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MINISTRY PROFILE

Ministry:

Ministry of Social Development and Social Innovation

Ministry Mandate:

The Ministry of Social Development and Social Innovation focuses on delivering responsive, innovative and integrated services to individuals and families. The ministry provides supports and assistance to people with disabilities and offers unemployed and underemployed citizens access to programs and services that allow them to find work, attach to the labour market and secure their future. The key accountabilities include:

- Provision of income assistance to those in need according to eligibility criteria established by statute and regulation
- Support for community living services to help adults with developmental disabilities and their families achieve their goals; and
- Delivery of employment programming and services to individuals, employers and communities, including employment supports to adults with disabilities.

Individuals who disagree with a ministry decision regarding their eligibility to receive assistance can appeal to the Employment and Assistance Appeal Tribunal, an independent, quasi-judicial body that provides an independent and accessible appeal process. Its mandate is to deliver timely and fair decisions while reviewing ministry determinations related to employment programs and income assistance and Ministry of Children and Family Development determinations related to the child care subsidy program. The Tribunal has approximately 95 members across the province and is chaired by Marilyn McNamara.

Community Living British Columbia (CLBC) is a provincial Crown agency that delivers supports and services to adults with developmental disabilities and their families. CLBC is accountable to the legislature through this ministry. The ministry funds CLBC, sets and communicates government's mandate in this program area, establishes key policy and priority direction, and oversees performance.

Individuals who receive services from CLBC have the option to seek independent assistance from the Office of the Advocate for Service Quality, Jane Holland. The purpose of the Advocate is to help adults with developmental disabilities, youth with special needs who are transitioning to CLBC

services and their families access available supports and services, and resolve concerns and complaints. The Advocate collaborates with CLBC, the Ministries of Social Development and Social Innovation and Children and Family Development, other ministries and ministry service providers. The Advocate is appointed by and reports to the Minister of Social Development and Social Innovation, but is independent of government.

The Advocate's work will be augmented by the work of the Representative for Children and Youth. As part of the ministry's efforts to improve accountability and responsibility for CLBC, the expansion of the Representative's mandate to include youth transitioning into CLBC is anticipated to become effective in September 2013.

Ministry Budget:

| Budget Item | 2013/2014 Budget (\$000) |
|-----------------------|-----------------------------|
| Salaries and Benefits | 127,435 |
| Operating Costs | 32,806 |
| Government Transfer | 2,633,506 |
| Other Expenses | 20,345 |
| Recoveries | (326,957) |
| Total | 2,487,135 |

FTEs (not including CLBC staff)

2,024 FTEs as of March 31, 2013

Executive Organizational Chart:



EXECUTIVE MEMBER BIOGRAPHY

Sheila Taylor, Deputy Minister



Sheila Taylor was appointed Associate Deputy Minister and Chief Operating Officer of the Ministry of Finance on February 10, 2012. In this role, Sheila has responsibility for Crown Corporation Reviews, Internal Audit and Advisory Services, the Crown Agency Resource Office and related *Crown Agency Accountability System*, the governance framework for British Columbia's Crown corporations.

After obtaining a B.Sc. in Business Management (Finance) in 1985, Sheila joined the Ministry of Health as a financial analyst and went on to work in a variety of financial, management and executive roles across the B.C. Public Services.

Prior to her current appointment with the Ministry of Finance, Sheila was the Assistant Deputy Minister, Medical Services and Health Human Resources with the Ministry of Health. Previous senior roles also include Assistant Deputy Minister, Finance and Management Services with the Ministry of Transportation, Executive Financial Officer and Corporate Secretary for the B.C. Transportation Financing Authority, Senior Financial Officer for the Ministry of Environment and various senior manager and director positions with the Ministry of Finance.

Sheila has served on a number of capital project boards, as a trustee on the Municipal Pension Board, as a member on the Forensic Psychiatric Services Commission and is currently the Deputy Chair of the Medical Services Commission and a government alternate on the Financial Institutions Commission

EXECUTIVE MEMBER BIOGRAPHY

Molly Harrington, ADM, Policy and Research Division



Molly Harrington has worked for the British Columbia public service since 1994 and has been with the Policy and Research Division as Assistant Deputy Minister of the Ministry of Social Development since September 2008. She is responsible for government's income and disability assistance policy and government's Disability Strategy and Social Innovation agenda. She holds a B.A. in economics and history from the University of Toronto and an M.A. in planning from the University of British Columbia and a Graduate Diploma in Social Innovation from the University of Waterloo.

Molly commenced her government service with Small Business, Tourism and Culture, working on economic mitigation strategies; then moved to Forest Renewal BC, working with community, employment and business development programs with local government and first nation communities; and on to be a part of the Treaty Negotiations Office, she worked as both a negotiator and as Director of the Treaty Implementation and Legislation Branch. She co-ordinated and oversaw implementation of the Nisga'a Treaty obligations by line ministries and crown agencies. Molly operated as the CEO and ADM of the Crown Agencies Secretariat within the Ministry of Finance from 2005 to 2008 overseeing government's \$13B portfolio of crown corporations and developed the Crown Agency Governance system that allowed devolution of oversight from the Ministry of Finance to individual ministries.

EXECUTIVE MEMBER BIOGRAPHY

Allison Bond, ADM, Employment and Labour Market Services Division



Allison Bond started her career in the British Columbia provincial government in 1990 as a research officer and has operated in various functions, from policy and strategic planning to treaty negotiations. Since 1999 she has held Assistant Deputy Minister postings with five agencies in portfolios such as treaty negotiations, integrated client service delivery and public consultation. In February 2008, Allison joined the Ministry of Housing and Social Development to help lead the devolution of federal employment programs to the provincial government. With the completion of the devolution, Allison took on responsibility for the integration and transformation of those employment programs, which was implemented on April 2, 2012. During that time, she also led the Homelessness Intervention Project, a project that won a national service delivery award.

She continues to oversee the implementation of the new employment program, while taking on the new challenge of integrating services for people with developmental disabilities. Allison continues to pursue her passion for transforming services so they better meet the needs of clients, and working with public servants to change the way they think about public services.

Allison received an undergraduate degree from Mount Allison University, a Law Degree from the University of Victoria, and a Master's in Law from McGill University. Allison was the 2012 recipient of the Lieutenant Governor's Silver Medal for Excellence in Public Administration.

EXECUTIVE MEMBER BIOGRAPHY

Jill Kot, ADM, Social Sector Information Services Division



Jill Kot joined the ministry in 2009 as the executive lead responsible for the implementation of the Integrated Case Management system in the Ministries of Social Development, and Children and Family Development. She manages all information systems for both ministries, including ICM, and also provides advisory services to other large projects across government (e.g. in the Ministry of Justice).

Prior to her current assignment, Jill held various roles in the Ministry of Citizens' Services and Open Government, including as the ADM responsible for the underlying technology infrastructure for government, as well as the financial system. She has been responsible for many large transformation projects and cross-government operations. She received two consecutive "Being the Best Awards" for leading results in employee engagement across the public service. Before beginning her career with the BC Public Service she worked for several years in the private sector developing information systems for the petroleum industry. Jill holds a Bachelor of Science in Computer Science from the University of Calgary.

EXECUTIVE MEMBER BIOGRAPHY

Wes Boyd, ADM, Management Services Division



Wes Boyd has held the position of Assistant Deputy Minister and Executive Financial Officer for the Ministry of Social Development since April 2010. Wes is a Provincial representative on the Community Social Services Employers' Association (CSSEA) Board of Directors.

Previously, Wes was the Executive Financial Officer for the Olympic Games Secretariat and the Ministry of Healthy Living and Sport (since 2008). Before that, Wes held various positions at BC Ferry Services Inc for six years including Director, Strategic Planning and Development.

Wes holds a Bachelor of Arts degree in Economics and a Master of Public Administration from the University of Victoria.

EXECUTIVE MEMBER BIOGRAPHY

Sharon Moysey, ADM, Regional Services Division



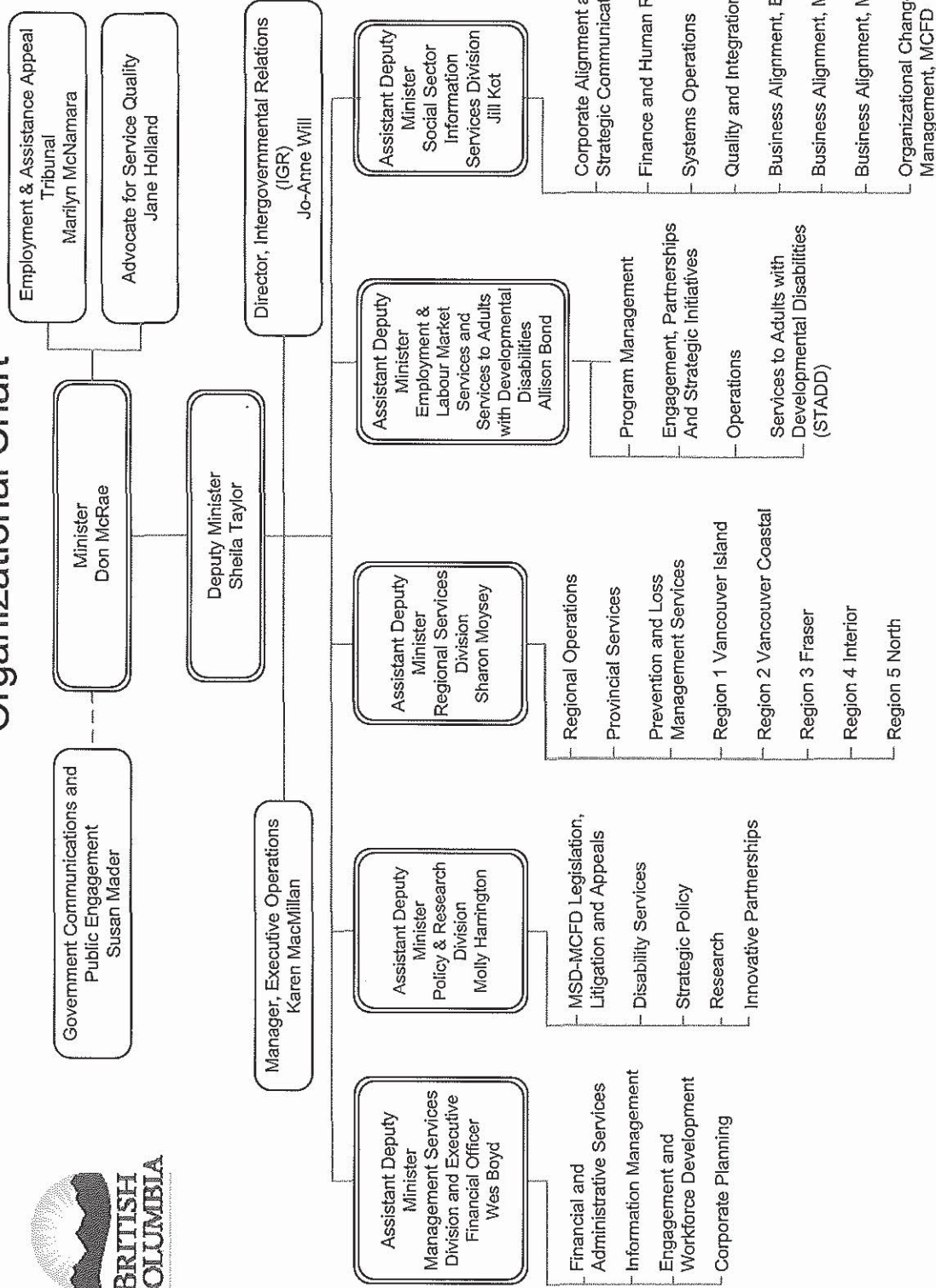
Sharon Moysey has been an Assistant Deputy Minister in the Ministry of Social Development since May 2004, moving from the Management Services Division to the Regional Services Division in April 2010. She brings a strong background in financial management, a passion for technology-enabled innovation, and a commitment to client service to her Regional Services position.

Previously, Sharon was the Executive Financial Officer for the Ministry of Transportation (2002-2004) and the BC Transportation Financing Authority (1998-2004). She was instrumental in developing the province's long-term, financially sustainable transportation capital plan and worked closely with central agencies to pursue the first transportation public-private partnerships. She has also worked in the transportation sector (comptroller at BC Ferries for nine years), the real estate development industry and in public practice as a Chartered Accountant.

Sharon holds a Bachelor of Commerce degree and a Chartered Accountant designation.



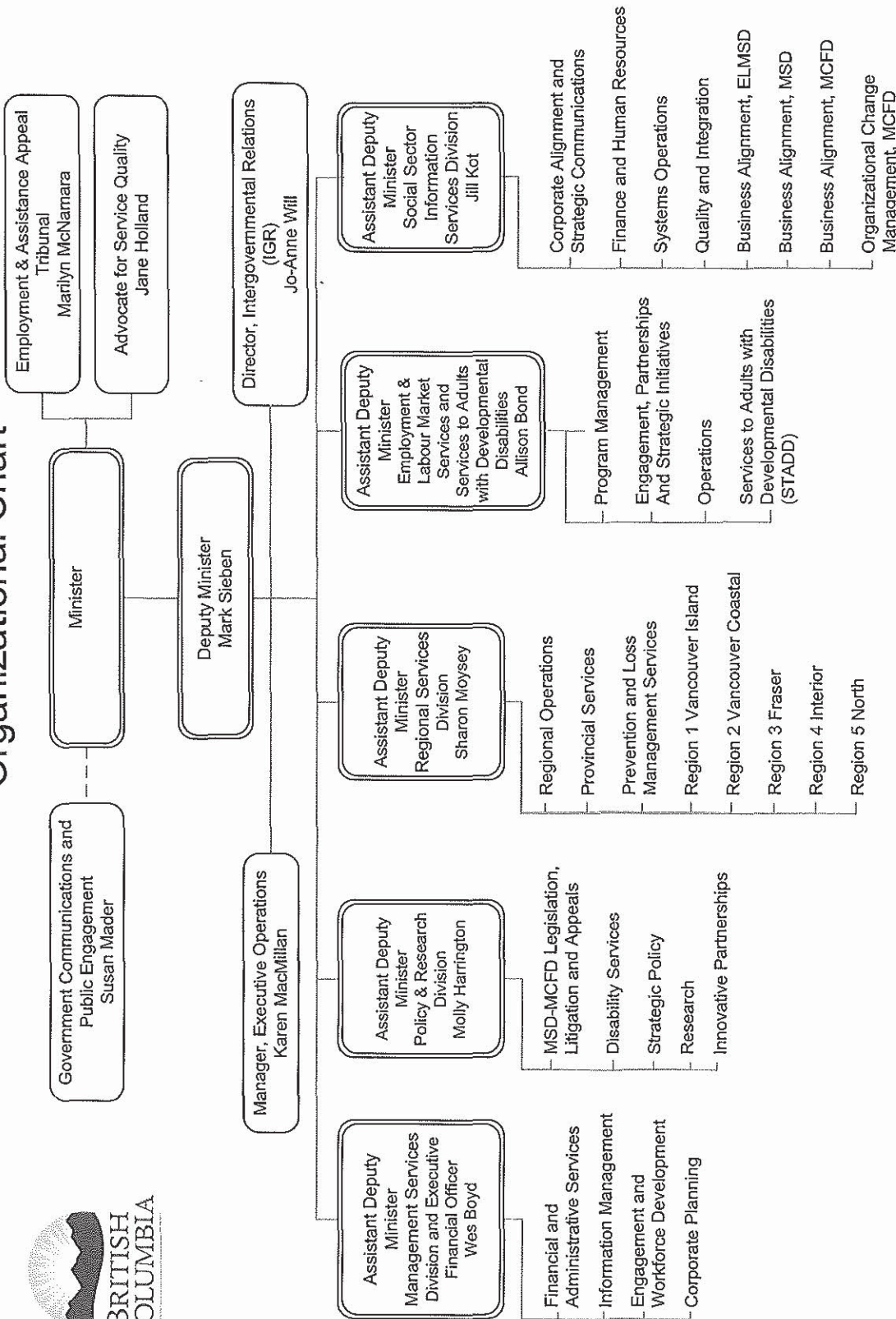
Organizational Chart



June 2013



Organizational Chart



May 2013

Strategic Agenda

2013/14—2015/16 Social Development Strategy Map

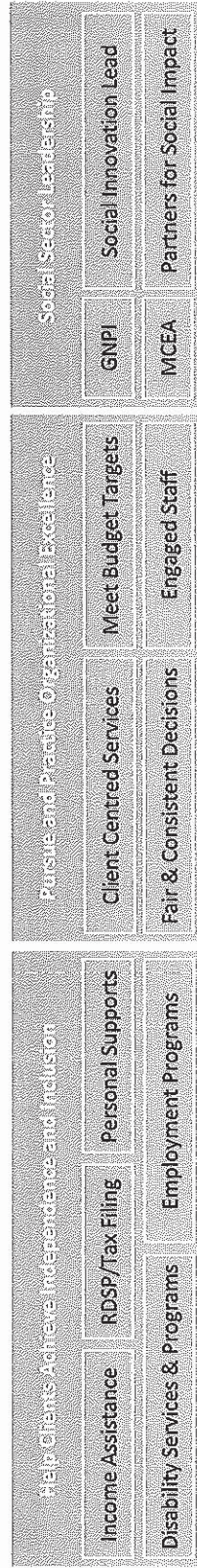
MINISTRY VISION

We make a difference in the lives of British Columbians trying to overcome social and economic barriers:

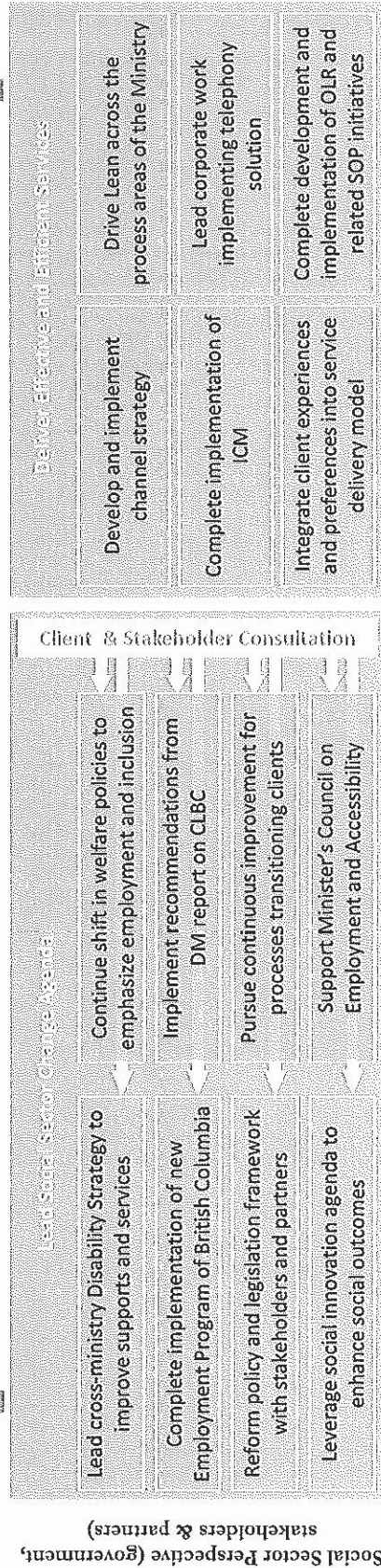
- 1) by believing in their ability to realize their full potential and make meaningful contributions to their community;
- 2) and, by providing access to the services and resources to help them build the resilience and personal accountability necessary to achieve those goals.

1. Every client will experience consistent and responsive service, no matter where or how it is delivered
2. Our clients are empowered to achieve a greater degree of independence, community involvement and fulfillment
3. Our employees are passionate about their work because they make a difference and are part of a progressive learning and flexible work environment
4. Through sound decision making, excellent financial management and transparent accountability practices, the ministry has earned the public's trust and confidence

| CRITICAL CLIENT OUTCOMES | | | | CRITICAL ORGANIZATION OUTCOMES | | | |
|--------------------------|------------------------------|-------------------------------|---------------------------|--------------------------------|---------------------------|-------------------------|--------------------------------|
| Increase independence | Greater community attachment | Improved health and wellbeing | Break cycle of dependency | Public Trust | Fully accessible services | Strong Staff Engagement | Strong corporate relationships |



Clear Strategic Direction and Strong Fiscal Practices



Improved Efficiency and Effectiveness of Programs and Services

| Internal Perspective (Innovation, Learning, Growth) | | | | Improved Efficiency and Effectiveness of Programs and Services | | | |
|---|--|---|---|--|---|--|--|
| Knowledge Capital | Transformation | Financial Management | Technology | Organizational Capital | Integrated Planning | | |
| Staff engagement, development and recognition | Complete LWS pilot and promote across the ministry | Drive fiscal accountability through financial committee | Complete IM/IT projects related to Transformation Plans | Provide sector leadership on social innovation agenda | Implement integrated planning and performance model | | |
| Delivery of effective and appropriate training | Complete initiatives related to Diversity Strategy | Maintain rigorous compliance and enforcement programs | Leverage new technology to enhance productivity | Optimize governance, leadership and change management capacity | Maintain robust assurance and risk framework | | |
| Performance mgmt. (Review Boards and e-Performance) | Implement Strategic Human Resource Plan | Build stronger accountabilities with CLBC and service providers | Refresh 3.0 | Lead corporate change on Transformation and Lean initiatives | Complete alignment of financial and business planning calendars | | |



