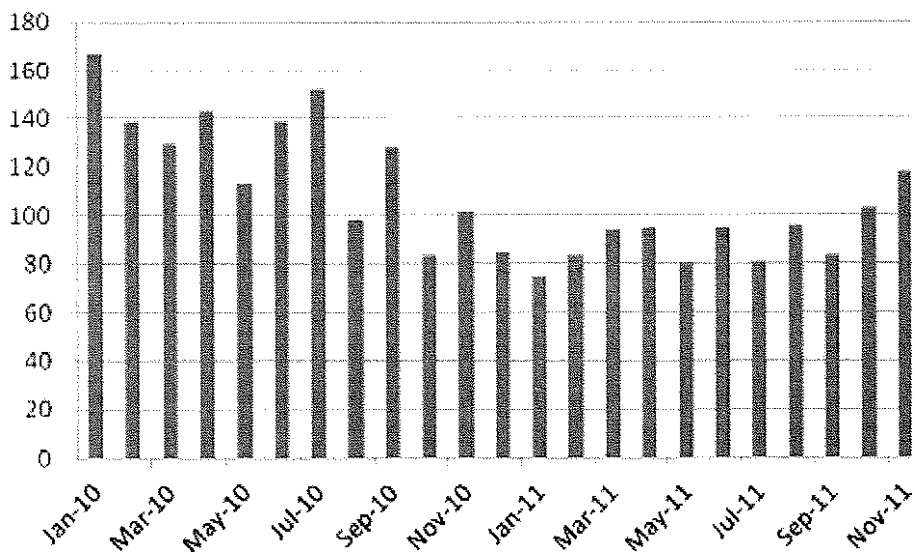
Crocker, Rosalind Y MSD:EX

From: Bruce, Robert MSD:EX
Sent: Friday, January 20, 2012 9:44 AM
To: Harrington, Molly MSD:EX
Cc: Medgyesi, Mark S MSD:EX
Subject: CVS

Hi Molly,

I took a look at how many cases are stopping CVS each month (received CVS in the previous month, not in the current month). From January through September exits were below last year's numbers, and in some cases by a lot (71 fewer in July, or 47% fewer). However, both October and November saw increases in the number of cases stopping receipt of CVS (103 and 118). I looked into the 118 and 87 of them were still in receipt of income assistance, just not CVS.

CVS Exits: *Monthly 2010 - 2011*



Rob Bruce

Executive Director, Research Branch
Ministry of Social Development
Tel: (250) 387-1488

Crocker, Rosalind Y MSD:EX

From: D'Gal, Judy MSD:EX
Sent: Wednesday, January 11, 2012 6:44 PM
To: Medgyesi, Mark S MSD:EX
Cc: Beardmore, Paul MSD:EX; Chiu, Cary MSD:EX; Bandechha, Pardip MSD:EX
Subject: Fw: FYI - MFSC Call Debrief

Fyi too.. Mark, pls note re CVS

Judy

From: Moysey, Sharon J MSD:EX
Sent: Wednesday, January 11, 2012 05:32 PM
To: D'Gal, Judy MSD:EX; Harrington, Molly MSD:EX
Cc: Nakamura, Janice N. MSD:EX
Subject: RE: FYI - MFSC Call Debrief

Thanks for this, Judy.

Sharon Moysey

Assistant Deputy Minister, Regional Services Division
Ministry of Social Development
7th floor, 614 Humboldt Street, Victoria, BC
Phone: 250-387-6905 Fax: 250-387-2418
website <http://www.hsd.gov.bc.ca/>

From: D'Gal, Judy MSD:EX
Sent: Wednesday, January 11, 2012 5:27 PM
To: Moysey, Sharon J MSD:EX; Harrington, Molly MSD:EX
Cc: Nakamura, Janice N. MSD:EX
Subject: FYI - MFSC Call Debrief

The January MFSC was a relatively short meeting.. no new issues were raised and it went well.

Highlights:

- **CVS** – Advocates advised they are preparing feedback to forward for consideration in the new CVS program redesign. Kelly Newhook from TAPS will be coordinating all advocate feedback, and will forward by end of January (I will forward once I receive). I advised that with Raymond on holidays I am trying to obtain the CVS stats to respond to their earlier request and will send as soon as I have them available. (Molly, further to our discussion about this, I am meeting with FASB to confirm the numbers per the spreadsheet Raymond had provided to me – I'll confirm with you and Sharon after I've met with FASB)

Not Responsive

Not Responsive

The next MFSC call is scheduled for March 14. I will arrange for the next ADM pre-brief. ☺

Judy D'Gal
Director, Policy Interpretation and Stakeholder Relations
Regional Operations, Regional Services Division
Ministry of Social Development
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E-mail: judy.dgal@gov.bc.ca