MINISTRY OF SOCIAL DEVELOPMENT 30-60-90 ISSUES

| MSD | Service | Background |
|---------|---|--|
| 30 Days | Labour Market Agreement for Persons with Disabilities (LMAPD) Renewal | s.13, s.16, s.17 |
| | Healthcare Benefit Trust (HBT) | Healthcare Benefit Trust has existed for decades to provide disability coverage to agency employees in the health sector. An arbitrator's ruling brought Community Social Service Employer's Agency (CSSEA) employees into HBT in 1999. Some agencies have always resisted inclusion in HBT. A number of CSSEA and health agencies began leaving the trust a few years ago. HBT has apportioned exit levies to the agencies – most of whom have refused to pay. MSD has led a strategy with MoFIN, MCFD and Health participating, to address issues at HBT, including payment of the exit levies. In Fall 2012, agencies with assigned exit levies were contacted by their funding source (MCFD, CLBC for MSD, health authorities) to make arrangements to address the exit levies. While the exit levy amounts are modest (65% would pay less than \$10K per year over 10 years; and the remainder less than \$60K per year over 10 years for CSSEA agencies), agencies preference is for government to cover the entire cost which in the CSSEA sector current stands at \$4 million. A group of agencies have stated their intention not to pay and have encouraged other agencies still in the trust to leave. Five agencies have now filed suit against the Province and HBT regarding the payment of exit levies. The Province is required to submit a response to the claims by September 2013. Treasury Board has requested MSD, which leads government's response on this issue, to provide an update on progress by mid-June |
| | DM Report on People with Developmental Disabilities – 12 point plan | <p>The Services to Adults with Developmental Disabilities (STADD) project will be seeking direction on three issues:</p> <ul style="list-style-type: none"> • Proceed with five early implementation sites for the integrated service delivery model developed after months of consultation with families, service providers, |

| | | |
|----------------|---|---|
| | | <p>experts and individuals with developmental disabilities;</p> <ul style="list-style-type: none"> • Direction on analyzing a financial framework for services to individuals with developmental disabilities that will provide more predictability in terms of services and costs; and, • Direction to expand the mandate of the STADD project to analyze the framework for contracted service delivery through CLBC. <p>The Project is seeking a TB date mid-summer to s.13, s.17</p> |
| | Employment and Labour Market Services Division (ELMSD) to initiate staffing strategy on June 26 | <p>ELMSD has received up to \$10M annually in funding from the federal government to assist in the transformation of employment programming. This funding expires March 30, 2014. ELMSD has been actively working to decrease its administrative expenditures to prepare for this reduction.</p> <p>s.17</p> |
| | CLBC Board Re-appointments | <p>Three board reappointments required by July 1st. Ministerial Orders will be drafted for the Minister's signature.</p> |
| 60 Days | Minister's Council on Employment and Accessibility | <p>The Minister's Council on Employment and Accessibility (which last met in March 2013) is a forum comprised of members from the business, community/NGO, and government sectors as well as families and individuals with disabilities that advises the Minister of Social Development on solutions and strategies to increase employment and access for people with disabilities. Council members delivered their Action Plan Framework, a report of recommendations, to the Minister in September, 2012. Recommendations identify potential actions in the areas of providing employer/individual supports, strengthening policies and optimizing the use of existing resources/services. As well, linkages are being made with the Federal Panel on Labour Market Opportunities for Persons with Disabilities to align any of Council's initiatives with the work of the Panel, including the Canadian Employers Disability Forum. In March 2013 the Minister of Social Development made a "soft" announcement identifying the co-chairs - Tamara Vrooman, (Vancity) and Wynn Powell (London Drugs) - of a President's Group which would consist of business leaders who would identify strategies to support employment for persons with</p> |

| | | |
|---------|---|---|
| | | disabilities. As well, government has committed to a White Paper and Summit on increasing BC's national leadership on Disability. ^{s.13} |
| | CLBC Annual Report | CLBC's 2012/13 Annual Report is nearing completion, and will be sent to the Clerk of the House with the other Crown and Ministry annual reports, when the 2012/13 Public Accounts are released (end of June/early July). Minister approval will be required before Report is released. |
| | Ministry of Social Development Annual Service Plan Report | MSD's 2012/13 Annual Service Plan Report is nearing completion, and will be sent to Cabinet Operations with the other ministry Annual Service Plan Reports, when the 2012/13 Public Accounts are released (end of June/early July). Minister approval, including the Message from the Minister and Accountability Statement will be required before the report is released. |
| | Integrated Case Management (ICM) | ICM Phase 4 is in progress. The project is scheduled for completion by the end of December 2014, within the original overall approved budget of \$182 million. In MSD, ICM Phase 4 will improve specific business processes and provide the ability for alternate payment methods. Phase 4 will support the ministry direction for improved services for clients through the Channel Strategy, and add enhancements to aid the day-to-day work of ministry staff. For MCFD, Phase 4 focuses on enabling contract management across program areas within ICM. It also provides an upgrade for child protection and updates for Children and Youth with Special Needs. The Project Board intends to return to Treasury Board at the earliest opportunity for the purpose of providing a project update, and ^{s.13} |
| 90 Days | | ^{s.13, s.17} |

s.13, s.17

s.13, s.17

EATI Funding

s.13, s.17

Online optical Pilot

In March 2013, the ministry launched a six month pilot program that gives clients on income and disability assistance the option to purchase eyeglasses online and have the claims submitted to Pacific Blue Cross for payment by the ministry. Ministry partners in the pilot project are Pacific Blue Cross, the insurer that delivers benefits to recipients of B.C. Employment and Assistance on behalf of the ministry, and

| | | |
|-------------------------|---|--|
| | | <p>B.C.-based Clearly Contacts, the largest online retailer of eyewear in North America. Criteria have been established to evaluate the success of the pilot and the results will influence the scope of wider roll out and potential future policy changes.</p> <p>Upon successful completion of the pilot, the intent is to extend the opportunity to participate as a supplier to other online eyewear companies, provided they meet ministry criteria for providing services. Criteria for service providers include the requirement to have an optician, optometrist or an ophthalmologist on staff, licensed to practice in B.C. Evaluation for pilot will be available in September, 2013 and decisions will need to be made afterwards regarding retaining, expanding, dropping service.</p> |
| | DSM V | <p>The 5th edition of the American Psychiatric Association's (APA) Diagnostic and Statistical Manual of Mental Disorders (DSM) will be published late May 2013. The DSM is a standard classification of mental disorders used by mental health professionals. It contains descriptions, symptoms, and other criteria for diagnosing mental disorders. The new manual will supersede the DSM IV, published in 1994, and revised in 2000. ^{s.13}</p> |
| 30-60-90 days (Ongoing) | Employment Programs of BC (EPBC) and specialized services | <p>Concerns exist among some stakeholders or former service providers that the new EPBC service delivery model does not adequately respond to needs of specialized populations such as youth, people with disabilities, First Nations/Aboriginals. The Ministry is actively working with contractors to ensure quality services are delivered to all clients. This has included a symposium to share best practices with contractors, ongoing monitoring of services, and work directly with the contractors on ensuring that the full suite of services are being delivered in every community.</p> |
| | CLBC | <p>Concerns arising regarding case related services or funding. MSD is working with CLBC to ensure adequacy of CLBC's budget to manage difficult cases in conjunction with cross ministry troubleshooting, particularly with Ministry of Health. This is the focus of the work of the STADD project</p> |
| | Income Assistance Rate Increase | <p>Advocacy group calling for government to increase income assistance rates particularly for Persons with Disabilities (PWD)</p> |
| | Ongoing case specific client issues | <p>Ongoing issues with client requests for access to medical equipment and/or health supplements , bus pass etc.</p> |

| | | |
|--|---|--|
| | Expanded Mandate for the Representative for Children and Youth (RCY) and CLBC | <p>The Representative for Children and Youth mandate has been expanded to include youth with whom the RCY has become involved and are transitioning from MCFD to CLBC. The RCY is developing a process to implement this mandate and there is the possibility that her office could become involved in CLBC cases or cases involving other services for CLBC eligible clients. Expansion of the mandate for RCY will be implemented in the Fall 2013. The Ministry of Justice is responsible for the <i>Representative for Children and Youth Act</i> 2013. CSSEA and the unions comprising the CSSBA reached a tentative two-year collective agreement for Community Living Services and General Services for the period between April 1, 2012 and March 31, 2014. Ratification was reached in late April 2013. The agreement was achieved under the provincial government's cooperative gains mandate and provides for an increase in compensation found through savings identified in cooperation with the CSSBA. ^{s.17}</p> |
| | CSSEA Bargaining and Cooperative Gains | <p>MSD's ADM for Management Services has been identified as the sectoral lead for this initiative.</p> |
| | Annualized Earnings Exemptions | <p>The Ministry has been phasing in optional Annualized Earning Exemptions for Persons With Disabilities (PWD) clients, beginning in January 2013 with a cohort of clients whose earning patterns suggested they were most likely to benefit, and expanding to all PWD clients in January 2014. ^{s.13}</p> |

^{s.3}



BUDGET 2013-14: MINISTRY OF SOCIAL DEVELOPMENT

ADM Responsible:

Wes Boyd, Management Services Division

General:

The focus of the budget for 2013/14 is to meet the ministry's commitment to provide responsive, innovative and integrated social services to British Columbians who need assistance.

The 2013/14 operating budget for the Ministry of Social Development is \$2.49 billion. This is an operating budget increase of approximately \$30 million over fiscal 2012/13, but is a \$13 million decrease from the fiscal plan.

| Table 1.1 Funding Changes from Budget 2012 Fiscal Plan | | | | |
|---|-------------|------------|------------|-------------|
| (\$ millions) | 2013/14 | 2014/15 | 2015/16 | Total |
| Temporary Assistance..... | (43) | (66) | (68) | (177) |
| Disability Assistance..... | 32 | 63 | 63 | 158 |
| Supplementary Assistance..... | - | 2 | 4 | 6 |
| Total | (11) | (1) | (1) | (13) |

The 2013/14 capital funding is \$39.5 million, including \$38.2 million for Integrated Case Management (ICM).

Income Assistance:

The Province has a statutory commitment to provide social assistance. Income Assistance is the core service of the ministry and accounts for \$1.68 billion of ministry operations budget in 2013/14.

Government remains committed to funding critical social services and will provide contingency funds to the Ministry of Social Development, if required.

As of March 2013, the number of people on income assistance was 180,060 - a decrease of 437 (0.2 per cent), compared to March 2012.

- Temporary Assistance (TA) caseload has declined at a higher rate than previously anticipated in Budget 2012. Budget 2013 provides a total of \$384 million in fiscal 2013/14 and \$1.1 billion over the fiscal plan, down a total of \$177 million from the 2012 fiscal plan.
- Disability Assistance (DA) caseloads are forecast to increase due to population growth and a higher incidence of persons with disabilities. Budget 2013 provides \$914 million for fiscal

2013/14, an increase of \$66 million over 2012/13, and a total of \$158 million for the fiscal plan (see table above) to support an average caseload of 92,800.

- Budget 2013 provides \$269.6 million in fiscal 2013/14 for Supplementary Assistance (SA) supports (i.e. basic dental, school supplies, medical equipment), associated with the increase in disability assistance caseload.

Community Living British Columbia (CLBC):

- For fiscal year 2013/14, CLBC's base budget funding remains unchanged at \$708.8 million.
- An additional \$80 million over three years has been committed to develop new approaches to day and employment programs, to improving transition planning and to other key changes and innovations in support of the 12-point plan.
- In addition, \$36 million in contingency funding has been allocated over three years to further support CLBC caseload.

| Millions | Fiscal 2012/13 | Fiscal 2013/14 | Fiscal 2014/15 | Fiscal 2015/16 |
|-------------------------------------|-------------------|-------------------|-------------------|-------------------|
| CLBC Baseline Funding | \$681.0 | \$708.8 | \$708.8 | \$708.8 |
| Additional Funding: | | | | |
| Annualized caseload | \$17.8 | - | - | - |
| Municipal Pension Plan | \$10.0 | - | - | - |
| New CLBC Baseline | \$708.8 | \$708.8 | \$708.8 | \$708.8 |
| Youth and Employment | \$10.0 | \$20.0 | \$30.0 | \$30.0 |
| Contingency funds | \$12.0 | \$12.0 | \$12.0 | \$12.0 |
| Total Provincial funding | \$730.8 | \$740.8 | \$750.8 | \$750.8 |

Employment:

In 2013/14, through the Ministry of Social Development, a total of \$344.2 million will be invested in employment services. That includes \$280.7 million through the Labour Market Development Agreement with the federal government, \$55.5 million in provincial spending and \$8.0 million from the Labour Market Agreement, managed by the Ministry of Jobs, Tourism and Skills Training.

- The majority of this funding - \$276.6 million – will support the 73 Employment Service contracts throughout the province under the new Employment Program of BC, resulting in reduced administration and enhanced efficiency, while allowing more program dollars to be spent on direct services to British Columbians.
- In addition the ministry receives \$20.5 million annually to support the administration costs of LMMA.



- The focus of the new Employment Program of BC, which launched April 2012, is to provide the supports and services to get people, including those with specialized needs, back into the workforce.
- This new program is making it easier for people to find work and provide stability for their families through a wide range of integrated supports and services.

Integrated Case Management (ICM):

Integrated Case Management is a \$182 million Capital project being implemented over six years. Capital expenditures in 2012/13 will be approximately \$24 million. Expenditures in 2013/14 are budgeted at \$38 million.

- Integrated Case Management is a long-overdue system replacement that is needed to support critical key services that are vital to thousands of British Columbians.
- ICM Phase two rolled out in April 2012.
- The first phase began in November 2010 and full implementation is scheduled for late 2014.
- Phase three was implemented on March 4, 2013.



MINISTRY OF SOCIAL DEVELOPMENT BUDGET 2013-14 – FINANCIAL QUESTIONS & ANSWERS

ADM Responsible:

Wes Boyd, Management Services Division

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General:

1. What is the 2013/14 Budget for the ministry?

- The budget for 2013/14 is \$2.49 billion for ministry operations, a \$30 million increase from \$2.46 billion in 2012/13, but \$11 million less than the Budget 2012 fiscal plan for 2013/14.

2. What are the funding changes to the ministry since Budget 2012?

- Budget 2013 reflects a shift in demand from temporary assistance to disability assistance, and an overall fiscal plan decrease of \$11 million for 2013/14, with \$1 million decrease in 2014/15 and 2015/16.

| Table 1.1 Funding Changes from Budget 2012 Fiscal Plan | | | | |
|---|-------------|------------|------------|-------------|
| (\$ millions) | 2013/14 | 2014/15 | 2015/16 | Total |
| Temporary Assistance..... | (43) | (66) | (68) | (177) |
| Disability Assistance..... | 32 | 63 | 63 | 158 |
| Supplementary Assistance..... | - | 2 | 4 | 6 |
| Total | (11) | (1) | (1) | (13) |

- *Budget 2012* provided the ministry with significant funding increases of \$444 million over the fiscal plan to support individuals and families
- The Temporary Assistance caseload is in decline and the TA budget was reduced accordingly. This reduction was offset by the growth in the Disability Assistance caseload; and some increase to Supplementary Assistance for fiscal 2013/14 to 2015/16.

3. Why has the Temporary Assistance caseload decreased so significantly, is this related to the Jobs Plan?

- The Temporarily Assistance caseload decreased by 9 per cent in 2012/13, and is forecast to decline further over the fiscal plan.
- This is good news as it means fewer British Columbians need to access funding of “last resort”. It implies that more British Columbians in need are able to find employment.
- In addition, the ministry implemented modest income assistance related policy reforms including strengthening applicants efforts in finding employment.

4. Why is the disability assistance caseload increasing?

- Disability assistance caseloads are forecast to increase due to population growth and a higher incidence of persons with disabilities. Budget 2013 provides an additional \$158 million over three years to support a disability assistance caseload of 92,795 (3 year average).
- Budget 2013 also provides an additional \$6 million over three years for supplementary assistance supports (i.e. basic dental, school supplies, medical equipment) associated with the increase in disability assistance caseloads.

5. What is the focus of Budget 2013?

- The ministry continues to be committed to providing British Columbians with access to needed supports and employment services people can quickly and easily find and use. As we build up the foundation of our economy, it is important that we continue to provide the services and supports

necessary to help more people and families become self-sufficient so they can contribute to an expanding economy and healthy communities.

- British Columbia has a solid income and disability assistance system which provides temporary help to those who can work, and longer-term aid to those who, through disability or other barriers, have a more difficult time working or who cannot work.

6. What new funding did the ministry receive in Budget 2012?

- Budget 2012 included a \$108 million increase to the 2012/13 base operating budget to help address income assistance caseload pressures.
- Increase in funding was as follows:
 - Temporary Assistance: \$34 million to total of \$430 million
 - Disability Assistance: \$17.2 million to total of \$847 million.
 - Supplementary Assistance: \$14.1 million to \$269 million
 - Program management: \$2.8 million to \$111 million
 - Community Living BC \$37.8 million to total of \$718.8 million
 - Communication Assistance for Youth and Adults (CAYA) for \$1.9 million

Income Assistance:

7. How many British Columbians receive income assistance?

| Caseload (March 2013) | Cases | Recipients |
|-----------------------|---------|------------|
| Temporary Assistance | 50,433 | 77,772 |
| Disability Assistance | 85,753 | 102,288 |
| Total | 136,196 | 180,060 |

- As of March 2013, 136,196 cases, consisting of 180,060 recipients, were receiving income assistance, compared to 136,065 cases (180,497 recipients) in March 2012.
 - Of these, 85,753 cases, consisting of 102,288 recipients, were receiving disability assistance, compared to cases 82,314 (98,093 recipients) in March 2012.
 - The incidence of PWD (PWD caseload as a percent of the population age 18-64) has been continuously increasing. The incidence of PWD has increased from 1.6 per cent in 2001 to 2.7 per cent in 2012. Incidence generally increases with age, peaking at ages 55 to 59.
 - At the same time, the BC population has been rising. Over the last 10 years, the BC population age 18-64 has increased by 372,800 (14 per cent). The population is expected to increase a further 6.4 per cent by 2022 – an increase of 196,000.

8. Have income assistance rates increased?

- Income assistance rates are unchanged. The provincial government increased rates substantially in 2007 for all clients. This marked the first across-the-board increase since 1992.
- Government has raised rates twice since 2001. In 2005, the support allowance for Persons with Disabilities was increased by \$70 or 15 per cent.

- In 2007, there was a \$50 across-the-board increase to shelter allowances for all client groups, the first increase since 1992.
- Also in 2007, support rates for employable clients were increased by 27 per cent, and support and shelter payments for families with children were standardized, a change which benefited 18,000 families.

9. Are income assistance rates indexed for inflation?

- No. Indexing rates to inflation would potentially impede government's ability to control its budget over the long term and to target increases to the most pressing needs of British Columbians.
- The Province will continue to review income assistance rates annually as part of its fiscal plan.

10. How do income assistance rates in BC compare to other provinces?

| | Single Employable | PWD |
|----------------------------|-------------------|-------|
| British Columbia | \$610 | \$906 |
| Average of Other Provinces | \$605 | \$944 |
| BC Ranking | 4 | 5 |

- As of January 2013, BC's income assistance rates rank 4th highest for single employable clients and 5th highest for individuals receiving disability assistance.

11. How do income assistance volumes in BC compare to other provinces?

- As of September 2012 (latest month for which we have data for all provinces), BC had the 4th lowest per capita income assistance rate (of population age 15 to 64) at 4.2 per cent.
- The lowest is Alberta at 2.9 per cent and the highest is Newfoundland and Labrador at 3.9 per cent.

12. BC experienced the 4th largest growth in caseloads amongst Canadian provinces between September 2011 and September 2012 – caseload declined by 1.7 per cent (compared to a 0.2 per cent increase nationally)

13. What is happening with the Community Volunteer Supplement?

- In October 2011, as promised, every person on the CVS waitlist was given the opportunity to apply for the program and begin receiving their supplement.
- For those in the CVS program, everyone will continue to receive their supplement for as long as they choose to keep working at their volunteer position.
- We will continue to spend the funds required to maintain this benefit for those participating in CVS.
- Maintaining this program for its current participants is the fair thing to do.

- As well, going forward, our government is also increasingly focused on addressing the employment gap for persons with disabilities and on policies, programs and initiatives that will increase employment opportunities for individuals with disabilities.
- Our goal is to ensure supports are in place to foster greater community inclusion and encourage people with disabilities to work as they are able.
- And we'll continue to work with disability groups to find a balance between increasing opportunities for employment and community inclusion for people with disabilities with the accountability the public expects from government.

14. What services does the funding provided to CAYA provide?

- The Communication Assistance for Youth and Adults project provides alternative and augmentative communications (AAC) technology to adults with severe communication disabilities.
- Supporting the CAYA project fills a gap which previously existed as youth left the K-12 education system and could no longer access assistive technology services provided through that system.
- The Province has financially supported CAYA over several years and recognizes the important work the organization does in support of individuals with developmental disabilities.
- As a further demonstration of this support, the ministry committed \$1.9 million per year for three years in Budget 2012. This funding will allow CAYA to serve approximately 90 new clients annually, as well as provide ongoing support to existing clients. The Province also committed to providing an additional \$1.5 million in support for CAYA in March 2013.

Employment:

15. How much federal funding for employment programs will the ministry receive for 2013/14 and how will that money be used?

- The ministry will be investing \$281 million through the Labour Market Development Agreement (LMDA) and \$55.5 million in provincial spending.
- We have requested access to \$8 million in funding through the Labour Market Agreement which is managed by the Ministry of Jobs, Tourism, and Innovation.
- The new Employment Program of BC (EPBC) has committed \$276.6 million for 73 Employment Service Contracts (ESC) throughout the province.
- In addition the ministry receives \$20.5 million annually to support the administration costs of the LMDA.

Integrated Case Management (ICM):

16. Why is Social Development implementing a \$182 million system to manage case files just when a sluggish global economic recovery is placing more demands on social services in BC?

- Integrated Case Management (ICM) is a long-overdue computer system that replaces numerous outdated and inflexible information systems – some more than 30 years old and obsolete – that deliver critical social programs.

- This project involves a wide range of critical social programs in both the Ministry of Social Development (MSD) and the Ministry of Children and Family Development (MCFD).
- With the implementation of a major systems project of this scale, we knew there would be bumps and challenges along the way. By phasing in the system over five years we are better able to manage risk, measure results, and keep the project on track.
- Despite issues and challenges, the fundamental reasons for moving to a new system still exist – ICM will help provide our staff with the tools they need so they can better support vulnerable children and families across B.C.
- I can assure you that the technical aspects of ICM are stable and secure and will provide the flexibility to allow government to make changes, as needed, to meet ongoing business requirements.
- ICM has been used by MSD for over two years now and is working well.
- Phase 3 was implemented in March 2013, and the project is on time and on budget for completion in December 2014

17. What are the key features of ICM?

- In order to meet the needs of B.C. families – who often receive services from multiple programs and services across multiple ministries – we need modern computer systems that can respond to changes in legislation and practice.
- When fully implemented, the ICM system will provide a single source of information on individuals and families who use ministry programs and services.
- Information stored in the ICM system about an individual's circumstances makes determining that person's eligibility for benefits, programs and services faster and more consistent.
- When fully implemented, ICM will improve outcomes for clients through coordinated planning, consistent service standards, and appropriate information sharing and service delivery options.

18. How will ICM benefit British Columbians?

- ICM is replacing computer systems that have been in use for decades, and provides better tools for both front-line workers and our service delivery partners.
- The changes to how we do business – and share relevant information appropriately – will ultimately produce better outcomes for individuals and families.
- ICM is also improving the links between public spending and client outcomes, and is able to provide more complete information to support policy and program changes that best meet the needs of British Columbians.



COMMUNITY LIVING BRITISH COLUMBIA (CLBC) BUDGET

Government and CLBC are continuing with implementation of the 12 recommendations included in the Deputy Ministers' report released in January 2012, *Improving Services to People with Developmental Disabilities*. This will occur over the next six months and likely continue into future fiscal years.

Once the 12-point plan is fully implemented and a new integrated service delivery model is established, we will be able to reliably substantiate service demands and associated costs and budget accordingly.

Until that time, we understand that ongoing annualized costs for CLBC services will likely exceed the contingency allocation and we will monitor that.

Budget Clarification

Government increased CLBC's base budget by \$27.8 million, to \$708.8 million in 2012/13.

In 2013/14, this base funding was maintained, and an additional \$80 million over three years was committed to develop new approaches to day and employment programs, to improving transition planning and to other key changes and innovations in support of the 12-point plan. These funds are allocated to MSD to fund improvements in services for persons with developmental disabilities. MSD a small portion of the funds for internal work supporting the 12-point plan and has allocated most of the funds last fiscal year and this fiscal year to CLBC to address caseload pressure.

In addition, \$36 million in contingency funding was allocated over three years to further support anticipated CLBC caseload increases.

For fiscal year 2013-14, CLBC's total operating budget, which includes operating contributions (base funding) from the B.C. government, is \$756.7 million.

CLBC provides support for 15,076 individuals. This support ranges from needs assessment, liaison with community organizations to direct services, residential care and home sharing.



COMMUNITY LIVING BRITISH COLUMBIA (CLBC) SERVICE PLAN 2013/2014 – BUDGET CLARIFICATION

Additional funding over the next three years to support individuals with developmental disabilities in B.C. (in \$millions)

(See Contributions from the Province – page 27 & 28, CLBC Service Plan)

| | | | | |
|---|-----------------------|-----------------------|-----------------------|---------|
| Fiscal 2012/13 Baseline funding | \$708.8 | \$708.8 | \$708.8 | |
| | Fiscal 2013/14 | Fiscal 2014/15 | Fiscal 2015/16 | |
| Additional funding: Transition and Employment (MSD) | \$20.0 | \$30.0 | \$30.0 | \$80.0 |
| Contingency funds | \$12.0 | \$12.0 | \$12.0 | \$36.0 |
| Additional funding plus contingency | | | | \$116.0 |

Key issue affecting CLBC budget:

- Government and CLBC are mid-way through implementation of the 12 recommendations included in the Deputy Ministers Report, *Improving Services to People with Developmental Disabilities*, released in January 2012.
- Until these 12 recommendations are fully implemented and a new integrated service delivery model is established, there is no way to reliably substantiate service demands and associated costs.
- Until reliable service demand information is available, the Province is maintaining annual contingency funding levels at \$12 million. However, Government understands that ongoing annualized costs for services will likely exceed the contingency allocation.

Fiscal 2012/13

In Fiscal 2012/13, the CLBC base budget funding from Government grew from \$681 million to 708.8 million - an increase of \$27.8 million.

This increase to the CLBC base budget included:

- \$17.8 million as a permanent annual increase to CLBC's operating budget.
- \$10 million to cover municipal pension plan costs (previously funded through contingency).

In addition, government is also providing:

- \$12 million in annual contingency funds, held by the Ministry of Finance.
 - For anticipated CLBC caseload growth and increased supports for individuals already receiving services, where necessary.
- \$10 million, managed through the Ministry of Social Development (MSD).
 - To develop new approaches to day and employment programs, support innovations and improve transition planning for youth with developmental disabilities.

Fiscal 2013/14

In Fiscal 2013/14, Government is maintaining the CLBC base budget funding at \$708.8 million.

In addition, government is also providing:

- \$12 million in annual contingency funds, held by the Ministry of Finance
 - Recognizing that if, as anticipated, contingency funding was fully applied to address service needs in 2012/13, ongoing annualized costs for these services will continue to exceed the contingency allocation in 2013/14.
- \$20 million, managed through the Ministry of Social Development
 - This is to continue to develop and implement new approaches to day and employment programs, support innovations and improve transition planning for youth.

Fiscal 2014/15

In Fiscal 2014/15, Government is maintaining the CLBC base budget funding at \$708.8 million.

In addition, government is also providing:

- \$12 million in annual contingency funds, held by the Ministry of Finance
 - Recognizing that if, as anticipated, contingency funding was fully applied to address service needs in 2012/13, ongoing annualized costs for these services will continue to exceed the contingency allocation in 2013/14 and 2014/15.
- \$30 million, managed through the Ministry of Social Development
 - This is to continue to develop and implement new approaches to day and employment programs, support innovations and improve transition planning for youth.

Fiscal 2015/16

In Fiscal 2015/16, Government is maintaining the CLBC base budget funding at \$708.8 million.

In addition, government is also providing:

- \$12 million in annual contingency funds, held by the Ministry of Finance
 - Recognizing that if, as anticipated, contingency funding was fully applied to address service needs in 2012/13, ongoing annualized costs for these services will continue to exceed the contingency allocation in 2013/14, 2014/15 and 2015/16.
- \$30 million, managed through the Ministry of Social Development
 - This is to continue to develop and implement new approaches to day and employment programs, support innovations and improve transition planning for youth.



POLICY AND RESEARCH DIVISION OVERVIEW

ADM Responsible:

Molly Harrington, Policy and Research Division

Program Area Description:

The Policy and Research Division (PRD) is an integrated service, policy and legislation unit of the Ministry of Social Development (MSD). PRD provides research and analysis, policy, regulations, legislation, advice, strategic services and consultation for the broad span of MSD functions. There are five branches in PRD:

The *Strategic Policy Branch* leads the development, implementation and evaluation of the ministry's strategic policy and the ministry's stakeholder relations activities, which includes aboriginal partnerships and consultations with disability and poverty stakeholders. The branch works collaboratively with other divisions, ministries, governments and stakeholders to develop innovative research-based policy and provides definitive income assistance policy advice to ministry executive and all divisions of the ministry.

The *Research Branch* leads and conducts research and evaluation projects that make recommendations supporting policy development, caseload forecasting, employment programs, estimated impacts of new initiatives and ministry budget design. The branch also leads several FPT working groups on poverty, disability and cross-jurisdictional social research. The branch manages one of the largest income assistance data sets in the world providing expertise in labour market, employment insurance, income support programs and poverty issues by monitoring and researching trends in inter-jurisdictional caseloads, the labour market and other income support programs.

The *MSD-MCFD Legislation, Litigation and Appeals Branch* manages litigation issues and provides legislation, appeal and reconsideration services to both MSD and the Ministry of Children and Family Development (MCFD). In addition to legislation and litigation services, the branch delivers the reconsideration programs that ensure clients are treated consistently and within the principles of administrative fairness, and that clients receive the assistance for which they are eligible.

The *Disability Services Branch* leads the implementation of government's Disability Strategy and supports core programs and services for people with disabilities and their families. The branch is responsible for the Minister's Council on Employment and Accessibility, and assists with coordination of government's response to the UN Declaration of Rights for Persons with Disabilities. The branch researches national and international strategies that support people with disabilities and supports oversight of Community Living BC. The branch also delivers, with community partners, the Employment and Assistive Technology Initiative.

The *Innovative Partnerships Branch* leads the Provincial Social Innovation Agenda by providing strategic direction and management expertise to the implementation of cross-government and cross-sector social innovation initiatives. The branch provides strategic and secretariat support to the Government Non Profit Initiative Council Office, the ADM Committee on Non Profit Partnerships and BC Partners for Social Impact.

2013/2014 Budget (\$000):

| Salaries and Benefits | Operating Costs | Govt. Transfer (CLBC) | Other Expenses | Total |
|-----------------------|-----------------|-----------------------|----------------|---------|
| 4,600 | 3,519 | 728,777 | 13 | 736,909 |

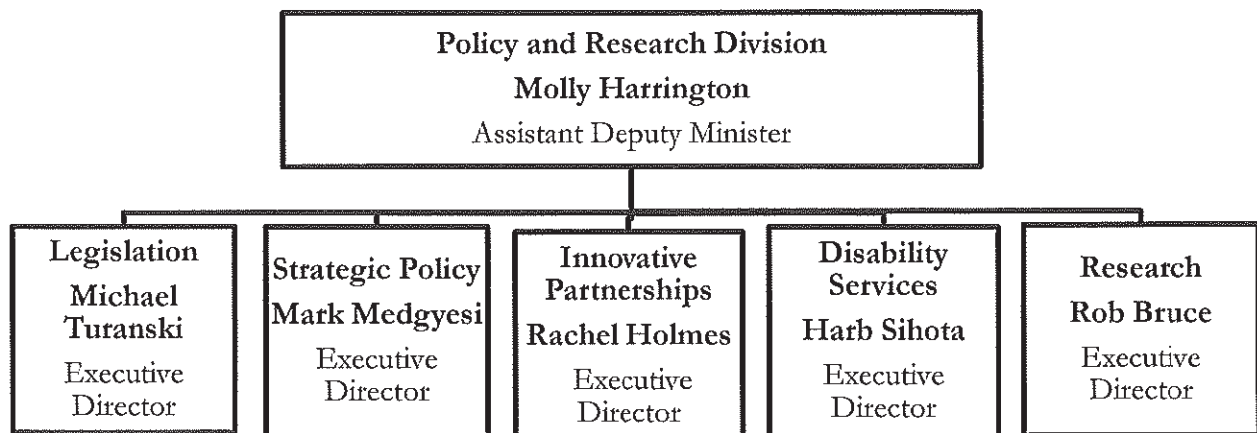
Full Time Equivalents (FTEs):

62 FTEs as of March 31, 2013

Related Legislation:

- *Employment and Assistance Act*
- *Employment and Assistance for Persons with Disabilities Act*
- *Community Living Authority Act*
- *Human Resource Facility Act* (section 1.1 (b) and (c))

Organizational Chart:





INCOME ASSISTANCE

ADM Responsible:

Molly Harrington, Policy and Research Division

Core Business:

Income Assistance (also known as Temporary Assistance or “basic welfare”) provides support and shelter payments to help low income singles and families while they are looking for work. As of March 2013, the temporary assistance caseload was 50,443. The amount of income assistance depends on family composition. For instance, the rate for an employable single person on income assistance is \$610 per month and an employable couple receives \$877.22 per month.

To ensure that available resources go to those people who need them most, applicants are expected to apply for and access all other sources of income and assets before qualifying (e.g. Canadian Pension Plan (CPP), Employment Insurance). Initial and ongoing eligibility is determined by:

- Income and asset tests
- Employment obligations (e.g., requirements to seek work)
- Administrative and other requirements (Proof of Identity, Citizenship Status, Residency, etc)

Employable applicants are expected to look for work before they receive assistance. Applicants in immediate need of food, shelter or urgent medical attention are provided with assistance while they complete their work search. Where able, people receiving income assistance are expected to complete an employment plan, seek work, and participate in employment programs. Some clients have restrictions which can limit their ability to work or look for work, either temporarily or for lengthy periods. These restrictions may be situational such as a single parent with a child under three years of age, multiple barriers to employment, or a temporary medical condition. There are exemptions in place to temporarily excuse clients in these situations from employment obligations.

An employable client receiving income assistance has an earnings exemption of \$200 per month to assist with building job skills and experience. Supplementary assistance is also available to provide additional benefits for specific health or general needs - for more information, see Supplementary Assistance – General and Supplementary Assistance – Health.

Budget:

The following chart contains budget information on assistance paid out to or on behalf of clients and does not include program management costs.

| Assistance Type | 2011/12 | | 2012/13 | | 2013/14 Budget (\$000) |
|-------------------------------|-----------|-----------|-----------|-----------|------------------------------|
| | Budget | Actual | Budget | Actual | |
| Income (Temporary) Assistance | \$446,354 | \$439,243 | \$429,985 | \$395,576 | \$383,639 |

Related Legislation:

BC Employment and Assistance Act

BC Employment and Assistance Regulations



DISABILITY ASSISTANCE

ADM Responsible:

Molly Harrington, Policy and Research Division

Core Business:

Disability Assistance provides support and shelter payments to low-income individuals with a disability who are unable to fully support themselves or who are not expected to gain independence. To be eligible for disability assistance, a person must be 18 years old and meet the criteria for the Persons with Disabilities (PWD) designation. As of March 2013, the disability assistance caseload was 85,753.

To be designated as PWD, applicants must have severe mental or physical impairment that is likely to continue for at least two years and have restrictions to or need assistance with daily living activities. Employability is not a factor in determining who is eligible for disability assistance. Applicants are required to apply for and access all other sources of income and assets. Initial and ongoing eligibility is determined by both:

- Income and asset tests, and
- Administrative and other requirements (Proof of Identity, Citizenship Status, Residency, etc).

The amount of disability assistance depends on family composition. For instance, a single person with the PWD designation may receive funds for support and shelter up to \$906.42 per month. A couple both with PWD designation may receive up to \$1519.06 per month. A broad number of supplements are also available under Supplementary Assistance to provide additional benefits for specific health or general needs - for more information, see Supplementary Assistance – General and Supplementary Assistance – Health.

Individuals receiving disability assistance are not required to seek work. However, the Employment Program of British Columbia and other supports such as earnings exemptions of \$800 per month for a single person with the PWD designation are provided to support people with disabilities to work when they are able. Individuals with the PWD designation who leave assistance for employment or to move into federal income support programs maintain access to specific health supplements to assist with transitioning to self-sufficiency.

Budget:

The following chart contains budget information on assistance paid out to or on behalf of clients and does not include program management costs.

| Assistance Type | 2011/12 | | 2012/13 | | 2013/14 Budget (\$000) |
|-----------------------|-------------------|-------------------|-------------------|-------------------|------------------------------|
| | Budget (\$000) | Actual (\$000) | Budget (\$000) | Actual (\$000) | |
| Disability Assistance | \$840,053 | \$818,916 | \$848,975 | \$867,303 | \$913,576 |

Related Legislation:

- *BC Employment and Assistance for Persons with Disabilities Act*
- BC Employment and Assistance for Persons with Disabilities Regulation



SUPPLEMENTARY ASSISTANCE - GENERAL

ADM Responsible:

Molly Harrington, Policy and Research Division

Core Business:

Supplementary Assistance provides clients with access to additional benefits to assist with specific needs and circumstances. Supplementary Assistance is divided into two basic categories: General Supplements and Health Supplements.

General supplements, with a few exceptions, are available to all ministry clients. Examples include benefits such as security deposits, crisis supplement, school start-up and confirmed job supplement – see details below. Eligibility decisions are made by ministry staff based on criteria and documentation requirements outlined in policy and regulation.

There are a limited number of general supplements that are also available to low-income individuals and families who are not receiving income or disability assistance. These supplements include: Bus Pass Program (for seniors), Senior's Supplement, and Funeral Supplement. Eligibility for these programs is based on financial need. Eligibility for the senior's supplement and the bus pass is also based on age.

Other payments captured under Supplementary Assistance include residential facility user fees, application fees, and Third Party Administration contracts.

General Supplements

| General Supplement | Description |
|--------------------|--|
| Bus Pass | Coverage for a low-cost annual bus pass available for individuals with the PWD designation and low-income seniors to enable them to participate in their communities (work, volunteer) as they are able. The recipient pays \$45 per year. |
| Camp Fees | Monetary supplement of up to \$200 per year to fully or partially cover the cost of attending a recognized camp for dependent children or adult recipients of disability assistance. |

| General Supplement | Description |
|---|---|
| Christmas Supplement | <p>Monetary supplement to assist clients with additional costs at Christmas. Rates:</p> <ul style="list-style-type: none"> • Single: \$35 per calendar year • Couple: \$70 per calendar year • Single or two-parent family with dependent children: \$70 per calendar year plus \$10 for each dependent child |
| Clothing Supplement for Clients in Special Care Facilities | <p>Monetary supplement to assist clients in obtaining necessary clothing that is not provided through their care facility. Amount provided is based on actual need and when no other resources available to family unit.</p> |
| Community Volunteer Supplement (CVS) | <p>Monthly monetary supplement of up to \$100 per eligible client to cover required clothing, transportation, and other expenses for a client with no employment obligations to participate in a community volunteer program. Effective October 31, 2011, the CVS waitlist was eliminated and no new applicants are being accepted.</p> |
| Confirmed Job Supplement | <p>Monetary supplement of up to \$1000 per family to allow clients with a confirmed offer of employment to purchase the essential transportation and work-related items they need to begin a job that will enable the family to leave assistance. Eligible only if no other resources available to family unit.</p> |
| Co-op Share Purchase | <p>A repayable monetary supplement available to assist a client to purchase cooperative housing membership shares. Limited to the lesser of following: \$850, or 50% of cost of membership shares.</p> |
| Crisis Supplement | <p>A monetary supplement to aid the client in an emergency of an unexpected nature when all other resources have been exhausted. Maximums:</p> <ul style="list-style-type: none"> • Food: Up to \$20 per person per month • 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 monthly shelter allowance for the family unit <p>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.</p> |

| General Supplement | Description |
|--|--|
| Family Bonus (FB) Top Up Supplements | <p>A temporary monetary supplement to cover financial needs when a Family Bonus (FB) payment (administered by Canada Revenue Agency) has been delayed, suspended, cancelled, or requires adjustment. Rates are indexed to the federal National Child Benefit Supplement.</p> <ul style="list-style-type: none"> • First child - \$181.41 per calendar month • Second child - \$160.50 per calendar month • Subsequent children - \$152.67 per calendar month <p>An automatic adjustment may also be issued for families who do not receive the maximum FB per dependent child because: their income was too high the previous year, or they have a newborn, or an 18 year old child.</p> <p>Where a family unit receives a retroactive FB payment for the months for which they also received a Temporary FB Top-Up Supplement, the amount of the income exemption for the retroactive payment will be reduced by the amount paid via the Temporary FB Top-Up Supplement. The maximum reduction will be the lesser of:</p> <ul style="list-style-type: none"> • The amount of the FB retroactive payment, and • The amount provided via the temporary FB top-up supplement <p>The maximum reduction will not exceed one month's assistance for the family unit.</p> |
| Funeral Supplement | <p>Supplement to assist with basic funeral costs when no other resources are available to the estate of the deceased person or certain responsible persons. The supplement pays an amount for specific funeral goods and services as outlined in regulation. Also available to non-clients.</p> |
| Guide Animal Supplement | <p>Monetary supplement of \$95 per month to assist with the costs of a certified Guide Animal.</p> |
| Identification Supplement | <p>One time monetary supplement available to clients receiving hardship assistance to cover the cost of obtaining the necessary ID to establish identity for the purpose of determining eligibility. The ministry may pay for birth certificates, SIN cards, BCID cards and BC driver's licenses.</p> |
| Moving, Transportation and Living Costs | <p>Monetary supplement to cover necessary moving, transportation, and living expenses in certain situations when no other resources are available. Reasons for issuing the supplement include:</p> <ul style="list-style-type: none"> • Confirmed job • Imminent threats to physical safety, including fleeing an abusive relationship • Child protection hearing • Court hearing • DNA paternity testing |
| Pre-Natal Shelter Supplement | <p>Monthly monetary supplement to assist single pregnant recipients (with no spouse and no dependent child) in meeting extra costs associated with securing or maintaining stable accommodation prior to the birth of their child.</p> <p>Maximum of \$195/ month for up to 8 months issued upon confirmation of pregnancy and shelter costs above the single shelter rate of \$375/month.</p> |

| General Supplement | Description |
|--|---|
| Lost or Stolen Cheques | Provides replacement cheque for an unendorsed cheque that has been stolen. |
| School Start-up Supplement | An annual monetary supplement to cover the extra costs associated with a dependent child's schooling. Child aged 5 to 11: \$100 per calendar year / Child aged 12 and over: \$175 per calendar year. |
| Security Deposits | A repayable monetary supplement to assist in securing rental accommodation. Clients are limited to a maximum of two outstanding security deposits unless they are: <ul style="list-style-type: none"> • fleeing an abusive relationship; • are required to move because their rental premises are being sold, demolished or condemned; or • are homeless or at imminent risk of homelessness |
| Utility Security Deposit | A repayable monetary supplement to assist with the cost of securing service for electricity or natural gas. Amount paid is the minimum amount necessary to obtain service. |
| Senior's Supplement | A monthly monetary supplement payable to provide a minimum income for low-income seniors on Old Age Security / Guaranteed Income Supplement (OAS/GIS). <ul style="list-style-type: none"> • Maximum rate for a single senior - \$49.30 • Maximum rate for a senior couple - \$120.50 |
| Special Transportation Subsidy | An annual monetary supplement 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. Limited to individuals with a PWD designation who reside in an area where the bus pass program is available. Current amount is \$790.56 per year - the equivalent to the highest bus pass subsidy in the province. |
| Transportation to Alcohol and Drug Facilities | Monetary supplement to meet the costs of transportation to and from an approved special care facility for residential alcohol and drug treatment in BC. Lowest cost available with acceptance into A&D residential facility and eligible only if no other resources or alternative travel options are available. If paying mileage: \$.20 per km. |
| Travel Supplement | A monthly monetary supplement of up to \$46 to assist with the cost of attending a self-help skill program or supported work-placement program approved by Community Living British Columbia. |

Budget/Expenditures:

Total budget for supplementary assistance, includes costs allocated for clients receiving income assistance, disability assistance and clients not receiving income assistance. It does not include program management costs.

| Assistance Type | 2011/12 | | 2012/13 | | 2013/14 Budget (\$000) |
|---------------------------------------|-------------------|-------------------|-------------------|-------------------|------------------------------|
| | Budget (\$000) | Actual (\$000) | Budget (\$000) | Actual (\$000) | |
| General Supplements | \$105,925 | \$107,598 | \$108,915 | \$112,367 | \$109,239 |
| Other (residential user fees, etc) | \$37,085 | \$39,831 | \$39,412 | \$39,351 | \$41,378 |
| Totals | \$143,010 | \$147,429 | \$148,327 | \$151,718 | \$150,617 |

Related Legislation:

BC Employment and Assistance Act and Regulation

BC Employment and Assistance for Persons with Disabilities Act and Regulation



SUPPLEMENTARY ASSISTANCE - HEALTH

ADM Responsible:

Molly Harrington, Policy and Research Division

Core Business:

Supplementary Assistance provides clients with access to additional benefits to assist with specific needs and circumstances. Supplementary Assistance is divided into two basic categories: General Supplements and Health Supplements.

Eligibility for health supplements varies depending on family type (expected-to-work, or persons with disabilities, for example), age, or individual's needs. All clients are provided with access to premium free MSP and PharmaCare coverage through the Ministry of Health. Health supplements provided through this ministry include benefits such as optical, dental, diet, nutritional, medical equipment and supplies – see details below. Depending on the specific supplement, eligible clients may receive the supplement as either a monetary or in-kind/product supplement.

Eligibility decisions are made by ministry staff based on criteria and documentation requirements outlined in policy and regulation. Each supplement has its own eligibility criteria but some general rules apply including:

- the item must be medically necessary;
- the item is the least expensive available to meet the need;
- the client has no other resources available to pay, such as private medical insurance; and
- a prescription or documentation from a health professional may be required.

The ministry also provides continued access to specific health supplements, premium free MSP and PharmaCare coverage to certain categories of former clients who no longer receive income or disability assistance under Medical Services Only (MSO) coverage. For example, individuals with a PWD designation are eligible for MSO coverage if they leave disability assistance for work or for federal benefits, such as a pension. Individuals with a Persons with Persistent Multiple Barriers designation also have access to MSO coverage if they leave assistance at age 65 for federal benefits.

Ongoing access to MSO coverage for former clients depends on individual circumstances, including residency in BC and income level.

The ministry may also provide specific health supplements for any person, including non-clients, demonstrating a direct and imminent life-threatening health need and who has no other resources available to meet that need. The supplements available to address a specific life-threatening need are medical equipment, medical supplies and medical transportation. Persons demonstrating a life-threatening health need must meet the eligibility requirements of the requested supplement; income testing is completed for non-clients, ensuring that supplements are provided only to those most in need.

Additionally, the ministry provides access to basic dental and optical coverage to dependent children in low income families through the Healthy Kids Program. Enrolment in the Healthy Kids program happens automatically for families in receipt of MSP premium-assistance through the Ministry of Health.

Available Health Supplements:

| Health Supplement | Description |
|---|---|
| Medical Services Plan (MSP) and PharmaCare | Eligible clients and their families are provided with premium free medical coverage through the MSP and no deductible PharmaCare coverage. |
| Dental and Orthodontic Supplements | <p>All ministry clients can receive emergency dental coverage for the relief of pain. Basic dental services are covered for specific client categories, their dependents and children of low-income British Columbians through the Healthy Kids program.</p> <ul style="list-style-type: none"> • Eligible adults have access to \$1000 of basic dental services every two years • Eligible children have access to \$1400 of basic dental services every two years. <p>Dental supplements are paid at the rate set by the ministry. The ministry has regulated dental fee schedules which outline the eligible services and rates paid for treatment completed by either a dentist, denturist or dental hygienist.</p> <p>Orthodontic services are offered to dependent children of income and disability assistance clients and individuals with a PWD designation, and are only considered in the most severe cases.</p> |
| Diet Supplements | A monthly monetary supplement provided to assist with the cost of unusually expensive therapeutic diets required as a result of a specific 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 | MSP covers acupuncture, physiotherapy, massage therapy, naturopathy, chiropractic and non-surgical podiatry treatments to a combined limit of 10 visits per calendar year for all clients. For specific client categories, the ministry may provide up to an additional 12 combined visits of these treatments after the 10 MSP visits have been exhausted and when required to meet an acute need. Paid at the MSP rate of \$23 per visit. |

| Health Supplement | Description |
|---|---|
| Hearing Aids | Hearing aids and associated repairs and supplies are provided to specific client categories, based on a confirmed need that is supported by a prescription and assessment from an appropriate health professional. |
| Infant Formula | Specialized infant formula is provided for a child who has a medical condition that requires specialized formula to treat the condition. Regular infant formula will be provided during the child's first 12 months if the child is at risk from contracting a disease through breastfeeding. |
| Medical Equipment | Basic medically essential equipment and devices such as 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. Provision to specific client categories is based on a confirmed need that is supported by an assessment from an appropriate health professional. |
| Medical Supplies | Essential prescribed medical supplies are provided to specific client categories in order to prevent medical and health deterioration. This includes supplies for the following: wound care, bowel care, catheterization, incontinence, skin parasite care, limb circulation, food thickeners, and lancets. |
| Medical Transportation | Monetary supplement to meet the costs of extraordinary transportation, accommodation, meals, and other costs associated with essential medical treatment. The lowest cost option is covered. If paying mileage, rate is \$.20 per km and meals are paid at \$4 each. Eligible only if no other resources or alternative travel options available. |
| Monthly Nutritional Supplement (MNS) | <p>A monthly monetary supplement to provide support to individuals with a Persons with Disabilities designation whose severe medical conditions have progressed to the point that nutritional intervention is required to reverse or slow further deterioration of health. Without such intervention, there will be an imminent danger to their life.</p> <p>MNS may be provided for individuals with a PWD designation if it is confirmed that they have chronic, progressive health deterioration with wasting symptoms.</p> <p>The Monthly Nutritional Supplement items are:</p> <ol style="list-style-type: none"> 1. Nutritional items (up to \$165/month); 2. Vitamin & mineral supplements (up to \$40/month). <p>The ministry may find that a client is eligible for one or both supplements.</p> |
| Natal Supplement | A monetary supplement of \$45 per month 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. |
| Nutritional Supplements | Nutritional supplements (e.g., Ensure, Boost, etc.) may be provided as 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. |

| Health Supplement | Description |
|--|--|
| Optical Supplements | 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 at the rate set by the ministry. 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 MSP, as are medically necessary eye exams, regardless of age. |
| Orthoses | Coverage for medically essential orthotics and bracing devices to assist with basic functionality if required to prevent surgery, for post-surgical care, to assist in healing from injury or disease or to improve functioning that has been impaired due to a neuro-muscular-skeletal condition. Examples of items covered include Ankle-Foot Orthoses (AFO), wrist splints, knee braces and back braces. |
| Supplement for Alcohol and Drug Treatment | Provides a monetary supplement of up to \$500 per year for alcohol and drug counselling services available to eligible recipients and their dependent children. |
| Tube Feed Supplement | Coverage for liquid nutritional product, medical equipment and supplies to eligible clients who are unable to take food orally or process it through the gastrointestinal system. |

Budget/Expenditures:

Total budget for supplementary assistance, includes costs allocated for clients receiving income assistance, disability assistance and clients not receiving income assistance. It does not include program management costs. The supplements that use the highest proportion of the Health Supplements budget include dental (\$54.9M), monthly nutritional supplement (\$19.3M) and medical equipment (\$15.9M).

| Assistance Type | 2011/12 | | 2012/13 | | 2013/14 Budget (\$000) |
|--------------------|-------------------|-------------------|-------------------|-------------------|------------------------------|
| | Budget (\$000) | Actual (\$000) | Budget (\$000) | Actual (\$000) | |
| Health Supplements | \$112,289 | \$123,344 | \$121,068 | \$122,673 | \$120,877 |

Related Legislation:

BC Employment and Assistance Act and Regulation

BC Employment and Assistance for Persons with Disabilities Act and Regulation



CASELOAD – KEY INFORMATION

ADM Responsible:

Molly Harrington, Policy and Research Division

Program Area Description:

Although the labour market has improved since the height of the economic downturn, the recovery has been gradual and recent employment growth has been weak. Unemployment is nearly 50,000 higher than before the economic downturn, having declined by 8,000 (4.7 percent) in the first four months of 2013 compared to the same period in 2012. Employment was up slightly in the first four months of 2013 compared to 2012, and was actually lower in April.

The Temporary Assistance caseload remains at a higher level than pre-recession but has now returned to its normal seasonal trends. The Expected to Work caseload is predicted to decline over the next few years as the labour market improves. The Persons with Disabilities caseload is expected to continue increasing, offsetting the decline in the employable caseload.

Recent trends in the number of regular Employment Insurance beneficiaries suggest that the impact on the Temporary Assistance caseload of people exhausting their Employment Insurance benefits is likely declining.

The Person with Disabilities caseload continues to grow at a rate that is higher than the pre-recession rate. Research on the experience from the 1980's recession shows that the caseload declines during recovery are slower than the initial caseload increase.

Each month, the ministry produces a three-year monthly forecast of the BC Employment and Assistance caseload by program designation. The forecast is built using detailed monthly administrative income assistance data and incorporates information on caseload flows (starting and ending cases as well as transfers between programs), labour market trends, policy changes and the latest research.

The Expected-to-Work caseload has been in general decline from its peak of 39,609 cases in March 2011, falling to 33,307 in March 2013. However, the Expected-to-Work caseload remains above pre-recession levels (over 50 per cent higher than March 2008).

The Expected-to-Work category fell 11.7 per cent in 2012 following a 0.3 per cent increase in 2011. The decline in the employable caseload is due both to increases in clients leaving assistance and decreases in clients starting assistance.

In 2012, the annual average of the Persons with Persistent Multiple Barriers category (predominantly singles) decreased by 5 per cent over 2011 – a decrease of 420 cases.

In 2012, the Persons with Disabilities caseload grew by an average of 321 per month, down from the monthly average of 383 in 2011. The Persons with Disabilities annual average caseload growth rate declined in 2012 – from 5.9 per cent in 2011 to 5.5 per cent in 2012.

From October 2011 to October 2012 BC experienced a 1.3 per cent decline in the BC Employment and Assistance caseload. This is the fifth best decline in total income assistance caseloads among Canadian provinces. Ontario (2.4 per cent), Saskatchewan (1.8 per cent), Alberta (1.4 per cent) and Nova Scotia (0.2 per cent) experienced growth in their total income assistance caseloads.

This is an improvement from 2009, when BC's total income assistance caseload growth was second highest after Alberta. The high 2009 growth was because the economic downturn hit the western provinces harder and in BC fewer unemployed are eligible for Employment Insurance benefits than in eastern Canada.

British Columbia's labour market has improved since the height of the recession, with employment up by 99,400 (4.5 per cent, seasonally adjusted) in April 2013 compared to April 2009 and unemployment down by 26,200 (14.2 per cent, seasonally adjusted). However, the last few months have seen a setback in the labour market:

- Employment in April 2013 was 6,600 lower than in April 2012;
- There were 3,400 more people unemployed (2.2 per cent); and
- The unemployment rate increased by 0.1 percentage points, from 6.3 per cent in April 2012 to 6.4 per cent in April 2013.

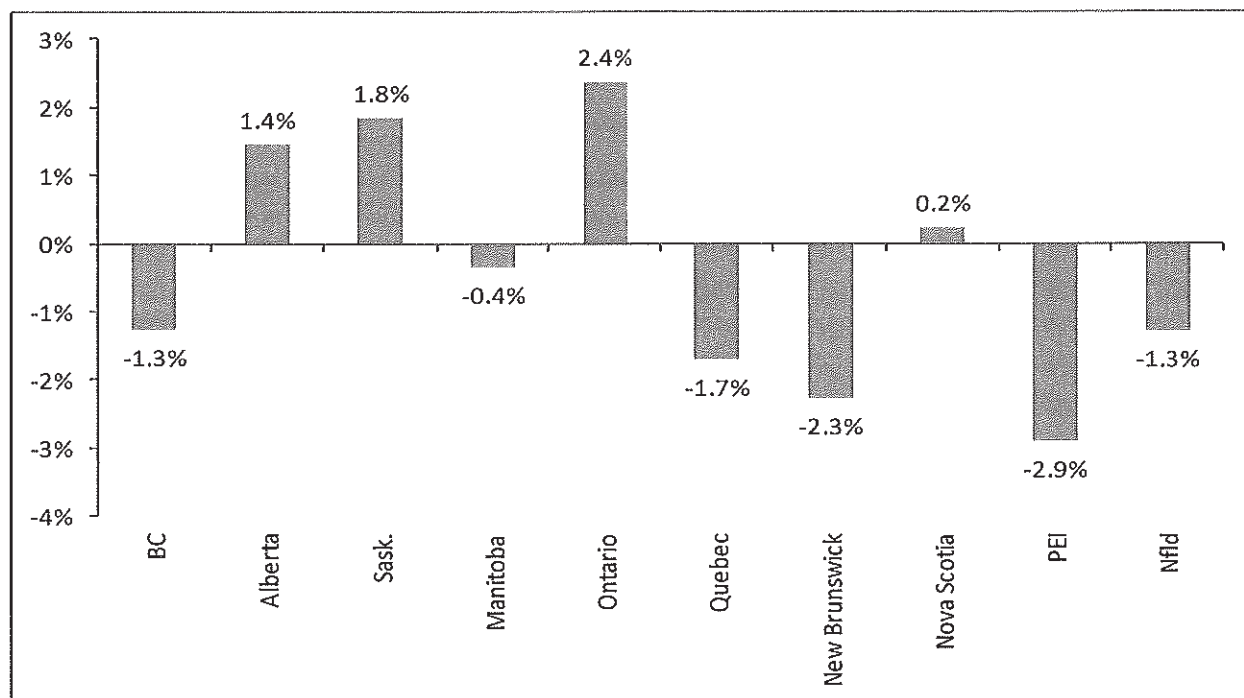
The number of regular Employment Insurance beneficiaries has declined by 7,900 over the period February 2012 to February 2013 – a 13 per cent decline. Employment Insurance (EI) coverage rates in BC and Alberta remain among the lowest in the country. In February 2013, only 35.5 per cent of unemployed workers received regular Employment Insurance benefits in BC.

INTERJURISDICTIONAL COMPARISONS:

Total Employment and Assistance and Caseloads by Province (January 2010 to October 2012)

| | BC | Alberta | Sask. | Manitoba | Ontario | Quebec | New Brunswick | Nova Scotia | PEI | Nfld |
|--------|---------|---------|--------|----------|---------|---------|---------------|-------------|-------|--------|
| Jan 10 | 132,304 | 79,432 | 26,295 | 33,357 | 512,708 | 343,751 | 23,350 | 28,069 | 3,646 | 24,984 |
| Feb 10 | 132,913 | 79,777 | 26,773 | 33,412 | 514,856 | 345,446 | 23,687 | 28,386 | 3,654 | 24,841 |
| Mar 10 | 133,843 | 80,583 | 27,424 | 33,577 | 520,617 | 346,138 | 24,034 | 28,449 | 3,666 | 25,122 |
| Apr 10 | 133,220 | 80,790 | 27,061 | 33,717 | 521,285 | 345,382 | 24,260 | 28,453 | 3,670 | 25,135 |
| May 10 | 133,207 | 80,693 | 27,021 | 33,900 | 522,533 | 343,838 | 24,407 | 28,338 | 3,665 | 25,174 |
| Jun 10 | 133,432 | 81,160 | 26,999 | 33,917 | 523,736 | 341,473 | 24,499 | 28,337 | 3,574 | 24,983 |
| Jul 10 | 132,839 | 80,971 | 26,925 | 33,931 | 523,416 | 340,010 | 24,475 | 28,393 | 3,576 | 25,073 |
| Aug 10 | 132,524 | 81,010 | 27,029 | 33,975 | 524,760 | 340,063 | 24,542 | 28,349 | 3,575 | 25,026 |
| Sep 10 | 132,068 | 81,048 | 27,076 | 33,988 | 526,330 | 338,725 | 24,616 | 28,289 | 3,595 | 24,995 |
| Oct 10 | 131,903 | 80,590 | 26,485 | 33,982 | 523,352 | 336,888 | 24,452 | 28,061 | 3,607 | 25,043 |
| Nov 10 | 132,120 | 80,614 | 26,462 | 34,045 | 524,938 | 337,381 | 24,394 | 28,212 | 3,691 | 25,135 |
| Dec 10 | 133,565 | 81,104 | 26,585 | 34,292 | 529,082 | 338,315 | 24,581 | 28,449 | 3,733 | 25,084 |
| Jan 11 | 135,729 | 81,563 | 26,580 | 34,405 | 534,591 | 340,824 | 24,849 | 28,440 | 3,757 | 25,119 |
| Feb 11 | 136,730 | 81,312 | 26,866 | 34,651 | 535,251 | 341,698 | 24,851 | 28,581 | 3,748 | 25,026 |
| Mar 11 | 138,304 | 81,772 | 27,194 | 34,976 | 540,371 | 342,139 | 25,044 | 28,765 | 3,730 | 25,305 |
| Apr 11 | 137,628 | 81,634 | 26,889 | 35,163 | 540,487 | 341,543 | 25,139 | 28,707 | 3,748 | 25,194 |
| May 11 | 137,386 | 81,497 | 26,776 | 35,311 | 544,274 | 340,417 | 25,079 | 28,748 | 3,972 | 25,275 |
| Jun 11 | 137,619 | 81,384 | 26,807 | 35,340 | 547,924 | 339,471 | 25,091 | 29,003 | 3,978 | 25,005 |
| Jul 11 | 136,778 | 80,236 | 26,502 | 35,341 | 554,415 | 338,853 | 25,186 | 28,899 | 3,893 | 24,770 |
| Aug 11 | 135,965 | 79,638 | 26,726 | 35,385 | 549,087 | 337,992 | 25,161 | 28,973 | 3,865 | 24,806 |
| Sep 11 | 135,365 | 79,120 | 26,819 | 35,399 | 549,984 | 333,696 | 25,083 | 28,805 | 3,852 | 24,795 |
| Oct 11 | 134,664 | 78,365 | 25,953 | 35,332 | 545,566 | 331,200 | 25,034 | 28,552 | 3,849 | 24,636 |
| Nov 11 | 133,996 | 78,399 | 25,998 | 35,418 | 547,499 | 330,939 | 25,068 | 28,495 | 3,894 | 24,664 |
| Dec 11 | 135,167 | 78,624 | 26,152 | 35,507 | 551,239 | 331,331 | 25,073 | 28,706 | 3,967 | 24,406 |
| Jan 12 | 135,714 | 79,180 | 26,242 | 35,620 | 556,860 | 333,969 | 25,111 | 28,792 | 3,981 | 24,717 |
| Feb 12 | 135,714 | 79,303 | 26,344 | 35,624 | 557,740 | 334,667 | 25,130 | 28,952 | 4,010 | 24,718 |
| Mar 12 | 136,065 | 79,749 | 26,720 | 35,685 | 560,219 | 334,523 | 25,292 | 29,119 | 3,988 | 24,637 |
| Apr 12 | 135,277 | 79,439 | 26,515 | 35,725 | 559,088 | 333,583 | 25,372 | 29,068 | 3,952 | 24,716 |
| May 12 | 134,361 | 79,735 | 26,557 | 35,804 | 563,584 | 331,864 | 25,353 | 29,096 | 3,926 | 24,794 |
| Jun 12 | 134,332 | 79,630 | 26,467 | 35,788 | 563,837 | 328,991 | 25,162 | 29,143 | 3,867 | 24,475 |
| Jul 12 | 133,768 | 79,471 | 26,708 | 35,738 | 563,482 | 327,634 | 24,990 | 29,013 | 3,825 | 24,577 |
| Aug 12 | 133,613 | 79,958 | 26,717 | 35,608 | 565,538 | 327,308 | 24,853 | 29,057 | 3,763 | 24,470 |
| Sep 12 | 133,063 | 79,355 | 26,489 | 35,299 | 563,295 | 326,474 | 24,797 | 28,846 | 3,751 | 24,265 |
| Oct 12 | 132,966 | 79,500 | 26,431 | 35,208 | 558,479 | 325,544 | 24,465 | 28,617 | 3,737 | 24,318 |

Percentage Change in Total Employment and Assistance and Caseloads by Province (From October 2011 to October 2012)



Employment and Assistance Caseloads as Percentage of the 15 to 64 year Old Population by Province (September 2008 and October 2012)

| | Sep. 2008 | Rank*-Sep. | Oct. 2012 | Rank*- Oct. |
|---------------------------|-----------|------------|-----------|-------------|
| BC | 3.5% | 2 | 4.1% | 5 |
| Alberta | 2.5% | 1 | 2.9% | 1 |
| Saskatchewan | 3.6% | 3 | 3.7% | 2 |
| Manitoba | 3.8% | 4 | 4.1% | 4 |
| Ontario | 4.9% | 7 | 6.0% | 9 |
| Quebec | 6.1% | 8 | 5.9% | 8 |
| New Brunswick | 4.5% | 6 | 4.8% | 7 |
| Nova Scotia | 4.1% | 5 | 4.4% | 6 |
| PEI | 3.5% | 2 | 3.8% | 3 |
| Newfoundland and Labrador | 6.8% | 9 | 6.9% | 10 |

*Lowest to highest per capita income assistance rate (of population age 15 to 64).

Regular Employment Insurance Beneficiaries and Employment Insurance Coverage Rates by Province (February 2012 and February 2013). *Seasonally Adjusted.*

| | EI Beneficiaries | | EI Coverage Rate | |
|---------------------------|------------------|---------------|------------------|--------------|
| | Feb.* 2013 | Feb. 2012 | Feb.* 2013 | Feb. 2012 |
| Newfoundland and Labrador | 31,600 | 34,900 | 101.9% | 104.5% |
| Prince Edward Island | 8,030 | 8,870 | 81.1% | 102.0% |
| Nova Scotia | 29,290 | 31,740 | 62.7% | 76.9% |
| New Brunswick | 33,710 | 35,640 | 84.9% | 90.7% |
| Quebec | 155,310 | 169,370 | 48.5% | 47.7% |
| Ontario | 159,550 | 167,900 | 27.8% | 30.3% |
| Manitoba | 13,270 | 14,530 | 40.8% | 39.3% |
| Saskatchewan | 10,810 | 11,480 | 49.6% | 41.7% |
| Alberta | 28,780 | 31,340 | 28.0% | 28.7% |
| British Columbia | 54,940 | 62,850 | 35.5% | 36.4% |

* February is the latest month for numbers on Employment Insurance



CROSS-JURISDICTIONAL RATES COMPARISON

ADM Responsible:

Molly Harrington, Policy and Research Division

Core Business:

Interprovincial Comparison of Monthly Income Assistance Rates (June 2013)

| Province | Employable | | | | Temporarily Excused (Single) | Indefinitely Excused/ PPMB (Single) | Disabled (Single) |
|----------------------------|--------------|--------------|----------------------------------|--|------------------------------------|--|----------------------|
| | Single | Couple | 1 Parent & 1 Child (age 4) | 2 Parents & 2 Children (age 10 & 13) | | | |
| BC | \$610 | \$877 | \$1,344 | \$1,677 | \$610 | \$658 | \$906 |
| Alberta | 627 | 956 | 1,319 | 1,836 | 713 | 809 | 1,588 |
| Saskatchewan | 670 | 1,207 | 1,462 | 1,955 | 822 | 822 | 1,217 |
| Manitoba | 505 | 782 | 1,203 | 1,747 | 505 | 721 | 721 |
| Ontario | 606 | 1,043 | 1,430 | 1,907 | 606 | 606 | 1,075 |
| Quebec | 604 | 936 | 1,458 | 1,810 | 733 | 918 | 918 |
| New Brunswick | 537 | 827 | 1,313 | 1,611 | 537 | 537 | 710 |
| PEI | 575 | 1,047 | 1,446 | 2,112 | 762 | 762 | 762 |
| Nova Scotia | 538 | 1,046 | 1,259 | 1,793 | 538 | 773 | 773 |
| Newfoundland | 708 | 1,142 | 1,511 | 1,766 | 708 | 708 | 708 |
| Average Other Provinces | \$597 | \$998 | \$1,378 | \$1,837 | \$658 | \$740 | \$941 |
| BC Rank | 4 | 8 | 6 | 9 | 6 | 8 | 5 |

Compared to other provinces, British Columbia ranks 4th for employable singles with a maximum monthly benefit of \$610. This is \$13 above the average of all other provinces. Single clients with a disability receive a maximum of \$906 in base benefits, 5th highest in Canada and \$35 less than the average of all other provinces. Employable families on assistance in BC are ranked near the bottom compared to other provinces, from 6th for a single parent with a young child to 9th for a two-parent family with two children.

BC's rankings will fall further by October as a number of other provinces have announced increases. Nova Scotia, Saskatchewan, Ontario and New Brunswick have increases scheduled for July through October. These will push BC into 5th place for single employables (behind Ontario) and 7th place for temporarily excused single employables (behind Ontario) and for single parents with a young child (behind New Brunswick). New Brunswick has announced further increases for April 2014, which will push BC's couple rate to 9th place and possibly the two parent-two children family to last. Some provinces index their rates to inflation, so BC's ranking may fall further next year when their rates are next increased, without a BC rate increase. Quebec will likely pass BC for employable singles.

This could drop BC to 6th place for employable singles in 2014. In addition, several provinces index their provincial child benefits each July and most of these increases have not yet been announced for July 2013.



RECONSIDERATION AND APPEAL OVERVIEW

ADM Responsible:

Molly Harrington, Policy and Research Division

Program Area Description:

People who apply for or receive assistance under the BC Employment and Assistance Program can request a reconsideration of most ministry decisions to deny, discontinue or reduce assistance or a subsidy. The reconsideration decision is the first step in the ministry's appeals process and is conducted internally by reconsideration officers. The reconsideration decision is a new and final ministry decision.

Individuals have 20 business days to submit a request for reconsideration from the date they received notice of the ministry's original decision. The regulations require a reconsideration to be conducted and mailed to individuals within 10 business days after receipt of a reconsideration request, or 20 business days if an extension is approved.

| |
|--|
| Number of reconsiderations conducted: Fiscal 2012/13 MSD |
|--|

| |
|------|
| 4067 |
|------|

Statistics from ministry's ICM Corporate Data Warehouse

People who are not satisfied with the results of a reconsideration decision may request an appeal to be heard by the Employment and Assistance Appeal Tribunal (Tribunal). The Tribunal is an independent quasi-judicial agency established on September 30, 2002 following the proclamation of the *Employment and Assistance Act*. The Tribunal's mission is to provide an independent and accessible appeal process that delivers timely and fair decisions reviewing Ministry of Social Development (MSD) determinations in regards to the BC Employment and Assistance Program.

| |
|---|
| Number of appeals conducted: Fiscal 2012/13 MSD |
|---|

| |
|-----|
| 699 |
|-----|

Statistics from Tribunal's CITAR system database

Reconsideration Timelines

In May 2011, the Ombudsperson initiated an investigation into reconsideration decisions being made beyond the regulated timelines.

Specifically, the Ombudsperson reviewed what action had been and was being taken to ensure the ministry is meeting the regulatory timelines. The ministry has cooperated fully with the investigation,

and will fully consider any recommendations made by the Ombudsperson as it continues to look at ways to improve client service.

| Fiscal Year | Reconsideration requests | | Reconsiderations conducted | |
|-------------|--------------------------|-------------------|---|------------------------|
| | Total | Average per Month | Percentage completed within regulated timeframe | Average number of days |
| 2008-2009 | 3,163 | 234 | 94.9% | 7 days |
| 2009-2010 | 5,019 | 418 | 29.5% | 12.3 days |
| 2010-2011 | 5,242 | 437 | 14.6% | 26.3 days |
| 2011-2012 | 4,807 | 401 | 63.5% | 10.5 days |
| 2012-2013 | 4067 | 339 | 87.5% | 8.1 days |

Budget:

| Work Unit | 2013/14 Budget (\$000) |
|---|------------------------|
| Reconsideration Branch | 929 |
| Employment and Assistance Appeal Tribunal | 1,751 |

Related Legislation:

Employment and Assistance Act and Regulation

Employment and Assistance for Persons with Disabilities Act and Regulation



MINISTER'S COUNCIL ON EMPLOYMENT AND ACCESSIBILITY

ADM Responsible:

Molly Harrington, Policy and Research Division

Program Area Description:

The Minister's Council on Employment and Accessibility has been active since 2003, in various iterations. In February 2012, the Council was reinitiated with an expanded membership to advise the Minister of Social Development, as the lead of the Provincial Disability Strategy, on solutions and strategies to increase employment and access for people with disabilities. The Provincial Disability Strategy was approved by Cabinet in 2006 to support improvements in the system of support for persons with disabilities

Members of the Council are appointed by the Minister on one-year terms (with the option to review at the discretion of the Minister) and include local employers, people with disabilities and their families, organizations serving people with disabilities, aboriginal representatives, as well as municipal and provincial government. The Council advises the Minister on priorities related to employment for people with disabilities, and work to identify and support increasing employment opportunities for people with disabilities within their sector or community. The Council includes a Chair (Carla Qualtrough) and Deputy Chair (Dr. Joe McLaughlin) and meet approximately quarterly with the last meeting occurring in March 2013.

In September 2012, Council members delivered their report of recommendations (Action Plan Framework) to the Minister, who formally acknowledged receipt of this proposed framework in March, 2013. Recommendations identify potential actions in the areas of providing employer/individual supports to promote employment, strengthening policies and optimizing the use of existing resources and services.

Government is moving forward on a number of actions consistent with these recommendations provided by the Council, including the Minister's recent "soft" announcement in March, 2013 where the co-chairs of a "Presidents Group" were announced: Tamara Vrooman (Vancity) and Wynn Powell (London Drugs). The Presidents Group is expected to consist of business leaders who will work to identify strategies and best practices to support employment and retention of persons with disabilities.

Council has also been working with leading disability expert Susan Scott-Parker (UK Business Disability Forum) to provide information and best practice knowledge on furthering employer commitment and support for hiring people with disabilities. The Council Chair and Ms. Scott-

Parker individually also met with the Federal Panel on Labour Market Opportunities for Persons with Disabilities, which was created in 2012 to identify private sector successes and best practices with regard to the labour market participation of persons with disabilities.

The Federal Panel released a report which shares similar themes and interests with the Minister's Council; in particular, the Panel's interest in engaging community partners, providing support for employers and working to de-stigmatize disability in the workplace. Financial funding for the Panel in the amount of \$2M was announced in the last Federal budget, which will help to support the creation of the Canadian Employers Disability Forum, to be modelled after similar forums created in the UK, Australia and the US.

Another initiative that links with the Minister's Council is the Disability Strategy Reference Group (DSRG), which consists of assistant deputy ministers from across government. This group meets on a quarterly basis and works to support opportunities for ministries and government agencies to collaborate and share learning, as well as integrate and align initiatives across sectors to improve outcomes for persons with disabilities and their families. Meetings also include assisting with the Province's reporting requirement to the Federal Government to the UN Convention on the Rights of Persons with Disabilities. Work to increase the uptake of the Registered Disability Savings Plan (RDSP) in B.C. and improve financial literacy for people with disabilities is another focus of the work of the DSRG and colleagues across government. This group has seen an increase in participation and engagement in recent years, with most ministries and agencies (including the Public Service Agency) represented in meetings on a regular basis.

Government priorities outlined a vision to make "B.C. the most progressive jurisdiction for the people and families living with disabilities in Canada." In support of this goal, government has indicated they would mandate a white paper on the issues facing people with disabilities in B.C., circulate the paper for public comment and organize a provincial summit to work on reducing barriers and increasing freedoms for people living with disabilities in our province. These proposed initiatives align well with and may serve to build on the framework and initiatives already in place via the Minister's Council and the Disability Strategy Reference Group.

Minister's Council Membership:

Dr. Jaimie Borisoff, Canada Research Chair in Rehabilitation Engineering Design at BCIT and ICORD (International Collaboration on Repair Discoveries)

Dr. Henry G. Harder, Professor and Chair, School of Health Sciences, University of Northern British Columbia

James Ho, Founder, CEO, Mainstream Broadcasting Co.

Karen Lai, Program Developer for the AIM program, BC Centre for Ability Association

Jennifer Leyen, Registered Rehabilitation Professional, Director, WorkSafeBC

Dr. Nigel Livingston, Professor, University of Victoria and Founder/Director CanAssist

Dr. Joe McLaughlin, (Deputy Chair) McLaughlin Educational Consulting Services

Roger Mundell, CEO, Udutu Online Learning Solutions

Carla Qualtrough, (Chair) Vice-Chair, Workers' Compensation Appeal Tribunal of BC

Michael Schratter, Teacher, David Oppenheimer Elementary School

Mayor Mary Sjostrom, City of Quesnel

Mark Sieben, Deputy Minister, Ministry of Social Development (ex-officio member)

Marilyn Tyfting, Vice-President Human Resources, TELUS International

Christa Williams, Executive Director, First Nations Public Service.

Budget:

Operates within existing resources of the Policy and Research Division (\$45,000 for Minister's Council on Employment and Accessibility)



INDIVIDUAL SUPPORTS FOR COMMUNITY INCLUSION

ADM Responsible:

Molly Harrington, Policy and Research Division

Core Business:

The Provincial Disability Strategy focuses on integrated, citizen-centered service delivery, disability supports and services, supporting community-led innovations in order to enhance employment and inclusion opportunities for persons with disabilities, and ensuring B.C. communities are accessible and inclusive.

The Province supports several initiatives aimed at building inclusive communities and providing assistive technologies which ensure greater social inclusion for people who are unable to work. These initiatives also ensure citizens who can work are supported to find and maintain employment:

- Communication Assistance for Youth and Adults (CAYA) is a program that provides Speech Generating Devices (SGDs) to adults with severe communication disabilities. The 2013/14 fiscal year is the second year of a three-year funding commitment, at \$1.9 million per year.
- The Giving In Action (GIA) Fund, administered by the Vancouver Foundation, provides grants through two funds, the Family Independence Fund and the Children and Youth with Special Needs Fund. GIA helps families with home renovations including lifts, elevators, ramps, flooring and door widening, and the purchase and/or modification of wheelchair-accessible vehicles. In 2012/13, the Vancouver Foundation was provided with a one-time grant of \$2 million which alleviates budget pressure on the fund this fiscal year.
- Equipment and Assistive Technology Initiative (EATI), which is funded through Labour Market Agreement funding, provides equipment and assistive technology to support persons with disabilities to achieve their employment goals.
- In early 2013, the ministry committed to funding of \$500,000 to the Supporting Increased Participation (SIP), a group of government and community members who have a mutual interest in policy and programming related to persons with disabilities. The funding is intended to explore new community based ideas that would strengthen the ministry's efforts in increasing inclusion for persons with disabilities. Through a "call for concepts", SIP received 24 proposals from organizations across BC. The proposals mainly focus on issues of social/recreational initiatives; social enterprise initiatives; and projects that emphasize collaboration across sectors.

- The ConnecTra Society is undertaking a pilot project (2013/14 costs \$.21M) to recruit and train community “connectors” who meet with people with disabilities – individually, one-on-one – to help them become more involved in the community. The principal outcomes of this pilot project are to determine whether their approach can improve or increase:
 - Labour market attachments;
 - Increased levels of community involvement; and
 - Increased levels of physical activity and improved overall health.

Supporting CAYA fills a gap which previously existed when youth left the K-12 education system and could no longer access assistive technology services provided through that system. In 2012/13, a one-time-only grant of \$1.5 million allowed the CAYA project to serve approximately 150 new clients and provide ongoing support to existing clients.

Using Labour Market Agreement funding, which is up for renewal in 13/14, EATI provides equipment and assistive technology, and related services such as assessment, repair and training, to support eligible persons with disabilities to attain their employment goals. EATI is delivered by a contracted service provider. Governance provided through a partnership between government and a group of community organizations that work together to assist persons with disabilities to access the services and supports they need.

Since its inception in 2006, the B.C. Government has contributed \$43 million to the Giving In Action Fund, helping approximately 1,100 families across B.C. These grants have helped with the purchase of 714 wheelchair-accessible vehicles and contributed to the completion of 671 renovations.

By providing assistive technologies, we are reducing social isolation for individuals with disabilities, which has been shown to contribute to increased incidences of negative health outcomes and increased health care costs.

2013/14 Budget

CAYA: \$1.9 base funding

EATI: approximately \$4 million annually (recovered under LMA)



SOCIAL INNOVATION & GOVERNMENT NON PROFIT INITIATIVE

Executive Responsible:

Social Innovation – Molly Harrington, Assistant Deputy Minister, Policy and Research Division

Government Non Profit Initiative – Mark Sieben, Deputy Minister

Program Area Description:

Social Innovation: Social innovation is emerging globally as a framework for action to address the most complex, persistent social challenges. It provides a focused, structured approach to generating, developing, implementing and scaling new ideas. Among the fundamental principles of social innovation are a focus on system-wide change and, as a result, cross-sector collaboration and partnership.

The Ministry of Social Development leads the cross-government work to support social innovation and social enterprise in British Columbia. In 2011, the Province appointed a Parliamentary Secretary for Social Entrepreneurship and a cross-sectoral BC Social Innovation Council to make recommendations on how best to maximize social innovation in B.C., with a specific focus on social finance and social enterprise. MSD provides secretariat support to the Council and also supports the activities of the Parliamentary Secretary.

The mandate of the Council was to chart out a course of action for British Columbia. The resulting Action Plan, which was published in March 2012, includes 11 recommendations focused in five areas: supporting social enterprise, legislative enablement, social innovation labs, engaging communities, and learning and research. To implement this Action Plan, they proposed the creation of the Partners for Social Impact.

As a member of the cross-sectoral BC Partners for Social Impact (the successor entity to the Council) and in collaboration with other government ministries, the Ministry of Social Development has undertaken a number of activities in support of the Action Plan recommendations, including:

- developing legislation and regulations (coming into effect on July 29, 2013) that will allow businesses to incorporate as Community Contribution Companies, a corporate structure that allows limited payments to shareholders and ensures the majority of profits are directed to the company's social purpose;
- contributing to "BC Ideas," an online competition hosted by government and its partners, that awarded more than \$275,000 in funding to organizations with innovative ideas for addressing issues such as homelessness, literacy, skills development, health, and community inclusion for people with disabilities; and

- ensuring the inclusion of social enterprise in small and medium-sized business programs and the Small Business Accord.

Government's internal collaboration is supported by the Assistant Deputy Ministers' Committee for Social Innovation, with representation from the ministries of Social Development, Children and Family Development, Health, Education, Citizen's Services, Aboriginal Relations and Reconciliation, Community, Sport and Cultural Development, Finance, Justice, Jobs, Tourism and Skills Training, and the Office of the Comptroller General.

The social innovation file is supported through a Secretariat in the Innovative Partnerships Branch of the Ministry of Social Development, which also has responsibility for the Government Non Profit Initiative (GNPI).

Government Non Profit Initiative: The GNPI is a joint effort between the provincial government and non-profit sector partners to improve results in service delivery and social outcomes. GNPI has implemented a collaboration agreement and joint Deputy Minister/CEO council to better enable strategic collaboration between the sectors.

The Initiative is co-led by the Deputy Minister of Social Development and the Vancouver Foundation via the Leadership Council, which includes executive representatives from both government and the nonprofit sector. GNPI also includes a network of nearly 1000 agencies who have participated directly in GNPI projects or consultations.

The Initiative is working to improve efficiency and accountability in the business relationship for both sectors, enhance aboriginal non-profit services, and create more sustainable and self sufficient funding models for the sector with the ultimate objective to enhance outcomes for British Columbians. For example, GNPI has facilitated a \$5 million Labour Market Partnership to develop a sustainable Human Resource Strategy for the non-profit sector. The GNPI also launched a cross sector mentoring program and has developed a series of recommendations related to improving reporting requirements and financial administration between the two sectors.

In addition to Social Development leadership, this cross-ministry initiative includes participation from the Deputies from the ministries of Children and Family Development, Culture, Sport and Community Development, Justice, Health, Finance via the Office of the Comptroller General.

The GNPI is supported through the Council Office, which is led jointly by the Ministry of Social Development through the Innovative Partnerships Branch, and Vancouver Foundation. The Council Office supports the overarching strategic direction of the GNPI Leadership Council as well as the work of a number of related working groups that are led by leaders from both the nonprofit and government sectors and are focused developing recommendations and initiatives on areas of mutual interest.

GNPI strengthens the ability of government and the non-profit sector to build collaborative policy and service solutions and to create a sustainable service delivery relationship for the benefit of our joint clients.

Budget:

Social Innovation: N/A

GNPI: \$311,000 (Labour Market Development Agreement funding supporting ending March 2014)

Related Legislation:

Business Corporations Act (BCA) re: Community Contribution Companies



ISSUE NOTE

PERSONS WITH DISABILITIES RATES

Issue:

The monthly assistance rate for a single person with Persons with Disabilities designation is \$906.42, placing British Columbia 5th amongst all provinces, \$35 below the average of all other provinces. Disability assistance rates have been raised twice since 2002 and unlike many other provinces, British Columbia does not index their rates to inflation.

Alberta and Saskatchewan have recently implemented significant rate increases for clients with a disability, to \$1,588 and \$1,217 per month respectively. Ontario is expected to raise their rates by one per cent in October, to \$1,086. Most complaints the ministry receives related to rates are related to the assistance rates for Persons with Disabilities.

Background:

Assistance rates have been increased twice since 2002 – a support rate increase for individuals with a PWD designation in 2005, and a shelter rate increase for all clients in 2007. B.C.'s ranking compared to other provinces has fallen as other provinces increase rates on a more frequent basis.

Many organizations have called for significant increases to assistance rates, especially for persons with disabilities. The ministry estimates that even a modest 10 per cent increase for all clients would cost up to \$140 million per year.

Alberta and Saskatchewan recently introduced significant increases in their rates for persons with disabilities, up to \$1,588 for a single in Alberta and \$1,217 for a single in Saskatchewan. Matching these rates would cost \$310 million to \$700 million per year.

Eligibility for disability assistance in both Alberta and Saskatchewan is more restrictive than in B.C. so both provinces serve smaller caseloads per capita, which allows them to provide significantly higher benefits

A report from fall 2011 by the University of Calgary calls for the disability assistance rate to be set and indexed to the federal Old Age Security (OAS)/Guaranteed Income Supplement (GIS) rate, which would cost nearly \$400 million.

Decision required:

This is a beyond 90 day issue: Government will continue to receive pressure to increase rates,
s.17

Pages 68 through 69 redacted for the following reasons:

s.13, s.16, s.17



ISSUE NOTE

PUBLICATION OF DIAGNOSTIC AND STATISTICAL MANUAL OF MENTAL DISORDERS (DSM) V

Issue:

Publication of DSM V

Background:

On May 18th, the 5th edition of the American Psychiatric Association's (APA) Diagnostic and Statistical Manual of Mental Disorders (DSM) was published. The new manual supersedes the DSM IV, published in 1994 and revised in 2000.

The DSM is a standard classification of mental disorders used by mental health professionals. It contains descriptions, symptoms, and other criteria for diagnosing mental disorders.

The ministry is obtaining a copy of the new manual and has not yet been able to review it, but a news release from the APA confirms a number of expected changes.

The Community Living Authority Regulation refers to a diagnosis of mental retardation made in accordance with the DSM as the eligibility criteria for receiving CLBC supports. The new edition of the DSM replaces the term mental retardation with intellectual disability (intellectual developmental disorder).

Based on a draft of the DSM V, Dr. Grace Iarocci, Director of the Autism and Developmental Disorders Lab at Simon Fraser University and an advisor to CLBC describes the major autism related changes as:

- A re-organization of several disorders under the new term "Neurodevelopmental Disorders". This includes clients with the newly defined "Autism Spectrum Disorder", an umbrella term which covers the spectrum of severity of autism disorders.
- A shift from a categorical definition of disorders to a more "dimensional" system. This new system incorporates both the presence and severity of the symptom, rather than just the presence of the symptom.

DSM V removes the age limit on the diagnosis of developmental disorders. Previously, the DSM had specified that the onset of these disorders occur prior to the age of 18. The new version removes the specific age requirement in favour of the broader term “developmental period”. This could be interpreted differently by different practitioners.

s.13

A diagnosis made under the previous DSM IV language will continue to be valid. The new language of the DSM V manual is available for use in new assessments as of the May 2013 publication date.

Based on the information available, the ministry and CLBC are expecting minimal impacts on clients and client caseloads as a result of the new DSM terminology.

Decision required:

This is a 60-90 day issue. The ministry and CLBC will examine the new manual s.13

Pages 72 through 73 redacted for the following reasons:

s.13, s.16, s.17



REGIONAL SERVICES DIVISION OVERVIEW

ADM Responsible:

Sharon Moysey, Regional Services Division

Program Area Description:

Employment and Assistance Services are delivered through offices organized into five geographic regions and a centralized Provincial Services branch. About 1,550 staff deliver a variety of supports such as income assistance, disability assistance, supplementary assistance and employment services to individuals and families in need.

Citizens can access our services over the web, by phone, or in person at 59 MSD offices and 29 Service BC offices. In addition, the ministry has after hours access for urgent needs and outreach and integration services provided by specialised staff and through contracted third parties.

The division works collaboratively with local agencies and stakeholders, referring clients to other resources such as housing, mental health services, child care, and domestic violence counselling.

13/14 Budget (\$000):

| Salaries and Benefits | Operating Costs | Gov't Transfers (TA/DA/SA) |
|-----------------------|-----------------|-------------------------------|
| 90,820 | 4,941 | 1,575,089 |

This does not include funding for 120 additional staff that has been hired as per Treasury Board approval.

Related Legislation:

Employment and Assistance Act

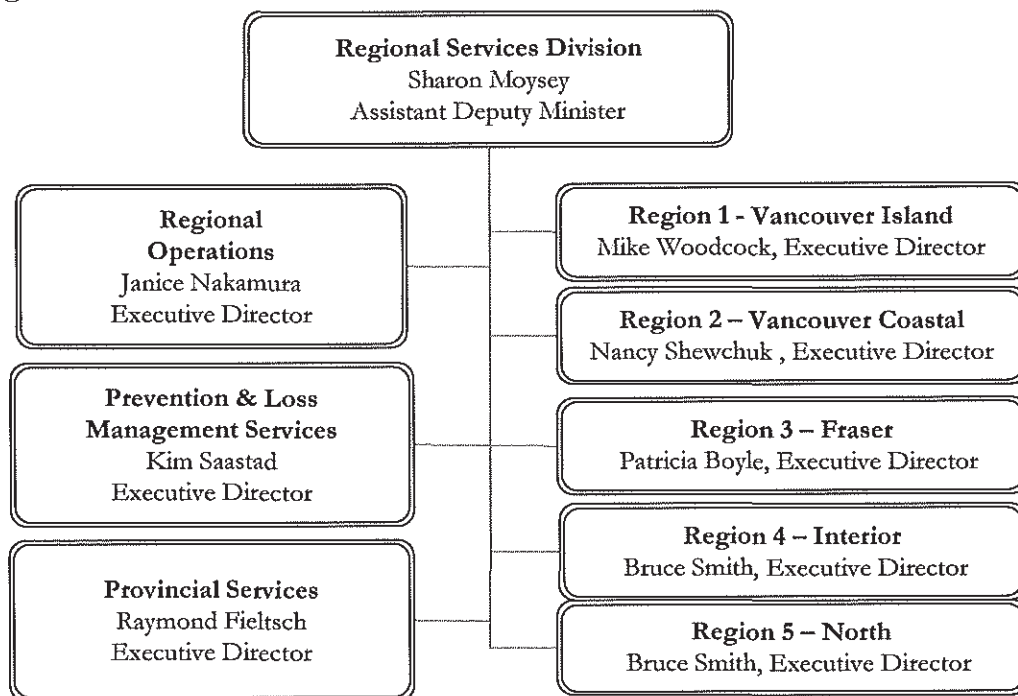
Employment And Assistance For Persons with Disabilities Act

Service Delivery Full Time Equivalents (FTEs):

| Region/Branch | Number of Staff |
|---------------------------------------|-----------------|
| Region 1 Vancouver Island | 241 |
| Region 2 Vancouver Coastal | 261 |
| Region 3 Fraser | 389 |
| Region 4 Interior | 251 |
| Region 5 North | 100 |
| Prevention & Loss Management Services | 203 |
| Provincial Services | 88 |
| Total | 1,533 |

Data as at March 31, 2013. Does not include ADM office or Regional Operations as they are not service delivery staff.

Organizational Chart:





PREVENTION AND LOSS MANAGEMENT SERVICES BRANCH

ADM Responsible:

Sharon Moysey, Regional Services Division

Program Area Description:

The Prevention and Loss Management Services Branch (PLMS) is dedicated to preserving the integrity of the BC Employment and Assistance (BCEA) Program and focuses on prevention, loss management and enforcement initiatives. PLMS directs its resources towards cost avoidance and deterrence. Preventing program losses at the outset reduces client overpayments and subsequent debt recovery costs.

The branch uses the following systems and strategies to meet its business objectives:

- The File Review and Distribution System selects files for review based on statistically proven, pre-determined risk factors;
- The Fraud Allegation and Reporting System is an interactive web-based application accessible to all ministry staff. It is used to record, track and prioritize all internal and external allegations of assistance abuse reported to the ministry;
- Third-party database checks at the point of entry to assistance and as needed during the file review process; third-parties include the Insurance Corporation of BC, BC OnLine and Equifax Canada;
- Data matched files from Canada Revenue Agency, Canada Pension Plan and BC Student Financial Aid;
- Special project audits to ensure quality control and monitoring to determine program trends or gaps;
- Investigations of fraud under the Criminal Code of Canada or the BCEA legislation conducted by Special Provincial Constables.

Branch action can result in: an increase, a reduction or a discontinuance of assistance; overpayment identification; a denial of assistance at application or during compliance reviews; and/or a referral for further investigation which may result in criminal or civil charges. In addition, sanctions, in the form of a period of ineligibility, or a temporary reduction in assistance, may be applied as a result of a review or investigation.

The branch works with ministry staff to address risks to program integrity and to ensure that training needs are identified. Front line support is provided by the Strategic Third-Party checks Assist and Referral Team, which conducts third-party database checks on all applications for assistance. The enforcement component provides a strong deterrent for those who would abuse the BCEA program.

Budget:

| 2013/14 Budget | 2013/14 Budget (\$000) |
|---|------------------------|
| Salaries and Benefits | 12,200 |
| Strategic Third-Party checks Assist and Referral Team | 1,400 |
| Annual Operating Budget* | 225 |

*Office expenses, professional services contracts and travel expenses

Related Legislation:

Employment and Assistance Act

Employment and Assistance for Persons with Disabilities Act



SERVICE DELIVERY - CHANNEL STRATEGY

ADM Responsible:

Sharon Moysey, Regional Services Division

Critical Business Processes:

The ministry remains committed to serving all clients and providing a standard client experience regardless of the service delivery channel a client chooses to access. In 2012, the ministry's average monthly caseload was 134,402. Approximately 75,000 applications are processed each year. The ministry provides a variety of service delivery channel options to citizens for accessing information, assistance and services. These include:

- Internet – In March 2010, a Self Serve Assessment and Application Tool, as well as accessible information on policies, procedures, programs and services, was launched by the ministry
- Telephone – contact centre access, through a toll-free 1-866 Automated Telephone Inquiry system, with live agents across the province. The system also provides pre-recorded information about ministry programs and services including contact numbers and web site addresses for after hours callers
- Face-to-Face – 59 ministry offices and 29 partnerships with Service BC offices, located around the province offering front desk services during regular business hours
- After Hours access for urgent needs
- Outreach and integration services provided by specialised staff
- Trusted third party partners
- Mail, fax and, to a very limited degree, email (i.e. Bus Pass Program)

The ministry has developed a Multi-Channel Service Delivery Strategy which will enhance service access and efficiency for clients. As part of the Multi Channel Service Delivery Strategy, the ministry is committed to maintaining face-to-face office access. Increasingly, the province is moving to a “one-stop” service delivery model, offering provincially integrated, efficient, standardized and technology-enabled service delivery that supports positive client outcomes.

The ministry is also planning on launching a new online self serve portal option in 2013. This new online portal will provide clients with more choices in how they receive services from the ministry, and offers the flexibility of 24/7 access from a place and time of their choosing. This new tool offers an opportunity to streamline processes for both clients and workers, reducing time and effort.

It is anticipated that demand for face-to-face service will reduce over time as the online self serve channel develops and the ministry realizes continued enhancements with telephony. Reduced office traffic will allow better service to the clients who continue to need face-to-face support, and will reduce the stress and potential safety concerns for both staff and clients resulting from long line ups and extensive wait times.

The ministry will continue to work with staff and external stakeholders, including advocacy organizations and clients, to ensure they know about the Multi-Channel Service Delivery Strategy and understand the purpose of the project. The ministry also recognizes that understanding the needs of clients helps to deliver programs and supports that best address those needs.

Related Legislation:

Employment and Assistance Act

Employment And Assistance For Persons with Disabilities Act

Supply Act



ISSUE NOTE

ONLINE OPTICAL PILOT PROGRAM

Issue:

Online Optical Pilot Program

Background:

In March 2013, the ministry launched a six month pilot program that gives clients on income and disability assistance the option to purchase eyeglasses online and have the claims submitted to Pacific Blue Cross for payment by the ministry.

Ministry partners in the pilot project are Pacific Blue Cross, the insurer that delivers benefits to recipients of B.C. Employment and Assistance on behalf of the ministry, and B.C.-based Clearly Contacts, the largest online retailer of eyewear in North America.

Criteria have been established to evaluate the success of the pilot. Results will influence the scope of wider roll out and potential future policy changes.

Upon successful completion of the pilot, the intent is to extend the opportunity to participate as a supplier to other online eyewear companies, provided they meet ministry criteria for providing services.

Criteria for service providers include the requirement to have an optician, optometrist or an ophthalmologist on staff, licensed to practice in B.C.

Decision required:

This is a 90 day issue and requires evaluation of pilot project outcomes.



EMPLOYMENT AND LABOUR MARKET SERVICES DIVISION OVERVIEW

ADM Responsible:

Allison Bond, Employment and Labour Market Services Division

Program Area Description:

The Employment and Labour Market Services Division (ELMSD) is responsible for the development, management, and evaluation of the Employment Program of BC (EPBC), designed to provide any unemployed British Columbian with a range of employment services and supports. EPBC was launched on April 2, 2012 after over three years of extensive consultations with communities across British Columbia. EPBC is delivered through 73 contracts operating 85 Employment Services Centres across the province.

The division consists of three branches and an Integrated Case Management Project Team:

- The Program Management Branch is responsible for supporting the overall program delivery and service quality through planning, policy, governance, and quality assurance. The branch supports ongoing program improvement through analysis, performance measurement, and evaluation. The branch includes an office responsible for ensuring the needs of specialized populations, including persons with disabilities, youth, immigrants etc, continue to be met through the program.
- The Operations Branch ensures quality contract management, planning and budget/financial activities at the regional and local levels, along with activities that support the development of strong and productive relationships with service providers and community partners.
- The Engagement, Partnerships and Strategic Initiatives Branch provides corporate supports and resources including communications, employee engagement, stakeholder relationship development and issues management at the divisional level. The branch is also responsible for the ministry's Family Youth Partnership Project.
- The ELMSD ICM project team works with the other program areas involved in the ICM project (Ministry of Children and Family Development and Regional Services Division) to define business requirements and work with the contracted system integrators, Deloitte, to create a common system design. The team works on business analysis, design, testing and implementation of the ICM system.

2013/2014 Budget (\$000):

Total funding for Employment and Labour Market Division in 2013/14 is \$344.135M for program funding and \$28.035 for administration.

| Government Transfers | Operating Costs | Salaries and Benefits | Other Expenses | Recoveries (LMDA) | Recoveries (LMA) | Total Provincial Funding |
|----------------------|-----------------|-----------------------|----------------|-------------------|------------------|--------------------------|
| 329,624 | 8,301 | 19,180 | 15,065 | (301,182) | (15,500) | 55,488 |

Full Time Equivalents (FTEs):

236 FTEs

Related Legislation:

Employment and Assistance Act and Regulation

Employment and Assistance for Persons with Disabilities Act and Regulation

Employment Insurance Act and Regulation

Labour Market Development Agreement

Organizational Chart:





EMPLOYMENT PROGRAM OF BC

ADM Responsible:

Allison Bond, Employment and Labour Market Service Division

Program Area Description:

The Employment Program of BC (EPBC) was launched on April 2, 2012. Previously, there were ten employment programs available across the province, each with their own set of eligibility requirements and program infrastructure. The new EPBC was developed after considerable consultation with stakeholders across the province, and reflects the feedback the Ministry of Social Development received about the need for more integrated services for those trying to find a job. All of the employment services provided within the previous employment programs are being delivered through the new EPBC. Eligibility criteria for services did not change with the new program.

The EPBC is delivered in 73 geographic catchment areas that span the province. Each catchment area has an associated contract for service delivery. The contractor is responsible for the EPBC for the entire catchment area, working with partners to deliver services. In each catchment area, program services are delivered through at least one WorkBC Employment Services Centre (ESC) storefront. All WorkBC ESC storefronts provide the same look and feel, and offer access to the same menu of EPBC services. The EPBC is not confined to the ESC offices – it provides clients with the options of satellite, outreach, or remote services.

A self-serve resource area is available at all WorkBC ESCs, and offers free internet access as well as job search and employment-focused workshops. In order to access any other EPBC service, both Non-Case Managed and Case Managed Clients, must meet basic eligibility for the program and, in most cases, must be assessed as requiring the service to successfully achieve labour market or community attachment. To meet basic eligibility criteria, client must be unemployed and legally eligible to work in BC. Some services have additional eligibility criteria.

The EPBC has served over 88,000 clients since program launch, with 82 per cent having received job search support from the beginning of the process to completion.

Budget:

| Funding Totals | 2013/14 Commitment (\$000) |
|------------------------------------|-----------------------------------|
| Employment Program of BC Contract | 276,600 |
| Recoveries from Federal Government | 221,200 |

Related Legislation:

Employment and Assistance Act and Regulations

Employment and Assistance For Persons with Disabilities Act and Regulations

Employment Insurance Act and Regulations

Labour Market Development Agreement



SPECIALIZED POPULATIONS – EMPLOYMENT PROGRAM OF BC

ADM Responsible:

Allison Bond, Employment and Labour Market Services Division

Program Area Description:

The ministry is committed to serving all of the Employment Program of BC (EPBC) clients, including those with specialized employment needs, regardless of where they live in the province. As a result, all WorkBC Employment Services Centres (ESC) are required to ensure that all clients, including specialized populations, can effectively receive services. The key to the program service delivery model is to deliver services to clients who need them, simplify eligibility and access to services, and allow for individual choice.

Clients will not be categorized by their disabilities or barriers to employment, but rather, their service needs will be assessed based on their strengths and employment readiness with access to the services they require determined through eligibility. The program service delivery model makes accommodations for specialized populations by providing clients with the options of satellite, outreach or remote services.

For the purposes of the Employment Program of BC, specialized populations include:

- People with Disabilities;
- Immigrants;
- Francophone;
- Multi-barriered clients;
- Survivors of violence and/or abuse;
- Aboriginal peoples;
- Rural and remote populations; and,
- Youth

Concern has been expressed by stakeholders involved with specialized populations that the new program model will allow members of these populations to fall through the cracks. In the previous model, specialized populations had access to specialized centres, which provided exclusive services.

Access to these services, however, varied highly from community to community, resulting in inconsistency and inequality in access. The new program model ensures that, regardless of where an individual lives in BC, they will have access to the same suite of quality services and supports. The

integrated model also allows for a more flexible and individual approach to service delivery, further benefiting all clients, including those from specialized populations.

The program ensures that employment supports are available to clients who are assessed as needing them to reduce or remove the impact of an individual's disability or barrier in employment. Such supports include: job coaching/retention support, disability supports, assistive technology, workshops, access to skills training, and more. There are also some exceptions to the program definition of "unemployed" for individuals with disabilities in order to meet individual employment needs and circumstances.

The ministry is planning to support additional initiatives this fiscal year for people with disabilities and youth.

Related Legislation:

Employment Insurance (EI Act) and Regulations

EI Act, Section 18

EI Act, Section 25

EI Act, Section 58

EI Act, Section 63

Labour Market Development Agreement (LMDA)

Labour Market Agreement for Persons with Disabilities

BC Employment and Assistance (EA) Act and EA Regulation

BC Employment and Assistance for Persons with Disabilities (EAPWD) Act and EAPWD Regulation

Human Rights Code of BC

Industry Training Authority Act and Policies

BC Employment Standards Act and Employment Standards Act Guide

BC Workers Compensation Act

BC School Act

Income Tax Act (Canada)

Immigration and Refugee Protection Act (Canada)

Freedom of Information and Protection of Privacy (FOIPPA) Act



EXTERNAL ADVISORY PANELS

ADM Responsible:

Allison Bond, Employment and Labour Market Services Division

Program Area Description:

A Governance Framework comprised of five unique panels/committees was established to ensure the objectives of the Employment Program of BC (EPBC) are met. The framework consists of:

- The Ministry Program Steering Committee which includes the executive team of the Employment and Labour Market Services Division and is responsible for strategic direction and management of the EPBC.
- The External Advisory Panel which is comprised of knowledgeable individuals from across the province with experience and expertise in employing or delivering employment services. The panel provides information and advice to the Ministry Program Steering Committee to assist with governance and decision making and recommending improvements to EPBC policy and practice for the ministry's consideration that will improve the outcomes for all job seekers in British Columbia.
- The Expert Advisory Panel on Specialized Populations which is comprised of individuals with experience and expertise in employing or delivering employment services to specialized populations. The panel provides information and advice to the Ministry to assist in ensuring the Program meets the employment service needs of specialized populations.
- The Corporate Program Advisory Committee which serves as a forum for the Ministry Program Steering Committee, the program's contractors and key operations branch staff to meet and consult about the program.
- The Contract Management Committees which consist of ministry staff and contractor staff that provide an oversight function of the EPBC contracts in each local catchment area across the province.

Initial recruitment of the External Advisory Panel and the Expert Advisory Panel on Specialized Populations was conducted through the BC Board Resourcing and Development Office. The inaugural meetings were held in person in June 2012. In person meetings are scheduled four times per year with additional meetings held by conference call.

Related Legislation:

Labour Market Development Agreement

Employment Insurance Act

BC Employment and Assistance Act

BC Employment and Assistance Act for People with Disabilities



CENTRE FOR EMPLOYMENT EXCELLENCE

ADM Responsible:

Allison Bond, Employment and Labour Market Service Division

Program Area Description:

The Centre for Employment Excellence was established to support the employment services sector, including employers and service providers, with the goal of improving employment outcomes for all unemployed job seekers in the province. The Centre provides a variety of resources including:

- a research and development program
- a knowledge clearinghouse of up-to-date resources geared towards engaging employers with respect to their hiring and retention practices
- resources aimed at supporting the work of career practitioners across the province
- a blog/discussion forum for stakeholders
- a system to share best practices in the employment industry
- links to relevant events and conferences

The Centre is an investment in employment research and innovation under the Employment Program of BC. The Social Research and Demonstration Corporation (SRDC) was the contractor selected through the request for proposal process. SRDC is a national non-profit research organization with a strong presence in British Columbia. It specializes in social experiments and projects that test government policies and programs. SRDC has strong links to Douglas College.

Budget:

Over the initial three years of operation, the Centre for Employment Excellence will receive \$2M in funding, provided through the Canada-B.C. Labour Market Development Agreement.

The Centre will be in its second contract year beginning July, 2013. It will also have access to a \$1.5M research fund over three years that will support research into emerging and best practices intended to strengthen employment policy, programs and practice. The initial applications are being processed in fiscal 2013/14.

Related Legislation:

Labour Market Development Agreement

Employment Insurance Act



MINISTRY OF SOCIAL DEVELOPMENT LINKAGES TO BC JOBS PLAN

ADM Responsible:

Allison Bond and Molly Harrington

Ministry of Social Development Linkages to BC Jobs Plan:

The BC Jobs Plan is government's strategy to grow the economy and create jobs. The Ministry of Social Development has a number of initiatives and linkages that support the BC Jobs Plan and contributes to the ongoing economic prosperity of the Province.

On April 2, 2012, the Ministry launched the Employment Program of BC; this included 85 WorkBC Employment Services Centres (ESC's) in communities across the province. ESC's provide employment supports and services to any unemployed British Columbian and ensures that services are flexible and tailored to the needs of individuals, including those from Specialized Populations. Employment Services include Self Serve Services, Case Management, Case Managed Services, Training, Self Employment Services and Specialized Assessments. Employment supports and services are aligned with employers', communities' and provincial needs and opportunities.

MSD is a partner with the Ministry of Jobs, Tourism and Skills Training in the STEP Job Match initiative. STEP Job Match Services is jointly funded using Labour Market Agreement (LMA) and Labour Market Development Agreement (LMDA) funding to ensure that all unemployed British Columbians are eligible to participate if appropriate. An MOU is in place between the two Ministries whereby MSD will transfer up to \$3.4m in LMDA funding to support LMDA client placements. The contract targets are to provide placements for 1,254 participants based on 627 LMDA Clients and 627 LMA Clients in jobs that provide a minimum of 30 hours employment per week for a minimum of 24 weeks.

We continue to work closely with partner ministries to explore and implement new service opportunities that respond to government's priorities such as:

- Align apprenticeship and skills training information and services provided through the Employment Program of BC with future job opportunities and projects (i.e. Liquid Natural Gas)
- Stronger partnerships with the Industry Training Authority to support Apprentices and skills training
- Targeted Youth interventions and collaboration
- Employer-based supports for employees with disabilities

We are committed to undertaking initiatives to support employment, including recent income assistance policy reforms that included increasing earnings exemptions, the launch of the new Employment Program of BC, and the creation of the Minister's Council on Employment and Accessibility, which advises on solutions to increase employment and accessibility for people with disabilities. In September 2012, the Council delivered their Action Plan Framework. These recommendations identify potential actions in the areas of employer and individual supports to promote employment, strengthening policies and optimizing the use of existing resources and services.

The Province supports several initiatives that provide assistive technology to assist citizens achieve their employment goals and promote greater social inclusion such as Communication for Youth and Adults (CAYA), the Equipment and Technology Initiative and the Giving in Action Fund.

To support people with developmental disabilities who want to work in their communities, Community Living British Columbia (CLBC) is launching a three-year Community Action Employment Plan. In conjunction with the Employment Program of BC, this plan focuses on working with employers to increase job opportunities for adults with developmental disabilities. This work also supports the 12-point plan for improving services to people with developmental disabilities.

This plan outlines how CLBC and community partners intend to increase employment opportunities for people who are looking for work, help with youth transition planning, and provide ongoing support, as needed, to ensure people are successful in their workplace. One of the key goals is to increase employment of individuals served by CLBC by 1,200 people over three years - from the current estimate of 2,200 participating in employment.



ISSUE NOTE

EMPLOYMENT AND LABOUR MARKET SERVICES DIVISION WORKFORCE

Issue:

Reduction in workforce of the Employment and Labour Market Services Division (ELMSD) due to overall reduction in administrative funding as of fiscal 2014/15.

Background:

ELMSD is responsible for the administration and management of federal and provincial employment programs. Federal programs are administered under the authority of the Labour Market Development Agreement (LMDA).

ELMSD receives administrative funding from the federal government of \$20.535M annually.

ELMSD has also received funding from the Labour Market Agreement (LMA) to support the transition of labour market programming. LMA administrative funding varies annually and expires in 2014/15. The following illustrates ELMSD administrative funding from 2012/13 to 2014/15:

| Funding Source | 2012/13 (\$000) | 2013/14 (\$000) | 2014/15 (\$000) |
|------------------------|-----------------|-----------------|-----------------|
| LMDA | 20,535 | 20,535 | 20,535 |
| LMA Transition Funding | 9,000 | 7,500 | Nil |
| Total | 29,535 | 28,035 | 20,535 |

Understanding the pending administrative budget reduction in 2014/15, ELMSD has engaged, since 2009, on a budget reduction process to eliminate waste and ensure administrative costs are reduced wherever possible. Similarly, ELMSD has been reducing its overall staff complement and managing the workload in different ways. The result of these strategies has been significant, including a reduction in overall staff complement of almost 20 per cent, and annual reductions in administrative costs resulting in \$4M under-expenditure in 2012/13 (based on projections).

ELMSD has been working hard to position itself for the pending (and significant) budget reduction in 2014/15. While there have been significant overall savings, these reductions are not sufficient to accommodate the 2014/15 budget. Furthermore, while the staff complement has already been

reduced by a little over 20 per cent through attrition, further attrition is required to meet budget targets. In order for ELMSD to continue to be able to deliver on its core functions with significantly fewer staff, changes need to be made to the work we do and how we do it

s.13, s.17



ISSUE NOTE

LABOUR MARKET DEVELOPMENT AGREEMENT

Issue:

Federal budget implications for the BC Labour Market Development Agreement (LMDA) and Labour Market Agreement (LMA)

Background:

Ministry of Social Development is responsible for LMDA. Ministry of Jobs, Tourism, and Skills Training is responsible for LMA.

Canada and British Columbia entered into a Labour Market Agreement (LMA) and Labour Market Development Agreement (LMDA) in 2008. In 2009, Employment Insurance Part II employment programming was transferred to provincial jurisdiction under the LMDA, which includes approximately \$280 million in annual federal transfers to support the provision of services and supports for unemployed job seekers.

British Columbia effectively managed the first three years of the LMDA transfer by fully investing federal LMDA funding and exceeding all performance targets, even during challenging labour market conditions created by the recession. In the fall 2009, the province launched a project to transform federal and provincial employment programming into an integrated Employment Program of British Columbia (EPBC).

EPBC was launched on April 2, 2012, opening 85 WorkBC Employment Services Centres in communities across the province, administered through 73 contracts. This model replaced the ten separate programs administered by almost 400 contracts. The integrated program serves all unemployed British Columbians with a full suite of services and supports. In less than a year since the program was launched, the EPBC has served almost 88,000 clients. Almost half of those receiving case management services have found employment and this outcome continues to improve as the new program stabilizes.

As the result of having an integrated program and using one case management system, the province now has very robust data to track and monitor performance, which far exceeds reporting capabilities that existed under the federal legacy programming.

The LMDA has no expiry date. There is a two year termination clause contained in the LMDA and the Agreement may be amended at any time with the mutual consent of the parties.

The Federal budget announced on March 21, 2013 has a number of measures related to the labour market, including proposals to:

- Maintain existing funding for Labour Market Development Agreements but to reopen the agreements “to reorient training toward labour market demand”;
- Continue the current funding envelope of \$500 million per year (across Canada) after the Labour Market Agreements expire at the end of 2013/14, but to radically change the terms of the agreements; and
- Extend the Labour Market Agreements for Persons with Disabilities (LMDPDs) for one year, until the end of 2013/14, while negotiating a “new generation” of agreements with “stronger accountability regimes” and terms that “better meet the employment needs of businesses and the employment prospects of persons with disabilities”.

The federal government has not yet advised provinces and territories on details associated with re-opening of the labour market agreements. BC recognizes an opportunity to work collaboratively with Canada on building a more robust and responsive framework for meeting provincial labour market needs.

s.16, s.17



ISSUE NOTE

CLIENT VOLUMES – EMPLOYMENT PROGRAM OF BC

Issue:

Following the launch of the Employment Program of BC (EPBC), client volumes diminished. The ministry continues to work with its stakeholders to increase client participation to meet the needs of unemployed British Columbians.

Background:

On April 2, 2012, the EPBC was implemented to help support individuals who are in need of assistance in achieving and sustaining employment as quickly as possible.

20,000 clients were transitioned from legacy provincial and federal employment programs into the EPBC.

For the first few months of the new EPBC program launch, client volumes diminished as the focus was primarily on supporting transitioning clients. Client volumes have been increasing steadily month over month, approaching the pre-transition levels.

EPBC provides client services through either a case management model, a self service model or through non-case managed services such as apprentices.

Since its launch of the program to April 2013, the EPBC has served 88,305 clients. Of these, 72,382 (or 82%) have received case management services. Currently, 59,737 clients have open cases and of these, 50,897 are case managed.

Since launch, 14,864 clients have achieved employment outcomes or approximately 48% of clients found employment as a result of completing EPBC case-managed services.

Approximately 63% of the total number of clients have self-identified with at least one of the specialized populations categories, such as youth, immigrants, persons with disabilities.

Over the past year the labour market in British Columbia has stalled with the total number employed, unemployed and the rate of unemployment all at levels similar to April 2012. The largest

change over the past year has been the noted decline in the labour force participation rate which has declined from 65.0% last year to 64.3% in April 2013.

The ministry is committed to ensuring that every British Columbian in need of employment receives services they require and are eligible for.

The ministry continues to work with its stakeholders to increase client participation to meet the needs of unemployed British Columbians. Strategies include:

- Increasing the ratio of formal referrals for new income assistance clients from every third client, to one in every two clients.
- Working with the EPBC contractors to develop strategies for improving awareness about EPBC services at a community level.
- Working with Human Resources and Skills Development Canada on a pilot to reach new EI Part I claimants earlier during the claim to link them with employment supports and services.
- Promoting EPBC services through an information campaign.

Prior to the EPBC, client outcomes were monitored and measured differently across each of the ten legacy programs. On average, these legacy clients achieved a 30% employment outcome rate. In the EPBC, we measure employment outcomes by the number of individuals who have completed case management services and achieved an outcome. The current employment outcome rate is 50%. It is difficult; however, to compare the EPBC outcome rate to the legacy program rate as, in the latter case, they were measured inconsistently.



SOCIAL SECTOR INFORMATION SERVICES DIVISION (SSISD) OVERVIEW

ADM Responsible:

Jill Kot, Social Sector Information Services Division

Program Area Description:

This division provides strategic and operational information management and information technology services for the Ministries of Children and Family Development and Social Development. It is responsible for building, implementing and supporting the Integrated Case Management (ICM) system, a joint initiative between the two ministries, and the Ministry of Citizens' Services and Open Government. ICM is a \$182 million business and technology transformation project that will be completed in December 2014.

The division is also responsible for supporting over 50 legacy systems used by both ministries, which have external interfaces to other government agencies and third parties. Key functions of the division include project management, strategic planning, business analysis, application management, help desk, security administration, vendor management, infrastructure support, and IT planning and portfolio management.

The SSISD comprises of staff from the three ministries involved, and manages contracted resources from the Systems Integrator (Deloitte Inc.); the software vendor (Oracle); and legacy systems service providers.

Budget (2013/14):

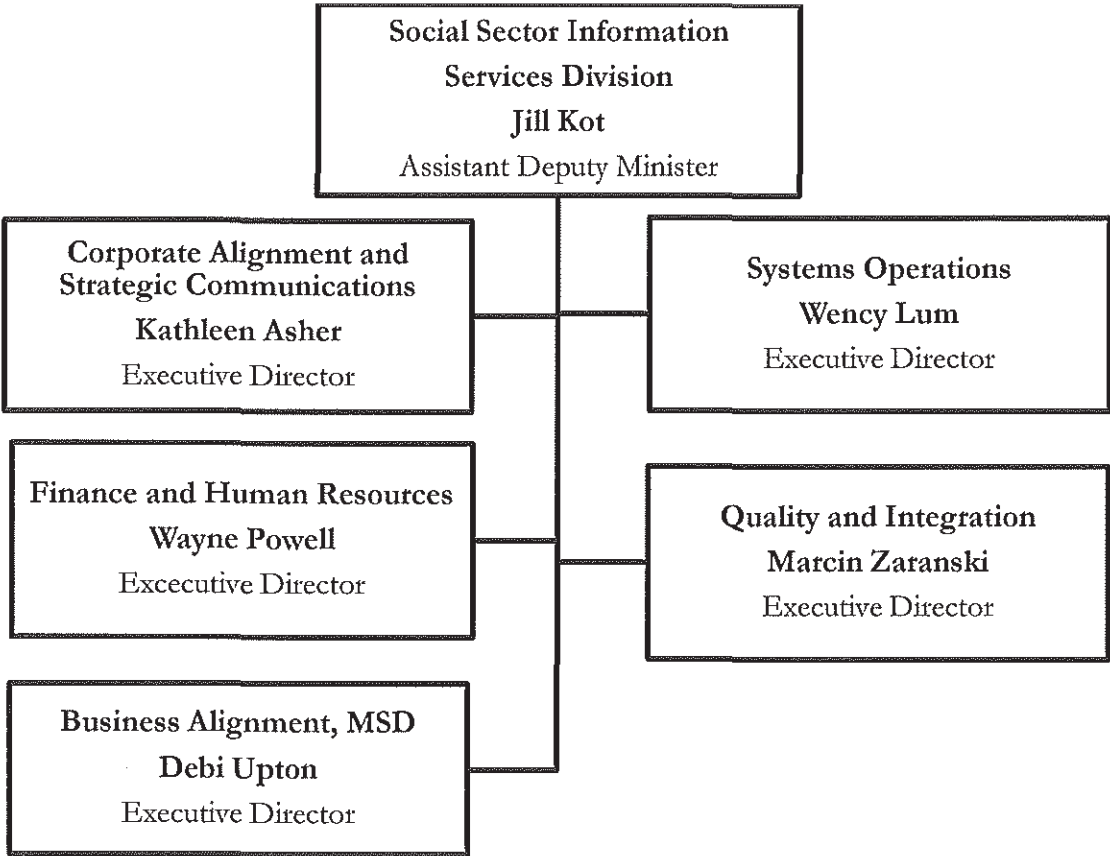
The ICM capital budget for 2013/14 is \$38.2 million.

The SSISD operating budget (Ministry of Social Development portion only) for 2013/14 is \$11.3 million. This budget is included in "Income Assistance - Program Management".

Full Time Equivalents (FTEs):

SSISD has 100 FTEs: 50 MSD; 37 MCFD and 13 shared.

Organizational Chart:





INTEGRATED CASE MANAGEMENT PROJECT OVERVIEW

ADM Responsible:

Jill Kot, Social Sector Information Services Division

Program Area Description:

The Integrated Case Management project is an initiative between the Ministries of Social Development; Children and Family Development; and Citizens' Services and Open Government. Integrated Case Management is an ambitious and complex project that is crucial to the transformational changes in service delivery in the Ministries of Children and Family Development and Social Development.

The project's completion is now being planned, anticipated for Winter 2014.

Project governance is managed through a Project Board currently chaired by the Deputy Minister of Social Development. The Deputy Minister's of Citizen Services and Children and Family Development, as well as the Provincial Chief Information Officer and an Associate Deputy Minister of Health sit on the Project Board along with the ADM responsible ICM and lead from the project's system integrator.

The Province purchased modern software and entered into a six-year agreement with Deloitte Inc. to develop and implement the Integrated Case Management solution. The cost of the project is \$182 million over six years. The project is now over halfway complete.

- Phase 1 was implemented on November 29th, 2010 on time, slightly under budget and within scope.
- Phase 2 was implemented on April 2, 2012 on time, within scope and on budget.
- Phase 3 was implemented on March 4, 2013 on time, within scope and on budget.
- Phase 4 is currently underway. The project will be completed in late 2014.

Integrated Case Management responds to the repeated calls over the years to improve information sharing across government to ensure that its' most vulnerable citizens don't fall through the cracks:

- **Ted Hughes Report, "BC Children and Youth Review"** (2006): "one of the key issues raised in this review has been the need, 10 years later, for better procedures for reporting and sharing information..."
- **Child and Youth Officer (2006)**: "Promoting the health and well-being of children means taking an integrated approach to the work of learning and acting in many different systems."
- **Honourable Judge Thomas Gove's "Inquiry into Child Protection in British Columbia reports."** (1995): "The Minister...should act immediately to implement the interim reform recommendations contained in this report, including... eliminate[ing] arbitrary rules and policies which inhibit the sharing of important case information among child welfare service providers."

Information systems that were custom-built almost three decades ago have been modified, patched and extended over the years to meet changing business needs and are now struggling to support the complex range of services delivered by each ministry.

By replacing aging computer systems, the Ministries of Children and Family Development and Social Development will improve their ability to appropriately share and protect information and manage individual case files between ministries while laying the foundation for broader social sector information sharing.

The goal is to provide better tools to front line staff and foster a more client-centered service delivery system to about 200,000 British Columbians, supporting better outcomes for clients.

The new system will enable us to link public spending to client outcomes – resulting in improved accountability and transparency in the social sector and provide crucial information to support social policy and program changes.

Budget (\$ millions):

| Preparation & Software | Phase 1 | Phase 2 | Phase 3 | Phase 4 | Phase 5 | Total |
|------------------------|---------|---------|---------|---------|---------|-------|
| 38 | 17 | 48 | 16 | 45 | 18 | 182 |



INTEGRATED CASE MANAGEMENT PRIVACY AND SECURITY

ADM Responsible:

Jill Kot, Social Sector Information Services Division

Critical Business Processes:

Information privacy is one of the cornerstone objectives in the design of the Integrated Case Management (ICM) system.

The ICM system is enhancing the privacy and security of information through the consistent application of privacy principles and the use of modern technology and best practices.

Full Privacy Impact Assessments for Phases 1, 2 and 3 were completed prior to implementation of each phase and are posted publicly on the Integrated Case Management website, at: www.integratedcasemanagement.gov.bc.ca.

The BC Information and Privacy Commissioner reviewed the Privacy Impact Assessments prior to implementation. The project team continues to work closely with staff from the Office of the Information and Privacy Commissioner with regular meetings in each phase.

Front-line workers in the ministries of Social Development and Children and Family Development only have access to information that is necessary for a specific purpose and for them to do their jobs and deliver services in an integrated manner. They do not have wide-open access to all information in the ICM system.

Service Providers in the Employment Program of British Columbia only have access to information that is necessary for a specific purpose and for them to do their jobs and deliver services as defined in their service contracts with the Ministry of Social Development.

The ICM system includes multiple security and privacy mechanisms to ensure that the appropriate information is made visible only to the appropriate, authorized user at the right time and for the right purpose.

The ministries currently share information between existing systems and service providers as contractually agreed to.

Information collected by service providers over and above what is in their contractual obligations with the ministries would remain in the 'custody' of the service provider and would not be entered into ICM or shared with the ministries.

Informed consent by clients to share information is as provided for under legislation.

Related Legislation:

Freedom of Information and Protection of Privacy Act



ISSUE NOTE

INTEGRATED CASE MANAGEMENT (ICM) CURRENT STATUS AND PHASE 4 APPROACH

Issue:

Integrated Case Management (ICM) Current Status and Phase 4 Approach

Background:

Phase 3 Implementation - ICM Phase 3 was implemented on March 4, 2013 in the ministries of Social Development (MSD) and Children and Family Development (MCFD).

At MSD, Phase 3 included the transition of the Bus Pass Program and Senior's Supplement into ICM, as well as enhanced functionality for Family Maintenance staff.

At MCFD, Phase 3 focused on functionality to support Child Care Subsidy, Autism Funding and Medical Benefits programs.

Phase 4 Status - Phase 4 is in progress. The project is scheduled for completion by the end of December, 2014 within the original overall approved budget of \$182 million.

In MSD, ICM Phase 4 will improve specific business processes and provide the ability for alternate payment methods. Phase 4 will support the ministry direction for improved services for clients through the Channel Strategy, and add enhancements to aid the day-to-day work of ministry staff.

For MCFD, Phase 4 focuses on enabling contract management across program areas within ICM. It also provides an upgrade for child protection and updates for Children and Youth with Special Needs.

The Project Board intends to return to Treasury Board at the earliest opportunity for the purpose of providing a project update, [s.13](#), [s.17](#)

Decision required:

This is a 60-90 day issue. ^{s.13, s.17}



MANAGEMENT SERVICES DIVISION OVERVIEW

ADM Responsible:

Wes Boyd, Management Services Division

Program Area Description:

The Management Services Division (MSD) provides a range of corporate services to the ministry through staff based in Victoria and Vancouver. The division is organized into four branches.

The *Engagement and Workforce Development Branch* is responsible for leadership and organizational development, wellness and occupational health and safety, workforce planning and strategic HR advice and management of service level agreements with the Public Service Agency. This branch also provides expertise in marketing, communications, customer service and web support and produces communications plans and materials, ministry publications, and the ministry's internet and intranet sites.

The *Financial and Administrative Services Branch* is responsible for financial accounting and reporting, financial policy and training, budget planning and reporting, assurance monitoring and compliance, and facilities and vehicles management.

The *Information Management Branch* is responsible for information and technology management, including information security, systems planning, support, enhancements, and help desks, security management, enterprise architecture services, IT project delivery, and service level agreements with Workplace Technology Services.

The *Corporate Planning Branch* provides expertise in strategic and business planning, performance management and reporting, risk management, internal surveys, business continuity planning and emergency preparedness. Deliverables include the ministry Service Plan, Corporate Risk Register, the ministry Annual Service Plan Report, the Carbon Neutral Action Report, the Budget Estimates briefing materials. The branch also manages the ministry's Lean Coordination Office.

Budget:

| Division Budget | 2013/2014 Budget (\$000) |
|------------------------|---------------------------------|
| Salaries and Benefits | 8,976 |
| Operating Costs | 5,931 |
| Government Transfer | 0 |
| Other Expenses | 1,540 |
| Recoveries | (41) |
| Total | 16,406 |

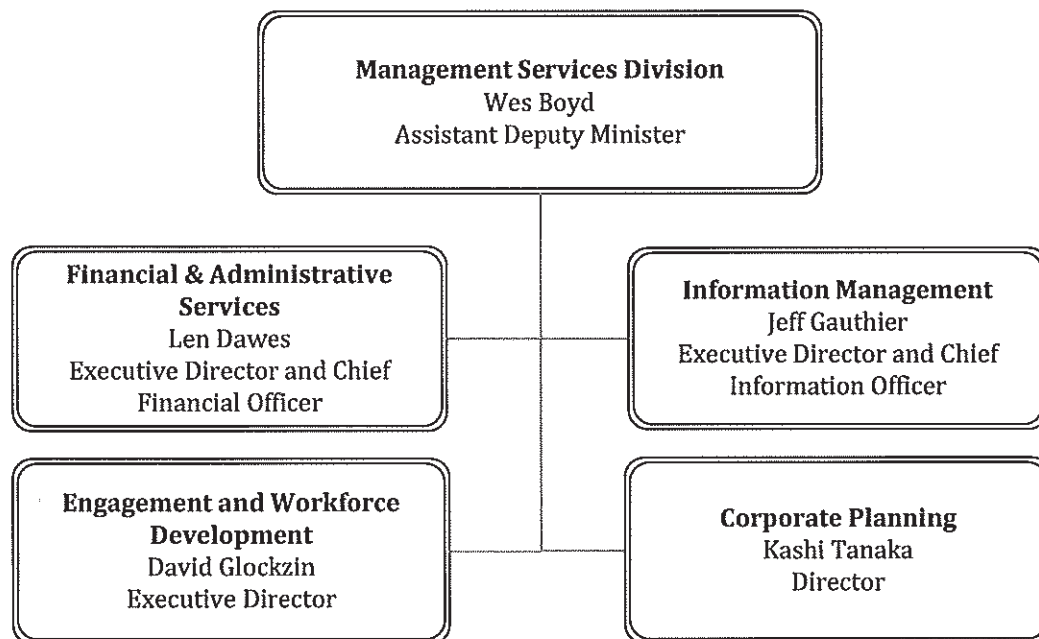
Full Time Equivalents (FTEs):

95 FTEs as of March 31, 2013

Related Legislation:

Budget Transparency and Accountability Act

Organizational Chart:





ISSUE NOTE

COOPERATIVE GAINS IN THE SOCIAL SERVICES SECTOR

Issue:

Cooperative Gains in the Social Services Sector

Background:

The Community Social Services Employers' Association (CSSEA) is the accredited bargaining agent for the approximately 200 employers in the social services sector. Unionized employees in the sector fall into three bargaining units – Aboriginal Services, Community Living Services, and General Services. Bargaining occurs between CSSEA and the Community Social Services Bargaining Sector (CSSBA), which is an association of the eight unions operating in the sector, of which BCGEU is the largest.

CSSEA represents the portion of the unionized sector where service delivery agencies (Agencies) receive more than \$250,000 in funding from the Province. In most cases the funding is from multiple contracts and multiple funding ministries and/or funding agencies such as Community Living BC. In addition, there are non-CSSEA Agencies providing similar or the same services in communities, who do not meet the criteria to be represented by CSSEA. There is past precedent to provide funding to both CSSEA and non-CSSEA agencies for benefits related cost increases.

The total labour cost for CSSEA, including excluded employees and management, is approximately \$600 million which means that every 1 per cent increase in general compensation costs is approximately \$6 million. Further, it is estimated that the non-CSSEA agencies' labour costs are an additional \$600 million.

CSSEA and the unions comprising the CSSBA reached a two-year collective agreement for Community Living Services and General Services for the period between April 1, 2012 and March 31, 2014. Ratification was reached in late April 2013.

The agreement was achieved under the provincial government's cooperative gains mandate and provides for an increase in compensation found through savings identified in cooperation with the CSSBA. It provides:

- A wage increase for all employees of 1.5 per cent on April 1, 2013 and 1.5 per cent on January 1, 2014; an extra 1 per cent wage increase for all step 1 employees on April 1, 2013; and a labour market adjustment review for all General Service and Community Living classifications.

The funding ministries submitted and received approval from the 2012 Cooperative Gains Savings Officer Designate of its Cooperative Gains Savings Plan (Savings Plan) in relation to the CSSEA and the community social services sector. As part of the approval:

- s.13, s.17

-

The Ministry of Social Development's ADM for Management Services has been identified as the sectoral lead for this initiative.

Decision required:

This is a 30 day issue and requires monitoring.



ISSUE NOTE

HEALTHCARE BENEFIT TRUST (HBT)

Issue:

Healthcare Benefit Trust (HBT)

Background:

The Community Social Services Employers' Association (CSSEA) is the accredited bargaining agent for the approximately 200 employers in the social services sector.

CSSEA represents the portion of the unionized sector where service delivery agencies (Agencies) receive more than \$250,000 in funding from the Province. In most cases the funding is from multiple contracts and multiple funding ministries and/or funding agencies such as Community Living British Columbia (CLBC).

In 1999, a lengthy strike in the Community Social Services sector was ended under terms recommended by mediator Don Munroe. As a result, Group Benefit Plan coverage was standardized for all unionized employees in the sector. A requirement was created through the collective agreement that all CSSEA member agencies purchase group insurance benefits for unionized employees through the HBT.

As a multi-employer benefit provider, HBT has several client pools that are each responsible for their own claims experience and for funding their own benefits costs. Three of the client pools are non-health authority agencies made up of a large number of small employers. As a self-insured pool, the claims experience is shared amongst all employers in the pool.

In 2002, the Province passed legislation that allowed CSSEA member agencies to withdraw from HBT and purchase their insurance benefits elsewhere. By the end of 2009, 75 CSSEA agencies had withdrawn from the HBT and purchased group insurance coverage through an alternative benefits provider. However, as part of a contractual arrangement between the individual agencies and HBT, if an agency withdraws from the HBT the agency must pay its portion of the unfunded liability (i.e. an exit levy).

The HBT agreement with employers was amended on January 22, 2010, to include a new exit levy policy for agencies wishing to leave the HBT. The new exit levy calculation now applies to all

agencies and is based on a combination of the overall pooled approach and the agency's claims history. The calculation is based on the agency's "deficit recovery contributions for the preceding 3 years compared to the total deficit recovery contributions of the pool".

The Ministry of Social Development (MSD) has led a strategy, with the Ministries of Finance, Children and Family Development (MCFD) and Health participating, to address issues at HBT, including payment of the exit levies. Recently, agencies with assigned exit levies were contacted by their funding source (MCFD, CLBC for MSD, health authorities) to make arrangements to address the exit levies.

While the exit levy amounts are modest in the CSSEA sector (65 per cent would pay less than \$10 thousand per year over 10 years; and the remainder less than \$60 thousand per year over 10 years), agencies preference is for government to cover the entire cost which in the CSSEA sector current stands at approximately \$4 million. A group of agencies have stated their intention not to pay and have encouraged other agencies still in the trust to leave.

Kardel Consulting Services Inc., Fairview Management Services Ltd., D.J. Hildebrandt Homes Ltd., Fort St. John Association for Community Living, and Vernon and District Association for Community Livings have filed suit in B.C. Supreme Court against the Province and trustees of the Healthcare Benefit Trust. The suit requests either declaration that these agencies not be liable for further exit levies, contributions or surcharges, or a reduction in liability to be determined by a third party. The suit also requests that damages (including special damages) and costs be paid by the Province.

Decision required:

This is a 90 day issue which requires monitoring.



CROWN CORPORATION

COMMUNITY LIVING BRITISH COLUMBIA (CLBC)

Name:

Community Living British Columbia (CLBC)

Mandate:

CLBC is a Crown agency that funds supports and services that address the current disability-related needs of two groups of eligible individuals and their families in British Columbia:

- Adults who have a diagnosis of developmental disability; criteria include age of onset, intellectual functioning and adaptive behaviour; and
- Adults who have a diagnosis of fetal alcohol spectrum disorder or autism spectrum disorder (also known as pervasive developmental disorder) and significant limitations in adaptive functioning; this relatively new program area known as the Personalized Supports Initiative (PSI) began February 1, 2010.

CLBC's mandate is set out in the *Community Living Authority Act*. It includes developing operational policies, ensuring standards are met, and managing funds and support to address the needs of eligible adults. CLBC is accountable to the legislature through the Ministry of Social Development, which is responsible for funding CLBC, setting and communicating government's mandate, establishing key policy and priority direction, and overseeing performance.

CLBC's service delivery model supports local decision-making aimed at creating flexible supports and services. This includes:

- Residential services: CLBC supports eligible adults to live as fully and independently as possible in the community, funding and the type of support provided depend upon the individual's current disability-related needs, support preferences, and preferred home environment.
- Community Inclusion: CLBC funds a variety of community inclusion options that are designed to support individuals to have rich lives within community. The amount of funding and type of support provided depend upon the individual's current disability-related needs, support preferences, and goals for inclusion.
- Respite: Respite provides families with a break from the challenges of care giving. Families can use this service in the manner that best suits their unique circumstances. These services

may be delivered in the family home, the home of a respite provider, or within the community.

- Support for Individuals and Families: CLBC funds a range of services for those who support an adult family member with a developmental disability. Services are designed to enhance the individual's overall quality of life and to strengthen the family's ability to manage.

Services are provided by over 3,100 non-profit agencies, private service providers and individual contractors. These agencies are managed by three CLBC regions (Fraser, Interior and the North, and Vancouver Island and Coastal) which are supported by a corporate office in Vancouver.

Financial Information:

CLBC will spend \$756.7 million in 2013/14 of which 93 per cent is spent directly for disability-related supports and services.

| Community Living BC 2013/2014 Budget (\$000): | | | | |
|---|----------------------------------|--|--|---------|
| Contracted Services | | Regional Operations and Administration | Other Expenses (incl. Provincial Service and Amortization) | Total |
| Developmental Disabilities Programs | Personalized Supports Initiative | | | |
| 688,200 | 9,600 | 50,800 | 8,100 | 756,700 |

Caseload:

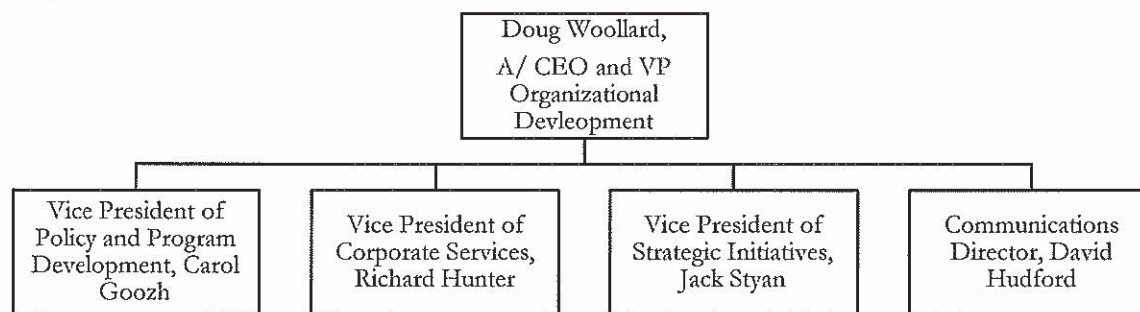
As of December 31, 2012, CLBC had open files for 14,868 adults with a developmental disability and 468 adults with fetal alcohol spectrum disorder or autism spectrum disorder, and significant limitations in adaptive functioning. Of the 14,868 adults with a developmental disability, 5,560 adults were receiving residential and community inclusion services while 798 adults were receiving supported living and community inclusion services. The majority of other adults and families were receiving community inclusion services and respite, or other CLBC services such as assistance to develop a support plan.

Of the 468 adults with fetal alcohol spectrum disorder or autism spectrum disorder, a total of 74 adults were receiving shared living and community inclusion services, 91 adults were receiving supported living and community inclusion, and 303 adults were receiving community inclusion services or other CLBC services, such as planning assistance.

Issues:

This is a 90 day issue and a decision regarding recommendations by DM Committee in the Improving Services to People with Development Disabilities report is required. See Issue Note - Recommendations by DM Committee (CLBC) for more details.

Organization Chart:



Board of Directors:

There are three current Board members who's appointments expire within 90 days (required appointments in bold in the table below)

| Name | Position | Appointed | Expiry |
|--------------------------|-----------------|--------------------|-------------------|
| Denise E. Turner | Chair | 1 Mar 2010 | 1 Jul 2015 |
| John McCulloch | Director | 1 Jul 2012 | 1 Jul 2015 |
| Mark Duncan | Director | 1 Jul 2010 | 1 Jul 2015 |
| Norah C. Flaherty | Director | 1 Jul 2010 | 1 Jul 2015 |
| Ernest H. Malone | Director | 1 Mar 2010 | 1 Jul 2015 |
| Arn van Iersel | Director | 1 Jul 2010 | 1 Jul 2015 |
| Darryl J. Harand | Director | 1 Jul 2008 | 1 Jul 2014 |
| Elizabeth C. Hunt | Member | 24 Feb 2011 | 1 Jul 2013 |
| Roberta Kjelson | Director | 22 Nov 2010 | 1 Jul 2013 |
| Janet A. Marston | Director | 15 Sep 2010 | 1 Jul 2013 |



SERVICES TO ADULTS WITH DEVELOPMENTAL DISABILITIES PROJECT (STADD)

ADM Responsible:

Allison Bond, Employment and Labour Market Services Division

Program Area Description:

The Services to Adults with Developmental Disabilities Project (STADD) was established in January 2012 to respond to the recommendations made in the report *Improving Services to People with Developmental Disabilities: Deputy Ministers' Review of Community Living British Columbia*. The review had been initiated as a result of concerns raised by individuals with developmental disabilities, their families and the community living sector related to difficulties in accessing services, lack of transitional supports, disparities in the application of 'wait lists' and confusion related to overlapping mandates and eligibility requirements.

The Ministry of Social Development (MSD) assumed overall responsibility for the STADD Project in conjunction with an Inter-ministerial Steering Committee comprised of senior representatives of the ministries and organizations whose services significantly impact the lives of individuals with developmental disabilities: Ministry of Health; Ministry of Children and Family Development; Ministry of Social Development; Community Living BC; Office of the Public Guardian and Trustee; Ministry of Advanced Education; Ministry of Education; and the Ministry of Finance.

The overarching mandate is to develop an integrated service delivery model that reflects a 'one-government' approach that will better support individuals with developmental disabilities throughout the lifespan and across service systems, particularly through periods of transition. The STADD project developed a 12-point plan in response to the recommendations of the report.

The project identified the foundations on which a new integrated service delivery structure could be built including: early planning; self-determination of individuals; capacity to share relevant information across mandated services; enhanced use of community resources; a common assessment platform to streamline access to information and reduce stress on individuals having to repeat their stories; and quality assurance mechanisms.

These aspects of a new model were the subject of extensive community engagement – 776 individuals attended 14 sessions in the Fall of 2012 - as well as targeted consultation with self-advocates (individuals with developmental disabilities) and families. This consultation helped shape

the focus and design of the activities required to move forward within the context of the 12-point plan. This work is either underway or complete and moving to design phase.

Key examples include:

- Assessment Platform – complete
- Integrated Service Model – complete
- Navigator Model – complete
- Conceptual Privacy Impact Assessment – complete

Budget:

\$3.7M Funding reflects staffing requirements and access to subject matter consultants as required for specific task or activity; e.g., financial modelling

Full Time Equivalents (FTEs):

Project has 5.5 FTEs, all of whom are temporarily placed with the project as secondments; temporary assignments; auxiliary appointments

Attachment:

Actions to date on the Recommendations (12-point plan)

Actions to Date on the Recommendations

| Recommendation | Status | Actions |
|---------------------------------|-------------|--|
| 1. One government | Complete | Integrated Service Delivery Model endorsed by all of the government organizations providing services |
| | In Progress | Processes and Tools for Early Implementation Sites |
| | In Progress | Governance and Quality Assurance Frameworks |
| 2. Assessment Structure | Complete | A Common Assessment Platform Framework |
| | In Progress | Implementation of a Common Assessment Platform |
| 3. Track Demand | Complete | Endorsed Demand Management Approach |
| 4. Improved transition planning | Complete | Introduction of Navigator Function |
| | | Simplified Persons with Disabilities application process; on schedule for July 8 implementation |
| 5. CLBC | Complete | Maintained CLBC as a crown agency |
| 6. Transition Supports | Complete | Minimum \$2,800/yr to all families for transitioning youth when not receiving services |

| Recommendation | Status | Actions |
|--|-------------|--|
| 7. Increased Employment | Complete | CLBC Employment Action Plan |
| | | New model increased engagement of the Employment Program of BC |
| 8. Individualized Funding | Complete | Ensuring Individualized Funding continues to be an option |
| 9. Aging Strategy | In Progress | Three Year Strategic Plan: Older Adults with Developmental Disabilities ; MOH revision by May 17 |
| 10. CLBC Accountability | Complete | Extension of the Representative for Children and Youth's mandate to 24 years of age |
| 11. Increase Support for Funding/ Innovation | Complete | In February 2012, the BC government committed an additional \$144 million in funding over 3 years |
| 12. Innovation | Complete | Simplified Persons with Disabilities application process Government Partnership on Housing Options – (Home Team); CILLI Funding; BC Ideas |



ISSUE NOTE

DEPUTY MINISTERS' REVIEW OF COMMUNITY LIVING BRITISH COLUMBIA (CLBC)

Issue:

Addressing the recommendations in the Deputy Ministers' Review of Community Living BC (CLBC), *Improving Services to People with Developmental Disabilities*.

Background:

Prior to 2010, there were concerns expressed by the community living sector, individuals with developmental disabilities, and families, regarding services delivered to adults with developmental disabilities.

In response, the government requested an internal audit and external reviews to be completed (e.g. the Queenswood Report); these reports are available on the government website.

In response to the findings, in December 2011, the Deputy Ministers' Review of Community Living BC, *Improving Services to People with Developmental Disabilities*, was issued providing 12 recommendations for moving forward. This document can be found at:

http://www.sd.gov.bc.ca/pwd/docs/Improving_Services_to_People_with_Developmental_Disabilities_Report_FINAL.pdf.

To address the recommendations, the Deputy Ministers established the Services to Adults with Developmental Disabilities (STADD) Assistant Deputy Ministers Steering Committee, with membership consisting of all of the government ministries and organizations providing services and supports to individuals with developmental disabilities.

STADD has made good progress on addressing the recommendations through the creation of strategies, action plans and a new proposed integrated service delivery model based on extensive consultations with self-advocates with developmental disabilities and families and fourteen community engagement sessions across the province attended by service providers, advocates, educators, health professionals, academics and government agencies. The status of response to the 12 recommendations is attached.

Decision required:

This is a 30 day issue. A decision is required to proceed with five early implementation sites, with one to be located in each of the provincial regions.

The new integrated service delivery model will be elaborated on and broken down into processes and practices, designing in privacy requirements, adhering to LEAN methodology and the STADD principles.

The service delivery model addresses the following Deputy Ministers' recommendations:

- One-government policy framework for persons with developmental disabilities;
- Improve cross-government planning in all transition phases including older individuals;
- A system to track demand, wait times and service delivery across ministries and CLBC;
- Consistent assessment platform across the Ministries of Children and Family Development, Health, Education and Social Development, along with CLBC;
- New government capacity focused on transition supports; and
- Increase employment services planning and supports.

The purpose of the early implementation sites will be to test the business processes, focusing on collaboration, planning, service provision and community networks to ensure integration and enable smoother transitions.

The experiences obtained through the early implementation sites will be used to examine opportunities for refinement and to thoroughly understand the requirements for further implementation of the new model.

Where processes and practices are demonstrating strong service improvements, they will be implemented into the existing model prior to the end of the eighteen month planned duration of the early implementation sites.



INTERGOVERNMENTAL RELATIONS

Executive Responsible:

Reporting to the Deputy Minister, Intergovernmental Relations (IGR) is responsible for managing and coordinating the ministry's bilateral and multilateral relations with other governments, particularly at the federal/provincial/territorial levels (FPT). IGR provides senior level analysis, advice and recommendations to the Minister and Ministry Executive on issues and relationships with other governments. IGR works with the Ministry of Social Development (MSD) staff to ensure any intergovernmental engagement advances and supports BC's and the ministry's priorities and also strengthens the relationships with other jurisdictions. The IGR group also fulfills the same role for the Ministry of Children and Family Development.

IGR is also responsible for responding to requests from central agencies such as the Intergovernmental Relations Secretariat (IGRS) in the Premier's Office and the Ministry of Finance's Intergovernmental Fiscal Relations Branch. The MSD IGR unit provides support to assist IGRS in the preparation for Western Premier's meetings; Council of the Federation meetings (all Premiers); and First Ministers' meetings (all Premiers and the Prime Minister). This support includes working with MSD staff to provide written briefing materials for the meetings. The unit also works closely with the Protocol and Events Branch of IGRS to manage any meetings or enquiries from foreign dignitaries or governments.

Specific IGR activities include:

- Playing a lead or supporting role in the ministry's negotiations with FPT governments (bilateral, multilateral, and tripartite)
- Advising on and arranging bilateral Minister and Deputy Minister (DM) meetings with other jurisdictions, including the federal government
- Handling enquiries for information or meetings from Canadian and foreign governments or agencies
- Reporting on ministry relevant United Nations Conventions
- Monitoring and analyzing major policy statements from FPT governments such as Speeches From the Throne and budget speeches to leverage opportunities for engagement
- Supporting the Minister and DM to represent BC in the FPT and provincial/territorial Ministers Responsible for Social Services forum and representing the province on the social services forum committees of officials



COMMON ACRONYMS

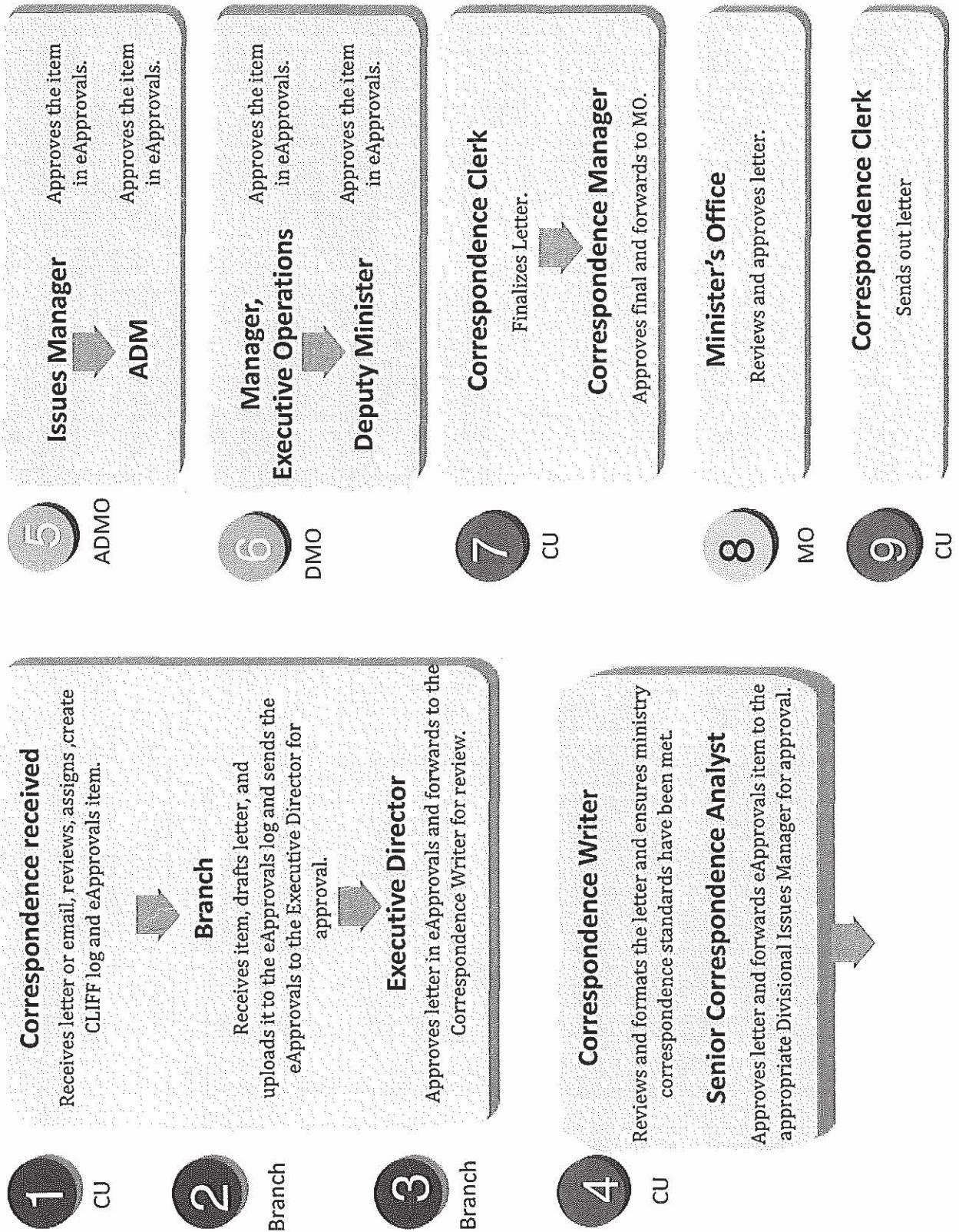
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|-------|--|
| AANDC | Aboriginal Affairs and Northern Development Canada |
| AHOP | Aboriginal Homeless Outreach program |
| BCEA | BC Employment and Assistance |
| BCEP | BC Employment Program |
| C & E | Compliance & Enforcement |
| CAP | Community Assistance Program |
| CCTB | Canada Child Tax Benefit |
| CFO | Chief Financial Officer |
| CIC | Citizenship & Immigration Canada |
| CIO | Chief Information Officer |
| CIHR | Child in the Home of a Relative |
| CLBC | Community Living BC |
| CMHC | Canada Mortgage and Housing Corporation |
| CPB | Corporate Planning Branch |
| CPP | Canada Pension Plan |
| CRSQ | Community Relations and Service Quality Manager |
| CSSEA | Community Social Services Employer's Association |
| CSW | Client Service Worker |
| CVS | Community Volunteer Supplement |
| DA | Disability Assistance |
| DSD | Director of Service Delivery |
| EAAT | Employment and Assistance Appeal Tribunal |
| EAO | Employment and Assistance Office |
| EAPWD | Employment and Assistance for People with Disabilities |
| EAW | Employment Assistance Worker |
| EFO | Executive Financial Officer |
| EI | Employment Insurance |
| ELMSD | Employment and Labour Market Services Division |
| EP | Employment Plan |
| EPBC | Employment Program of British Columbia |
| EPDP | Employee Performance Development Plan |
| EPPD | Employment Programs for Persons with Disabilities |
| ETW | Expected to Work |

| | |
|--------|--|
| EWD | Engagement and Workforce Development |
| FASB | Financial and Administrative Services Branch |
| FM | Family Maintenance |
| FMEP | Family Maintenance Enforcement Program |
| FMW | Family Maintenance Worker |
| FOI | Freedom of Information |
| FOIPPA | Freedom of Information and Protection of Privacy Act |
| FPT | Federal-Provincial-Territorial |
| GA | Gain Assistance (number) |
| GIS | Guaranteed Income Supplement |
| GNPI | Government Non-Profit Initiative |
| HAB | Health Assistance Branch |
| HBT | Healthcare Benefits Trust |
| HIP | Homelessness Intervention Project |
| HOP | Homelessness Outreach Program |
| HRB | Health Reconsideration Branch |
| HRDC | Human Resources and Skills Development Canada |
| IA | Income Assistance |
| IB | Information Bulletin |
| ICM | Integrated Case Management |
| IGR | Intergovernmental Relations |
| ILBC | Independent Living BC (BC Housing program) |
| IMB | Information Management Branch |
| IO | Investigative Officer |
| IRT | Incident Reporting and Tracking |
| LICO | Low Income Cut Off |
| LMA | Labour Market Agreement |
| LMDA | Labour Market Development Agreement |
| LMAPD | Labour Market Agreement for People with Disabilities |
| MSD | Management Services Division |
| MSO | Medical Service Only |
| MSP | Medical Services Plan |
| NCB | National Child Benefit |
| NFA | No Fixed Address |
| O/P | Overpayment |
| OAG | Office of the Auditor General |
| OAS | Old Age Security |
| OLR | Online Resource |
| PBC | Pacific Blue Cross |
| PLMS | Prevention and Loss Management Services |
| PPIM | Policy and Program Implementation Manager |

| | |
|-------|---|
| PPMB | Persons with Persistent Multiple Barriers to Employment |
| PRD | Policy and Research Division |
| PWD | Persons with Disabilities |
| RCY | Representative for Children and Youth |
| RSD | Regional Services Branch |
| SA | Supplementary Assistance |
| SAFER | Shelter Aid for Elderly Persons |
| SAS | Supervisor of Administrative Services |
| SCAP | Specialized Community Assistance Program |
| SD | Social Development |
| SET | Self Employment Training |
| SRH | Supportive Recovery Home |
| SRO | Single Room Occupancy |
| SSAA | Self-Serve Assessment and Application |
| SSISD | Social Sector Information Services Division |
| STADD | Services to Adults with Developmental Disabilities |
| STS | Special Transportation Subsidy |
| TA | Temporary Assistance |
| UCCB | Universal Child Care Benefit |
| UDI | Urban Development Institute |
| WES | Work Environment Survey |
| YTP | Youth Transition Protocol |



Minister's Correspondence Process





MINISTRY STAKEHOLDER LIST

Stakeholders:

Association of Service Providers for Employment and Career Training (ASPECT)

- Key Contact: Norma Strachan, Executive Director
- ASPECT is an umbrella organization representing over 100 community-based trainers in BC. It promotes the interests and activities of members to strengthen their capacity to provide services to people with barriers to employment.

BC Coalition of People with Disabilities (BCCPD)

- Key Contact: Jane Dyson, Executive Director
- A non-profit provincial, cross-disability advocacy organization that represents people with all types of disabilities throughout BC. The BCCPD is an umbrella group. Its membership includes individuals and groups from the communities of people who use wheelchairs, people with visual or hearing impairments, and people with hidden disabilities, mental health disabilities, learning disabilities and HIV/AIDS.

BC Personal Supports Network – Network Partners Council

- Key Contact: Christine Gordon, Chair
- Created in 2006, the BC Personal Supports Network (BCPSN) is a group of community organizations across the province (BC Coalition of People with Disabilities, the Western Institute for the Deaf and Hard of Hearing, the Neil Squire Society, BC Association for Individualized Technology Services, Home Medical Equipment Dealers Association, Alliance for Equality of Blind Canadians/ Seeing Caucus, Victoria Disability Resource Centre, and the Richmond Disability Resource Centre) that work together to improve access to supports and services for persons with disabilities
- Members of the BCPSN worked closely with the ministry to develop and implement the Personal Supports Demonstration Project, which concluded in January 2010.
- BCPSN works collaboratively with several ministries on a Personal Supports Working Group (PSWG)
- The purpose of the PSWG is *to provide advice and input to government on improvements to the provision of disability supports in British Columbia.*
- Personal supports, also known as disability supports, are the goods and services (like equipment, assistive devices, personal care attendants, or sign language interpreters) that

enable people with disabilities to carry out the activities of daily living and fully participate in the life of their community

- Members of the BCPSN along with MSD provide governance to the Equipment & Assistive Technology Initiative (EATI) through the Equipment & Assistive Technology Initiative Partners Council (EPC)
- EATI provides equipment and assistive technology to support persons with disabilities to achieve their employment goals.
- The initial focus of the BCPSN is on the provision of equipment and assistive devices that enable the full participation of people with disabilities in the labour market and to transmit the knowledge acquired through the operation of EATI as broadly as possible.

BC Public Interest Advocacy Centre (BCPIAC)

- Key Contact: Leigha Worth, Executive Director
- A non-profit, public interest law office that provides representation to groups that would not otherwise have the resources to effectively assert their interests in issues of major public concern.

Canadian Mental Health Association (CMHA)

- Key Contact: Bev Gutray, Chief Executive Officer of the CMHA BC Division
- The Canadian Mental Health Association focuses on combating mental health problems and emotional disorders. The CMHA's programs assist with employment, housing, early intervention for youth, peer support, recreation services for people with mental illness, stress reduction workshops and public education campaigns for the community. In addition, the CMHA acts as a social advocate to encourage public action and commitment to strengthening community mental health services and legislation and policies affecting services.
- The CMHA is participating in the Employment Program of BC (EPBC) as contractors and sub-contractors (two main contracts and participating as service providers (sub-contractors) in eight catchment areas)

Federation of Community Social Services of BC

- Key Contact: Rebecca Ataya, Interim Executive Director 250-480-7387
- The Federation of Community Social Services of BC is a recognized voice in BC for community services to children, youth, families and adults with vulnerabilities. We represent over 140 diverse, caring and committed member agencies who serve the needs of children and youth, women, people with disabilities and families. Our mission is to promote excellence in community services and we do it by advocating, networking, skill-building and public education.

Inclusion BC (formerly known as BC Association for Community Living)

- Key Contact: Faith Bodnar, Executive Director 604 777-9100 ext 516

- Inclusion BC is a provincial association that promotes the participation of people with developmental disabilities in all aspects of community life. Inclusion BC supports activities dedicated to building inclusive communities that value the diverse abilities of all people.

Law Foundation of British Columbia

- Key Contact: Wayne Robertson, Executive Director 604-688-7360
- The Law Foundation of British Columbia funds law income assistance advocacy supports across the province. They fund projects and programs throughout BC that benefit the public in the following areas: legal education, legal research, legal aid, law reform, and law libraries.

PICS (Progressive Intercultural Community Services) Society

- Key Contact: Charan Gil Chief Executive Officer 604-596-7722 or Satbir S. Cheema, Director, Employment Programs and Planning 604-596-7722
- Service provider (sub-contractor) in the EPBC in seven catchment areas. They are not contract holders in any of the 73 catchment areas.
- The PICS Society provides various programs and services, including employment programs, settlement services, language services, social programs and housing services to new immigrants, seniors, farm workers and youth.

Planned Lifetime Advocacy Network (PLAN)

- Key Contact: Darcy Riddell, Chair
- A not-for-profit charity created by and for families who have a relative with a disability. Their goal is to ensure a safe and secure future for families who have a relative with a disability and, in the process, to provide them a peace of mind.

Rick Hansen Foundation (RHF)

- Key Contact: Colin Ewart, Director, Government Leaders
- The Rick Hansen Foundation's focus is 1) to find a cure for spinal cord injury (SCI) and 2) to improve the quality of life for those with SCI and related disabilities. The Foundation creates opportunities for collaboration, engages people with disabilities in setting priorities, and supports leaders and experts in the field to discover and share new knowledge.

Supporting Increased Participation (SIP)

- The SIP group has been meeting on a monthly basis since late 2011 and consists of both government and community members who have a mutual interest in policy and programming related to persons with disabilities.
- The common purpose of the group is to look at ways to support increased participation for persons with disabilities in BC, through community inclusion, employment, volunteering and social connections.

- A main focus of the group is on information and data sharing, particularly about the disability assistance caseload, to promote discussion about opportunities.
- Ministry Members include Molly Harrington, ADM, Policy and Research Division and other staff as needed.
- British Columbia Coalition of Persons with Disabilities (BCCPD)
Jane Dyson, Executive Director / Robin Loxton, Director of Advocacy
BCCPD: 604-875-0188
Fax: 604-875-9227
ifproject@bccpd.bc.ca
- Canadian Mental Health Association (CMHA) British Columbia Division
Bev Gutray – Executive Director
Tel: 604-688-3234
Bev.gutray@cmha.bc.ca
- Community Legal Assistance Society (CLAS)
Telephone: 604-685-3425
Fax: 604-685-7611
Toll Free: 1-888-685-6222
- Inclusion BC (formerly British Columbia Association for Community Living)
Faith Bodnar
604 777-9100 EXT 516
- Social Planning and Research Council (SPARC)
Telephone: 604-718-7733
Fax: 604-736-8697
info@sparc.bc.ca
- Social and Enterprise Development Innovations (SEDI)
Tel: 416-665-2828
Fax: 416-665-1661
info@sedi.org

Vancouver Foundation

- Key Contact: Faye Wightman, President and CEO 604-688-2204
- The Vancouver Foundation was formerly established by an Act of the Provincial Legislature in 1950. Today it has grown to become the largest community foundation in Canada, with an asset base of approximately \$800 million. The mission of the foundation is to create positive and lasting impacts on communities through knowledge, networks, and philanthropy. The Vancouver Foundation has a province-wide mandate.
- Granting areas include but are not limited to: Children Youth and Families, Disability Support, Education, and Health and Medical Research
- Giving in Action: To help address accessibility issues in the home, MSD provided \$2 million in new funding in March 2013. Program established by the Vancouver Foundation provides

grants to families who have a relative with developmental disabilities or special needs living with them. Earlier - since 2006, government (Community Living BC and the Ministry for Children and Family Development) invested \$41 million to help more than 1,100 families through the Giving in Action Fund.

- The Vancouver Foundation's Giving in Action Society is working in partnership with the Ministry on a Tax Filing Incentive program targeted at clients with children.
- Faye Wightman is the co-chair of the Government Non-Profit Initiative (GNPI), along with the Deputy Minister of the Ministry of Social Development.

Provincially Funded Service Providers:

Communication Assistance for Youth and Adults (CAYA)

- Key Contact: Jeff Riley, Manager 604-269-2210
- CAYA's goal is to ensure individuals with speech disabilities have continued access to Speech Generating Devices, thus continuing the investment made in these young adults and supporting their ability to lead productive lives. The vision for CAYA is that all adults without functional speech will be able to receive the skilled assistance and appropriate speech generating technology they require for an independent life, in a timely manner, regardless of where they live in BC.

ConnecTra

- Key Contact: Duane Geddes, Executive Director
- ConnecTra is undertaking a pilot project to recruit and train community "connectors" who meet with people with disabilities – individually, one-on-one – to help them become more involved in the community. The principal outcomes of this pilot project are to determine whether their approach can improve or increase:
 - Labour market attachments;
 - Increased levels of community involvement; and
 - Increased levels of physical activity and improved overall health.

Equipment & Assistive Technology Initiative (EATI) - also see BC Personal Supports Network (BCPSN) above

- Key Contact: Christine Gordon, Chair
- Members of the BCPSN along with MSD provide governance to the Equipment & Assistive Technology Initiative (EATI) through the Equipment & Assistive Technology Initiative Partners Council (EPC)
- EATI provides equipment and assistive technology to support persons with disabilities to achieve their employment goals.
- The initial focus of the BCPSN is on the provision of equipment and assistive devices that enable the full participation of people with disabilities in the labour market and to transmit the knowledge acquired through the operation of EATI as broadly as possible.

GT Hiring Solutions (2005) Inc

- Key Contact: Frank Bourree, CEO 250-382-3303 ext. 208 or Christine Stoneman, Chief Operating Officer 250-382-3303 ext. 206
- GT Hiring Solutions is a contractor with the Employment Program of BC (EPBC) (five contracts).
- GT Hiring Solutions was previously a contractor with the BC Employment Program (BCEP) (four contracts)
- It is a private, for-profit company. Together with the original GT Company, GT Hiring Solutions has 10+ years of contract history with the Ministry.
- GT Hiring Solutions has participated regularly in engagement opportunities provided across the province to discuss labour market priorities and investments.

MOSAIC (Multi-lingual Orientation Service Association for Immigrant Communities)

- Key Contact: Eyob Naizghi 604-254-9626
- Participating in the EPBC as contractors and sub-contractors (one main contract and participating as service providers (sub-contractors) in two catchment areas).

Neil Squire Society

- Key Contact: Greg Pyc, Western Regional Manager 604-473-9363
- The Neil Squire Society was a contractor with the Employment Program for Persons with Disabilities core program (one contract). It also held a special health contract.
- Participating in the EPBC as sub-contractors in six catchment areas.
- It is a non-profit society, with a solid track record serving those with disabilities, including 10+ years of contract history with the ministry

The Open Door Group

- Key Contact: Tom Burnell, Chief Executive Officer 604-639-1800
- The ODG is participating in the EPBC as contractors and sub-contractors (five main contracts and participating as service providers (sub-contractors) in nine catchment areas)
- Previously a contractor with BCEP (one contract) and the Employment Program for Persons with Disabilities (EPPD) core program (five contracts)
- Non-profit society, with a solid track record serving those with disabilities. 10+ years of contract history with the ministry.

SUCCESS (United Chinese Community Enrichment Services Society)

- Key Contact: Queenie Choo Chief Executive Officer 604-684-1628
- Service provider (sub-contractor) in the EPBC in eleven catchment areas; however this number is subject to change. They are not contract holders in any of the 73 catchment areas.

- ELMSD previously had 10 agreements with SUCCESS to provide employment programs and supports to British Columbians in the Lower Mainland. In addition, SUCCESS provided subcontract services through four provincially funded agreements.
- In 2010, the ministry completed a review of the LMDA contracts in order to address budget reductions, unnecessary spending and duplication of services and to ensure service continuity is maintained until implementation of the new Employment Program of BC in April 2012.
- The ministry identified three SUCCESS agreements for non-extension and early termination. All three agreements ended on January 31, 2011. The decisions to not extend or terminate were based on low demand and/or similar employment services available in the community.
- In March 2013, SUCCESS provided notification that they will no longer offer the Step Self Employment Program in several catchment areas. Contractors in affected catchment areas are searching for alternate service providers.

WCG International

- Key Contact: Darlene Bailey, President 250-389-0699
- Participating in the EPBC as contractors and sub-contractors (three main contracts and participating as service providers (sub-contractors) in eight catchment areas).
- Previously a contractor with BCEP (four contracts) and EPPD core program (four contracts)
- Private for-profit company owned by Providence Services Corporation (United States), with 10+ years of contract history with the ministry.

YMCA-YWCA

- Key Contacts: Janet Austin, CEO YWCA Metro Vancouver
Ron Stewardson, President, YMCA-YWCA of the Central Okanagan
Familiar ELMSD Contact: Robert Bryce, EPBC Catchment Area Manager, YMCA-YWCA of the Central Okanagan
- The YMCA-YWCA has various regional entities that are independent from one another. Two entities are participating as contractors in the new EPBC. The YWCA of Metro Vancouver has three contracts, and the YMCA-YWCA of the Central Okanagan has one contract.
- Various YMCA-YWCA groups are participating as service providers (sub contractors) in 10 catchment areas.

Government Partners:

Human Resources and Skills Development Canada

- Key Contact: Ian Shugart, Deputy Minister of Human Resources and Skills Development Canada (HRSDC)

- The Honourable Diane Finley, Minister of Human Resources and Skills Development Canada

Independent Bodies:

Advocate for Service Quality

- Key Contact: Jane Holland, appointed by, and reports to the Minister of Social Development
- The role of the Advocate for Service Quality includes assisting youth with special needs transitioning to adulthood in accessing supports and services.
- The Advocate works for adults with developmental disabilities and transitioning youth with special needs and their families.
- For more information visit <http://www.hsd.gov.bc.ca/advocate/>

BC Office of the Representative for Children and Youth (RCY)

- Key Contact: Mary-Ellen Turpel-Lafonde, Representative for Children and Youth
- Background of Organization – The RCY supports children, youth and families who need help in dealing with the child-serving system, provides oversight to the Ministry of Children and Family Development and advocates for improvements to the child-serving system. The Rep was first appointed in November 2006, and was reappointed by the Legislature in 2011 for a second five-year term.

BC Ombudsperson

- Key Contact: Kim Carter, Ombudsperson
- The B.C. Ombudsperson is an officer of the provincial legislature; independent of government and political parties; responsible for making sure that the administrative practices and services of public agencies are fair, reasonable, appropriate and equitable.

Employment & Assistance Appeal Tribunal

- Key Contact: Marilyn McNamara, Chair
- The Employment and Assistance Appeal Tribunal (Tribunal) is an independent quasi-judicial agency established on September 30, 2002 following the proclamation of the *Employment and Assistance Act*. The Tribunal's mission is to provide an independent and accessible appeal process that delivers timely and fair decisions reviewing Ministry of Social Development (MSD) determinations in regards to the employment and assistance program, and Ministry of Children and Family Development (MCFD) determinations in regards to the child care subsidy program.



SUGGESTED BRIEFINGS

Initial Briefings:

Community Living BC – Doug Woollard, Interim CEO and Denise Turner, Board Chair
Employment and Assistance Appeal Tribunal (EAAT) - Marilyn McNamara, Chair
Advocate for Service Quality - Jane Holland
Minister's Council on Employment and Accessibility - Carla Qualtrough, Chair
BC Partners for Social Impact - Al Etmanski, Co-chair

Subsequent Stakeholder Briefings:

Inclusion BC - Faith Bodnar, Executive Director
Family Support Institute - Angela Clancy, Executive Director
BC Coalition of People with Disabilities - Jane Dyson, Executive Director
BC Personal Supports Network - Christine Gordon, Chair

Subsequent Briefings:

Representative for Children and Youth – Mary Ellen Turpel-Lafond
Ombudsperson – Kim Carter